Management Information Division - Computer Section Success Indicators

Program and Project Based / Major Final Output	Success Indicator (Targets & Measures)	Rating Scales	Quality Effectiveness	Efficiency	Timeliness	Operational Definitions	Office Accountable
Technical Support in the Printing of Driver's License Card	Active Participation in the trainings and deployment of Dermalog peripherals and other related activities; within two working days upon receipt	5	Always according to standards	100% meeting the success indicators	1-2 days before the deadline		Computer Section
		4	1-2 errors	90% to 99.99% meeting the success indicators	within the set deadline		
		3	3-4 errors	80% to 89.99% meeting the success indicators	1-2 days delay		
		2	5-6 errors	70% to 79.99% meeting the success indicators	3-4 days delay		
		1	beyond 6 errors	below 70% of the success indicators	5 days beyond delayed		
Development and Maintenance of Implemented Request for System Update (RSU-D)	Application system developed and tested is in accordance with the requirements of end user; correctly functioning; properly installed	5	Always according to standards	100% meeting the success indicators	1-2 days before the deadline		Computer Section
		4	1-2 errors	90% to 99.99% meeting the success indicators	within the set deadline		
		3	3-4 errors	80% to 89.99% meeting the success indicators	1-2 days delay		
		2	5-6 errors	70% to 79.99% meeting the success indicators	3-4 days delay		
		1	beyond 6 errors	below 70% of the success indicators	5 days beyond delayed		
Monitoring of Equipment and peripheral relative to the printing of DL Card	Complaints from sites nationwide are received properly via various media; provides basic troubleshooting. Also, create ticket number to Dermalog; advises site on the Required action based on Dermalog recommendation (e.g. solution can be done remotely, ship malfunctioning hardware to MID, etc); Prepare Memorandum to Property Section (delivery of defective equipment/peripheral); repairs damaged equipment/peripheral; Prepare Memorandum to Property (Delivery of repaired equipment/peripherals) to ship	5	Always according to standards	100% meeting the success indicators	1-2 days before the deadline		Computer Section
		4	1-2 errors	90% to 99.99% meeting the success indicators	within the set deadline		
		3	3-4 errors	80% to 89.99% meeting the success indicators	1-2 days delay		

	equipment/peripherals) to ship the equipment/peripheral back to the site. If for pick up, advises site that the equipment is already repaired and can be picked up from MID; problem relayed immediately upon receipt or upon availability of parts	2	5-6 errors	70% to 79.99% meeting the success indicators	3-4 days delay		
	Note: If replacement of part is required, duration of repair is dependent on the availability of the same	1	beyond 6 errors	below 70% of the success indicators	5 days beyond delayed		
Activation/ Transfer of Driver's License Cards per Agency	Online request (activation/transfer) per agency are received accurately from Property Section;	5	Always according to standards	100% meeting the success indicators	Immediately		Computer Section
		4	1-2 errors	90% to 99.99% meeting the success indicators	N/A		
	Requests are approved promptly by immediate supervisor; Monitors and checks if DL cards are correctly activated to agency based on submitted request;	3	3-4 errors	80% to 89.99% meeting the success indicators	N/A		
		2	5-6 errors	70% to 79.99% meeting the success indicators	N/A		
	Accurately generates inventory reports within 8 working hours upon receipt	1	beyond 6 errors	below 70% of the success indicators	Later/Never		
Handling of Hit List Adjudication Report of Transactions with Exceptions/Issues a. Rejection of Transaction	Implements accurately adjudication with exceptions/issues (twice enrolled, wrong biometric captured, wrong encoding of license number, request for correction, etc);	5	Always according to standards	100% meeting the success indicators	Immediately		Computer Section
		4	1-2 errors	90% to 99.99% meeting the success indicators	N/A		
	Verifes DL license number through the LTO IT System to validate its authenticity; rejects transaction;	3	3-4 errors	80% to 89.99% meeting the success indicators	N/A		
	Informs site to prepare RSU-D if necessary (only in case of wrong encoding of license number and wrong capture of biometric);	2	5-6 errors	70% to 79.99% meeting the success indicators	N/A		
	Implements within 10 minutes upon receipt	1	beyond 6 errors	below 70% of the success indicators	Later/Never		
b. Implementation of RSU-D due to wrong encoding of license number, wrong biometric captured and underage	Receives online/hand carried requests; monitors and evaluates license cards with exceptions/issues; verifies DL number through the LTO-IT System to validate its authenticity;	5	Always according to standards	100% meeting the success indicators	Immediately		Computer Section
		4	1-2 errors	90% to 99.99% meeting the success indicators	N/A		
	Approves requests and	3	3-4 errors	80% to 89.99% meeting the success indicators	N/A		

