



REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF INFORMATION AND  
COMMUNICATIONS TECHNOLOGY

# PHILIPPINE DIGITAL GOVERNANCE INITIATIVES

## *Digital Transformation in Public Service*

3<sup>rd</sup> Asia-Pacific Regional Forum on Smart Cities and e-Government  
22 September 2017 | IMPACT Exhibition and Convention Center, Thailand

ALAN A. SILOR  
Assistant Secretary, DICT  
Republic of the Philippines

# BACKGROUND

**NEWSBYTES**  
newsbytes.ph PHILIPPINES

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## DICT pushing for EO on telecommuting, ICT solutions to ease traffic

Posted on November 10, 2016

<http://newsbytes.ph/2016/11/10/dict-pushing-for-eo-on-telecommuting-ict-solutions-to-ease-traffic/>

philstar  
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## HEADLINES

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SOUTH CHINA SEA | NEWSLAB: 31 YEARS OF AMNESIA | MARTIAL LAW IN MINDANAO

## ICT solutions may reduce traffic problems - DICT Usec

By Kristian Javier (philstar.com) | Updated September 22, 2016 - 2:34pm

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INQUIRER.NET



TECHNOLOGY / INTERNET

## Free Wi-Fi in Edsa starting June 12

<http://technology.inquirer.net/63793/free-wi-fi-edsa-starting-june-12-dict>

<http://www.philstar.com/headlines/2016/09/22/1626307/ict-solutions-may-reduce-traffic-problems-dict-usec>



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# ECONOMIC EXPERIENCE

Metro Manila loses at least

# P2.4B

a day in productivity

*(JICA, 2014)*

MAIN REASON:

## Vehicular Volume



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# ICT-BASED SOLUTIONS TO TRAFFIC CONGESTION

Increase the road and rail network, improve the mass transit system.

## Infrastructure



Decrease the number of private vehicles plying the present road network.

## Infostructure



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**DICT**  
DEPARTMENT OF INFORMATION AND  
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## Created under the Republic Act 10844 of the Philippines

- Primary policy-making, planning, coordinating, implementing and administrative body of the Philippine government
- Promotes and develops the nation's ICT

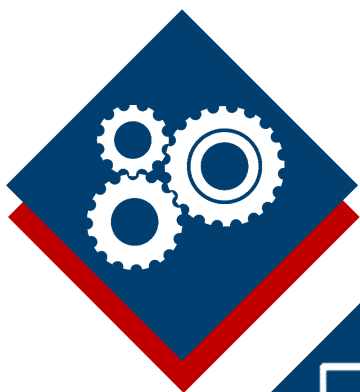
### The Department Information and Communications Technology shall:

- Ensure universal access to quality, affordable, reliable and secure ICT services
- Promote the application of ICT to improve public service delivery in the fields of education, public health and safety, revenue generation and socio-civic purposes



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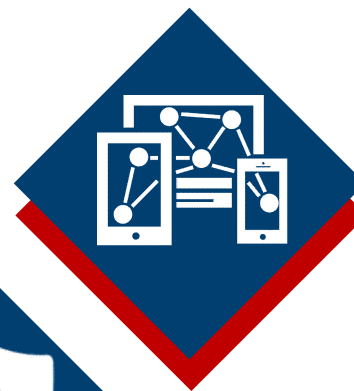
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**Countryside  
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**E-Government  
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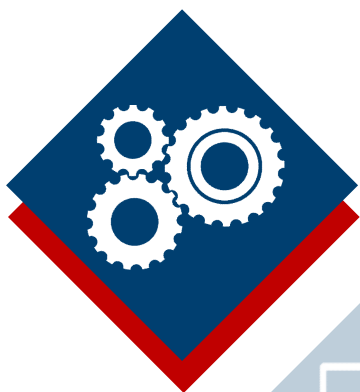
# ICTs and Government Efficiency

The Philippines rallies for **digital transformation** and champions the development of the broadband ecosystem in several fronts including technical feasibility, policy interventions and enabling innovations.



