



TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY
Performance Scorecard for 2020

Management Information Systems Department QUARTERLY


PERSPECTIVE	STRATEGIC OBJECTIVE	MEASURE	MEASURE NAME	DESCRIPTION (Operational Definition)	FORMULA	WEIGHT	DATA PROVIDER	DATA SOURCE	BASELINE 2019	TARGET 2020	QUARTERLY TARGETS				
											1ST	2ND	3RD	4TH	TOTAL
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	100.00 15.00	100.00 15.00	100.00 15.00	100.00 15.00	15.00
		M02	% completion on the number of IT Services Request	Completeness of IT Services Rendered	(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	96.63 15.00	98.54 15.00	90.21 15.00	95.37 15.00	15.00
		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	100.00 15.00	100.00 15.00	100.00 15.00	86.76 15.00	15.00
		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	85.00	0.00 0.00	0.00 0.00	0.00 0.00	99.00 5.00	5.00
INTERNAL BUSINESS PROCESS		M05	Online Travel Tax Exemptions	Online Travel Tax Exemptions	(Actual/Target) 100%	10.00	AFS, MIS, TTAX	AFS	N/A	100.00	0.00 0.00	100.00 10.00	0.00 0.00	0.00 0.00	10.00
		M06	Enterprise Resource Planning - Human Resource Information System - Phase I	100 % Implementation (Personnel Information Management System, Timekeeping, and Payroll)	(Actual/Target) 100%	5.00	ADSD, MISD	ADSD, MISD	N/A	100.00	0.00 0.00	0.00 0.00	0.00 0.00	100.00 5.00	5.00
		M07	Online Document Management System	100% Accomplishment	(Actual/Target) 100%	5.00	Sectors and Departments	Sectors and Departments	N/A	100.00	0.00 0.00	0.00 0.00	100.00 5.00	0.00 0.00	5.00
		M08	Communication System (Deployment and Implementation of MS Office 365 to Top Management, Managers and Key Personnel)	100% completion	100% completion	5.00	MISD	N/A	100.00	100.00	0.00 0.00	100.00 5.00	0.00 0.00	0.00 0.00	5.00
		M09	Redevelopment of TIEZA Website	Implementation of In-house Redeveloped Website	100% completion and Implementation	10.00	MISD, ALL Offices	MISD, All Offices	100.00	100.00	0.00 0.00	0.00 0.00	100.00 10.00	0.00 0.00	10.00




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											1ST	2ND	3RD	4TH	TOTAL
INTERNAL BUSINESS PROCESS		M10	Implementation of In-House Systems (Revised Budget System-Phase I, Inventory System-Phase II, IPMS, AMET)	100% implementation	100% completion	5.00	MISD-ISDU	Sectors and Departments	N/A	100.00	0.00 0.00	0.00 0.00	0.00 0.00	98.00 4.90	4.90
		M11	Configuration and Deployment of new IT Equipment and Peripherals (Phase II)	100% configuration	100% Completion	5.00	MISD-ISPU, NCSU	ASD-GSD, Suppliers, BAC	N/A	100.00	100.00 5.00	100.00 5.00	100.00 5.00	100.00 5.00	5.00
LEARNING AND GROWTH		M12	% 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	100.00 5.00	0.00 0.00	0.00 0.00	0.00 0.00	5.00
					TOTAL WEIGHT	100.00									
														TOTAL RATINGS	
														99.90	

Submitted by: 
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