



## Agency Performance Review Report

### I. Executive Summary

For 2018, the Department of Information and Communications Technology (DICT) continued to plan, coordinate and implement the National ICT development agenda with an overall Budget Utilization Rate (BUR) of 82%. The table below shows the summary of the BUR per expense class.

Program/ Activity/ Project	Total Budget	Budget Utilization	BUR
<b>TOTAL</b>	<b>4,712,323,000.00</b>	<b>3,869,310,396.74</b>	<b>82 %</b>
General Administration and Support Services	654,848,000.00	649,623,758.75	99 %
Support to Operations	38,933,000.00	19,955,667.96	51 %
Operations	4,018,542,000.00	3,199,730,970.03	80 %
ICT Governance Program	776,627,000.00	706,923,911.80	91 %
ICT Systems and Infostructure Development, Management, and Advisory Program	2,923,746,000.00	2,194,612,359.91	75 %
ICT Capacity Development and Management Program	318,169,000.00	298,194,698.32	94 %

The Department continues to fulfill its commitments in developing Plans, Policies and adopting Standards, which takes the lead in multi-stakeholder policy development. It is considered as the backbone of effective eGovernance, ICT-enabled societies, and digital inclusion of all sectors and communities. In fact, the Philippines has ranked 75th out of 193 countries surveyed for in the Global e-Government Development Index (eGDI) of 2018.

With a Budget Utilization Rate (BUR) of 91% under the ICT Governance Program, the DICT was able to continue the implementation of the National Cybersecurity Plan 2022. Further, the DICT also conducted activities in the development of the e-Government Masterplan (eGMP) 2022 and the National ICT Ecosystem Framework (NICTEF). Moreover, 13 policies, 24 standards were developed; 18 recommendations on various ICT bills and issuances were issued; 131 agencies' ISSPs and 272 ICT projects were reviewed and endorsed to MITHI Steering Committee.

For the ICT Systems and Infostructure Development, Management and Advisory Program, DICT utilized 75% of its allocated budget. There are now 394 municipalities

and cities with broadband access to government services and connectivity in 2018. The Department accomplished most of its preparatory activities for the construction of the two (2) Cable Landing Stations. In relation to Fiber Optic Connectivity, the DICT operates and maintains 545 interconnected government agencies in 8 government centers. The National Government Portal, also known as the [www.gov.ph](http://www.gov.ph), is now available online with 177 e-Services linked. Further, the DICT has established a total of 1,125 Free Wi-Fi sites in 2018, having a total of 2,163 Free Wi-Fi sites since inception.

To contribute in the expansion and inclusivity of economic opportunities, the ICT Capacity Development and Management Program achieved a 94% BUR which enabled the conduct of 504 capability development activities with a total of 31,320 ICT participants/trainees. For the Tech4ED project, a total of 742 centers were established in FY 2018.

These Programs, Activities and Projects were implemented in response to the Philippine Development Plan (PDP) and the 0+10 Point Socioeconomic Agenda, and in line with the Department's Mandate, Vision and Mission.

Overall, the Department's performance reflects the current institutional adjustments and initiatives. The Department is currently completing the placement process to the DICT approved organizational structure. This FY2019, the DICT plans to conduct Early Procurement Activities and utilize the in-house developed eProcurement System. Most importantly, the Department recognizes the need to increase the Tier 1 Budget in as much as the current Tier 1 was formulated at the DOST-ICTO level, prior the enactment of RA 10844 in 2016. Increasing the current Tier 1 Budget of the Department can meet the demand of the recurring MOOE and CO needed by the General Administration and Support Services and the Support to Operations.

This year, the Department is currently revisiting its PREXC Budget Structure in order to have more applicable and appropriate target setting, monitoring and reporting of the Department's Financial and Physical milestones.

## **II. Objectives**

This Agency Performance Review (APR) of the DICT contains an overall assessment of the Physical and Financial accomplishments of the Department. The APR shall also discuss its ongoing institutional adjustments and initiatives in order to address the identified internal challenges while still achieving its mandate for the people.

## **III. Agency Profile**

### **A. Mandate:**

The Department of Information and Communications Technology (DICT) shall be the primary policy, planning, coordinating, implementing, and administrative entity of the Executive Branch of the government that will plan, develop, and promote the national ICT development agenda. (RA 10844)

## **B. Vision**

***“An innovative, safe and happy nation that thrives through and is enabled by Information and Communications Technology”***

DICT aspires for the Philippines to develop and flourish through innovation and constant development of ICT in the pursuit of a progressive, safe, secured, contented and happy Filipino nation.