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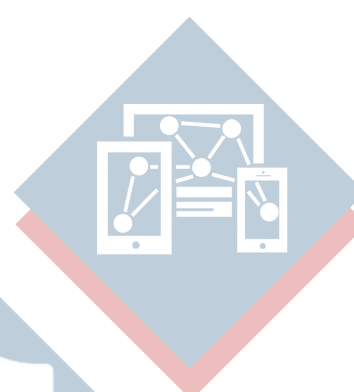
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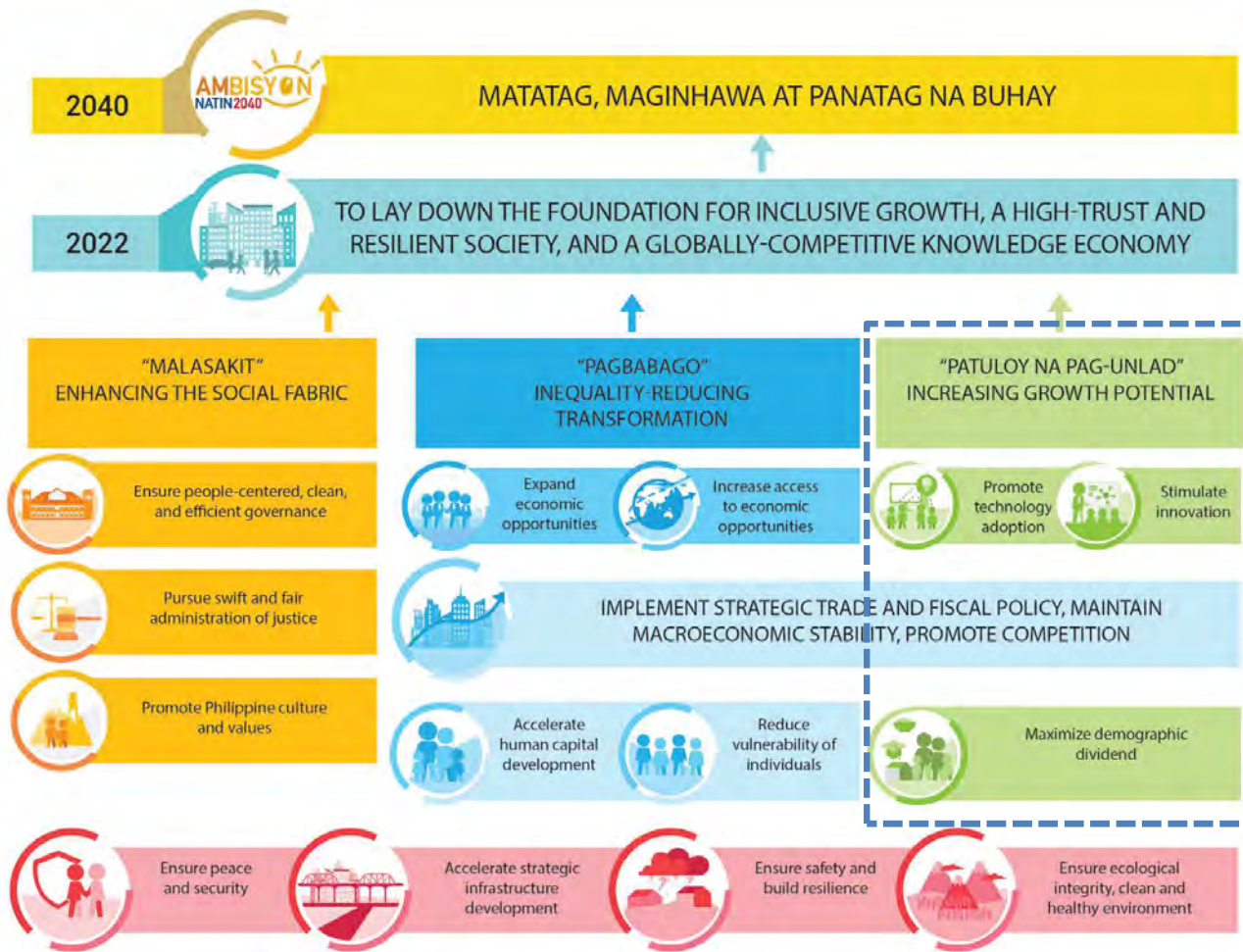


# ICTs and Government Efficiency

With the advent of ICT, our contract with the Filipino people is foremost in the achievement of the nation's goal of prosperity for all, with priority of extending **connectivity to the unserved and underserved** members of the population.



