



# TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY

## 2014 MAJOR ACCOMPLISHMENTS

Program/Activity/Project	Objectives	Status
<p><b><u>ARCHITECTURAL &amp; ENGINEERING SERVICES SECTOR</u></b></p> <p><i>28 Infrastructure Projects completed with a total project cost of (P434.53M)</i></p> <ul style="list-style-type: none"> <li>• Rehabilitation/Improvement of Park and/or Tourism Activity Center at the Makati Parks and Gardens – West Rembo, Makati City (P2.5M)</li> <li>• Repair of Comfort Room at TIEZA Building – Makati City (P0.373M)</li> <li>• Hundreds Island Development – Alaminos, Pangasinan (P9.98M)</li> <li>• Renovation/Rehabilitation of Sports Tourism Complex – Cabarroguis, Quirino (P30M)</li> <li>• Construction/Rehabilitation of Quirino Capitol Convention Center – Quirino (P20M)</li> <li>• Rehabilitation of Old Train Terminal Variation Order – San Fernando City, Pampanga (P.485M)</li> <li>• Mt. Pinatubo Ecotourism Park (Phase II) – Porac, Pampanga (P14.87M)</li> <li>• Fencing for Wakeboarding Project – Clark, Pampanga (P2.05M)</li> <li>• Rehabilitation and/or Improvement of Tourism Activity Centers – Baler, Aurora (P2.5M)</li> <li>• Repair &amp; Rehabilitation of Hanging Bridge – Biak-na-Bato, Bulacan (P1.078M)</li> <li>• Nasugbu Mini-Convention and Visitor's Center – Phasel – Nasugbu, Batangas (P14.9M)</li> <li>• Development of Town Plaza and Sukol River Baywalk – Bongabong, Oriental Mindoro (P4.99M)</li> <li>• Visitor's Information Center and Rest Area – Bansud, Oriental Mindoro (P2.5M)</li> <li>• Visitor's Information Center and Rest Area – Pinamalayan, Oriental Mindoro (P2.5M)</li> </ul>	<p>Undertake tourism infrastructure projects nationwide particularly in areas with tourism potentials</p>	<p>100% completed</p>



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<ul style="list-style-type: none"> <li>• Development of Trancalan Falls in Bachawan including access road and facilities – San Agustin, Romblon (P13.255M)</li> <li>• Bulusan Lake Development-Installation of Underground Primary Line – Brgy. San Roque, Bulusan (P10.89M)</li> <li>• Renovation of Cagsawa Ruins – Daraga, Albay (P4.980M)</li> <li>• Boracay Island Drainage System (Phase I) Cost to Complete – Boracay Island, Aklan (P83.5)</li> <li>• Albuquerque Cluster Sanitary Landfill Facilities (Phase II) – Albuquerque, Bohol (P93.98M)</li> <li>• Construction of TIEZA Office – Mandaue City, Cebu (P31.590M)</li> <li>• Proposed Tourism Project in the 4<sup>th</sup> District Leyte – Brgy. Tongonan, Ormoc City (P6.85M)</li> <li>• Extension of Baybay Boulevard &amp; Seawall – Borongan, Eastern Samar (P4.99M)</li> <li>• Passengers' Pavillion with facilities – Lavezares, Northern Samar (P1.0M)</li> <li>• Construction of Cogon Ecotourism Park (Phase I) – Dipolog City (P7.99M)</li> <li>• Rehabilitation/Restoration of Fort Nuestra Senora del Pilar – Zamboanga City (P6.45M)</li> <li>• Construction of Talisayan Seaside Boulevard Baywalk – Talisayan, Misamis Oriental (P2.49M)</li> <li>• Construction of Davao Oriental Provincial Museum – Menzi Tourism Complex, Mati, Davao Oriental P10.0M)</li> <li>• Lake Sebu Development – South Cotabato (P12.49M)</li> </ul>	<p>Undertake tourism infrastructure projects nationwide particularly in areas with tourism potentials</p>	<p>100% completed</p>