## **C. Mission:**

The Department of Information and Communications Technology commits to:

- Provide every Filipino access to vital ICT infrastructure and services
- Ensure sustainable growth of Philippine ICT-enabled industries resulting to creation of more jobs
- Establish a One Digitized Government, One Nation
- Support the administration in fully achieving its goals
- Be the enabler, innovator, achiever and leader in pushing the country’s development and transition towards a world-class digital economy

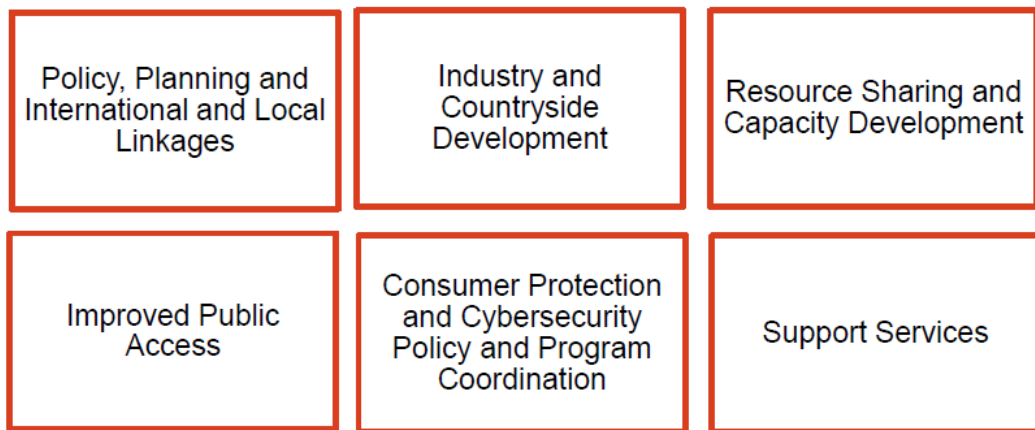
**“D-ICT of the people. D-ICT for the people.”**

## **D. Organizational Values**

- D - Dignity
- I - Integrity
- C - Competence and Compassion
- T - Transparency

- |                           |   |
|---------------------------|---|
| Dignity                   | - Upholding honorable work in delivering mandated programs and services   |
| Integrity                 | - Adhering to strong moral principles based on ethical standards espoused by the Code of Conduct and Ethical Standards for Public Officials and Employees |
| Competence and Compassion | - Providing professional, efficient, effective and client-centered ICT-related services   |
| Transparency              | - Demonstrating commitment to honest and responsible performance of duties  |

## E. DICT Functional Clusters



### Key Result Areas

- National Policy
- National Plans and Framework
- International and Local Linkages
- Industry Development
- Countryside Development
- Resource Sharing
- Capacity Development
- Public Access
- Consumer Protection
- Cybersecurity
- Support Services

### Functional Areas

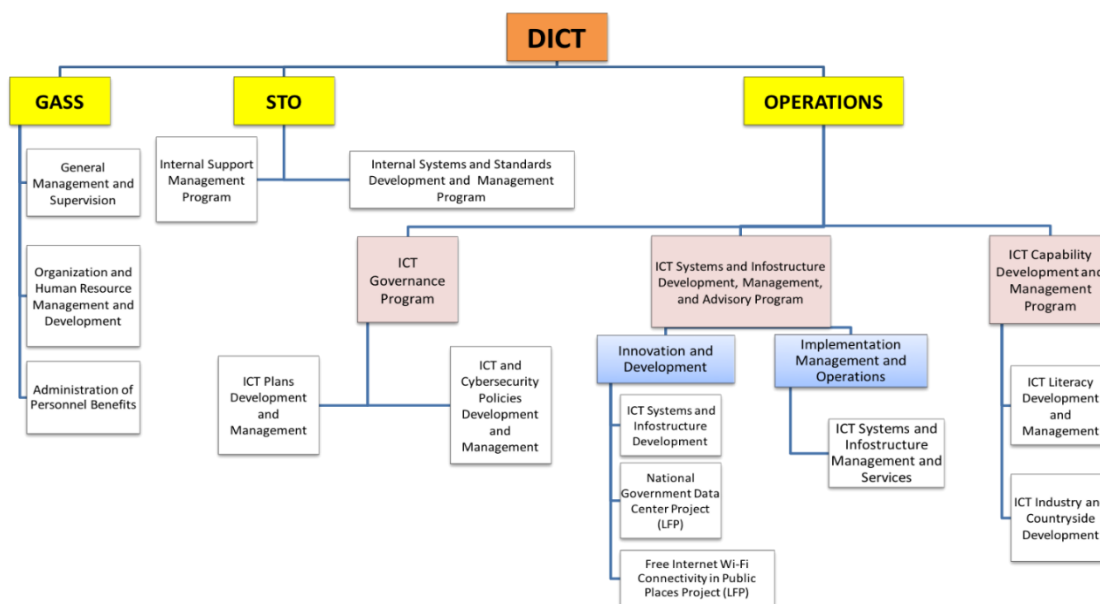
- Policy and Planning
- Improved Public Access
- Resource-Sharing and Capacity-Building
- Consumer Protection and Industry Development
- Cybersecurity Policy and Program Coordination
- Countryside Development

## F. Strategic Objectives

The Department champions the following 8 Strategic Objectives to fully realize its mandate:

1. ICT-driven governance
2. Improve access and connectivity
3. Seamless delivery of government services
4. Expansion and inclusivity of economic opportunities
5. Safe and secure cyberspace and disaster-resilient communities
6. Streamline and improve DICT's frontline and internal processes
7. Upgrade DICT employees' competencies to global standards
8. Improve fund utilization to deliver agency annual objectives and targets

## G. DICT Program Expenditure Classification (PREXC) Budget Structure



## IV. Background

### General Administration and Support Services (GASS)

The General Administration and Support Services handles the overall management of the DICT, managing the international cooperation and commitments of the Department as well as ensuring the institutional growth of its employees.

