



TRINITY UNIVERSITY OF ASIA

Cathedral Heights, 275 E. Rodriguez Sr. Avenue, Quezon City 1102

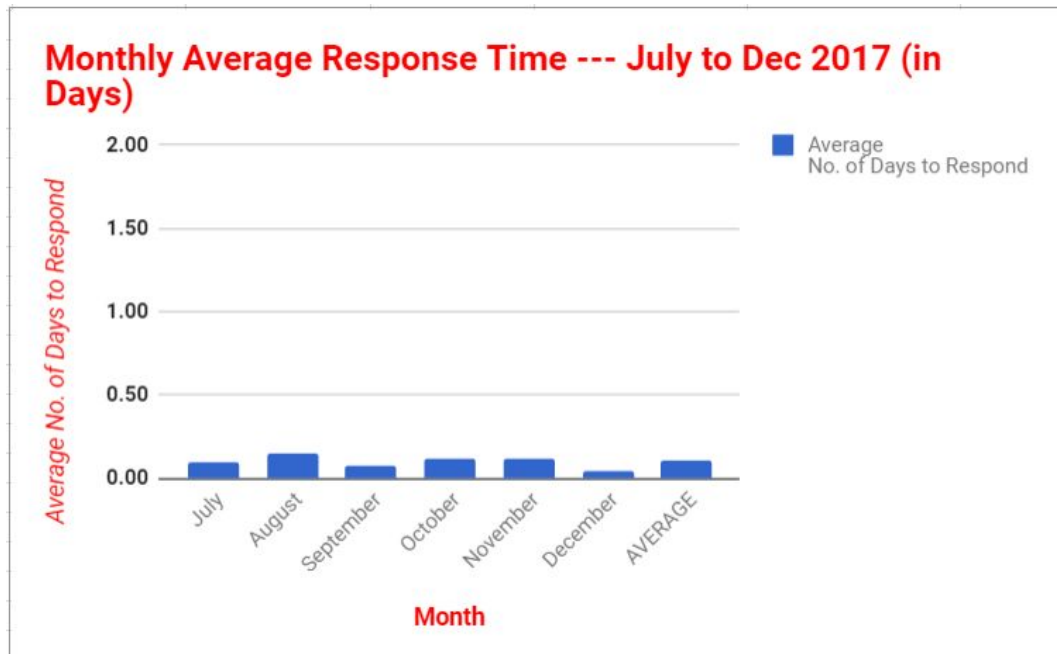
INFORMATION AND COMMUNICATIONS TECHNOLOGY UNIT

QUALITY OBJECTIVES MONITORING

1. To respond in not more than three (3) days to service requests.

a. Statistics on average number of days

July to December 2017		
MONTH	Average No. of Days to Respond	Number of Service Requests
July	0.10	48
August	0.15	71
September	0.08	53
October	0.12	51
November	0.12	34
December	0.04	25
AVERAGE	0.10	47.00



Response time corresponds to time it takes for the ICT Unit to look into the concerns on computer hardware being raised by the unit's customers.

Based on the gathered data, the response time of the unit is still within the desired length of time of 3 days.

However, it is still notable to mention that for some requests for service, needed inputs are sometimes submitted later than when the original request was made. **These delays in input has affected the consistency of the technical person to log the accomplished tasks.**