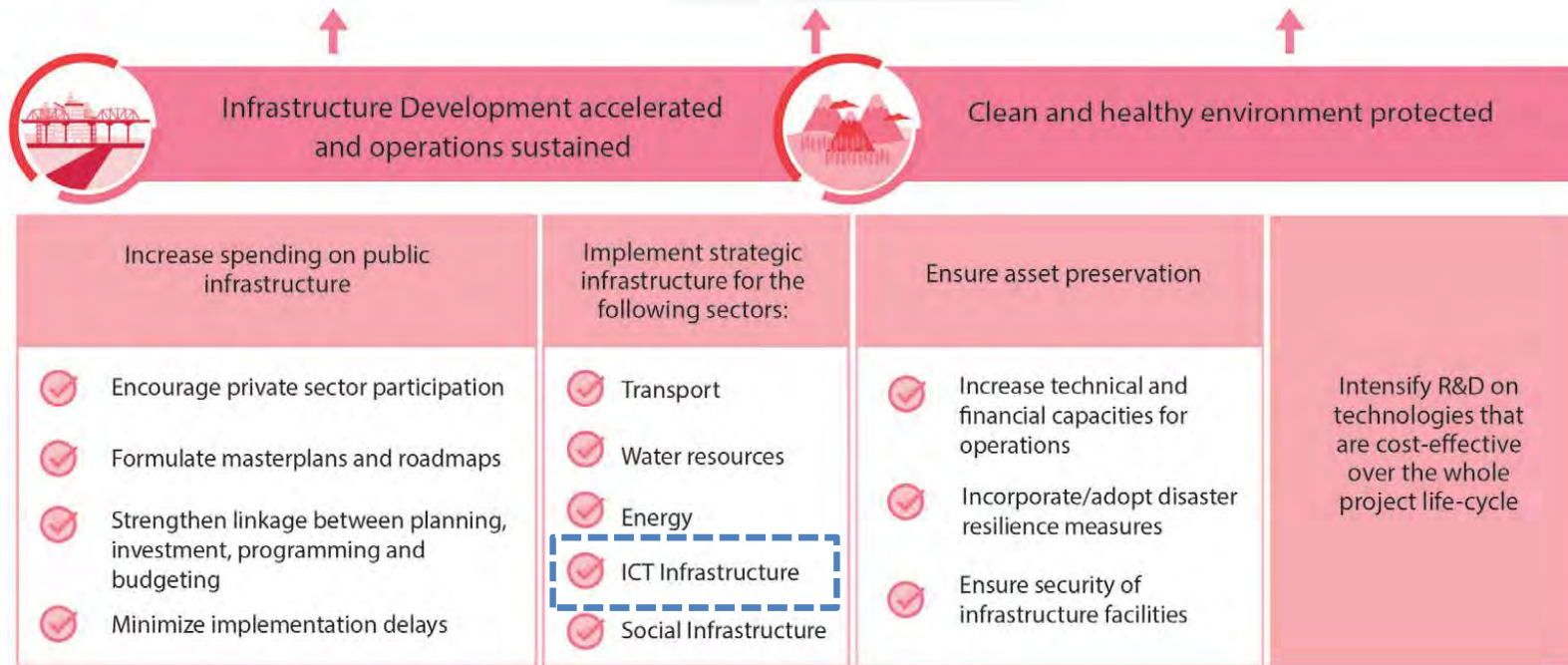
# Philippine Development Plan 2017-2022



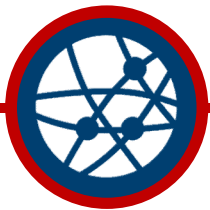
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# Philippine Development Plan 2017-2022

## “PATULOY NA PAG-UNLAD” INCREASING GROWTH POTENTIAL



## PRIORITY STRATEGIES FOR THE ICT SECTOR:



Expand the deployment of ICT infrastructure and address the gaps in digital connectivity