	correctly delete request; Implements in accordance with Memorandum Circular No. 2017-2123; Properly documented within 48 hours upon receipt	2	5-6 errors	70% to 79.99% meeting the success indicators	N/A	
		1	beyond 6 errors	below 70% of the success indicators	Later/Never	
Participation with the Acceptance Committee for the Approval of Business Requirements for the establishment of On-premise private cloud and development of core application systems (DLS, MVRS, EIS, LETAS, RCS, Portal, OAAS)	Attend discussions for the review, analysis and acceptance of Business Requirements Specifications (BRS) based on the specified office requirements/terms of reference; BRS are finalized within the project schedule	5	Always according to standards	100% meeting the success indicators	1-2 days before the deadline	Computer Section
		4	1-2 errors	90% to 99.99% meeting the success indicators	within the set deadline	
		3	3-4 errors	80% to 89.99% meeting the success indicators	1-2 days delay	
		2	5-6 errors	70% to 79.99% meeting the success indicators	3-4 days delay	
		1	beyond 6 errors	below 70% of the success indicators	5 days beyond delayed	
Quality Assurance Testing of Core Applications System (MVRS, DLS, Portal, OAAS, RCS, EIS, LETAS)	Successfully perform thorough quality testing according to test plans and approved business requirements; Conduct use case tests to check compliance on business rules and requirements; identify bugs/errors; Provide report to fix bugs/errors; perform retesting to check if bugs/errors are fixed; Accept/approve application system based on project schedule;	5	Always according to standards	100% meeting the success indicators	1-2 days before the deadline	Computer Section
		4	1-2 errors	90% to 99.99% meeting the success indicators	within the set deadline	
		3	3-4 errors	80% to 89.99% meeting the success indicators	1-2 days delay	
		2	5-6 errors	70% to 79.99% meeting the success indicators	3-4 days delay	
		1	beyond 6 errors	below 70% of the success indicators	5 days beyond delayed	
Developnzent of Core Application Systems (MVRS, DLS, LETAS, RCS, EIS,' LTO Portal, OAAS)	Developed core application systems are 100% delivered in accordance with the business requirements/ terms of reference; systems are acceptable to users and clients; systems are properly and successfully working; no error; completed and implemented based on project schedule	5	Always according to standards	100% meeting the success indicators	1-2 days before the deadline	Computer Section
		4	1-2 errors	90% to 99.99% meeting the success indicators	within the set deadline	
		3	3-4 errors	80% to 89.99% meeting the success indicators	1-2 days delay	
		2	5-6 errors	70% to 79.99% meeting the success indicators	3-4 days delay	
		1	beyond 6 errors	below 70% of the success indicators	5 days beyond delayed	
Monitoring, Inspection and Acceptance/Approval of the established On-premise Private Cloud	Established On-premise Private Cloud are monitored, inspected and approved based on specified design and office requirements building construction is 100% completed	5	Always according to standards	100% meeting the success indicators	1-2 days before the deadline	Computer Section
		4	1-2 errors	90% to 99.99% meeting the success indicators	within the set deadline	
		3	3-4 errors	80% to 89.99% meeting the success indicators	1-2 days delay	

