

DBP DATA CENTER, INC.

		Component				Baseline		Target		
		Objective/Measure	Formula	Weight 2015	Weight 2016	Rating System	2013	2014	2015	2016
STAKEHOLDERS / CUSTOMERS	SO 1	To Provide Quality and Timely IT Services to Priority Areas to Support their Business Operations								
	SM 1	Number of Served Clients in the Priority Areas	Absolute Number of Contracts with Served LGUs/NGAs	10%	10%	(Actual/Target) x Weight	n/a	n/a	5 signed contracts	6 signed contracts
	SM 2	Client Satisfaction Rating	Result of Customer Satisfaction Survey (quality and timeliness)	10%	10%	All or Nothing	n/a	Highly Satisfactory	Highly Satisfactory	Highly Satisfactory
			Sub-total	20%	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	30%	30%	(Actual/Target) x Weight	₱73.62 Million	₱89.39 Million	₱101.67 Million	₱111.88 Million
	SM 4	Amount of Earnings Before Interest, Tax, Depreciation and Amortization (EBITDA)	Actual EBITDA over Budgeted EBITDA	15%	15%	(Actual/Target) x Weight	₱9.35 Million	₱3.41 Million	₱5.88 Million	₱6.51 Million
			Sub-total	45%	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%	5%	(Actual/Target) x Weight	90%	93%	95%	100%
	SM 6	Establishment of Disaster Recovery Site	Percentage of Completion		5%	(Actual/Target) x Weight				100%
	SO 4	Continuous Research and Development								
	SM 7	Number of IT Solutions Approved by the Board	Absolute Number	10%	10%	(Actual/Target) x Weight	n/a	n/a	2 (Payment Platform Solution and Project Management Cloudbased Tool)	3 (Billing and Collection System, Engineering Permit System and Document Management System)
			Sub-total	20%	20%					
LEARNING & GROWTH	SO 5	To Upgrade Skills of Employees								
	SM 8	Average Competency Model of the Organization	Actual Accomplishment	5%	5%	All or Nothing	n/a	n/a	Establish a Competency Model	Improvement of the Baseline Competency Model

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	SM 9	Retention Rate of Regular Employees Staying Beyond Two (2) Years	No. of regular personnel staying over total no. of regular employees	10%	10%	(Actual/Target) x Weight	n/a	n/a	95%	95%
			Sub-total	15%	15%					
			Total	100%	100%					