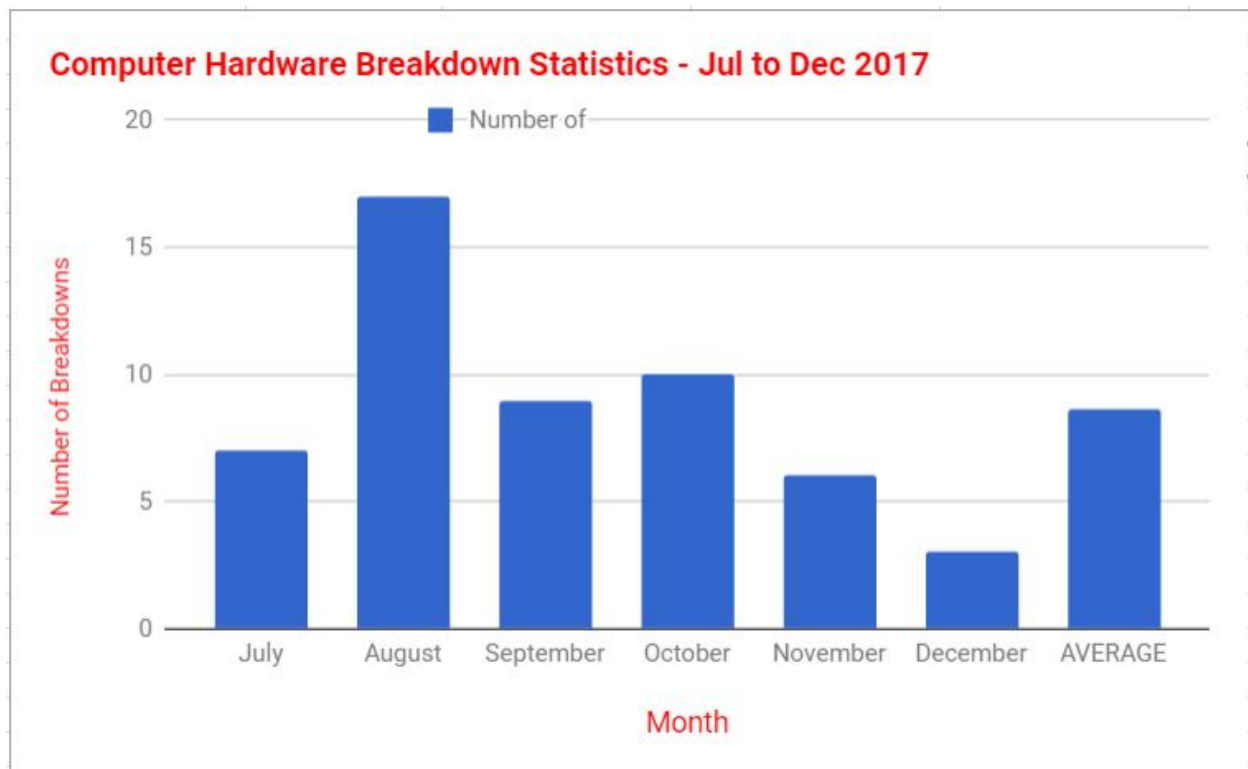
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2. To attain not more than twenty (20) computer hardware breakdown per month.

July 2017 to December 2017	
Month	Number of Computer Breakdown
July	7
August	17
September	9
October	10
November	6
December	3
AVERAGE	9



From the data, the number of computer hardware breakdown have not exceeded the target maximum number of twenty (20). However, it is important to note that more than 50% of the computers are already above three years. Older computer is prone to breakdown.



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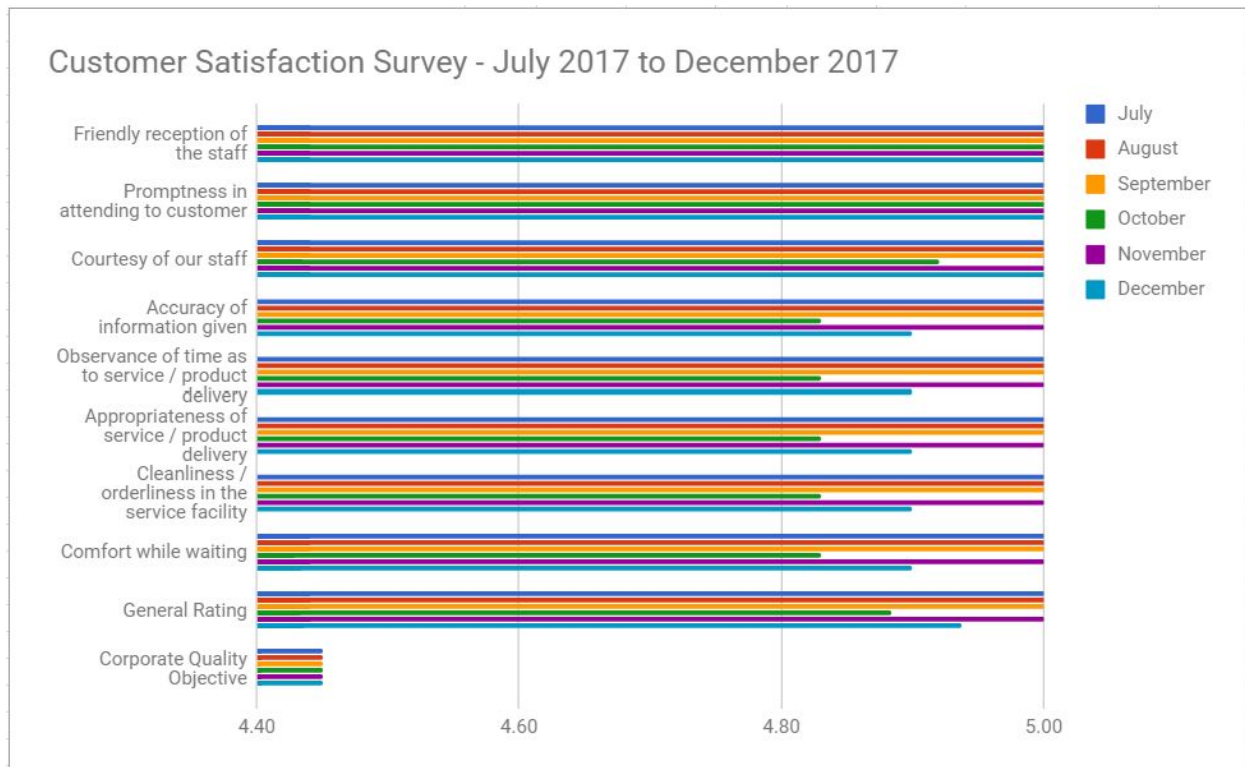
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3. To obtain a semestral rating of at least 4.45 in the Customer Satisfaction Survey