Process	Standard	Rating	Quality (Errors)	Effectiveness	Timeliness		Section
	based on project deadline/schedule	2	5-6 errors	70% to 79.99% meeting the success indicators	3-4 days delay		
		1	beyond 6 errors	below 70% of the success indicators	5 days beyond delayed		
Conduct of Users' Training for the Core Application Systems to all LTO sites nationwide	Trainings and Seminars are conducted based on formulated training plans and schedule; properly orient and trained concerned personnel according to user's role; new learnings/guidelines are properly explained/clarified, workout gaps within the day if any; based on planned schedule	5	Always according to standards	100% meeting the success indicators	1-2 days before the deadline		Computer Section
		4	1-2 errors	90% to 99.99% meeting the success indicators	within the set deadline		
		3	3-4 errors	80% to 89.99% meeting the success indicators	1-2 days delay		
		2	5-6 errors	70% to 79.99% meeting the success indicators	3-4 days delay		
		1	beyond 6 errors	below 70% of the success indicators	5 days beyond delayed		
Technical Support for the implementation of the new core application systems	Receives online/hand carried/phone in requests; monitors, verifies, evaluates, and provide proper action to issues and concerns; properly documented; within 8 working hours upon receipt	5	Always according to standards	100% meeting the success indicators	Immediately		Computer Section
		4	1-2 errors	90% to 99.99% meeting the success indicators	N/A		
		3	3-4 errors	80% to 89.99% meeting the success indicators	N/A		
		2	5-6 errors	70% to 79.99% meeting the success indicators	N/A		
		1	beyond 6 errors	below 70% of the success indicators	Later/Never		
Analysis and Evaluation of [Impact of the New Policy Issuance to the LTO IT System	Recommendations are based on the policy direction of the office, appropriately documented, no error; no revision, submit report based on deadline/instruction	5	Always according to standards	100% meeting the success indicators	1-2 days before the deadline		Computer Section
		4	1-2 errors	90% to 99.99% meeting the success indicators	within the set deadline		
		3	3-4 errors	80% to 89.99% meeting the success indicators	1-2 days delay		
		2	5-6 errors	70% to 79.99% meeting the success indicators	3-4 days delay		
		1	beyond 6 errors	below 70% of the success indicators	5 days beyond delayed		
Processing of Request for User Security Update (RUSU)	Evaluation of RUSUs based on MC Nos. RIB-2007-870 and VPT 2010-1439 with complete documentary requirements, approval released to Stradcom for implementation, no errors,	5	Always according to standards	100% meeting the success indicators	Immediately		Computer Section
		4	1-2 errors	90% to 99.99% meeting the success indicators	N/A		
		3	3-4 errors	80% to 89.99% meeting the success indicators	N/A		

	process within 8 working hours upon receipt	2	5-6 errors	70% to 79.99% meeting the success indicators	N/A	
		1	beyond 6 errors	below 70% of the success indicators	Later/Never	
System Testing	Testing is in accordance with the User's Test Plan, appropriately documented; submit report based on planned schedules/ deadlines	5	Always according to standards	100% meeting the success indicators	1-2 days before the deadline	Computer Section
		4	1-2 errors	90% to 99.99% meeting the success indicators	within the set deadline	
		3	3-4 errors	80% to 89.99% meeting the success indicators	1-2 days delay	
		2	5-6 errors	70% to 79.99% meeting the success indicators	3-4 days delay	
		1	beyond 6 errors	below 70% of the success indicators	5 days beyond delayed	
Processing of Audit Trail Request from Various Sources	Request for audit trail reports are evaluated, printed and ; endorsed to the requesting party based on Memorandum dated 28 October 2009 or endorsed to Stradcom Corporation, if necessary; within 8 working hours upon receipt	5	Always according to standards	100% meeting the success indicators	Immediately	Computer Section
		4	1-2 errors	90% to 99.99% meeting the success indicators	N/A	
		3	3-4 errors	80% to 89.99% meeting the success indicators	N/A	
		2	5-6 errors	70% to 79.99% meeting the success indicators	N/A	
		1	beyond 6 errors	below 70% of the success indicators	Later/Never	
Updating of MVRS Database Processing of Requests for System Updates (RSUs) Pertaining to Motor Vehicle Registration System (MVRS), Law Enforcement & Traffic Adjudication System (LETAS) and Revenue Collection System (RCS)	All received RSUs are correctly recorded, attachments noted; encoded with 100% accuracy, no errors; evaluated for completeness of supporting documents, duly signed by the Chief/Asst. Chief of the requesting DO/EO; those with incomplete requirements are returned to Customer Care within 24 hours; under normal conditions RSUs are successfully implemented with 100% accuracy and correctness. For RSUs that encountered system errors during implementation these are photocopied and recorded in the logbook, no error, no missing document, to be returned to Customer Care, within 24 hours;	5	Always according to standards	100% meeting the success indicators	Immediately	Computer Section
		4	1-2 errors	90% to 99.99% meeting the success indicators	N/A	
		3	3-4 errors	80% to 89.99% meeting the success indicators	N/A	
		2	5-6 errors	70% to 79.99% meeting the success indicators	N/A	

