**Note:** Print 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**

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| --- | --- | --- | --- | --- |
| Revision no | Date | Description of Changes | Reason for Revision | Revised 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 | 4 Feb 16 | - Add KPMs for IT and DBA Services  - Changed Frequency of Review of Preventive, Repair and Subscription Management to Monthly | - To monitor new IT processes | ARAlacar |
| 3 | 6 Nov 17 | - Replace Repair Maintenance with IT Service Request Management  - Add Business Continuity Management | - New Processes  - New ISO Risk Requirement |  |
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TM-BR-MG- 11 Rev02, 02112016

Unit : Information Technology

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

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|  | KPM 1 | KPM 2 |
| Key Performance Measure | Efficiency | Availability |
| Target | 100% Efficiency | 100% Availability |
| Tolerable Limit | 80% Efficiency | 90% 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 |
| IT Subscription Management | Availability | 100% Available | 90% Available | Monthly | Receipts from purchased /renewed IT Subscriptions | IT Head/  Finance Head |
| IT Service Request Management | On-time Resolution | 100% of Target Resolution Time met | 80% of Target Resolution Time met | Monthly | IT Mantis | IT Head |
|  | Customer Satisfaction | 100% of customers are satisfied with the services | 80% of customers are satisfied with the services | Quarterly | IT Service Survey | IT Head |
| DBA Services | Quality | 0 major incident (e.g. work stoppage, financial loss) caused by DBA work | 5% minor incident caused by DBA work | Monthly | IT Mantis; GENIISYS Mantis | IT Head |
| Business Continuity Management | Compliance to Business Continuity Plan | 100% Compliance to Business Continuity Plan | 80% Compliance to Business Continuity Plan | After Disaster Recovery | Business Continuity Report | IT Head |
| Monitoring of Key Performance Measurement | Timeliness  Completeness | Completed 2nd week of the following month  100% of KPMs reviewed | Completed 3rd week of the following month  90% of KPMs reviewed | Monthly | KPM Monitoring Report | Unit heads / QMR /  Deputy QMR |
| Control of Non-Conforming Service | 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 |
| 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 | * CPIAR * NC/CPIAR Monitoring Report | Unit heads / QMR /  Deputy QMR |
|  |  | 100% have action plan <14 days after report date | 90% have action plan <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 | Effectiveness  Completeness of documented procedure  Timeliness of review | 100% of quality records are:   * readily identifiable with storage labels * readily retrievable within 8 hours * archived and disposed of properly, based on master list of QR   Procedure to define record control is 100% documented and updated  2 weeks after the end of the quarter | 90% of quality records are:   * readily identifiable with storage labels * readily retrievable within 8 hours * archived and disposed of properly, based on master list of QR   Procedure to define record control is 90% documented and updated  4 weeks after the end of the quarter | Quarterly | * Quality Records * Master List of Quality Records | Unit Heads/QMR /  Deputy QMR |

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| Prepared by | Reviewed by | Approved by |