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<p>80 infra projects (P1,167M) currently under construction</p> <p>No. of Depressed provinces vetted to determine ecotourism sites with strong tourism potential</p> <p>Allocate 5% of Travel Tax share of TIEZA to specific ecotourism projects in Depressed provinces with strong tourism potential as approved by the Board</p> <p>Allocate 5% of Travel Tax share of TIEZA to the restoration of Historical, Cultural, Religious and Heritage sites as approved by the Board</p> <p>Allocate 50% of total revenues for specific tourism projects as approved by the Board</p> <p>Percentage of Technical Evaluation Reports completed within 5 days</p>	<p>Undertake tourism infrastructure projects nationwide particularly in areas with tourism potentials</p> <p>Compliance to Republic Act 9593</p> <p>Expedite technical evaluation on infrastructure project requests to be recommended for Board Approval</p>	<p>On-going</p> <p>Identified 24 depressed provinces with strong tourism potential</p> <p>P153.2M was allocated for specific ecotourism projects in Depressed provinces (100% of 5% is 88.7M)</p> <p>P152.99M was allocated to the restoration of Historical, Cultural, Religious and Heritage sites (100% of 5% is 88.7M)</p> <p>P890.07M was approved by the Board of Directors on June 2014</p> <p>116 Technical Evaluation Reports completed and submitted within 5 days</p>
<p><b>TOURISM ENTERPRISE ZONE SECTOR</b></p> <p><b>Flagship TEZ Projects</b></p> <ul style="list-style-type: none"> <li>• Master Plan of Mt. Samat Shrine of Valor Flagship TEZ</li> <li>• Integrated Rizal Park Complex Flagship TEZ consistent with the Convergence Tourism Master Plan</li> <li>• Memorandum of Agreement with San Vicente LGU on the implementation of the San Vicente ITMP</li> </ul>	<p>Designate, regulate, and supervise Tourism Enterprise Zones (TEZs)</p>	<p>On-going</p> <p>Completed</p> <p>Draft MOA completed</p>



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<b>Inter-agency coordination</b>		
• DOT TIEZA Technical Working Group	Finalize list of consumable items that may be allowed for tax and duty free importation of primary tourism enterprises	On-going
• Bureau of Immigration	Finalize procedure and template of forms on the issuance of Special Investors Resident Visa (SIRV) and Special Working Visa (SWV) for the TIEZA Investor Care	Completed
• Philippine Retirement Authority	Finalize procedure on the issuance of Special Investors Resident Visa (SIRV)	On-going
• Dept. of Labor and Employment	Finalize TIEZA-DOLE Memorandum of Agreement	On-going
• Department of Finance	} Discuss updates on the revenue regulations for the administration of fiscal incentives to TEZs	On-going
• Bureau of Internal Revenue		
• Component offices of Clark Development Corporation	Benchmark and gather information on the registration of enterprise zones and locators as well as on the administration of incentives	Completed
<b>SBAC</b>		
Bidding of 1 <sup>st</sup> Tranche of TIEZA properties	Privatize at least one property	Completed (Hilaga Property)





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<b><u>ASSETS MANAGEMENT SECTOR</u></b>		
<b><i>Participation in the following local travel trade:</i></b>		
<ul style="list-style-type: none"> <li>• Masskara City 2014 : The 1<sup>st</sup> Bacolod Trade Expo and Conference (October 16-19, 2014)</li> </ul>	Maximize promotion for TIEZA properties to domestic and foreign tourists	Completed
<ul style="list-style-type: none"> <li>• Soul Surf 2014 9th La Union Surf Break (October 24-26, 2014)</li> </ul>	Support local business and tourism in La Union and boosts its unique surfing culture and hospitality Increase market reach among board sport enthusiasts thru print, online and broadcast media	Completed
<ul style="list-style-type: none"> <li>• Clark Festival 2014 (December 5-7, 2014)</li> </ul>	Strengthen our partnership with LGUs, the local community and key players in the tourism industry	Completed
<ul style="list-style-type: none"> <li>• Participation in Sales Mission in Seoul and Busan, Korea and attendance World Travel Mart in London</li> </ul>	Establish possible linkages and potential contacts and clients	Completed
<ul style="list-style-type: none"> <li>• Regular and Promo Rates for TIEZA Operating Properties (April 2015 – March 2016)</li> </ul>	Ensure rate competitiveness of operating properties	Completed
<ul style="list-style-type: none"> <li>• Promo rates (VPY Rates) &amp; Rewards Card Program for 2015 in support of DOT/TPB Program</li> </ul>	Maximize promotion for TIEZA properties	Completed
<b><i>Sponsorships</i></b>		
<ul style="list-style-type: none"> <li>• 15<sup>th</sup> Association of Tourism Officers of the Philippines (ATOP) National Convention (October 2-4, 2014) at L-Fisher Hotel, Bacolod City</li> </ul>	Meet and connect with the ATOP members, our potential partners in the promotion of TIEZA properties	Completed
<ul style="list-style-type: none"> <li>• Delegates of the ASEAN Tourism Strategic Plan and ASEAN Tourism Working Group and Committee Meetings (October 8, 2014) Chef &amp; Brewer Café and Restaurant</li> </ul>	Strengthen TIEZA's presence and visibility in the organization as well as in tourism development and promotions	Completed



