

F. INFORMATION AND COMMUNICATIONS TECHNOLOGY OFFICE

STRATEGIC OBJECTIVES

MANDATE

The Information and Communications Technology Office (ICTO) shall undertake the formulation of the appropriate policy and program framework for the development of the country's information and communications technology (ICT) industry, as well as, the provision of appropriate ICT services to support the efficient, effective and economical government operations.

VISION

A globally competitive knowledge-based economy, enabled by open and innovative ICT-enabled governance, providing world-class responsive services to digitally-empowered citizens and communities in a progressive, equitable and sustainable society.

MISSION

To provide leadership, direction and coordination in the development, implementation and use of ICT for socio-economic development and for delivery of public service to digitally empowered citizens.

KEY RESULT AREAS

1. Transparent, accountable, and participatory governance
2. Rapid, inclusive, and sustained economic growth

SECTOR OUTCOME

Knowledge, Science and Technology for Productivity, Economic Growth, Job Creation and Responsiveness to Global Trends towards Digital Economy

ORGANIZATIONAL OUTCOME

Widespread benefits to Filipinos from scientific knowledge and cutting-edge ICT innovations increased

PERFORMANCE INFORMATION

KEY STRATEGIES

1. Promote the rapid development and improved global competitiveness of our country's information and communications technology (ICT) industry through research and development and through effective linkages to industry
2. Formulate, recommend and implement an appropriate policy, plan and program framework that will promote the rapid development and competitiveness of ICT in the country
3. Support efficient, effective, transparent and accountable governance and, in particular, support the speedy and efficient enforcement of rules and delivery of accessible public services to the people
4. Conduct continuing research and development in partnership with the academe and international institutions towards improving the quality of ICT education and the production of globally competitive ICT manpower
5. Build the capacities of public sector institutions and their personnel in the use of ICT to improve planning, management, delivery of mission, critical functions and monitoring and evaluation
6. Provide an efficient and effective ICT infrastructure, systems and resources that will ensure business continuity and public access to online services offered by the government and the private sector

ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)

BASELINE

2015 TARGETS

Widespread benefits to Filipinos from scientific knowledge and cutting-edge ICT innovations increased

PH ranking in the Global IT-BPM Market Report

Ranking in the Global IT-BPM Market - 2nd

PH to maintain no. 2 ranking and to close gap with India, the global market leader

Ranking in UN-E Government Survey

2014 - 95th

2013 - 88th

PH ranking in the Global e-government Index

Ranking in Global IT Report: Networked Readiness Index, WE Forum

PH to land within the top 50 global e-government ranking by 2016

2014 - 78th

2013 - 86th

MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)

2015 Targets

MFO 1: GOVERNMENT-WIDE ICT POLICY SERVICES

No. of plans and policies updated, issued and disseminated	11
Percentage of stakeholders who rate ICTO plans and policies as satisfactory or better	80%
Percentage of plans and policies that have been updated, issued and disseminated within the last 2 years	80%

MFO 2: TECHNICAL ADVISORY SERVICES

No. of technical services rendered	100
Percentage of clients who rate the technical services as satisfactory or better	80%
Percentage of technical services rendered within 3 days of request	80%

MFO 3: ICT TRAINING SERVICES

No. of training courses provided	80
Average no. of training participants per course	25
Percentage of training course attendees who rate the course as satisfactory or better	80%
Percentage of training courses that are delivered within one month or less from request	80%