TPBPHL
TOURISM PROMOTIONS BOARD PHILIPPINES

FUNCTIONAL QUALITY OBJECTIVES

C.Y. __2021__

Department: Management Information Systems   **Division: N/A**

Goals and Key Result Areas	Target (SMART+C)	Rating System / Formula	Relevant Procedure	PLANS ON HOW TO ACHIEVE, MONITOR & EVALUATE THE FUNCTIONAL QUALITY OBJECTIVES						
				Projects &/or Activities *(What to do to achieve the objective/s)*	Budget Requirement	Responsible Person	Timeframe (Start-End Dates)	Method to Monitor/Evaluate Results	Frequency of Monitoring & Evaluation	Data Source (Forms)
Marketing and Promotions Excellence										
Quality Management System	98% Up-time	(Number of Up-time Hours /24 hours) x 100	Preventive Maintenance Schedule for I.C.T. Infrastructure	Conduct daily monitoring of the Server utilization, Network Infrastructure status and Internet connection.	None	Information Technology Officer	01 -31 of the month / Year-round	Daily Monitoring of I.C.T. Server, Network Infrastructures and Internet Connection (QF-MISD-02)	Daily Monitoring Monthly Evaluation	Daily Monitoring of I.C.T. Server, Network Infrastructures and Internet Connection (QF-MISD-02)
Organizational Effectiveness										
Quality Management System	100% Implementation of the Preventive Maintenance Plan for I.C.T. Equipment	(Number of I.C. T. Infrastructure Maintained as planned / Total number of I.C. T. Infrastructure Maintained	Preventive Maintenance Schedule for I.C.T. Infrastructure	Consistently monitor the implementation of Preventive Maintenance Plan of I.C.T. Equipment	None	Information Technology Officer	January – June July - December / Year-round	Semi-annual Preventive Maintenance Summary Sheet (QF-MISD-07)	Semi-Annual	Semi-annual Preventive Maintenance Schedule Plan (PL-MISD-01) Semi-annual Preventive Maintenance Monitoring of I.T. Hardware, Software and

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		as planned) x 100								Information System (QF-MISD-03) Semi-annual Preventive Maintenance Summary Sheet (QF-MISD-07)
Quality Management System	100% of ICT problems are attended/ diagnosed within 2 hours upon receipt of request	(Number of Requests attended/diagnosed within 2 hours / Total Number of Requests Received) x 100	Corrective Maintenance for I.C.T.	Ensure I.C.T. Request Form is forwarded to the proper Information Technology Officer/s and attended to within the prescribed times required	None	Information Technology Officers	Per month / Year-round	Monitoring Logsheet of I.C.T Request (QF-MISD-05)	Daily Monitoring Monthly Evaluation	I.C.T. Request and Maintenance Report Form (QF-MISD-01) Monitoring Logsheet of I.C.T. Request (QF-MISD-05)

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Quality Management System	Zero back-job	Actual Number of Back Jobs	Corrective Maintenance for I.C.T.	Double check the diagnosis of the problem and the recommendation for solution to ensure accuracy.	None	Information Technology Officers	Year-round	Monitoring Logsheet of I.C.T Request (QF-MISD-05)	Monthly	I.C.T. Request & Maintenance Report Form (QF-MISD-01) Monitoring Logsheet of I.C.T. Request (QF-MISD-05)
Quality Management System	0 Incidence of Data Loss	Actual Number Data Loss	Back-Up and Recovery of Data/System	Consistently monitor status of the back-up files against the actual files to ensure implementation of quarterly back-up	None	Information Technology Officers	Year-round	Quarterly Back-up Report (QF-MISD-08)	Quarterly Evaluation	Quarterly Back-up Report (QF-MISD-08)
Financial Efficiency										
Budget Utilization	90% of Utilization of MIS Department Budget	(Actual Expense / Approved Budget) x 100	Not applicable	Consistently monitor budget utilization Ensure implementation of PPMP	P26,804,000.00	Department Manager	Year-round	MISD Budget Utilization Monitoring	Monthly monitoring Quarterly Evaluation	Monthly Budget Utilization

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				Projects &/or Activities *(What to do to achieve the objective/s)*	Budget Requirement	Responsible Person	Timeframe (Start-End Dates)	Method to Monitor/Evaluate Results	Frequency of Monitoring & Evaluation	Data Source (Forms)

As of 01 July 2021

Prepared by	Reviewed by	Approved by
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