### *GASS Budget Utilization/ Financial Accomplishment*

Program/ Activity/ Project	Total Budget	Budget Utilization	BUR
General Administration and Support Services	654,848,000.00	649,623,758.75	99 %
General Management and Supervision	645,138,000.00	639,926,957.18	99 %
Organization and Human Resource Management and Development	9,710,000.00	9,696,801.57	100 %

## **Support to Operations (STO)**

To fully function and support the Department in its mandate, programs and activities are undertaken to ensure that systems and processes are in place. Under the STO expense class, two major programs are implemented: Internal Support Management Program covering the Strategic Management and Organizational Development as well as the Advocacy, Communications and Promotions of the Department; and the Internal Systems and Standards Development and Management Program.

### ***STO Budget Utilization/ Financial Accomplishment***

<b>Program/ Activity/ Project</b>	<b>Total Budget</b>	<b>Budget Utilization</b>	<b>BUR</b>
Support to Operations	38,933,000.00	19,955,667.96	51 %
Internal Support Management Program	8,438,000.00	8,438,000.00	100 %
Internal Systems and Standards Development and Management Program	30,495,000.00	11,517,667.96	38 %

## **Operations**

### **A. Program 1: ICT Governance Program**

The **ICT Governance Program** aims to formulate an integrated framework for the ICT plans and policies to be developed. This program is critical in creating plans and policies for the improvement of the ICT ecosystem in order to have more effective, efficient, and secure ICT for the public.

This program includes the development of plans for the ICT ecosystem, as well as Consumer and Cybersecurity plans and policy making for the protection of the welfare of the consumers and business users. The implementation of these plans will aid in the improvement of the Philippine ICT ecosystem through widespread protection of its users.

## ***Activities and Projects under ICT Governance Program***

### **1. ICT Plans and Policies**

These cover converging fields of broadcasting, telecommunications, and information technology in the context of formulation, development, and implementation of ICT frameworks to address national connectivity, quality and qualified information access.

- a. The ***E-Government Master Plan (EGMP)*** is a blueprint for the integration of ICTs for the whole of government. It builds on past plans while incorporating current aspirations to create a vision for the future.
- b. ***National ICT Ecosystem Framework (NICTEF)*** aims to be the blueprint for the collection, management, and development of national ICT data in the Philippines including plans, programs and projects.
- c. ***National Broadband Plan (NBP) Feasibility Study*** - provides strategies and initiatives to address gaps in the broadband environment particularly on accessibility, affordability and quality of broadband services.
- d. ***MITHI (Medium-Term Information and Communications Technology Harmonization Initiative)*** is an e-Government and ICT support initiative that aims to harmonize and ensure interoperability among ICT-related resources, programs and projects across the government. The program also ensures a systematic process for the planning, budgeting, implementation, monitoring, and evaluation of government-wide ICT projects.

### **2. ICT and Cybersecurity Policies Development and Management**

- a. ***Cybersecurity Management Systems Project*** aims to enhance security and resilience of Critical Infostructure, and government public and military networks to deal with sophisticated attacks, increase efforts to promote adoption of Cybersecurity measures among individuals and businesses, and grow pool of Cybersecurity experts.

### **3. Locally Funded Project**

- a. The ***National ICT Household Survey (NICTHS)*** - aims to provide a national baseline and address the current gaps for indicators on households, individual access and usage of ICT, and other data that are critical for local and national development planning. Further, the Project will cover the ITU core ICT indicators as well as identified national ICT indicators in the PDP RM, SDGs, and other indicator systems.

**Program 1: ICT Governance Program Budget Utilization/ Financial Accomplishment**

<b>Program/ Activity/ Project</b>	<b>Total Budget</b>	<b>Budget Utilization</b>	<b>BUR</b>
ICT Governance Program	776,627,000.00	706,923,911.80	91 %
ICT Plans Development and Management	39,542,000.00	37,438,783.18	95 %
ICT and Cybersecurity Policies Development and Management	687,085,000.00	619,485,128.62	90 %
National ICT Household Survey (LFP)	50,000,000.00	50,000,000.00	100 %

**Program 1: ICT Governance Program Physical Accomplishments**

<b>Outcome Indicator</b>	<b>Target</b>	<b>Accomplishment</b>	<b>Justification/ Remarks</b>
1. Improved ranking in the Global e-Government Development Index (eGDI)	To be in the Top 60 among all countries to be surveyed by 2022	Rank 75 <sup>th</sup> out of 193 countries surveyed for 2018	Although the Philippines dropped its place from 71st in 2016 to 75th out of 193 countries, its overall score rose from 0.5765 to 0.6512
2. Improved ranking in the Global Cybersecurity Index (GCI)	To be in the Top 50 percentile among all countries to be surveyed by 2022	Rank 37 <sup>th</sup> out of 165 countries surveyed for 2017	2018 GCI Ranking is still to be released