a. Customer Satisfaction Survey

	July	August	September	October	November	December
Friendly reception of the staff	5.00	5.00	5.00	5.00	5.00	5.00
Promptness in attending to customer	5.00	5.00	5.00	5.00	5.00	5.00
Courtesy of our staff	5.00	5.00	5.00	4.92	5.00	5.00
Accuracy of information given	5.00	5.00	5.00	4.83	5.00	4.90
Observance of time as to service / product delivery	5.00	5.00	5.00	4.83	5.00	4.90
Appropriateness of service / product delivery	5.00	5.00	5.00	4.83	5.00	4.90
Cleanliness / orderliness in the service facility	5.00	5.00	5.00	4.83	5.00	4.90
Comfort while waiting	5.00	5.00	5.00	4.83	5.00	4.90
General Rating	5.00	5.00	5.00	4.88	5.00	4.94
Corporate Quality Objective	4.45	4.45	4.45	4.45	4.45	4.45



From the tables and graphs above, data shows that customer satisfaction on the staff, services and facilities of the unit are all well above the expected rating of 4.45. For the latest consolidated survey, the average customer satisfaction ratings based on the eight (8) criteria were 4.97 for the period of July 2017 to December of 2017 was obtained.

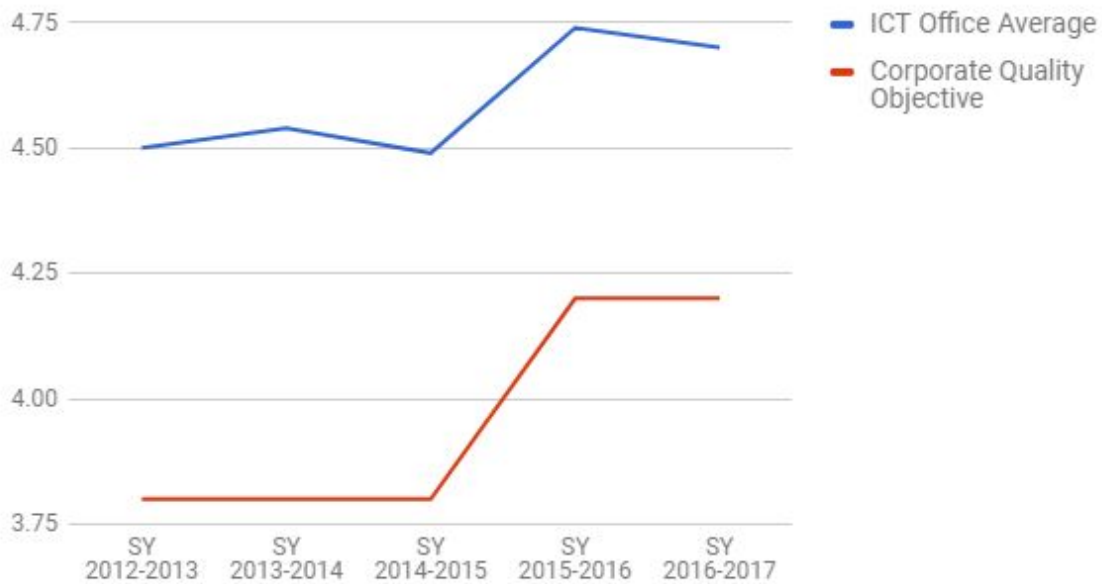


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b. Staff Evaluation

	SY 2012-2013	SY 2013-2014	SY 2014-2015	SY 2015-2016	SY 2016-2017
ICT Office Average	4.50	4.54	4.49	4.74	4.70
Corporate Quality Objective	3.80	3.80	3.80	4.20	4.20

