

DBP DATA CENTER, INC. SERVICE CHARTER

DBP Data Center, Inc. (DCI) is a wholly-owned subsidiary of the Development Bank of the Philippines (DBP). DCI began as DBP's electronic data processing department and spun off as an independent entity in November 1982. It has operated and maintained DBP's IT systems for almost 42 years now.

In 1986, DCI began extending its services to entities outside the Bank first to Local Government Units and eventually to other government agencies as well. Among the services offered were IT Project Management, staff supplementation, IT training, ISSP formulation and implementation, data center services and web services. As a GOCC, DCI could directly engage in projects with other government agencies by negotiated procurement.

This charter outlines our service commitment to the public and how our clients can help us provide quality service.

The DBP Data Center, Inc. (DCI) is dedicated to providing a high level of service. We are the Information and Communication Technology partner of the government and private sector as well.

Our services include:

- Provision of Information and Communication Technology (ICT) facilities management, systems application development, systems integration, providing IT solutions, contact centers operation, business processes outsourcing, consultancy services and other IT-related services for government and non-government institutions;
- Monitor the flow of records and accounts of the different corporations, firms and entities engaged in business within and outside the Philippines;
- Develop information systems that will provide data and information needed for the business of a particular firm, corporation or entity;
- Provide consultancy services for the effective evaluation of Management Information System and related programs for the efficient and economical realization of business objectives;
- Engage in partnerships with other firms, organizations and agencies that will provide the needed technology in the ICT industry; and
- To perform such other services related hereto.

In providing our services, we value:

- Meeting the needs of our clients, the government and non-government institutions
- The diversity and individuality of the environment of our clients
- The professionalism of our staff
- Effective communication, including your feedback on our services
- Our approachability

You can expect:

- Timely and quality service
- Updated information and communication technology
- Helpful well-trained staff who will treat you with respect, confidentiality and in a culturally appropriate manner
- An information service which is responsive to your needs
- Prompt responses to your enquiries, comments or complaints
- Clear and accurate information regarding systems developed and service provided, etc.
- Integrity of people you are working with at all times.

Help us to help you by:

- Treating other people with respect and courtesy
- Assisting staff understand your needs clearly
- Providing us with feedback on how we may improve our services, or how we can help resolve a specific service problem
- Participating in the activities and services offered by the company in a spirit of good humor and cooperation
- Informing yourself of related policies and rules of engagement and observing these at all times
- Complying with any directions or instructions given by both client and provider.