<b>Output Indicator</b>	<b>Target</b>	<b>Accomplishment</b>	<b>Justification/ Remarks</b>
1. Number of national ICT plans developed and/ or implemented	4 plans to be developed and/or implemented	<p>Ongoing implementation of National Cybersecurity 2022 – officially launched the NCERT website (<a href="http://www.ncert.gov.ph">www.ncert.gov.ph</a>) with incident report handling system</p> <p>Ongoing development of the following plans:</p> <ol style="list-style-type: none"> <li>1. e-Government Masterplan (eGMP) 2022;</li> <li>2. Minto version of the National ICT Ecosystem Framework (NICTEF) in progress; and</li> <li>3. Spectrum Roadmap</li> </ol>	Official launching of the EGMP 2022 and the National ICT Ecosystem Framework (NICTEF) shall be in the 1 <sup>st</sup> quarter of 2019
2. Number of policies and standards developed and/ or implemented	15 policies and 30 standards	14 policies and 38 standards developed and/or implemented	
	150 agencies' ISSP reviewed and endorsed	<p>131 agencies' ISSPs reviewed and endorsed</p> <p>272 ICT projects reviewed for endorsement to MITHI Steering Committee</p>	<p>Aside from the ISSP, the DICT is also reviewing and endorsing to the MITHI Steering Committee the ICT Projects as part of the budget proposals of agencies. Thus, may also be considered as an accomplishment.</p> <p>The review and endorsement of ISSPs is highly dependent on the submissions made by the agencies.</p>

<b>Output Indicator</b>	<b>Target</b>	<b>Accomplishment</b>	<b>Justification/ Remarks</b>
3. Number of recommendations and position papers in ICT-related legislative bills and executive issuances	15 recommendations/ position papers	18 recommendations/ position papers	Exceeded target by 20%

### **B. Program 2: ICT Systems and Infostructure Development, Management and Advisory Program**

The ICT Systems and Infostructure Development, Management and Advisory Program aims to develop and enhance the ICT Systems and Infostructure in the country. Through this program, internet accessibility will be available across the country and this will enable more opportunities for its stakeholders especially in the countryside. It also envisions to improve government online services for easier access of the public.

The budget utilization rate for the whole program is shown below:

<b>Program/ Activity/ Project</b>	<b>Total Budget</b>	<b>Budget Utilization</b>	<b>BUR</b>
ICT Systems and Infostructure Development, Management, and Advisory Program	2,923,746,000.00	2,194,612,359.91	75 %
Innovation and Development Sub-Program	2,645,012,000.00	2,086,664,258.33	79 %
Implementation Management and Operations Sub-Program	278,734,000.00	107,948,101.58	39 %

## **Sub-Program 1: Innovation and Development**

### ***Activities/ Projects under Innovation and Development Sub-Program:***

#### **1. ICT Systems and Infostructure Development**

- a. ***ICT Development Activities*** include the technical assistance that the Department provides to its stakeholders. This include the review and evaluation of the agency Information Systems Strategic Plan (ISSP) as well as the review of ICT Projects for endorsement to the MITHI Steering Committee; assistance to other government agencies in the development of registries; and the development of Spectrum Policy Assessment System
- b. ***Integrated /Electronic Business Permits and Licensing System (eBPLS)*** aims to integrate barangay clearances, building permits, and sanitary permit processing systems into the business permitting process of the LGUs to further streamline and facilitate the issuance of the business permits.
- c. ***Government Emergency Communications System (GECS)*** aims to provide an enhanced level of public safety by providing early advisories and warning before the on-set of an emergency or disaster; better response and coordination with local emergency service providers by providing spatial data; and using this information upon rehabilitation of the affected community.

#### **2. Locally Funded Projects**

- a. ***National Government Portal (NGP)*** aims to provide a one-stop-shop of online government services to the public sector and private businesses.
- b. ***National Broadband Plan Implementation (NBP)*** aims to provide faster broadband access and higher broadband take up by households and businesses.
- c. ***National Government Data Center (NGDC)/GovNet*** aims to provide government services such as cloud computing, web hosting, server co-location, and other operations.
- d. ***Free Internet Wi-Fi Connectivity in Public Places*** aims to provide free broadband internet access in public places to accelerate the government's efforts in enhancing Internet accessibility to bridge the growing Digital Divide. These public places include plazas, schools, RHUs, transport terminals and others.
- e. ***Free Internet Wi-Fi Connectivity in State Universities and Colleges***

***Sub-Program 1: Innovation and Development Budget Utilization/ Financial Accomplishment***

<b>Program/ Activity/ Project</b>	<b>Total Budget</b>	<b>Budget Utilization</b>	<b>BUR</b>
Innovation and Development Sub-Program	2,645,012,000.00	2,086,664,258.33	79 %
ICT Systems and Infostructure Development	325,618,000.00	251,010,183.27	77 %
Locally Funded Projects			
National Government Data Center	206,790,000.00	52,073,518.29	25 %
Free Internet WiFi Connectivity in Public Places	1,362,700,000.00	1,332,848,534.14	98 %
National Broadband Plan Implementation	50,621,000.00	41,160,709.22	81 %
National Government Portal	372,283,000.00	82,571,313.41	22 %
Free Internet Connectivity in State Universities and Colleges	327,000,000.00	327,000,000.00	100 %

