

DBP DATA CENTER, INC.
2017

		Component			
		Weight	Formula	4th Quarter	
				Target	Actual
STAKEHOLDERS AND SOCIAL	SO 1	Deliver IT Service			
	SM 1	Number of new projects	10%	Absolute no. of serviced LGUs/NGAs	3 signed MOA / NOA
	SM 2	Client satisfaction rating	10%	Result of Customer Satisfaction Survey (quality and timeliness)	Rating of at least HS
FINANCIAL	SO 2	To generate revenues			
	SM 3	Value of services	25%	Actual Gross Revenue	P70.55 Million
	SM 4	Amount of Earnings Before Interest, Tax, Depreciation and Amortization (EBITDA)	10%	Actual EBITDA over Budgeted EBITDA	P9.51 Million
INTERNAL PROCESS	SO 3	Adapt ISO Requirements			
	SM 5	Percentage compliance	10%	No. of activities tested as stated in the Plan	95%
	SO 4	Manage Services			
	SM 6	Percent milestone achievement level	10%	No. of project/2	100%
	SO 5	Deliver new product / services / applications and solutions			
LEARNING AND GROWTH	SM 7	No. of solutions approved by the Board	5%		2
	SO 6	To upgrade skills of employees			
	SM 8	Customer Rating	5%	Customer feedback/survey	S
	SM 9	Individual Performance Rating	5%	Performance Appraisal	95%
	SO 7	Deliver employee engagement program			
	SM 10	Competency program	5%	Actual vs target knowledge, skills & attitude	Approved competency program
	SM 11	Employee Climate Survey	5%		average rating of 7 out of 10
		Total Weight	100%		