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<ul style="list-style-type: none"> <li>North Philippines Tourism and Travel Expo 2014 held at SM City Clark, Pampanga (November 14-16, 2014)</li> </ul>	Generate business and establish linkages with key industry players in North Philippines	Completed
<ul style="list-style-type: none"> <li>1<sup>st</sup> Homestays of the World Summit held in Bacolod City (December 3-5, 2014)</li> </ul>	Open opportunities for networking with government agencies, LGUs, institutions involved in homestays program, tour operators and key players in the tourism industry	Completed
<b>Advertising Placement</b> <ul style="list-style-type: none"> <li>Cagayan Times (November 2014)</li> </ul>	Maximize promotional mileage & marketing opportunities & generate new accounts from European markets	Completed
<ul style="list-style-type: none"> <li>Association of Government Internal Auditors, Inc. (October 8-10, 2014)</li> </ul>	Strengthen TIEZA's presence in the government sector and establish new linkages and networks in various government offices and agencies for the promotion of TIEZA properties	Completed
<b>Research works on the following:</b> <ul style="list-style-type: none"> <li>Wakeboarding Facilities in Clark, Pampanga and other places of the country</li> <li>Incentives given by the Clark Development Authority to locators/investors in Clark vis-a-vis incentives given by TIEZA to Registered Tourism Enterprise Zones and Tourism Enterprises within TEZ</li> </ul>	Assist in formulating an accurate business development plan	Completed and submitted for approval and used as reference material
<b>Business Development Plan for TIEZA property</b> <ul style="list-style-type: none"> <li>Brgy. Balacad, Ilocos Norte</li> <li>San Fabian, Pangasinan</li> </ul>	Create additional revenue resources by utilizing TIEZA's non-operating entities	



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<b>Privatization of the following properties :</b> <ul style="list-style-type: none"> <li>• Paoay Sports Complex in Ilocos Norte</li> </ul>	Generate revenues and utilize assets	i. TOR finalized and submitted for approval; ii. Complete Staff Work for the Board of Directors and submitted for approval of Sector Head  Corresponded with possible investors
<ul style="list-style-type: none"> <li>• Intramuros lot</li> </ul>		On-going
Evaluation of unsolicited proposals	Improve marketability and value of assets	i. Received Final Appraisal Reports from 2 independent private appraisal companies ii. Prepared & submitted documents required by the Development Bank of the Philippines iii. On-going works for the approval of the MOA with DBP
Appraisal of TIEZA Properties		
Titling of TIEZA properties	Identify processes and new sources to improve revenues	On-going
Business Research for the formulation of business development plans/ new revenue streams/ privatization		On-going
Monitoring of existing Management Lease Contracts income-generating contracts	Monitor prompt remittances of payments/ share in revenue and adherence to the terms and conditions of the contract by the other contracting party	On-going
Updating of the Investment Kit	Create an accurate representation for the properties identified for privatization that may be used as a marketing tool	On-going