***Sub-Program 1: Innovation and Development Physical Accomplishments***

<b>Outcome Indicator</b>	<b>Target</b>	<b>Accomplishment</b>	<b>Justification/ Remarks</b>
Increased number of places with broadband access to government services and connectivity	10% increase per year in number of places with broadband access / connectivity	720% increase in 2018	From the previous baseline of 24 municipalities and 24 cities, we now have 394 municipalities and cities with broadband access to government services and connectivity in 2018

<b>Output Indicator</b>	<b>Target</b>	<b>Accomplishment</b>	<b>Justification/ Remarks</b>
1. Number of developed ICT-enabled tools, applications and systems for public use	100% completion of preparatory activities for 2 cable landing stations	89% completion of preparatory activities for 2 cable landing stations	The completion of the preparatory activities for the construction of the cable landing station was not achieved in 2018 due to the tedious and lengthy application and acquisition of permits in the LGUs, Barangays, and government agencies
	3 authoritative registries	1 authoritative registry – Person Registry - is ongoing deduping/ dematching of PSA records of more than 115 million actual birth records and more than 20 million death records  On-boarding activities for Transport Registry and Business Registry	Concerns that slowed down progress:  1) Similar overlapping and seemingly competing ICT initiatives from other government agencies and sectors  2) Enabling laws for data sharing and National Government Portal (NGP)
2. Number of inter connected government agencies	Additional 34 government agencies interconnected	Ongoing road and civil works for the FOC backbone; ongoing acquisition of permits from LGUs in four (4) project sites under the Regional GovNet Phase II: - Marawi (53 agencies) - Zamboanga (88 agencies) - Cotabato (94 agencies) - La Union (51 agencies)	The following were some of the difficulties encountered:  1) Securing LGU permits and Joint Pole Agreement (JPA); 2) Regional Directors have no authority to sign documents. This was already elevated to top management; 3) On-going application of

Output Indicator	Target	Accomplishment	Justification/ Remarks
		<p>Ongoing procurement for FOC backbone for the following areas:            - Cebu (56)            - Batangas (34)            - Cagayan De Oro (86)            - Davao (165)</p> <p>On-going operations and maintenance for the existing 545 connect government agencies in 8 government centers.</p> <p>Once completed, a total of additional 627 government agencies will be interconnected</p>	<p>cash bond with GSIS;            4) Peace and Order in the areas where project is being done.</p>
<p>3. Number of localities with connectivity</p>	<p>Additional 5,308 sites with Free Wi-Fi Presence/ Connectivity</p>	<p>1,125 live sites established for 2018</p> <p>As of December 2018, a total of 2,163 live sites established since inception covering 17 regions, 58 provinces, 394 municipalities and cities</p>	<p>Although the number of sites targeted for 2018 were not accomplished, there was still an increase in the number of localities with connectivity. From the baseline of 24 municipalities and 24 cities, there are now 394 municipalities and cities with broadband connectivity.</p> <p>Successful deployment has been primarily hampered by administrative and technical issues.</p> <p>Required permits and authorizations for the installation of equipment such as Joint Pole Agreements and Requests to Attach are lacking.</p> <p>The network architecture of the</p>

Output Indicator	Target	Accomplishment	Justification/Remarks
			Project was also a factor, thus the DICT re-strategized its procurement activity and partnered with UNDP to expedite the delivery of services.

## Sub-Program 2: Implementation Management and Operations

### *Activities/ Projects under Implementation Management and Operations Sub-Program:*

1. **ICT Systems and Infostructure Management and Services** covers the enhancement and maintenance of services and availability of ICT facilities and systems within DICT and extending it to other government agencies. The following systems and facilities are managed by DICT:
  - a. The **National Government Data Center (NGDC)** serves as the primary production sites of the government. As primary production site, it also becomes the launching point for many government services under the e-Government such as cloud computing, web hosting, server colocation, and other vital operations.
  - b. **Government Web Hosting Service (GWHS)** provides a web hosting service to government entities, including government agencies, financial institutions, government-owned and -controlled corporations, and inter-agency collaborations, programs, and projects. This allows government websites to be housed under one roof.
  - c. **Government Wide E-mail System (GovMail)** is in line with the e-Government Master Plan that aims to modernize government processes to improve the delivery of goods and services to the public and promote transparency. Citizens will also benefit in terms confidence and peace of mind knowing that they are dealing with authentic government agencies.
  - d. **Philippine National Public Key Infrastructure (PNPKI)** allows users of public networks like the Internet to privately exchange data securely. PKI is essentially a set of hardware, software, policies, personnel and procedures needed to create, manage, distribute, use, store and revoke digital certificates.
  - e. **Enhancement of internal DICT infrastructure** is the repair, maintenance, and improvement of DICT Support Facilities and Infostructure in Luzon, Visayas, and Mindanao areas that will support the DOST-PAGASA's

Meteorological and Hydrological Telecommunications Systems, Free Wi-Fi Project, GovNet, and National Broadband Plan.

