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	2020 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 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	2 plans to be developed and / or to be implemented
2. Number of policies and standards developed and / or implemented	6 policies and 26 standards	15 policies and 30 standards;
	70 agencies' ISSP endorsed	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
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	Additional ICT Facilities and systems developed; 1 National Government Data Center 3; 1 Integrated Business Permits

	Operations and Maintenance of 9 Shared Services; National Government Portal; Open Data Portal	and Licensing System
2. Number of interconnected government agencies	461 government agencies and institutions connected	Additional 341 National Government Agencies (NGAs)/ Local Government Units (LGUs)
3. Number of localities with connectivity	227 localities 35 cities	74 Provinces, 686 Municipalities and Cities 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 Operation and Maintenance of 9 Shared Services; National Government Portal; Open Data Portal	10 ICT Facilities/Services providing technical services
2. Number of government agencies who availed the technical services	133 National Government Agencies for GovCloud 545 National Government Agencies for Government Web Hosting Service	1,595 NGAs/LGUs provided with technical services
3. Number of operationalized and enhanced infrastructures	Existing infrastructures for enhancement / rehabilitation: 187 Buildings 185 Towers 40 Access Roads	Enhanced and operationalized DICT telecommunications facilities: 16 Buildings 11 Towers

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 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	1,000 capability development activities
2. Number of ICT users trained	20,551	25,000 users trained
3. Number of ICT-enabled centers established in the communities	1,145	1,200 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	2020 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	2020 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%	70%
2. Number of private sectors and government agencies checked for DPA compliance	8	100

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)	BASELINE	2020 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)	6,500 Issued New Radio Station License (CMTS)
2. Increased broadband speed at just and reasonable rates	5.5 Mbps	11.0 Mbps
3. Percentage of consumer satisfaction in broadcast and telecommunications services		90%
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%