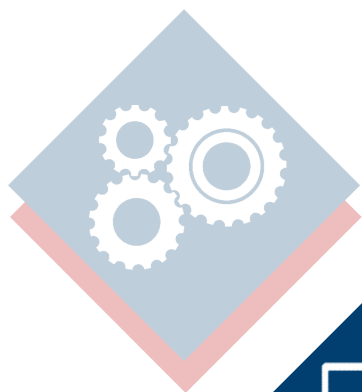
Continue to enhance the country's e-government system as a vital tool for good governance



Institute reforms in the policy and regulatory frameworks

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# ICTs and Government Efficiency

In Asia Pacific, the Philippines embarks on key plans and projects to leverage the benefits of ICT in a developmental lens for the betterment of public service through deploying cost efficient broadband networks for online services that are **affordable, available and accessible.**





# Integrated Government Philippines

## GOVERNMENT WEB HOSTING SERVICE (GWHS)

Government websites are “housed under one roof”

## PHILIPPINE EGOVERNMENT INTEROPERABILITY FRAMEWORK (PEGIF)

Enables data and information exchange and reuse among government agencies, allowing an e-government that operates seamlessly and effectively

## NATIONAL GOVERNMENT PORTAL (NGP)

A single window containing all online information and operational infrastructures, and public services of the government

## PLATFORMS



## PHILIPPINE GOVERNMENT COMMON PLATFORM (PGCP)

Promotes interoperability and simplifies business processes in government by establishing an information infrastructure







# National Government Portal

**A one-stop shop of online services**  
for citizen, business and inter-government interaction

The NGP is a single window containing all online information and operational infrastructures, and public services of the government



Integrated Government Philippines Project





# National Government Portal

The screenshot displays the National Government Portal (GOVPH) interface. At the top, there is a navigation bar with 'GOVPH' and dropdown menus for 'Services', 'Directory', and 'About'. On the right, there are links for 'Login' and 'Sign up', and a clock showing 'Philippine Standard Time: Tuesday, February 14, 2017, 11:08:07 AM'. The main header features the 'Republika ng Pilipinas' logo with 'PLACEHOLDER ONLY' and 'ALPHA' labels. Below the header is a search bar. The main content area is a grid of 12 service categories, each with an icon, title, and brief description:

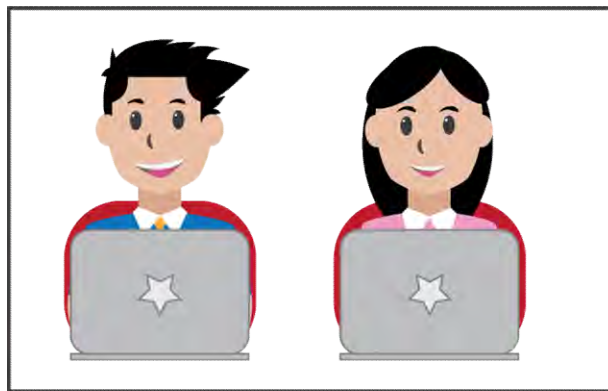
- Agriculture, Livestock, Fisheries and Aquatic Resources**: Agriculture, Livestock, Fisheries and Aquatic Resources services offered by the government
- Business, Trade and Industry**: Business Registration, Trade and Industry
- Citizen's Registration**: Birth, Marriage, Death, Passport, Driver's License and others
- Education and Scholarships**: Early Childhood Care, K to 12 Basic Education, Vocational and other scholarship
- Environment**: Government services related to environmental concerns and issuance of permits and compliance certificates
- Health and Wellness**: Promote health and safety. Raise national health awareness.
- Housing and Utilities**: Housing, Reclamation, and Utilities
- Justice, Law and Rights**: Justice, Law, Rights and National Security
- Professionals, Job Openings & Training**: Eligibility, Licensure Examinations, Job Openings and Available Trainings
- Tax and Insurance**: Tax, Money and Insurance
- Transport, Works and Highways**: Transportation Registration, Construction of roads, works and highways
- Travel and Tourism**: Migration, Customs, Accreditation, Travel and Tourism

At the bottom right, there is a yellow button labeled 'A-Z of Government Services'.