***Sub-Program 2: Implementation Management and Operations Budget Utilization/ Financial Accomplishment***

<b>Program/ Activity/ Project</b>	<b>Total Budget</b>	<b>Budget Utilization</b>	<b>BUR</b>
Implementation Management and Operations Sub-Program	278,734,000.00	107,948,101.58	39 %
ICT Systems and Infostructure Management and Services	278,734,000.00	107,948,101.58	39 %

***Sub-Program 2: Implementation Management and Operations Physical Accomplishments***

<b>Outcome Indicator</b>	<b>Target</b>	<b>Accomplishment</b>	<b>Justification/ Remarks</b>
Increased provision of technical assistance to government agencies	10% increase in number of agencies provided with technical assistance per year	1,298 agencies provided with technical services through the 8 ICT facilities/ systems being maintained by DICT	<p>Baseline indicated in the 2018 GAA is the provision of the following technical services/ systems to various government agencies:</p> <ul style="list-style-type: none"> <li>- 5 infrastructures</li> <li>- 10 application systems</li> <li>- 1 webhosting service</li> </ul> <p>Based on the 2017 accomplishment report, which was used as baseline for 2019 targets, the DICT was able to provide 301 technical services to an estimated 1300 agencies.</p>



Output Indicator	Target	Accomplishment	Justification/Remarks
1. Number of technical services provided	Data Center 1 and Data Center 3	<p>Maintenance and Provision of Technical assistance regarding the NGDC 1 and NGDC 2:</p> <ul style="list-style-type: none"> <li>- 92 monitoring conducted on the performance and equipment</li> <li>- 89 operational racks (89 racks since January 2018) managed and maintained</li> <li>- 647 operational Information and Technology Equipment (ITE) maintained</li> <li>- 103 hosted NGAs assisted and provided with technical assistance</li> </ul> <p>Completion of NGDC 3 facility</p>	<p>The construction of the Data Center 3 structure has already been completed however the procurement for the power source is still on-going.</p>
	Fiber Optic Cable backbone to 8 locations	<p>On-going road and civil works for the laying of the backbone of FOC, on-going acquisition of permits from LGUs in four (4) project sites under the Regional GovNet Phase II:</p> <ul style="list-style-type: none"> <li>- Marawi - 53 agencies</li> <li>- Zamboanga - 88 agencies</li> <li>- Cotabato - 94 agencies</li> <li>- La Union - 51 agencies</li> </ul> <p>Ongoing procurement for FOC backbone for the following areas:</p>	<p>The following were some of the difficulties encountered:</p> <ol style="list-style-type: none"> <li>1. Securing LGU permits and Joint Pole Agreement (JPA);</li> <li>2. Regional Directors have no authority to sign documents. This was already elevated to top management;</li> <li>3. On-going application of cash bond with GSIS;</li> <li>4. Peace and Order in the areas where project is being done.</li> </ol>

<b>Output Indicator</b>	<b>Target</b>	<b>Accomplishment</b>	<b>Justification/ Remarks</b>
		<ul style="list-style-type: none"> <li>- Cebu (56)</li> <li>- Batangas (34)</li> <li>- Cagayan De Oro (86)</li> <li>- Davao (165)</li> </ul> <p>Ongoing operations and maintenance of 545 interconnected agencies in 8 Government Centers.</p>	
	1,368 Government Web Hosting Service/ Monitoring	<p>564 websites hosted</p> <p>2,045 websites monitored monthly for web accessibility and vulnerability</p>	<p>There was miscommunication on the identified target. The 1,368 target is for the websites monitored monthly for web accessibility and vulnerability, and not for the websites hosted.</p>
	8 IT Facilities/ Services	<p>Ongoing operation and maintenance of the following:</p> <ol style="list-style-type: none"> <li>1. GovMail</li> <li>2. Public Key Infrastructure (PKI)</li> <li>3. Government Web Hosting Service (GWHS)</li> <li>4. Archives and Records Management Information (ARMIS)</li> <li>5. Fiber Optic Cable and Government Network</li> <li>6. National Government Data Center</li> <li>7. Government Cloud (GovCloud) Hosting</li> <li>8. eBPLS</li> </ol>	

<b>Output Indicator</b>	<b>Target</b>	<b>Accomplishment</b>	<b>Justification/ Remarks</b>
2. Number of government agencies who availed the technical services	120 government agencies (mandated and non-mandated) availed technical services	1,298 agencies provided with technical services through the 8 ICT facilities/ systems being maintained by DICT (including all technical services of DICT)	
3. Number of operationalized and enhanced infrastructures	Maintenance and Rehabilitation of 38 DICT Buildings and 38 DICT Towers	On-going rehabilitation of DICT Buildings and Towers	Successful rehabilitation of DICT buildings and towers has been primarily hampered by administrative issues.

### **C. Program 3: ICT Capacity Development and Management Program**

The Program aims to provide capability building activities that will cater to the improvement of the ICT competency in the country thus creating equal employment opportunities.

The activities conducted under this program shall provide alternative learning and skills training for the Special Needs Sector. This program shall likewise facilitate the development of ICT professionals through the various ICT capability development and certification activities.

Another focus area of this Program is the development of the ICT Industry in the countryside through the various activities such as Rural Impact Sourcing, establishment of Community ICT Centers and conduct of related trainings.