	within 24 hours. RSUs are processed within 8 hours upon receipt	1	beyond 6 errors	below 70% of the success indicators	Later/Never	
Validation of Generated Reports of RSUs against the Source Documents	Generated reports are validated for 100% accuracy, checked if implemented system update has a corresponding request; based on planned deadline	5	Always according to standards	100% meeting the success indicators	1-2 days before the deadline	**Computer Section**
		4	1-2 errors	90% to 99.99% meeting the success indicators	within the set deadline	
		3	3-4 errors	80% to 89.99% meeting the success indicators	1-2 days delay	
		2	5-6 errors	70% to 79.99% meeting the success indicators	3-4 days delay	
		1	beyond 6 errors	below 70% of the success indicators	5 days beyond delayed	
Processing of MV Verification Request	All requests are received and recorded, noted with attachments if there is any; verified motor vehicle data from the LTO-IT database with 100% accuracy and correctness of information, no error; screenshots are printed;submitted within 4 hours or needs considerable time depending on the number of motor vehicles requested for verification	5	Always according to standards	100% meeting the success indicators	Immediately	**Computer Section**
		4	1-2 errors	90% to 99.99% meeting the success indicators	N/A	
		3	3-4 errors	80% to 89.99% meeting the success indicators	N/A	
		2	5-6 errors	70% to 79.99% meeting the success indicators	N/A	
		1	beyond 6 errors	below 70% of the success indicators	Later/Never	
Processing of MV Data Take-On Request	All requests received for DTO shall be stamped with Control Number immediately upon receipt, for easy identification, attachments noted; no missing document; evaluated for completeness of requirements based on MC No. VPT-2011-1451 within 8 hours upon receipt, duly signed by authorized officials; sites whose requests have incomplete requirements are notified thru MIRC of their Site Supports within 8 hours after evaluation; approved requests for DTO are encoded with 100% accuracy, no errors, within 8 hours upon approval	5	Always according to standards	100% meeting the success indicators	Immediately	**Computer Section**
		4	1-2 errors	90% to 99.99% meeting the success indicators	N/A	
		3	3-4 errors	80% to 89.99% meeting the success indicators	N/A	
		2	5-6 errors	70% to 79.99% meeting the success indicators	N/A	
		1	beyond 6 errors	below 70% of the success indicators	Later/Never	
		5	Always according to standards	100% meeting the success indicators	1-2 days before the deadline	

Updating/Enhancement of the LTO Website	Updating of the website based on MC No. 2016-2041 with complete documentary requirements; accurate and complete, feedback of accomplished task relayed to the requesting official; within 3 working days	4	1-2 errors	90% to 99.99% meeting the success indicators	within the set deadline	**Computer Section**
		3	3-4 errors	80% to 89.99% meeting the success indicators	1-2 days delay	
		2	5-6 errors	70% to 79.99% meeting the success indicators	3-4 days delay	
		1	beyond 6 errors	below 70% of the success indicators	5 days beyond delayed	
Statistical Estimation/Projection	MIS transactions wherein estimates/projections/targets are calculated' according to standards; statistical estimates are accurate, unbiased and consistent; based on planned schedules and set deadlines/instructions	5	Always according to standards	100% meeting the success indicators	1-2 days before the deadline	**Computer Section**
		4	1-2 errors	90% to 99.99% meeting the success indicators	within the set deadline	
		3	3-4 errors	80% to 89.99% meeting the success indicators	1-2 days delay	
		2	5-6 errors	70% to 79.99% meeting the success indicators	3-4 days delay	
		1	beyond 6 errors	below 70% of the success indicators	5 days beyond delayed	
Evaluation of Regional Offices based on Statistical Accomplishment vs. Performance Target; and based on the Submission of MIS Reports	Regional Offices are evaluated according to standards and based on the following aspects: a.) Statistical Accomolishment vs. Performance Target, b.) Completeness, Accuracy and Timeliness in Submission of MIS Reports; must be accurate, reliable and valid; should be measurable and consistently applied to allow consistent comparison of Regional Office's Accomplishment vis-a-vis Performance Target; based on planned schedules and set deadlines/instruction	5	Always according to standards	100% meeting the success indicators	1-2 days before the deadline	**Computer Section**
		4	1-2 errors	90% to 99.99% meeting the success indicators	within the set deadline	
		3	3-4 errors	80% to 89.99% meeting the success indicators	1-2 days delay	
		2	5-6 errors	70% to 79.99% meeting the success indicators	3-4 days delay	
		1	beyond 6 errors	below 70% of the success indicators	5 days beyond delayed	
Generation & Analysis of Statistical Reports	MIS Reports are prepared with an effective and accurate statistical reports/analysis; there must be an accurate encoding, prooflisting, reports generation and reliable verification as to the correctness of MIS reports; should be accurate, unbiased and consistent based on planned schedules/set deadlines/instruction	5	Always according to standards	100% meeting the success indicators	1-2 days before the deadline	**Computer Section**
		4	1-2 errors	90% to 99.99% meeting the success indicators	within the set deadline	
		3	3-4 errors	80% to 89.99% meeting the success indicators	1-2 days delay	
		2	5-6 errors	70% to 79.99% meeting the success indicators	3-4 days delay	

