



REPUBLIC OF THE PHILIPPINES  
NATIONAL ECONOMIC AND DEVELOPMENT AUTHORITY

Address: 12 St. Josemaria Escrivá Drive, Ortigas Center, Pasig City 1605 Philippines  
Tel: (+632) 631 0945 to 56 | E-mail: info@neda.gov.ph | Website: www.neda.gov.ph

QO-04

## QUALITY OBJECTIVES

### Information and Communication Technology Staff (ICTS) For Calendar Year: 2017

Quality Objectives	Target	Performance Measurement (if applicable)	Source of Data	Frequency of Performance Monitoring and Measurement	Responsible for Monitoring Results
<b>INFORMATION AND COMMUNICATIONS TECHNOLOGY MAINTENANCE</b>					
<b>1. PREVENTIVE MAINTENANCE FOR ICT EQUIPMENT</b>  Accessible and functional existing ICT Equipment	<b>a) Accessibility</b> - 90%	Total number of days the ICT Equipment are accessible/Total number of calendar days	• Quarterly report indicating percentage of systems are accessible and functional	Quarterly	Information Systems Analyst
	<b>b) Functionality</b> - 90%	Total number of days the ICT Equipment are functional /Total number of calendar days			

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<b>INFORMATION AND COMMUNICATIONS TECHNOLOGY MAINTENANCE</b>					
<b>II. CORRECTIVE MAINTENANCE FOR ICT EQUIPMENT</b>  Availability and functionality of network services  Resolution of network and hardware issues	<b>a) Availability</b> - 90%	Total number of days the network is available/Total number of calendar days	<ul style="list-style-type: none"> <li>Quarterly report indicating percentage of network services are available and functional</li> <li>Quarterly report indicating percentage of technical support (network and hardware) issues resolved</li> </ul>	Quarterly	Information Systems Analyst
	<b>b) Functionality</b> - 90%	Total number of network and hardware issues resolved/Total number of network and hardware issues received			



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<b>INFORMATION AND COMMUNICATIONS TECHNOLOGY MAINTENANCE</b>					
<b>III. MAINTENANCE OF DATABASE MANAGEMENT SYSTEM</b>  Accessible* and functional existing information systems.	<b>a) Accessibility - 90%</b>	Total number of days the database systems are accessible/Total number of calendar days	<ul style="list-style-type: none"> <li>Quarterly report indicating percentage of systems are accessible</li> <li>Quarterly report indicating percentage of requests served over requests received on system modifications and/or enhancements and the likes</li> </ul>	Quarterly	-Each Division Personnel Assigned to Specific Database for Monitoring  -Information Systems Analyst as Focal  -Division Chief as Overall Process Supervisor
	<b>b) Functionality - 90%</b>	Total number of job requests served over total request received			

\*Up and running/available

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<b>INFORMATION AND COMMUNICATIONS TECHNOLOGY MAINTENANCE</b>					
<b>IV. DISASTER RECOVERY AND BACKUP SYSTEM</b>	<b>Availability of the Disaster Recovery Plan</b>	N/A	<i>*please refer to RAM-ICT-01</i>	N/A	Information Systems Analyst

Prepared by	Reviewed by	Approved by
 FLORANTE G. IGTIBEN	 JOSE MIGUEL R. DE LA ROSA	 ERNESTO M. PERNIA
Director, ICTS <i>BNC</i>	Undersecretary, Central Support Office	Secretary

*BNC*