## 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 | 2024 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 increase minimum of 3 ranks up in the survey |
| 2. Improved ranking in the Global Cybersecurity Index (GCI) | Philippines ranked 37th out of 165 countries in 2017 | N/A |
| Output Indicators | | |
| 1. Number of national ICT plans developed and/or implemented | 3 | 1 |
| 2. Number of policies and standards developed and/or implemented | 6 policies and 41 standards; 88 agencies' ISSPs endorsed | 4 ICT policies anchored to the National ICT Development Agenda and 40 standards reviewed 100 agencies' ISSP approved within 60 days |
| 3. Number of recommendations and position papers in ICT-related legislative bills and executive issuances | 10 recommendations/position papers | Minimum of 50 position papers responded within the prescribed timeline |
| **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 | 24 municipalities and 24 cities | Additional 50,000 sites with broadband access/connectivity in 82 provinces (80% maintenance of existing sites) |
| Output Indicators | | |
| 1. Number of developed ICT-enabled tools, applications and systems for public use | 5 systems/modules developed | 13 additional systems/modules developed |
| 2. Number of active access points (Aps) | 4,385 Aps | 18,397 APs by 31 March 2024 |
| 3. Number of covered locations | 2,372 public places 293 SUCs | 10,496 public places and 555 SUCs by 31 March 2024 |
| 4. Number of interconnected government agencies | 170 NGAs/LGUs | Additional 206 NGAs and 149 LGUs connected (80% of existing maintained) |

| | | |
|---|---|---|
| 5. Number of localities with connectivity | 24 Provinces and 24 Municipalities and Cities | Additional 50,000 sites with broadband access/connectivity in 82 provinces (80% maintenance of existing sites) |

**IMPLEMENTATION MANAGEMENT AND OPERATIONS SUB-PROGRAM**

Outcome Indicator

| | | |
|---|---|---|
| 1. Increased provision of technical assistance to government agencies | 301 technical services | 15% increase per year |

Output Indicators

| | | |
|---|---|---|
| 1. Number of technical services provided | 5 ICT Facilities/Services providing technical sevices | Continuous provision of 15 ICT facilities/services |
| 2. Number of government agencies who availed the technical services | 600 NGAs/LGUs | 3,500 technical assistance requests from NGAs/LGUs addressed within the prescribed timeline |
| 3. Number of operationalized and enhanced infrastructures | Existing infrastructures for enhancement/rehabilitation:<br>187 Buildings<br>185 Towers<br>40 Access Roads | Operations and maintenance of 1 data center (99.5% uptime for data center services); operationalization of 2 new data centers, 90% of the National Fiber Backbone (NFB) Phase 2 to 3 and 50% of the NFB Phase 4; operations and maintainance of Luzon Bypass Infrastructure and 9 GECS MOVE sets |

**ICT CAPACITY DEVELOPMENT AND MANAGEMENT PROGRAM**

Outcome Indicators

| | | |
|---|---|---|
| 1. Increase in number of jobs generated in the Next Wave Cities | 298,000 | Additional 100,000 jobs generated |
| 2. Increase in number of jobs generated in ICT Sector and IT-BPM industry | 1.15 Million jobs generated as of 2016 | 1.853 Million jobs generated |
| 3. Increase in income generated from ICT Sector and IT-BPM industry | 22.9 Billion USD income generated as of 2016 | 39.33 Billion USD total income generated |
| 4. Increase in number of cities included in the Tholons Top 100 Super Cities | 6 cities included in 2017 | Additional 3 cities |

Output Indicators

| | | |
|---|---|---|
| 1. Number of capability development activities conducted | 137 | 1,200 |
| 2. Number of ICT users trained | 2,110 | 70,000 |
| 3. Number of ICT-enabled centers established in the communities | 850 ICT-enabled centers | 35 upgraded existing partner-owned Digital Transformation Centers (DTCs); 4 upgraded DTCs to Level 3; operations and maintenance of 36 DICT-owned DTCs |

## B. CYBERCRIME INVESTIGATION AND COORDINATION CENTER

STRATEGIC OBJECTIVES

SECTOR OUTCOME

Nation's digital transformation secured, or risk mitigated through effective cybercrime prevention and suppression

ORGANIZATIONAL OUTCOME

Cybercrime prevention, investigation and coordination strengthened

PERFORMANCE INFORMATION

| ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs) | BASELINE | 2024 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 | 50% of stakeholders |
| 2. Increased promotional strategy for cybercrime prevention | One (1) interactive website | Updating of two (2) interactive websites/online platforms (public assistance and monitoring) |
| | 120,000 number of audience reached by public awareness | 2,800,000 number of audience reached by public awareness |
| Output Indicators | | |
| 1. Number of cybercrime cases handled, monitored, and assisted | 90 | 3,000 |
| 2. Number of cybercrime plans and policies developed | 3 | 2 |
| 3. Percentage of cybercrime cases handled, monitored, and assisted submitted to authorized agency/ies for appropriate action | 50% | 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 | 2024 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 | 75% | 80% |
| 2. Number of private sectors and government agencies checked for DPA compliance | 400 | 500 |
| Output Indicators | | |
| 1. Number of Public Information/Education Projects implemented | 12 | 15 |
| 2. Percentage of requests for technical assistance responded to within the prescribed time frame | 80% | 80% |
| 3. Percentage of complaints and investigations resolved | 70% | 75% |
| 4. Number of international membership or cooperation entered | 3 | 7 |

## 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) | BASELINE | 2024 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 MANGEMENT 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) | 7,500 Issued New Radio Station License (CMTS) |
| 2. Increased broadband speed at just and reasonable rates | 13.0 Mbps | 15.0 Mbps |
| 3. Percentage of consumer satisfaction in broadcast and telecommunications services | 92% | 93% |
| Output Indicators | | |
| 1. Percentage of authorization cases acted upon within the prescribed time | 100% | 100% |
| 2. Percentage of complaints received against frequency channel assignments made acted upon within the prescribed time | 100% | 100% |
| 3. Percentage of licenses, permits, registrations and certificates issued within the prescribed time | 100% | 100% |
| 4. Percentage of consumer complaints acted upon within the prescribed time | 100% | 100% |