**TOURISM
INFRASTRUCTURE AND
ENTERPRISE
ZONE
AUTHORITY**
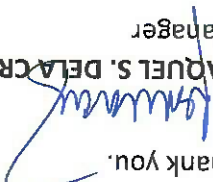
6th & 7th Floors, Tower 1
Double Dragon Plaza
Double Dragon Meridian Park
Macapagal Avenue corner
Edsa Extension Bay Area
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Memorandum

For	:	**The Manager**
		Corporate Planning Department
From	:	**Management Information Systems Department**
Subject	:	**Performance Commitments and Reports**
Date	:	**04 February 2021**

Relative to your memorandum dated 25 January 2021, respectfully submitting you the following:

1. 2020 Balanced Scorecard with rating and supporting documents
2. 2021 Balanced Scorecard
3. 2021 (1st Semester) Office Performance Commitment Review

Thank you.

RAQUEL S. DELA CRUZ
Manager

TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY

Office Performance Commitment and Review (OPCR)

I, **RAQUEL S. DELA CRUZ**, of the **MANAGEMENT INFORMATION SYSTEMS DEPARTMENT**, commit to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period **January to June 2021**

Ratee

RAQUEL S. DELA CRUZ

Date: __25 January 2021__

STRATEGIC OBJECTIVES/ FUNCTIONS	SUCCESS INDICATOR	Actual Accomplishments	RATING				Remarks
			Q1	E2	T3	A4	
STRATEGIC OBJECTIVE							
Develop and Implement a New Integrated Automated Information System (ERP - HRIS Phase II)	All documents acted upon by the COO/HTA/TA within 7 working days upon submission with 3 - 4 revisions						
Develop and Implement a New Integrated Automated Information System Online Travel Tax Multiple Payment	All documents acted upon by the COO/HTA/TA within 7 working days upon submission with 3 - 4 revisions						
CORE FUNCTIONS							
Revision and Finalization of Informations System Strategic Plan (2020 - 2022)	TIEZA's ISSP acted upon by the COO/HTA/TA within 7 working days upon submission with 3 - 4 revisions						
Preparation and Monitoring of MISD budget	Budget Report acted upon by the COO/HTA/TA within 7 working days upon submission with 3 - 4 revisions						
FINAL AVERAGE RATING							

Approved by

MARK T. LAPID

Chief Operating Officer

Reviewed by	Date	Approved by	Date

TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY
Office Performance Commitment and Review (OPCR)

Comments and Recommendations for Development Purposes			
Discussed with	Date	Assessed by	Date	Final Ranking by	Date

(Assessed by) I certify that I discussed my assessment of the performance with the employee.

RAQUEL S. DELA CRUZ
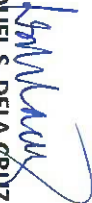Manager, Management Information Systems Department

MARK T. LAPID
Chief Operating Officer

Legend: 1 - Quality   2 - Efficiency   3 - Timeliness   4 - Average

RATING MATRIX (July o December 2020)

MEASURES	Success Indicators	DEPARTMENT LEVEL	
		Quality	Timeliness
STRATEGIC OBJECTIVE			
Develop and Implement a New Integrated Automated Information System (ERP - HRIS Phase II)	All documents acted upon by the COO/HTA/TA within 7 working days upon submission with 3 - 4 revisions	5 - 1 revision 4 - 2 revisions 3 - 3 to 4 revisions 2 - 5 to 6 revisions 1 - beyond 6 revisions	5 - within 1-3 working day 4 - within 4-6 working days 3 - within 7 working days 2 - within 8 -10working days 1 - beyond 10 working days
Develop and Implement a New Integrated Automated Information System (ERP - HRIS Phase II)	All documents acted upon by the COO/HTA/TA within 7 working days upon submission with 3 - 4 revisions	5 - 1 revision 4 - 2 revisions 3 - 3 to 4 revisions 2 - 5 to 6 revisions 1 - beyond 6 revisions	5 - within 1-3 working day 4 - within 4-6 working days 3 - within 7 working days 2 - within 8 -10working days 1 - beyond 10 working days
CORE FUNCTIONS			
Revision and Finalization of Informations System Strategic Plan (2020 - 2022)	TIEZA's ISSP acted upon by the COO/HTA/TA within 7 working days upon submission with 3 - 4 revisions	5 - 1 revision 4 - 2 revisions 3 - 3 to 4 revisions 2 - 5 to 6 revisions 1 - beyond 6 revisions	5 - within 1-3 working day 4 - within 4-6 working days 3 - within 7 working days 2 - within 8 -10working days 1 - beyond 10 working days
Preparation and Monitoring of MISD budget	Budget Report acted upon by the COO/HTA/TA within 7 working days upon submission with 3 - 4 revisions	5 - 1 revision 4 - 2 revisions 3 - 3 to 4 revisions 2 - 5 to 6 revisions 1 - beyond 6 revisions	5 - within 1-3 working day 4 - within 4-6 working days 3 - within 7 working days 2 - within 8 -10working days 1 - beyond 10 working days