	deadlines/instruction	1	beyond 6 errors	below 70% of the success indicators	5 days beyond delayed	
MIS Reports Monitoring	LTO Regional/District Offices who were monitored as to the completeness and timeliness of MIS Reports Submission; a journal of the date of submission, completeness and deficiencies,if any, of submitted MIS reports are properly recorded and appropriate action be undertaken; Regional/LTO Offices that have deficiencies must be notified via memorandum or telephone call within 2 days	5	Always according to standards	100% meeting the success indicators	1-2 days before the deadline	Computer Section
		4	1-2 errors	90% to 99.99% meeting the success indicators	within the set deadline	
		3	3-4 errors	80% to 89.99% meeting the success indicators	1-2 days delay	
		2	5-6 errors	70% to 79.99% meeting the success indicators	3-4 days delay	
		1	beyond 6 errors	below 70% of the success indicators	5 days beyond delayed	
Preparation of LTO Quarterly/Annual Accomplishment and Status Reports	Quarterly/Annual accomplishment reports are well-organized and accurate; should be concise, easy to understand, based on facts and verified information; clear and gramatically correct; data are accurate and up-to-date; based on planned schedule & set deadline/instruction	5	Always according to standards	100% meeting the success indicators	1-2 days before the deadline	Computer Section
		4	1-2 errors	90% to 99.99% meeting the success indicators	within the set deadline	
		3	3-4 errors	80% to 89.99% meeting the success indicators	1-2 days delay	
		2	5-6 errors	70% to 79.99% meeting the success indicators	3-4 days delay	
		1	beyond 6 errors	below 70% of the success indicators	5 days beyond delayed	
Design/Development/Redesign of Statistical Report Formats	Developed/designed/redesigned statistical report formats according to set standards; easy to understand/accomplish, well-organized and captured the complete reportorial requirement; submitted on planned schedules and set deadlines/instruction	5	Always according to standards	100% meeting the success indicators	1-2 days before the deadline	Computer Section
		4	1-2 errors	90% to 99.99% meeting the success indicators	within the set deadline	
		3	3-4 errors	80% to 89.99% meeting the success indicators	1-2 days delay	
		2	5-6 errors	70% to 79.99% meeting the success indicators	3-4 days delay	
		1	beyond 6 errors	below 70% of the success indicators	5 days beyond delayed	
	Conduct of trainings on the proper preparation of MIS reports according to standards; must be suitably handled for MIS-in-charge to appropriately fulfill their roles; new	5	Always according to standards	100% meeting the success indicators	1-2 days before the deadline	
		4	1-2 errors	90% to 99.99% meeting the success indicators	within the set deadline	

Conduct of MIS Trainings to Regional Offices	learnings/guidelines are properly explained/clarified, workout gaps within the day,if any; ensure new MIS trainings/development feeds into the review of the trained personnel performance as to accuracy, completeness and timeliness in submission of reports; based on planned schedules/instruction	3	3-4 errors	80% to 89.99% meeting the success indicators	1-2 days delay		Computer Section
		2	5-6 errors	70% to 79.99% meeting the success indicators	3-4 days delay		
		1	beyond 6 errors	below 70% of the success indicators	5 days beyond delayed		