On the other hand, the Next Wave Cities project aims to bring business process management investment across the countryside. The ICT Enabled Start-Up Development project also focuses in bring more employment in the countryside.

#### ***Activities and Projects under ICT Capacity Development and Management Program***

##### **1. ICT Literacy Capacity Development and Competency Standards Development**

- a. ***Development of ICT Training Information System*** will serve as the Information System for the implementation and advocacy program of DICT. This can be accessed online for faster and easier access to DICT

services, consisting of the following subsystems: ICT Training Portal, Registration and Management System, Online Assessment and Examination System and Database for e-Learning Modules.

- b. ***ICT Competency Development and Professionalization of Government Workforce*** involves the development of a competent government workforce in the use of ICT through the provision of ICT competency-based training and certification examinations.
- c. ***ICT Competency Development and Professionalization of Government Workforce*** involves the development of a competent government workforce in the use of ICT through the provision of ICT competency-based training and certification examinations.
- d. The ***Training Administration and Management*** will: (1) conduct various basic and advanced competency-based training programs for the DICT personnel who will be in charge of the curriculum development, and training administration and management; (2) conduct marketing and promotions of DICT courses and establish and expand partnership/alliances with SUCs, PHEIs, LGUs, and other stakeholders for the conduct of various program of DICT related to capacity building initiatives.

## 2. ICT Industry and Countryside Development

- a. ***digitalcitiesPH*** aims to create and develop ICT hubs that will serve as business and innovation centers and investment destinations outside Metro Manila and creating economic opportunities in these areas. The program also aims to encourage local government units (LGUs) to establish ICT-enabled hubs to provide business, innovation centers, and investment destinations to further develop the Philippine economy.
- b. ***seedPH*** promotes digital entrepreneurship and advocates the development of the country's startup ecosystem by unifying its players and stakeholders towards the community's common goals. The program aims to develop startup ideas, skills and mindset to orient the youth about the opportunities that startups can bring to ICT talent development as well as the economy to position Philippines as a leading digital economy.
- c. The ***Stepping Up the Value Chain*** initiative aims to develop the higher value and more complex services capabilities that the country's IT-BPM segments could offer. These segments are Information Technology, Healthcare Information Management, Software Engineering and Development, Finance and Accounting, Digital Animation, Data Sciences and Digital Games Development. DICT also supports the conduct of international benchmarking missions and locally organized international conferences.
- d. ***Rural Impact Sourcing (RIS)*** is one of the four initiatives under the digitalPH. It aims to create ICT-enabled jobs in socio-economically disadvantaged areas in the country. It shall focus in areas with high

population density but low employment due to the lack of investors. It also aims to promote ICT-enabled jobs in rural communities as high-value economic activity since these areas are unable to host IT-BPM operations yet.

- e. The **Tech4ED** is a national digital inclusion initiative establishing Tech4EDCenters that provide critical e-government and ICT-enabled services in communities with minimal or no access to information and government services. By giving the marginalized access to digital opportunities, Tech4ED will now make it possible for hundreds and thousands of people to start businesses, get education, gain employment and take their first steps towards improving their family's well-being.

**Program 3: ICT Capacity Development and Management Program  
Budget Utilization/ Financial Accomplishment**

<b>Program/ Activity/ Project</b>	<b>Total Budget</b>	<b>Budget Utilization</b>	<b>BUR</b>
ICT Capacity Development and Management Program	318,169,000.00	298,194,698.32	94 %
ICT Literacy Development and Management	34,598,000.00	34,551,858.18	100 %
ICT Industry and Countryside Development	283,580,000.00	263,642,840.14	93 %

**Program 3: ICT Capacity Development and Management Program  
Physical Accomplishments**

<b>Outcome Indicator</b>	<b>Target</b>	<b>Accomplishment</b>	<b>Justification/ Remarks</b>
1. Increased number of jobs generated in the digitalcitiesPH (New Wave Cities)	Additional 200,000 jobs generated in the Next Wave Cities	322,149 Full-Time IT-BPM Employees in the Digital Cities	Generated more than 120,000 jobs than the projected target in 2022
2. Increase in number of jobs generated in ICT Sector and IT-BPM Industry	1.8 Million jobs generated by 2022	1.19M IT-BPM Jobs (as of June 2018)	Closely achieving the target of 1.8M with only 610,000 jobs to be generated

<b>Outcome Indicator</b>	<b>Target</b>	<b>Accomplishment</b>	<b>Justification/ Remarks</b>
3. Increase in income generated from ICT Sector and IT-BPM Industry	38.8 Billion USD income by 2022	\$23.813 Revenue-generated by IT-BPM direct jobs	Only a total of \$15B amount of revenue to achieve the target in 2022
4. Increase in number of cities included in the Tholons Top 100 Super Cities	Yearly increase of at least 1 city	6 cities included in the Tholons Top 100 supercities 2018	Cities included in the Tholons Top 100 Supercities in 2018: 1. Manila 2. Cebu 3. Davao City 4. Sta Rosa, Laguna 5. Bacolod City 6. Ilo-ilo City

<b>Output Indicators</b>	<b>Targets</b>	<b>Accomplishment</b>	<b>Justification/ Remarks</b>
1. Number of capability development activities conducted	440 capability development activities to be conducted nationwide	504 capability development activities conducted	Exceeded the target by 14.5%
2. Number of ICT users trained	6,110 ICT users trained	31,320 ICT users trained	Maximized the budget allocation and exceeded the target by more than 400%
3. Number of ICT-enabled centers established in the communities	1,000 ICT-enabled centers established in the communities	665 Tech4ED centers established	Lack of manpower especially in the regions since they are handling more than one project for implementation.