I agree to be rated in accordance with the indicated measures and standards set for my performance.

RAQUEL S. DELA CRUZ
Manager, MISD

25 January 2021

I certify that I have discussed, reviewed and approved the indicated measures and standards set with the employee.

MARK T. LAPID
Chief Operating Officer

TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY
Balanced Scorecard for 2021
Management Information Systems Department

PERSPECTIVE	STRATEGIC OBJECTIVE	MEASURE	MEASURE NAME	DESCRIPTION (Operational Definition)	FORMULA	WEIGHT	DATA PROVIDER	DATA SOURCE	BASELINE	TARGET
CUSTOMER SATISFACTION		M01	% completion of request to update/edit web content	Completeness in updating web contents	(No. of requests acted upon/Total No. of Request)x100%	15.00	ITSR Report and Memo Request	Sectors and Departments	100.00	100.00
		M02	% completion on the number of IT Services Request	Completeness of IT Services Rendered on Hardware	(No. on the request acted upon/Total No. on Request)x100%	15.00	ITSR Report and Service Report	Sectors and Departments	80.00	85.00
		M03	% completion on the number of IT Services Request (Application Systems Related)	Completeness of IT Services Rendered on Application System	(No. on request acted upon/Total No. on Request)x100%	15.00	ITSR Report	Sectors and Department	80.00	85.00
FINANCIAL		M04	Budget Utilization Rate	Measure of the extent to which the budget plus supplemental or realigned budget of the department is being used	(Actual funds used/DBM approved budget plus supplemental or realigned)x100%	5.00	FSD-Budget Division	Budget Utilization	85.00	90.00
INTERNAL BUSINESS PROCESS	Implement an Integrated Automated Information System	M05	Enterprise Resource Planning - Human Resource Information System - Phase II	100% completion on the Development (Recruitment, Learning & Development, Strategic Performance Management System)	(Actual/Target) 100%	10.00	ADSD, MISD	ADSD, MISD	N/A	100.00
	Implement an Integrated Automated Information System	M06	Online Travel Tax Multiple/Group Payments	100% Completion	100% completion	5.00	AFS, MIS, TTAX	AFS	N/A	100.00
	Implement an Integrated Automated Information System	M07	Development of In-House Systems (Voucher & Check System, Budget System-Phase II, Inventory System (Office Supplies)	Voucher and Check System - 100% Development, Budget Implementation Monitoring System - 100% Development, Inventory System (Office Supplies) 100% Development	(Actual/Target) 100% completion	25.00	MISD-ISDU	Sectors and Departments	N/A	100.00
		M08	Revision and Finalization of ISSP 2020-2022	100% completion	100% completion	5.00	MISD-ISPU	All Officers	100.00	100.00
LEARNING AND GROWTH		M09	% of Personnel with mission critical competency sent to Competency-based training	Competency-based training attended by personnel with competency enhancement needs	The total number of personnel with competency enhancement needs sent to competency-based training/the total number of personnel with competency enhancement needs x 100%	5.00	ASDS-HRD	Training Certificates/Office Orders	85.00	85.00
					TOTAL WEIGHT	**100.00**				

TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY

Balanced Scorecard for 2021

Management Information Systems Department

PERSPECTIVE	STRATEGIC OBJECTIVE	MEASURE	MEASURE NAME	DESCRIPTION (Operational Definition)	FORMULA	WEIGHT	DATA PROVIDER	DATA SOURCE	BASELINE	TARGET

Submitted by:

Raquel S. Dela Cruz
Manager

Approved by:

Mark T. Lapid
Chief Operating Officer