

XV. 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

2021 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 75th out of 193 countries in 2018

To be in the Top 60 among all countries 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

17

2. Number of policies and standards developed and/or implemented

6 policies and 26 standards
70 agencies' ISSP endorsed

7 policies and 30 standards;
120 agencies' ISSP endorsed

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

22

12

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

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 Operations and Maintenance of 9 Shared Services; National Government Portal; Open Data Portal	Development of 2 systems and 1 mobile application
2. Number of interconnected government agencies	461	Additional 30 NGAs/LGUs
3. Number of localities with connectivity	227 localities 35 cities	79 Provinces and 898 Municipalities and Cities (10,069 live sites maintained and operated)
IMPLEMENTATION MANAGEMENT AND OPERATIONS SUB-PROGRAM		
Outcome Indicator		
1. Increased provision of technical assistance to government agencies	301 technical services	10% increase per year
Output Indicators		
1. Number of technical services provided	3 National Government Data Centers; GovNet; Secure GovNet Operations and Maintenance of 9 Shared Services	14 ICT facilities/services providing technical services
2. Number of government agencies who availed the technical services	133 NGAs for GovCloud 545 NGAs for Government Web Hosting Service	2,753 NGAs/LGUs
3. Number of operationalized and enhanced infrastructures	Existing infrastructures for enhancement / rehabilitation: 187 Buildings 185 Towers 40 Access Roads	Operations of 2 Cable Landing Stations (CLS) and 4 Repeater Stations; Operations and Maintenance of 4 government communications management system
ICT CAPACITY DEVELOPMENT AND MANAGEMENT PROGRAM		
Outcome Indicators		
1. Increase in number of jobs generated in the Next Wave Cities	298,000 jobs generated	Additional 200,000 by 2022
2. Increase in number of jobs generated in ICT Sector and IT-BPM industry	1.15 Million jobs generated as of 2016	1.57 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	32.2 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	2,392
2. Number of ICT users trained	20,551	66,521
3. Number of ICT-enabled centers established in the communities	1,145	11 upgraded Tech4ED Centers to Digital Transformation Centers

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

2021 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
- 2. Increased promotional strategy for Cybercrime Prevention

50% of stakeholders

One (1) interactive website
One (1) information system

Output Indicators

- 1. Number of cybercrime cases handled, monitored, and assisted
- 2. Number of cybercrime plans and policies developed
- 3. Percentage of cybercrime cases handled, monitored, and assisted submitted to authorized agency/ies for appropriate action

90

3

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

2021 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
- 2. Number of private sectors and government agencies checked for DPA compliance

60%

75%

8

350

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%	75%
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

Healthy 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)BASELINE2021 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)	7,000 Issued New Radio Station License (CMTS)
2. Increased broadband speed at just and reasonable rates	5.5 Mbps	13.0 Mbps
3. Percentage of consumer satisfaction in broadcast and telecommunications services		92%

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%