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<b>Revenue Generation from TIEZA Properties</b> Total Gross Revenues from Assets <ul style="list-style-type: none"> <li>• Operating Assets = P 99.18M</li> <li>• Non-Operating &amp; Leased Assets = P110.85M</li> <li>• Amount of Subsidy = (P15M)</li> </ul>	Generate revenues to fund both national and corporate developmental needs and/or undertakings	Continuous
<b><u>ADMINISTRATIVE &amp; FINANCE SECTOR</u></b>  <b>Conduct of In-house Seminars</b> <ul style="list-style-type: none"> <li>• Leadership &amp; Management Essentials Program (October 1-3, 2014, October 14-16, 2014, November 4-6, 2014, November 18-20, 2014)</li> <li>• Training on Rescue, Advanced Open Water and Dive Master (November 3-7, 2014)</li> <li>• Strategic Management Performance System Program               <ul style="list-style-type: none"> <li>a. Levelling Up the Performance Management Team's Leadership Strategy in Institutionalizing the TIEZA-SPMS (November 13-14, 2014)</li> <li>b. Skills Enhancement Seminar-Workshop on the SPMS (December 3-5, 2014)</li> </ul> </li> <li>• Emergency Response Group (ERG) Trainings               <ul style="list-style-type: none"> <li>a. Search &amp; Rescue Training (November 11-13, 2014)</li> <li>b. Fire Drill Seminar – Part 1 (November 18, 2014)</li> <li>c. First Aid/CPR Training (November 24-28, 2014)</li> </ul> </li> </ul>	Enhance leadership and supervisory competencies of participants and provide them with the necessary tools, frameworks and interventions needed as they fulfill their roles as key drivers of TIEZA  Upgrade the skills of Balicasag Island Dive Resort (BIDR) divers together with the accreditation to improve services in the tourism industry for scuba diving  Give TIEZA's new Performance Management Team (PMT) the opportunity to be refreshed, re-introduced and create a work plan to fully implement the system  Revisit the SPMS and its elements; Hone the PMT skills evolving in the process of SPMS  Respond to the requirements of RA 10121 which provides for the legal basis for policies concerning disaster risk reduction which calls for a timely and consistent management and coordination of response activities in the event of emergencies and disasters that may occur at the TIEZA building and its environs	Completed  Completed  Completed  Completed Completed Completed





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<ul style="list-style-type: none"> <li>Customer Service Excellence Seminar (4 sessions - December 9, 10, 15, &amp; 16, 2014)</li> </ul> <p><b>Participation/ Attendance in External Seminars</b></p> <ul style="list-style-type: none"> <li>3<sup>rd</sup> CSC-PSLMC Zonal Orientation on Public Sector Unionism (PSU) Social Dialogue (SD) and ILO Convention 151 (October 22-24, 2014)</li> <li>62<sup>nd</sup> Annual National Convention of Philippine Society of Mechanical Engineers (October 22-25, 2014)</li> <li>3<sup>rd</sup> Tourism Human Resource Development Congress (November 13, 2014)</li> </ul>	<p>i. Equip participants with the basic knowledge, skills and attitudes needed to deliver excellent customer service</p> <p>ii. To serve as a kick-off activity towards the Customer Service Excellence Programs scheduled in 2015</p> <p>For the participants to have a deeper awareness regarding the subject and promote the tourism sector</p> <p>For the participants to be abreast of the changes in engineering and technology and acquire new knowledge and skills to adapt to these changes</p> <p>Harmonize all efforts and programs of stakeholders in the development of quality human resources</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p>
<ul style="list-style-type: none"> <li>2014 GCAA Strategic Planning Seminar-Workshop (November 4-7, 2014)</li> <li>Strategic Management System Through Process Management &amp; Balanced Scorecard (November 6-7, 2014)</li> <li>4<sup>th</sup> Luzon Convention of Human Resource Management Practitioners (November 18-20, 2014)</li> </ul>	<p>Tackle various issues and problems encountered and to come up with the necessary programming of tournaments and events for 2015</p> <p>Examine the increasing relevance of strategy execution and performance management in time of increasing turbulence, business and economic uncertainty</p> <p>Equip Human Resource Management Practitioners the proper skills in Managing Change as they are introducing and implementing Strategic Human Resource and Organization Development in their respective agencies</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p>