# National Government Portal

## STRUCTURE OF NGP



### END USER

- Citizen
- Visitor
- Government
- Business



SERVICES

INFORMATION/  
DATA

PETITION/  
FEEDBACK





# National Government Portal

## PRIORITIZATION OF E-SERVICES (TOP 10)

G2C CITIZENS E-SERVICES				
1	2	3	4	5
BASICS	VOTING SERVICES	TAXATION SERVICES	EDUCATION & SCHOLARSHIP	CIVIL SERVICE, JOB OPENINGS & TRAININGS
Birth-to-Death Certificates	Voter Registration	Community Tax Certificate (SEDULA)	e-TESDA	Civil Service Examination & Results
Gov ID Application	Overseas Voting Registration	Tax Identification Number (TIN)	Available Scholarships	Eligibility Services
Registry & Memberships	Precinct Finder	BIR Tax Forms & e-Filing System	Research Grants	Government Job Opening List
Clearances			Services for Schools & Universities	Government Trainings





# National Government Portal

## G2B BUSINESSES E-SERVICE

## G2C CITIZENS E-SERVICES

### 6 BUSINESS REGISTRATION

### 7 INVESTING

### 8 OFW SERVICES

### 9 HOUSING

### 10 CITIZENSHIP & MIGRATION

Business Name Registration

Foreign Investing Services

POE e-Registration

House & Land Use Regulatory Board Forms

Immigrant Visa Application

Sole Proprietorship Registration

Public-Private Partnership Opportunities

Landbased Workers/Seafarers' Application

Buyers & Developers

Dual Citizenship

Naturalization

Partnership/Corporation Registration

Philippine Online Stock Information & Trading

Operation Seminars

Registration of Real Estate Brokers & Sellers

### TRAVEL & TOURISM

Tourism Information Portal

Trademark Registration

MSME Loaning & Financial Assistance

Recruitment Agency License

Housing Programs

Travel Clearance

Non-Immigrant Visa Application

# eGovernment Masterplan 2017-2022



## ONE DIGITIZED GOVERNMENT



Deliver services through an integrated and interoperable government ICT network and systems nationwide

Aims to improve the organizational, inter-governmental coordination, personnel and capability issues to use **ICT for more efficient operations and public service delivery**

Promotes **open governance** through **digital transformation of processes** involved in delivering secured services public health, basic education, and programs to achieve overall welfare, to and for the Filipinos

Identifying each user requirements to be able to come-up with **industry supported** and effective plan.






# eGovernment Masterplan 2017-2022



**Mission-Critical, Frontline Client Services and Partner Management Systems**




**Cybersecurity and Security-in-Depth Systems**



**Financial Management Systems**



**Payment Management Systems**



**Operations, Performance, and General Administrative and Logistics Management Systems**



**Enterprise Network Administration and Identity Management Systems**



**Decision Support, Business Intelligence, Analytics and Visualization**

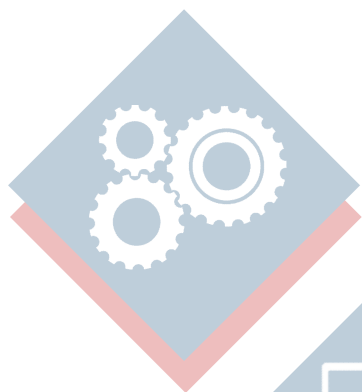


**Data Exchange and Big Data Management Systems**



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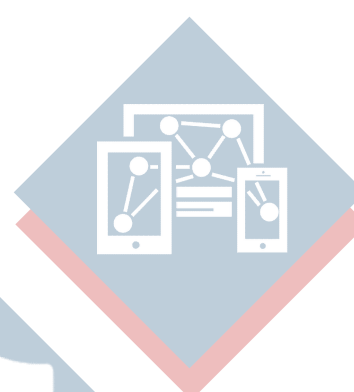
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# ICTs and Government Efficiency

Investing on **infostructure development and emerging technologies** is poised to equip different industry segments, commercial sectors and government agencies the roadmaps, strategies and plans pertinent to ensuring that ICT-Enabled Services are made available, affordable and ubiquitous for citizens to utilize.







