

## DBP DATA CENTER, INC.

		Component					Baseline Data (if applicable)		Target
		Objective/Measure	Formula	Weight	Rating System	Data Provider	2013	2014	2015
STAKEHOLDERS	SO 1	To Provide Quality and Timely IT Services to Priority Areas							
	SM 1	Client satisfaction rating	Percentage Score	10%	(Actual/Target) x Weight		95%	Rating of at least HS	Rating of at least Highly Satisfactory
	SM 2	Number of serviced clients in the priority areas	Absolute no. of serviced LGUs/NGAs	10%	(Actual/Target) x Weight		n/a	n/a	5 signed contracts
		Sub-total		20%					
FINANCIAL	SO 2	To Generate Revenues to Support its Own Operation and Provide Returns on Investment to the Stakeholders							
	SM 3	Value of services	Actual gross revenue/ Budgeted gross revenue	30%	(Actual/Target) x Weight				P140.43 Million
	SM 4	Amount of Earnings before interest, tax, depreciation and amortization (EBITDA)	Actual EBITDA/ Budgeted EBITDA	15%	(Actual/Target) x Weight				P8.94 Million
		Sub-total		45%					

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INTERNAL PROCESS	SO 3	To Effectively Implement Business Continuity and Disaster Recovery Plan							
	SM 5	Percentage of completion of plan approval	No. of activities tested as stated in the plan	10%	(Actual/Target) x weight		90%	93%	95%
	SO 4	Continuous Research and Development							
	SM 6	Number of IT solutions approved by the Board		10%	(Actual/Target) x weight			2 1. DCI Payment Platform Solution 2. DCI Tax Database to GIS Mapping Solution	
		Sub-total		35%					
LEARNING & GROWTH	SO 5	To Upgrade Skills of Employees							
	SM 7	Average competency model of the organization	At least 1 training for 50% pf regular employees per year	5%	(Actual/Target) x weight		n/a	n/a	Establish a competency model
	SM 8	Percentage of retention rate of regular employees staying beyond two (2) years	No. of regular personnel staying/ total no. of regular employees	10%	(Actual/Target) x weight		n/a	95%	95%
			Sub-total	15%					
		TOTAL		100%					