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<ul style="list-style-type: none"> <li>• CSI Leadership Series (Seminar)(November 19, 2014)</li> </ul>	Promote the ideals and best practices from stories of successful leaders or individuals who made an impact to their respective organization or to the people whom they serve and provide participants with updates and emerging trends in the field of leadership and management	Completed
<ul style="list-style-type: none"> <li>• Seminar on Marketing and Sales Overview : "Fast Forward"</li> </ul>	<ul style="list-style-type: none"> <li>i. Hone more the marketing skills of the participants by discussing the latest approaches as well as their ability to effectively monitor and improve sales;</li> <li>ii. Impart trends and opportunities in sales;</li> <li>iii. Create values related to marketing</li> </ul>	Completed
<ul style="list-style-type: none"> <li>• Seminar on ICT-Resources Acquisition-Project Terms of Reference (November 17-21, 2014)</li> </ul>	Provide participants with an understanding of the ff: - Various phases of the acquisition life cycle; - Formulation of the TOR including generic specification; - Current guidelines and component processes necessary to pursue eGovernance, among others	Completed
<ul style="list-style-type: none"> <li>• Managing Social Media Records and Information (December 9-11, 2014)</li> </ul>	Discuss about the salient features of the Cyber Crime Law and the Data Privacy Act and their impact on records and information management	Completed
<b><i>GAD Related Programs/Activities/Projects</i></b> <ul style="list-style-type: none"> <li>• Orientation on Breast Cancer Awareness (October 20, 2014)</li> </ul>	Heighten employees awareness on the causes and preventions, as well as detection and effective cure for breast cancer	Completed



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<ul style="list-style-type: none"> <li>18-day Campaign to End Violence Against Women               <ul style="list-style-type: none"> <li>a. "Walk to End VAW" (November 25, 2014)</li> <li>b. Orientation on Magna Carta of Women (December 2, 2014)</li> <li>c. Film Showing (December 3, 2014)</li> </ul> </li> </ul>	Support RA 10398 declaring November 25, 2014 of every year as the "National Consciousness Day for the Elimination of Violence Against Women and Children"	Completed
<ul style="list-style-type: none"> <li>GAD Focal Point System-TWG Year –End Activity (December 23, 2014)</li> </ul>	Revisit the activities conducted for CY 2014 and to plan for the possible activities for CY 2015	Completed
<b>Socio-Cultural Activities</b> <ul style="list-style-type: none"> <li>22<sup>nd</sup> Children's Month Halloween Trick or Treat (October 30, 2014)</li> </ul>	Highlight children's rights to participation and encourages stakeholders to promote and advocate children's participation in decision-making process at all levels specifically at home, family, and community	Completed
<ul style="list-style-type: none"> <li>General Employees' Assembly (November 7, 2014)</li> </ul>	<ul style="list-style-type: none"> <li>i. Present to the employees the next steps after the reorganization process</li> <li>ii. Build camaraderie among employees and share with them the challenges and accomplishments of the Authority during the reorganization journey;</li> </ul>	Completed
<ul style="list-style-type: none"> <li>Year-End Employees' Assembly – Authority's Christmas Party (December 17, 2014)</li> </ul>	Build camaraderie among employees and share with them the spirit of Christmas as there are prizes at stake in the games and raffle activities incorporated in the program	Completed
<b>Sports and Physical Fitness Activities</b> <ul style="list-style-type: none"> <li>TIEZA Physical Fitness Program               <ul style="list-style-type: none"> <li>a. Zumba Sessions</li> <li>b. In-house Golf Tournament – 2<sup>nd</sup> Leg</li> <li>c. Survey for Sports Events</li> </ul> </li> </ul>	Promote over-all wellness of the employees	On-going Completed Completed