# Countryside Development



*Enabling Digital Opportunities and Innovation for Filipinos*



# Countryside Development: Tech4ED Project



## CONTENT & PLATFORM



**2** NEW SEGMENTS



### ADDITIONAL CONTENT

TO BE DEPLOYED TO ALL CENTERS NATIONWIDE

### REGISTERED PLATFORM USERS

**1,358** **35,824** **68,319** ↑

**2015** **2016** **2017**

48% **649** 52% **709** 43% **15,105** 57% **20,719** 42% **28,868** 58% **39,451**

## CENTERS ESTABLISHED

**822**  
LUZON

**63**  
NCR

**208**  
VISAYAS

**535**  
MINDANAO

**89**

2015

**218**

JAN - JUNE 2016

**557**

JULY - DEC 2016

**764\***

JAN - JUNE 2017

**1628**

2015 - 2017

**\*109%** based on the  
**700** target for 2017

**508**  
LGU

**139**  
LIBRARY

**883**  
SCHOOL

**63**  
NGA

**35**  
NGO/PRIVATE

2016 to June 2017

DEPARTMENT OF INFORMATION AND COMMUNICATIONS TECHNOLOGY





# Countryside Development: Tech4ED Project



Malvar Tech4ED Center, Batangas



President Roxas Tech4ED Center, Capiz



M'lang Tech4ED Center, North Cotabato





# Countryside Development: digitalPH Program



aims to promote digital opportunities in the countryside through the Information Technology – Business Process Management (IT-BPM) industry

*Enabling Digital Opportunities and Innovation for Filipinos*

FOUR  
INITIATIVES:



Next Wave Cities



seedPH



Stepping up the  
value chain



Rural Impact  
Sourcing



# Countryside Development: digitalPH Program



## Next Wave Cities™

This program focuses on the creation and development of ICT hubs that shall serve as IT-BPO investment destinations outside Metro Manila, thereby creating economic opportunities in the countryside.



## Stepping Up the Value Chain

The program involves a sustained long-term development strategy to further develop the high-growth and high-value segments of the country's IT-BPM industry.



## seedPH

The program aims to promote technopreneurship leveraging the use of ICT (through e-commerce and technology startup businesses), and to develop the startup ecosystem in the country.



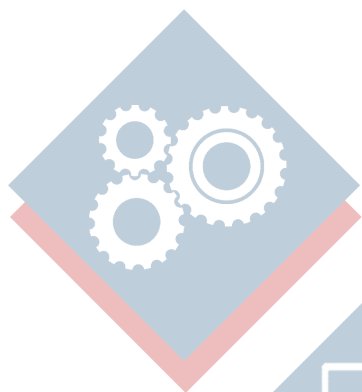
## Rural Impact Sourcing

This is intended to create meaningful ICT-enabled jobs in socio-economically disadvantaged areas in the country. The program specifically focuses on areas where there is high population but low employment due to lack of investors.



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# ICTs and Government Efficiency

Safeguarding the cyberspace against real, emerging and persistent actors that threaten our very own critical infostructures is a priority, as the government spearheads the way into creating a **trusted, secured and safe virtual network** for every Filipino to thrive on.





# National Cybersecurity Plan

**Global Cyberspace:  
PH Government  
Departments and  
Agencies**

### DOJ-NBI/DILG-PNP

Investigate, attribute, disrupt and prosecute cybercrimes

Lead domestic national security operations

Conduct domestic collection, analysis and dissemination of cyber threat intelligence

Support the national protection, prevention, mitigation of, and recovery from cyber incidents

Coordinate cyber threat investigations

Prosecute Cybercrimes

### DICT

Coordinate national protection, prevention and mitigation of, and recovery from cyber incidents disseminate domestic cyber threat and vulnerability analysis

Protect critical infrastructure

Secure government and civilian infostructure

Investigate cybercrimes under its jurisdiction

### DND

Defend the country from cyber-attack

Gather foreign cyber threat intelligence and determine attribution

Secure national security and military systems support the national protection, prevention, mitigation of, and recovery from cyber incidents

Investigate cybercrimes under military jurisdiction. (CyberWarfare)

### DICT/CICC

Lead for Protection (NCERT)

### DOJ-NBI/DILG-PNP

Lead for Investigation, Enforcement and Prosecution

### DND

Lead for National Cyber Defense (AFPCYBERCOM, NSC, NICA)

