

CREDIT INFORMATION CORPORATION

	Component				Baseline Data			Target	
	Objective/Measure	Formula	Weight	Rating System	2016	2017	2018	2019	
SOCI-ECONOMIC IMPACT	SO 1	Increase Opportunities for the Public to Access Credit							
	SM 1	Volume of Access of the Accessing Entities and Special Accessing Entities	No. of recorded access by the Accessing Entities & Special Accessing Entities (SAEs)	5%	(Actual/Target) x Weight	No data	Cannot be validated	3,102,256	More than 3.1 million
	SM 2	Increase the Number of Submitting Entities	No. of Submitting Entities complying to CISA law	5%	(Actual/Target) x Weight	No. of submitting entities as identified by the law: 40 CB 60 TB 426 RB 16 CCs 5 GOCCs 554 Others No. of submitting entities as identified by the corporation: 1	Cannot be validated	Additional 141 Submitting Entities	Additional 150 Submitting Entities (Total of 614 SEs by end of the year)
		Sub-total			10%				

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FINANCE	SO 2	Exercise Fiscal Prudence Through Proper Revenue and Expense Matching							
	SM 3	Improve Budget Utilization	Actual Disbursement over DBM approved COB	10%	All or Nothing	PS – 31% MOOE – 54% CO – 44%	41.10%	59%	90% of the DBM approved COB
	SO 3	Promote Stakeholders' Interest and Enhance Shareholder Value							
	SM 4	Increase Operating Revenue	Absolute Amount	10%	(Actual/Target) x Weight 0% = If less than ₱4.02 Million	₱4.017 Million	₱6.696 Million	₱5,357,143	At least ₱5.36 Million
		Sub-total		20%					
CUSTOMER	SO 4	Institutionalize Compliance Among Submitting Entities and Accreditation of Private Credit Bureaus							
	SM 5	No. of Unique Data Records in the Credit Information System (CIS) Database	Number of unique data records	20%	All or nothing	9,462,586.00	17,686,830	Additional 6,065,111 records (Total records of 23,751,941 by end of 2018)	At least 50% increase from 2018 (Total Records of 35.63 million by end of 2019)
	SM 6	Reduce the Percentage of Anomalous Records	Anomalous records transferred and cleared / Total number of anomalous records	10%	(Actual/Target) x Weight 0% = If less than 70%	No data	No data	71.36%	80%

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SO 5	Enable Constant Communication to Educate and Satisfy Customers							
SM 7	No. of Stakeholders benefitting from Customer Education <i>Seminars / events / activities and other financial literacy campaign</i>							
SM 7a	Educational Activities / Seminars / Events	No. of individuals attended	2.5%	(Actual/Target) x Weight	No data	Cannot be validated	1,772 individuals reached	10,000 individuals reached
SM 7b	Others (Financial Literacy Campaign)	No. Expo's conducted	2.5%	(Actual/Target) x Weight	No data	28 commercial / universal banks & credit card issuers participated in the event	1 Expo	5 Expo
SM 8	Percentage of Satisfied Customers	Number of respondents who rated at least Satisfactory / Total number of respondents	10%	(Actual/Target) x Weight 0%=If less than 80%	USAID Survey	Cannot be validated	No accomplishment	85%
	Sub-total		45%					

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INTERNAL PROCESS	SO 6	Build, Install and Maintain a Secure System Capable of Receiving, Collating, Hosting and Updating Data							
	SM 9	System Availability (Function of Uptime and Downtime)	System generated third-party network monitoring report	10%	15%: 99% and above 5%: 95% to 98% 0%: Below 95%	98.68%	Cannot be validated	99.51%	99%
	SM 10	Establish Quality Management System	Actual accomplishment	5%	5% = ISO 9001:2015 Certificate 2.5% = Certificate of Readiness	No data	No accomplishment	No accomplishment	ISO 9001:2015 Certification
	SM 11	Improve Security Maturity Level	Actual accomplishment	5%	All or nothing	No data	No accomplishment	1.8 security maturity level as validated by SGV	Maintain 1.8 security maturity level through third party validation
		Sub-total		20%					

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LEARNING AND GROWTH	SO 7	Recruit, Equip and Retain Talented and Technologically Competent Employees							
	SM 12	Percentage of Employees Meeting Required Competencies	Actual accomplishment	5%	All or nothing	At least 32 hours of training per employee	No accomplishment	No accomplishment	100% of employees with competency baseline ¹
		Sub-total		5%					
		Total		100%					

¹ Establishment of competency baseline pertains to the implementation of assessment process and use of assessment tools and various methodologies as identified in the Competency Model to evaluate whether an incumbent or candidate to a position possesses (1) the competencies required by the position, (2) the actual competency levels of the incumbent or candidate, and (3) the gaps between the actual competencies and competency levels of the incumbent or candidate, and the required competencies and competency levels of the position.