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<b>Career Assessment</b> <ul style="list-style-type: none"> <li>Pilot-Testing of Proficiency Assessment Tool for Functional Competency (October 17 and 28, 2014)</li> </ul>	Validate the identified competencies and establish competency standards for the Authority	Completed
<b>ARTA Program</b> <ul style="list-style-type: none"> <li>Public Service Ethics and Accountability Seminar and Values Orientation Workshop (2 sessions – October 6-8, 2014 and October 9-10, 2014)</li> </ul>	Inculcate to the participants the importance of service excellence and cultivate in them positive work attitude towards effective and efficient delivery of public service	Completed
<b>Travel Tax Collection – P981.094M</b> <b>Processing Fee – P24.649</b>	Generate revenues to fund both national and corporate developmental needs and/or undertakings	Continuous
<b>Percentage of (NAIA Terminal 1,2&amp;3):</b> <ul style="list-style-type: none"> <li>Travel Tax Payment Processed within 2.5 minutes</li> <li>Travel Tax Exemption Certificates processed within 4 minutes</li> <li>Reduced Travel Tax Certificates processed within 2.5 minutes</li> </ul>	Delivery of efficient and reliable service to travel tax applicants	100% 100% 100%
<b>OFFICES UNDER THE CHIEF OPERATING OFFICER</b>		
<b>Information Technology Projects</b> <ul style="list-style-type: none"> <li>Data Center Project – design, construction, supply, installation, commissioning, and training of personnel for a data center with servers and its components including structured cabling for the TIEZA Makati Office</li> </ul>	Replace old and inefficient servers and other LAN components with new and better units in terms of computing power, data capacity, security, and network manageability	On-going
<ul style="list-style-type: none"> <li>Temporary Network Cabling Activity</li> </ul>	Provide users with network access and internet connection until completion and operationalization of the Data Center Project	On-Going





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<ul style="list-style-type: none"> <li>• Workgroup Setup Program for TIEZA Makati Office</li> </ul>	Provide system users a temporary network environment until the servers in the temporary data center is operationalized	Completed
<ul style="list-style-type: none"> <li>• Upgrade of PLDT's Internet Service Program</li> </ul>	i. Address need for additional bandwidth due to increase in user request for internet access; ii. Set-up an internet service fall-over system of TIEZA	On-going
<ul style="list-style-type: none"> <li>• Additional Requirements for Banaue Hotel &amp; Youth Hostel's Network</li> </ul>	Improve BH&YH network services	Completed
<ul style="list-style-type: none"> <li>• Acquisition of various IT equipment and peripherals for CY 2014</li> </ul>	Replace obsolete/dysfunctional/irreparable units; address additional needs of TIEZA	On-going
<ul style="list-style-type: none"> <li>• Acquisition and Commissioning of various Microsoft products</li> </ul>	Replace old software application announced by Microsoft nearing end-of-life; implement new features of software applications; address compatibility issues encountered between product versions	Completed
<ul style="list-style-type: none"> <li>• Maintenance of TIEZA Official Website</li> </ul>	Create right impression for TIEZA's business; provide relevant and updated information; boost search engine ranking; comply with AO#39 and DOT Circular 2013-33	On-going; continuous
<ul style="list-style-type: none"> <li>• Maintenance of Systems –               <ul style="list-style-type: none"> <li>a. Official Receipt Issuance Module</li> <li>b. Check Issuance Module (part of the Voucher System used by Accounting Division)</li> <li>c. Human Resource Management Information System (HRMIS)</li> <li>d. Commission on Audit's eNGAS</li> <li>e. Hotel Management System</li> </ul> </li> </ul>	Continue systems maintenance for up-time and efficiency	On-going; continuous



