

**XIV. DEPARTMENT OF INFORMATION AND COMMUNICATIONS TECHNOLOGY****A. OFFICE OF THE SECRETARY****STRATEGIC OBJECTIVES****SECTOR OUTCOME**

1. People-centered, innovative, clean, efficient, effective, and inclusive delivery of public goods and services
2. Economic opportunities in industry and services expanded
3. Technology adopted, promoted and accelerated
4. Innovation stimulated
5. Infrastructure development accelerated and operations sustained

**ORGANIZATIONAL OUTCOME**

An innovative, safe and happy nation that thrives through and is enabled by the extensive utilization of Information and Communications Technology

**PERFORMANCE INFORMATION****ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)****BASELINE****2019 TARGETS**

An innovative, safe and happy nation that thrives through and is enabled by the extensive utilization of Information and Communications Technology

**ICT GOVERNANCE PROGRAM****Outcome Indicators**

1. Improved ranking in the Global e-Government Development Index (EGDI)

Philippines ranked 71st out of 193 countries in 2016

To be in the Top 60 among all countries to be surveyed by 2022

2. Improved ranking in the Global Cybersecurity Index (GCI)

Philippines ranked 37th out of 165 countries in 2017

To be in the Top 50 percentile among all countries to be surveyed by 2022

**Output Indicators**

1. Number of national ICT plans developed and / or implemented

4 plans developed and / or implemented  
6 policies and  
26 standards  
79 agencies' ISSP endorsed

4 plans to be developed and / or to be implemented  
15 policies and 30 standards;  
1 survey to be published  
130 agencies' ISSP endorsed

3. Number of recommendations and position papers in ICT-related legislative bills and executive issuances

22 recommendations / position papers

12 recommendations / position papers

**ICT SYSTEMS AND INFOSTRUCTURE DEVELOPMENT, MANAGEMENT, AND ADVISORY PROGRAM****INNOVATION AND DEVELOPMENT SUB-PROGRAM****Outcome Indicator**

1. Increased number of places with broadband access to government services and connectivity

227 localities, 35 cities

10% increase per year in number of places with broadband access / connectivity

## GENERAL APPROPRIATIONS ACT, FY 2019

## Output Indicators

1. Number of developed ICT-enabled tools, applications and systems for public use

3 National Government Data Centers; GovNet / Regional GovNet; Secure GovNet

1 additional authoritative registry developed  
100% production ready National Government Portal

2. Number of interconnected government agencies

Operations and Maintenance of 9 Shared Services; National Government Portal; Open Data Portal  
461 government agencies and institutions connected

Additional 30 government agencies connected

3. Number of localities with connectivity

227 localities  
35 cities

Additional 5,302 sites in 1,368 localities with connectivity

## IMPLEMENTATION MANAGEMENT AND OPERATIONS SUB-PROGRAM

## Outcome Indicator

1. Increased provision of technical assistance to government agencies

301 technical services

10% increase in number of agencies provided with technical assistance per year

## Output Indicators

1. Number of technical services provided

3 National Government Data Centers; GovNet / Regional GovNet; Secure GovNet

3 government data centers; 9 shared services, and other ICT facilities providing technical services

2. Number of government agencies who availed the technical services

Operation and Maintenance of 9 Shared Services; National Government Portal; Open Data Portal  
133 National Government Agencies for GovCloud  
545 National Government Agencies for Government Web Hosting Service

120 government agencies (mandated and non-mandated)

3. Number of operationalized and enhanced infrastructures

Existing infrastructures for enhancement / rehabilitation:  
187 Buildings  
185 Towers  
40 Access Roads