ICT Office Average and Corporate Quality Objective - SY2012-2013 to SY2016-2017



Legend: Blue-> ICT Unit Average
Red-> Corporate Quality Objective

The school years 2012-2013 and 2014-2015 show that the average performance of the ICT Unit staff has consistently been over the set corporate objective of 3.80. As of SY 2015-2016 and SY 2016-2017, the staff performance average went up to 4.74 and 4.70 respectively. This shows that there is a consistently positive effect of the directions by the unit to instill to its staff the importance of quality work.



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POTENTIAL PROBLEM ANALYSIS

As of July 2017

Potential Problem	Possible Cause	Ways to Limit Risk (Responsibility)	Residual Risk	Contingency Plan
1. Major Information security breach/intrusion in our network infrastructure	Computer virus from unsecured servers; illegal/unauthorized intrusion	Ensure safe computer usage practice	low	<ul style="list-style-type: none">-Implement appropriate network security measures by upgrading firewall to provide unified threat management capabilities,-installation of enterprise antivirus solutions from servers to workstations. Enterprise anti-virus system is constantly upgraded and/or change based on evaluation on its effectiveness and performance.-implementation of active directory in critical areas.-Implement DMZ for server resources such as databases and application servers-Separate internet lines between offices and wifi/laboratories
2. major network breakdown	Force majeure; physical destruction of cables	consistent monitoring of network facilities	low	<ul style="list-style-type: none">-Implement appropriate preventive maintenance of network infrastructure-Implement redundancy and backup measures on application servers and databases, especially for the enrollment system-Implement backup airconditioning unit for the data center
3. Major Information security breach/intrusion in the TUAPORTAL/TAIMS	Computer virus from unsecured servers; illegal/unauthorized intrusion	Only allow outside access the backup data	high	<ul style="list-style-type: none">-Implement appropriate SSL and certificate infrastructure-Implement DMZ for server resources such as databases and application servers-Separate internet lines between offices and wifi/laboratories-must implement server monitoring and server security.



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4. Data Privacy Act Compliance	<p>Ignorance of the Data Privacy Act</p> <p>Lack of mechanisms for the Data Privacy Act</p>	<p>Creation of clear policies and procedures in adherence to the Data Privacy Act. Setup infrastructure and tools to protect the University's data.</p>	<p>high</p>	<ul style="list-style-type: none"> - Implement the recommended guidelines set by the national Privacy Commission - Conduct general orientation for the entire University constituents
5. Unavailability of Information and Communications Systems such as telephony, internet, system applications (e.g. enrollment system): <p>a) Due to power failure</p> <p>b) Due to system crash or error</p>	<p>Brownout/black out/power outage</p> <p>Service provider system failure</p> <p>Data center's equipment failure/Network infrastructure failure</p> <p>System software failure</p>	<p>Setup of power redundancy such as power generator and uninterrupted power supply in the data center</p> <p>Redundancy of telephony and internet facilities</p> <p>System and data backup</p> <p>Continuous update of application systems</p>	<p>high</p>	<ul style="list-style-type: none"> -implement power generator equipment -implement an uninterrupted power supply equipment that will cover the entire work day -implement several lines of telephony from various providers -implement several lines of internet facilities from various providers -conduct a regular preventive maintenance for network infrastructure and equipment -implement a regular backup procedure -recommendation to create an offline system due to unavailability of application systems

WORK ENVIRONMENT TABLE

As of July 2017

Work Environment Parameter	Internal standard	Applicable Area	Standard satisfied?
Temperature	20 - 25 degrees C	ICT Unit Computer Laboratories	YES
Illumination	Sufficient lighting	ICT Unit Computer Laboratories	YES
Air Quality/Ventilation	No fumes or smoke	ICT Unit Computer Laboratories	YES



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Noise	No irritating noise	ICT Unit Computer Laboratories	YES
Availability of Drinking Water	Provided	ICT Unit	YES
Availability of Waste Bins (Environmental regulations)	Compliant	ICT Unit Computer Laboratories	YES
Availability of Safety Facilities/Equipment (Bureau of Fire Regulations)	Compliant	ICT Unit Computer Laboratories	YES
Data Grounding provision	Compliant	Data Center	YES

Note that there is a major recommendation that ICTU is proposing. This major recommendation involves the Three Year ICTU Modernization Plan. This is available upon request.