***Note:*** *Include this page only when adding / amending / deleting a document. If using this document as a record, this Revision History page can be omitted.*

**REVISION HISTORY**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Revision no | Date | Description of Changes | Reason for Revision | Revised by | Approved by |
| 1 | 11 Jan 13 | - Add revision history page  - Add KPMs for mandatory procedures | - Recommendation from Stage 2 audit  - Response to NC - Others - 2012 - 0000183 to help unit heads monitor more closely KPMs for mandatory procedures | CMRojas |  |
| 2 | 11 Feb 16 | - Add KPMs for IT and DBA Services  - Changed Frequency of Review of Preventive, Reparir and Subscription Management to Monthly | - To monitor new IT processes | ARAlacar | RCGanal |
| 3 | 08 Apr 16 | Added disclaimer when printing the document  Revised KPM for mandatory procedures | For Document Control  Simplified and removed KPMs that are not measureable. | RCGanal | ARAlacar |
| 4 | 24 Jan 16 | Added Quality and Customer Satisfaction SubKPMs for IT Services  Removed Tolerable Limit for DBA Services | Improve the quality and monitoring of IT and DBA Services | ARAlacar | RCGanal |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

Objective: To provide efficient IT Infrastructure and services to the company at all times

|  |  |  |
| --- | --- | --- |
|  | KPM 1 | KPM 2 |
| Key Performance Measure | Efficiency | Availability |
| Target | 100% Efficiency | 100% Availability |
| Tolerable Limit | 90% Efficiency | 95% Availability |

| PROCESS | SUB-KPM | TARGET | TOLERABLE LIMIT | FREQUENCY OF REVIEW | SOURCE OF DATA | PERSON/S RESPONSIBLE |
| --- | --- | --- | --- | --- | --- | --- |
| Preventive Maintenance | Compliance to Preventive Maintenance Plan | 100% of qualified equipment Checked | 90% of qualified equipment Checked | Monthly | Preventive Maintenance Service Report | IT Head |
| Repair Maintenance | Response Time  Repair Time (for repairs within CPI’s capability to repair) | Within 1 hour after report is received by IT Staff  Within 1 hour if minor repair;  Within 1 day if major repair | Within 4 hours after report is received by IT Staff  Within 4 hours if minor repair;  Within 3 days if major repair | Monthly | Service Request Form  Monthly Maintenance Report | IT Head |
| IT Subscription Management | Availability | 100% Available | 90% Available | Monthly | Receipts from purchased /renewed IT Subscriptions | IT Head/  Finance Head |
| IT Services | On-time Resolution  Quality  Customer Satisfaction | 100% of Target Resolution Time met  No downtime caused by IT Infrastructure (Hardware, Software, Network) problem  90% of the respondents give a Satisfactory Rating | 90% of Target Resolution Time met  75% of the respondents give a Satisfactory Rating | Monthly  Monthly  Monthly | IT Mantis  IT Mantis; GENIISYS Mantis;  Incident Report  IT Survey Form | IT Head  IT Head  IT Head |
| DBA Services | Quality | 0 major incident (e.g. work stoppage, financial loss) caused by DBA work |  | Monthly | IT Mantis; GENIISYS Mantis;  Incident Report | IT Head |
| Monitoring of Key Performance Measurement | * Timeliness | * Completed before the next MMR |  | Monthly | KPM Monitoring Report | Unit heads / QMR /  Deputy QMR |
| Control of Non-Conforming Service and Corrective, Preventive and Improvement Action | Promptness | 100% have remedial action < 7 days after report date | 90% have remedial action < 7 days after report date | Monthly | * NC report * NC/CPIAR Monitoring Report | Unit heads / QMR /  Deputy QMR |
|  |  | 100% have action plans < 14 days after report date | 90% have action plans < 14 days after report date |  |  |  |
|  |  | 100% closed within corrective /preventive action date | 90% closed within corrective /preventive action date |  |  |  |
|  | Effectiveness | 100% of CPIARs did not recur within 3 months after closing | 80% of CPIARs did not recur within 3 months after closing |  |  |  |
| Records Control | Timeliness of review | 2 weeks before the end of the quarter | 1 week before the end of the quarter |  |  |  |