

DBP DATA CENTER, INC.
Interim Performance Scorecard

Indicator	Weight	Targets	Accomplishment		CGO-A Validation		Supporting Documents	Remarks
	2014	2014	Actual	Rating	Score	Rating		
MFO 1: IT Services provided to DBP and Other Government Agencies Including its Instrumentalities								
Quality: Client rating on services rendered by DCI	5%	Rating of at least Highly Satisfactory	Highly Satisfactory	4.5	Highly Satisfactory	4.5	Client Satisfaction Survey Form	Acceptable Rating scale – Commendable: 95% -100% x weight Highly Satisfactory: 90% - 94.99% x weight Satisfactory, Needs Improvement and Failed: below 90% is 0% x weight
Timeliness: Percent of requests processed within Turn-Around-Time (TAT)	5%	96%	99.18%	5%	99.28%	5%	Information Technology Operations Management Report for 2014	1. Network: Target: 90% uptime (application systems/communication servers) Accomplishment: - 98.78% average availability of Communication Services (Email & Internet – physical infra such as router, switch, except for communication line which is Telco dependent) - 98.78% average availability of infrastructure (physical except for communication line which is Telco dependent) 2. System Administration: Target: 100% Technical Support to address user concern Accomplishment:

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								<ul style="list-style-type: none"> - addressed 99.5% of users reported problems and requests - provided 99.5% 1st level support <p>3. Operations Target: 100% generation of reports Accomplishment:</p> <ul style="list-style-type: none"> - 100% generation of required/requested report within required TAT <p>4. Database Administration Target: 90% Maintenance of Servers/Databases Accomplishment: 98.11% average availability of the servers and databases</p> <p>5. Help Desk Target: 100% addressing user concern reports Accomplishment: Private Automatic Branch Exchange (PABX) was 100% completed on May 2014</p>
Financial: Value of Services	80%	P77.30 Million	P89.39 Million	80%	P89.39 Million	80%	2014 COA Audited Financial Statements	This pertains to the revenue from Outsourcing Services and other income amounting to P87.54 Million and P1.85 Million, respectively. The other income account is the excess input VAT which is considered as tax credit.
Subtotal Weight:	90%			89.50%		89.50%		

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GAS: Organizational Effectiveness and Financial Viability								
Quality: Business Continuity and Disaster Recovery Plan (completion of implementation)	5%	93%	93%	5%	100%	5%	Restoration Report	<p>The restoration of Lotus Notes System for email communication purposes was completed on 03 December 2014.</p> <p>The restoration Employee Self-Service files/database, HR System, was completed on 10 December 2014. This is being used for online filing of leave and time-in and time-out of employees.</p> <p>The restoration of Microsoft Dynamic Navision files/database, Accounting System, was completed on 15 December 2014.</p>
Financial: Amount of Earnings Before Interest and Tax (EBIT)	5%	P9.80 Million	P3.41 Million	1.74%	P3.41 Million	1.74%	2014 COA Audited Financial Statement	Acceptable
Accumulated Total Weight:	100%			96.24%		96.24%		