## **V. Summary of Findings**

### **Program 1: ICT Governance Program**

Given the budget utilization rate of 91% for Program 1, most of its activities are still ongoing except for the ISSP and MITHI activities which were able to review and endorse 131 agencies' ISSPs and 272 ICT projects MITHI Steering Committee.

It should be noted that the locally funded project National ICT Household Survey encountered several difficulties in its implementation. Initially, this was planned to be conducted through the Philippine Statistics Authority (PSA) but eventually the Department partnered with Philippine Statistical Research and Training Institute (PSRTI). By FY2019, the survey shall commence, and initial report shall be issued by end of the year.

Activities for the development of eGovernment Masterplan (eGMP) 2022 and Spectrum Roadmap are still on-going. The National ICT Ecosystem Framework (NICTEF) shall have its launching by 1<sup>st</sup> quarter of FY2019.

For the Cybersecurity Management Systems Project, the procurement was completed towards the end of FY2018, thus its implementation shall commence by FY2019. However, the National Computer Emergency Response Team is already in place and several frontline services are already undertaken, such as:

1. Vulnerability assessment;
2. Accreditation of VA/PT providers; and
3. Cybercrime and cyberattack reports.

### **Program 2: ICT Systems and Infostructure Development, Management and Advisory Program**

The overall budget utilization rate for Program 2 is 75%, with 79% for sub-program 1 - Innovation and Development, and 39% for sub-program 2-Implementation Management and Operations.

This low utilization can be attributed to the difficulty in conducting various procurement activities for most of the ICT infrastructure projects within the Department.

The same issue is experienced for the locally-funded projects under sub-program 1. Procurement activities for additional Free WIFI sites are still in place and it is forecasted that by end of FY2019, there shall be a total of 13,000 Free WIFI sites available across the country. The upgrading of various DICT telecommunications facilities are still on-going and will be completed early FY2019.

Nonetheless, the Department was still able to provide its technical services to almost 1,300 government agencies through the 8 ICT facilities and systems that are currently being maintained by the Department.

### **Program 3: ICT Capacity Development and Management Program**

This program achieved a budget utilization rate of 94%, which enabled the conduct of 504 capability development activities representing 115% accomplishments. These activities resulted to 31,320 ICT attendees/ trainees, or an accomplishment rate of 413%.

However, the target of 1000 Tech4ED centers was not realized and instead established a total of 665 centers or an accomplishment rate of 66%. The project had to re-strategize its targets due to the need to focus the establishment of centers in select number of schools.

### **VI. Overall Agency Comments/ Recommendations**

Given the rate of accomplishment for the Department, various organizational strengthening activities have been started and shall be institutionalized within the FY2019.

In terms of improving the systems and procedures, the Department is currently undertaking activities to develop the Quality Management System Certifiable to ISO9001:2015. These business processes are being documented and further studied for streamlining. The Department shall likewise develop a Feedback Mechanism to ensure that stakeholders are satisfied with the delivery of its frontline services.

The DICT plans to conduct Early Procurement Activities and utilize the in-house developed eProcurement System. Cognizant of this, the Department shall be issuing a policy on Procurement Process. This will ensure that activities and projects proposed for FY2020 shall be readily implementable once the FY2020 GAA is approved.

The Department is also completing the placement process to its approved organizational structure. Once completed, hiring of new personnel shall immediately follow. Corollary, the Organizational Development Plan shall be developed which aims to strengthen areas of leadership, systems and procedures, personnel competencies and structure.

For FY2020, the Department shall decentralize its operations in the 8 Regional Clusters. With this, each Regional Clusters will have its own Administrative and Finance function that will enable them to immediately execute the plans for the regions.

Most importantly, the Department shall request for an increase in Tier 1 and Tier 2 budget especially under the General Administration and Support Services and the Support to Operations to fund the operations of the newly created Services and



Bureaus since the Tier 1 budget of the Department was formulated at DICT-ICTO level, prior to the enactment of RA 10844 in 2016.

Moreover, the Department is currently in the process of reviewing its PREXC Budget Structure that will clearly define the outcome and output indicators and its corresponding targets. This shall avoid inconsistencies in reporting the accomplishments vis-à-vis targets of the Department.

The Department shall likewise institute corrective measures to be able to submit accurate budget and financial accountability reports on time.

The Department is resolute in its effort in fully attaining its mandate. Since its inception, the Department has encountered several organizational challenges such as change in leadership, implementing its approved organizational structure, and lack of institutionalized processes, among others. These issues and challenges shall serve as the driving force of the Department to strive in delivering its mandate for the people.

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