



DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES
KAGAWARAN NG KAPALIGIRAN AT LIKAS YAMAN



MEMORANDUM

FOR : All Regional Executive Directors
CAR, NCR, Regions 1-12 and CARAGA

: All Bureau Directors
BMB, ERDB, FMB, and LMB

FROM : The Director
Knowledge and Information Systems Service

SUBJECT: STRATEGIC PERFORMANCE MANAGEMENT SYSTEM
(SPMS) INDICATORS UNDER SUPPORT TO OPERATIONS -
DATA MANAGEMENT

DATE : 05 JUL 2024

This is in connection with the SPMS indicators under STO - Data Management. This office would like to inform you that reporting for the Network Uptime and Provision of Technical Assistance shall be done monthly through the online reporting developed by the Network Infrastructure Management Division (NIMD). This is to minimize the submission of hard or soft copies of Memorandum. Further, Means of Verifications were also directly shared or uploaded in the said Online Reporting. Link for the Online Reporting shall be provided by this office through the NIMD.

In addition, below are the simplified rating scale devices by this office through the NIMD for both SPMS activities.

A. Network Uptime

Quality	Uptime Percentage	Rating
	98.76 - 100%	5
97.51 - 98.75 %	4.75	
96.26 - 97.5 %	4.5	
95.1 - 96.25 %	4.25	
93.76 - 95 %	4	
92.51 - 93.75 %	3.75	
91.26% - 92.5 %	3.5	
90.1 - 91.25 %	3.25	
90%	3	
88.76 - 89.99%	2.75	
87.51 - 88.75%	2.5	
86.26 - 87.5 %	2.25	
85 - 86.25 %	2	
Below 85%	1	

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B. Technical Assistance

Quality Rating = Total # of tickets with rating of Excellent to Satisfactory / Total number of tickets	Percentage of Satisfaction	Rating
	98.5-100%	5
	96.5 - 98.4%	4.75
	94.5 - 96.4%	4.5
	92.5 - 94.4%	4.25
	90.5 - 92.4%	4
	88.5 - 90.4%	3.75
	86.5 - 88.4%	3.5
	85.5% - 86.4%	3.25
	85% - 85.4%	3
	80% - 84.99 %	2
	Below 80 %	1

Likewise, ratings on the timelines for both SPMS activities will be as follows:

Number of Days from the end of month 10th day of the following month	Number of days	Rating
	1	5
	2	5
	3	4.75
	4	4.5
	5	4.25
	6	4
	7	3.75
	8	3.5
	9	3.25
	10	3
	Beyond the 10 th day	1

Lastly, we will be coordinating with your Planning and Management Division together with your ICT Units or Offices for the First Semester Rating. This is to ensure transparency in rating your respective offices for the above mentioned SPMS indicators. For any clarifications regarding this, you may contact the NIMD through email at nimd@denr.gov.ph or via VoIP 1145, 7001 and 7002 and look for Ms. Nizethal Aducal-Matias or Mr. Enielbert E. Estefanio.

For your information and reference.


ARLENE A. ROMASANTA