Rehabilitation of 12 DICT buildings, 12 DICT towers and 3 Access Roads

## ICT CAPACITY DEVELOPMENT AND MANAGEMENT PROGRAM

## Outcome Indicators

1. Increase in number of jobs generated in the Next Wave Cities

298,000 jobs generated in 2015

Additional 200,000 jobs generated in the Next Wave Cities by 2022

2. Increase in number of jobs generated in ICT Sector and IT-BPM industry

1.15 Million jobs generated as of 2016

1.8 Million jobs generated by 2022

3. Increase in income generated from ICT Sector and IT-BPM industry

22.9 Billion USD income generated for the IT-BPM industry in 2016

38.8 Billion USD income by 2022

4. Increase in number of cities included in the Tholons Top 100 Super Cities

6 cities included in 2017

Yearly increase of at least 1 city

## Output Indicators

1. Number of capability development activities conducted

370

500 capacity development to be conducted nationwide

2. Number of ICT users trained

20,551

12,500 users trained

3. Number of ICT-enabled centers established in the communities

1,145

1,000 ICT-enabled centers established

**B. CYBERCRIME INVESTIGATION AND COORDINATION CENTER**

STRATEGIC OBJECTIVES

SECTOR OUTCOME

Swift and fair administration of justice ensured

ORGANIZATIONAL OUTCOME

Cybercrime prevention, investigation and coordination strengthened

PERFORMANCE INFORMATION

ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)

BASELINE

2019 TARGETS

Cybercrime prevention, investigation and coordination strengthened

**CYBERCRIME PREVENTION, INVESTIGATION AND COORDINATION PROGRAM**

Outcome Indicators

1. Percentage of stakeholders who rated the cybercrime plans and policies as satisfactory or better

50% of stakeholders

2. Increased promotional strategy for Cybercrime Prevention

One (1) interactive website  
One (1) mobile application

Output Indicators

1. Number of cybercrime cases handled, monitored, and assisted

90

2. Number of cybercrime plans and policies developed

3

3. Percentage of cybercrime cases handled, monitored, and assisted submitted to authorized agency / ies for appropriate action

50%

**C. NATIONAL PRIVACY COMMISSION**

STRATEGIC OBJECTIVES

SECTOR OUTCOME

Universal and transformative social protection achieved

ORGANIZATIONAL OUTCOME

Privacy and data security in information and communication systems supported and enhanced

PERFORMANCE INFORMATION

ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)

BASELINE

2019 TARGETS

Privacy and data security in information and communication systems supported and enhanced

**REGULATORY AND ENFORCEMENT PROGRAM**

Outcome Indicators

1. Percentage of stakeholders who rated the privacy plans and policies as satisfactory or better

60%

65%

## GENERAL APPROPRIATIONS ACT, FY 2019

2. Number of private sectors and government agencies checked for DPA compliance	8	80
Output Indicators		
1. Number of Public Information / Education Projects implemented	3	12
2. Percentage of requests for technical assistance responded to within the prescribed time frame	50%	70%
3. Percentage of complaints and investigations resolved	50%	65%
4. Number of international membership or cooperation entered	1	3

**D. NATIONAL TELECOMMUNICATIONS COMMISSION**

## STRATEGIC OBJECTIVES

## SECTOR OUTCOME

1. Technology adopted, promoted and accelerated
2. Innovation stimulated

## ORGANIZATIONAL OUTCOME

Health competitive public telecommunications and broadcast environment fostered and safety in maritime and aeronautical navigation ensured resulting to public safety and satisfaction

## PERFORMANCE INFORMATION

ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)BASELINE2019 TARGETS

Healthy competitive public telecommunications and broadcast environment fostered and safety in maritime and aeronautical navigation ensured resulting to public safety and satisfaction

**RADIO COMMUNICATIONS, BROADCAST AND TELECOMMUNICATIONS MANAGEMENT AND ENFORCEMENT PROGRAM**

## Outcome Indicators

1. Percentage increase with access to reliable telecommunication service providers at just and reasonable rates	5,700 Issued New Radio Station License (CMTS)	6,150 Issued New Radio Station License (CMTS)
2. Increased broadband speed at just and reasonable rates	5.5 Mbps	9 Mbps
3. Percentage of consumer satisfaction in broadcast and telecommunications services		88%

## Output Indicators

1. Percentage of authorization cases acted upon within the prescribed time	90%	100%
2. Percentage of complaints received against frequency channel assignments made acted upon within the prescribed time	90%	100%
3. Percentage of licenses, permits, registrations and certificates issued within the prescribed time	90%	100%
4. Percentage of consumer complaints acted upon within the prescribed time		100%