

CY 2017 PERFORMANCE SCORECARD (ANNEX B)

CREDIT INFORMATION CORPORATION

	Objective / Measure	Component Formula	Weight	Rating System	Baseline Data (if applicable)			Targets		
					2013	2014	2015	2016	2017	
<b>Socio-Eco impact</b>	<b>SO 1</b>	<b>Increase Opportunities for the Public to Access Credit</b>								
	SM 1	Volume of Access of the Accessing Entities on CIC Database	Number of recorded test access by 56 Accessing Entities & 4 Special Accessing Entities (SAEs)	5%	(Actual/Target) X Weight	N/A	N/A	N/A	N/A	Test access by 56 accessing entities & 4 SAEs
	SM 2	Submitting Entities	Number of Submitting Entities complying to CISA law (cumulative)	5%	All or Nothing	N/A	N/A	Commercial Banks - 2 Thrift Banks - 2 Rural - 2 Credit cards - 4 MFI - 2	Commercial Banks - 27 Thrift Banks - 53 Rural - 354 All Credit cards GOCCs - 15 Others - 830	Additional 511 <sup>1</sup> Submitting Entities processed
	<b>Sub-total</b>			10%						

<sup>1</sup> These are remaining entities with deadlines since 2016 up to 2017: Thrift Bank – 10, Rural – 109, Micro – 45, Coop 0 – 347 and Coop (large and medium) - NATCCO & MASSPEC

	Objective / Measure	Component			Baseline Data (if applicable)			Targets		
		Formula	Weight	Rating System	2013	2014	2015	2016	2017	
FINANCE	SO 2	Exercise Fiscal Prudence Through Proper Revenue and Expenses Matching								
	SM 3	Budget Utilization Rate	Actual Disbursement over DBM approved COB	10%	less than 90% = 0% 90% and above = (Actual/Target) x Weight	N/A	N/A	38.5% 70.47% 61.68%	PS - 85% MOOE - 100% CA - 100%	90% of the DBM-approved COB
	SO 3	Promote Stakeholders' Interest and Enhance Shareholder Value								
	SM 4	Increase Operating Revenue	Absolute Amount	10%	0%: Less than ₱4 Million 5%: ₱4 Million to ₱5 Million 7%: ₱6 Million to ₱7 Million 10%: ₱8 Million and above	N/A	N/A	N/A	₱2 Million	₱5.3 Million
		<b>Sub-total</b>		20%						
CUSTOMERS	SO 4	Institutionalize Compliance Among Submitting Entities and Accreditation of Private Credit Bureaus								
	SM 5	No. of unique Data Subject/Contract Records	Additional 4 million unique records	20%	20%: 14 Million and above 15%: 12 Million to 13 Million 10%: 9.462 Million to 11 Million 0%: Below 9.462 Million	N/A	N/A	N/A	8 Million	12 Million

Objective / Measure	Component	Formula	Weight	Rating System	Baseline Data (if applicable)			Targets	
					2013	2014	2015	2016	2017
SO 5	Enable Constant Communication to Educate and Satisfy Customers								
SM 6	No. of Stakeholders benefiting from Customer Education <sup>2</sup>	No. of attendees/ participants							
6(a)	Seminars / Events / Activities	Number of individuals attended	5%	(Actual/Target) X Weight	N/A	N/A	N/A	N/A	4,000 individuals reached
6(b)	Others (Financial Literacy campaign)	No. of commercial/universal banks and credit card issuers participated in the event	5%	(Actual/Target) X Weight	N/A	N/A	N/A	N/A	50% of commercial/universal banks and credit card issuers participated in the event
SM 7	Customer Satisfaction	Number of respondents who rated at least Very Satisfactory / Total number of respondents of the survey	5%	All or Nothing but not less than 75%. Below 75%: 0%	N/A	N/A	N/A	Establish baseline for satisfactory customer rating (third party survey)	Establish baseline on percentage of respondents who rated at least Very Satisfactory <sup>3</sup>

<sup>2</sup> Seminars/events/ activities and other financial literacy campaign

<sup>3</sup> Survey forms must be based on the 5-point Likert Scale and should follow the format in the PES Guidebook.

Objective / Measure	Component				Baseline Data (if applicable)				Targets	
	Formula	Weight	Rating System	2013	2014	2015	2016	2017		
SM 8	Increase Public Awareness on Credit Information System Act (CISA)	Actual Accomplishment	5%	All or Nothing	N/A	N/A	N/A	N/A	Board-approved Marketing Communication Plan	
	<b>Sub-total</b>		40%							
<b>SO 6</b>	<b>Build, Install and Maintain a Secure System, Capable of Receiving, Collating, Hosting and Updating Data</b>									
INTERNAL PROCESS	SM 9	System Availability (function of uptime and downtime)	Third-party network monitoring report	10%	10%: 99% and above 5%: 90% to 98% 0%: Below 90%	N/A	N/A	N/A	90%	99%
	SM 10	Users acceptance on the Performance and Usability of the IT System	Number of respondents who rated at least Very Satisfactory / Total number of respondents	5%	All or Nothing but not less than 75%. Below 75%: 0%	N/A	N/A	N/A	90% (Conducted through customer satisfaction rating)	Establish baseline on percentage of respondents who rated with at least Very Satisfactory <sup>4</sup>

<sup>4</sup> Included in the Customer Satisfaction Survey

	Objective / Measure	Component			Baseline Data (if applicable)			Targets		
		Formula	Weight	Rating System	2013	2014	2015	2016	2017	
	SM 11	Establish an Information Security Management Framework	Actual Accomplishment	5%	All or Nothing	N/A	N/A	N/A	N/A	Board approved Information Security Management Framework
		<b>Sub-total</b>		20%						
<b>LEARNING AND GROWTH</b>	<b>SO 7</b>	<b>Recruit, Equip and Retain Talented and Technologically Competent Employees</b>								
	SM 12	Improve Quality Management System	Actual Accomplishment	5%	All or Nothing	N/A	N/A	N/A	N/A	Certificate of readiness for ISO 9001:2015
	SM 13	Average Competency Level	Actual Accomplishment	5%	All or Nothing	N/A	N/A	Establishment of a competency model	Target baseline for competency level	Board-approved Competency Model/Framework <sup>5</sup>
		<b>Sub-total</b>		10%						
		<b>Total</b>		100%						

<sup>5</sup> Deliverables: Competency Catalogue, Competency Framework, Competency Tables, Competency Matrix