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<ul style="list-style-type: none"> <li>Implementation of Data Tracking System</li> </ul>	Operationalize automated tracking of all types of (external/internal) official documents e.g. memos, letters, vouchers, etc.	Suspended in view of Quality Management System (QMS) Program which will centralize routing/distribution of all documents
<ul style="list-style-type: none"> <li>Development, Implementation and Installation of Online and On-site Travel Tax Privilege Application and Payment System –               <ul style="list-style-type: none"> <li>a. TIEZA Main Office (July 30, 2014)</li> <li>b. NAIA Terminal 3 (October 24, 2014)</li> <li>c. Davao International Airport Travel Tax Counter (November 10, 2014)</li> <li>d. Davao Field Office (November 11, 2014)</li> <li>e. Bacolod-Silay International Airport Travel Tax Counter (November 18, 2014)</li> <li>f. Diosdado Macapagal International Airport Travel Tax Counter (November 25, 2014)</li> <li>g. One-Stop Processing Center at SM-San Fernando, Pampanga (November 27, 2014)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>i. Have a system capable of accepting and processing travel tax privilege applications and payments both through the web and in various travel tax offices and counters nationwide;</li> <li>ii. Have a system of validation of payment of travel tax and availing of privileges made online at the travel tax counters in the airports to ensure authenticity of the online transactions;</li> <li>iii. Provide dashboard and real-time reporting to Management;</li> <li>iv. Provide a co-location IT infrastructure design and installation to ensure the continuous provision of services to the passengers applying for privileges and paying the travel tax;</li> <li>v. Have a system that is secure, effective, efficient, Client-centered and user friendly.</li> </ul>	<p>Deployed OOTPS to seven(7) satellite offices/airports</p>
<ul style="list-style-type: none"> <li>Re-development of Property &amp; Supply Management System</li> </ul>	Automate procurement, inventory, and property & supply management system	On-going
<ul style="list-style-type: none"> <li>Revision of In-House Developed Budget System (December 2014)</li> </ul>	Operationalize automated budget preparation, monitoring and reporting system	Rescheduled for 2015 because of the delay in the Data Center Project
<ul style="list-style-type: none"> <li>Re-development of the Infrastructure Projects Monitoring System (August 2014 - July 2015)</li> </ul>	Generate timely and complete monitoring reports of all infrastructure projects	Suspended due to MISD workload and TIEZA reorganization; outsourcing of the project to be discussed in 2015



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<ul style="list-style-type: none"> <li>System Integration (September 2014 – August 2015)</li> </ul>	Reduce number of errors; avoid duplication of tasks e.g. re-encoding of data; Improve working process	Discontinued; in-house developed applications have different database formats; providers of outsourced system do not want to share source codes; in-house redevelopment of systems is under consideration so that integration is possible
<ul style="list-style-type: none"> <li>Preparation of Information System Strategic Plan (ISSP)</li> </ul>	Comply with the requirements of DBM; to have an IT roadmap	Rescheduled due to reorganization which will affect assessment, analysis, and preparation of plan; to be taken up in 2015
<b>Balance Scorecard Design Workshop</b>	<ul style="list-style-type: none"> <li>i. Reorientation and revisiting of all the departments' balanced scorecards;</li> <li>ii. Alignment of the departments' balanced scorecards with the TIEZA performance scorecard</li> <li>iii. Work on the rationalization of the weights to be given to the measures in the departments' balanced scorecards</li> <li>iv. Link the importance of the support functions to the core processes</li> <li>v. To know how to work on achieving the targets in the balanced scorecards</li> </ul>	<p>Department Scorecards approved by ACOO except departments under the Administration and Finance Sector</p> <p>Sectoral Scorecards for approval of COO</p>
<b>QMS Final Gap Assessment</b>	<ul style="list-style-type: none"> <li>i. To affirm and provide conclusion on the current position of TIEZA QMS with regard to the extent of conformance against the ISO 9001 requirements.</li> <li>ii. To provide opportunity for the auditees to: <ul style="list-style-type: none"> <li>- Recognize the adequacy of the current QMS documentation;</li> <li>- Determine the levels of accuracy of documented statements against the actual practices;</li> <li>- Identify existing gaps, if there are any, against the established QMS and ISO 9001 requirements; and</li> </ul> </li> </ul>	Conduct of Final Gap Assessment completed. Awaiting for the Final Gap Assessment Report from DAP.



**TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY**  
**2014 MAJOR ACCOMPLISHMENTS**

Program/Activity/Project	Objectives	Status
<i>Development of Online Monitoring and Evaluation Tool</i>	<ul style="list-style-type: none"> <li>- Understand and prepare for the kind of auditing approach of third party auditors.</li> </ul> <p>To establish an effective tool to accurately monitor and evaluate organizational performance</p>	<ul style="list-style-type: none"> <li>i. Design of the program layout completed</li> <li>ii. Coding of the program completed</li> <li>iii. Screen format finalized.</li> <li>iv. Testing and Debugging (On-going)</li> </ul>