INTELLIGENCE COMMUNITY: CYBER THREAT INTELLIGENCE AND ATTRIBUTION

NATIONAL CYBERINTELLIGENCE PLATFORM: SHARED SITUATIONAL AWARENES

PROTECT PREVENT MITIGATE RESPOND RECOVER

COORDINATE WITH PUBLIC, PRIVATE AND INTERNATIONAL PARTNERS



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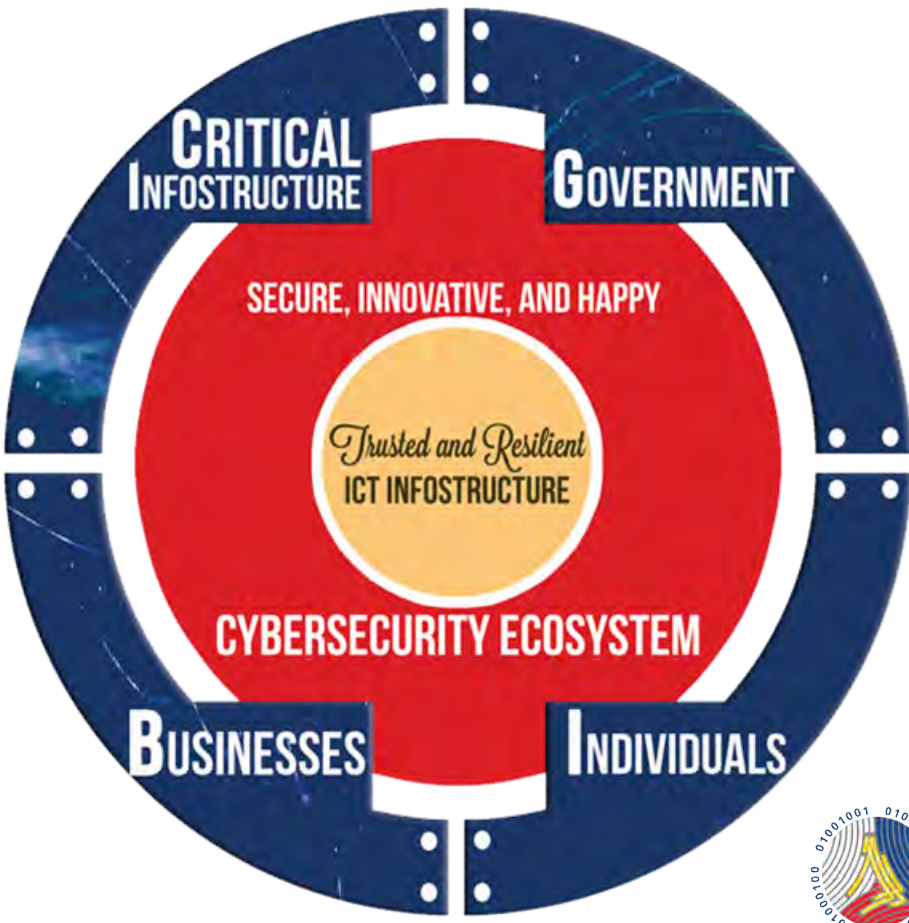




# National Cybersecurity Plan

To systematically harden CII for Resiliency

To raise awareness of cyber risk and use of security measures among businesses to prevent and protect, respond and recover from attacks



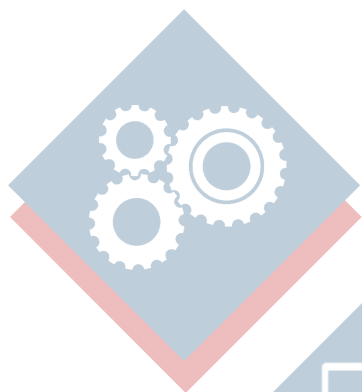
To prepare and secure government Infostructure (Public and Military)

To raise awareness on cyber risks among users as they are the weakest links, they need to adopt the right norms in CyberSecurity



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# ICTs and Government Efficiency

Raising stakeholders awareness, stimulating demand for better services and soliciting industry support while rallying behind our vision of establishing an **integrated, interoperable and interconnected infostructure** that complements the new information revolution and the digital economy.



# ICTs and Government Efficiency

With the application of ICTs in enhancing the government's role in service delivery, public administration, and promotion of participatory democracy, **digital transformation** has paved the way for social progress.





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# THANK YOU!

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