

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****2023 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)
2. Improved ranking in the Global Cybersecurity Index (GCI)

Philippines ranked 75th out of 193 countries in 2016
Philippines ranked 37th out of 165 countries in 2017

To be in the Top 60 among all countries to be surveyed
To be in the Top 50 percentile among all countries to be surveyed

Output Indicators

1. Number of national ICT plans developed and/or implemented
2. Number of policies and standards developed and/or implemented
3. Number of recommendations and position papers in ICT-related legislative bills and executive issuances

4

1

6 policies and 26 standards; 70 agencies' ISSPs endorsed
12 recommendations/position papers

4 ICT policies developed and 40 standards reviewed; 60 agencies' ISSPs endorsed
20 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

Output Indicators

1. Number of developed ICT-enabled tools, applications and systems for public use
2. Number of interconnected government agencies
3. Number of localities with connectivity

3 National Government Data Centers; GovNet/Regional GovNet; Secure GovNet Operations and Maintenance of 9 Shared Services; National Government Portal; Open Data Portal
461 LGUs connected

12 systems/modules development

Additional 154 NGAs LGUs connected

227 localities
35 cities81 Provinces and
1,346 localities

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/Regional GovNet; Secure GovNet Operations and Maintenance of 9 Shared Services; National Government Portal, Open Data Portal 15 ICT facilities/services providing technical services

2. Number of government agencies who availed the technical services 133 NGAs for GovCloud 2,753 NGAs/LGUs
545 NGAs for Government Web Hosting Services

3. Number of operationalized and enhanced infrastructures Existing infrastructures for enhancement/rehabilitation: Operations of 2 Cable Landing Stations (CLS) and 4 Repeater Stations; Operations and Maintenance of 6 government communications management system
187 Buildings
185 Towers
40 Access Roads

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 100,000 generated

2. Increase in number of jobs generated in ICT Sector and IT-BPM industry 1.15 Million jobs generated 1.41 Million jobs generated

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 29 Billion USD income generated

4. Increase in number of cities included in the Tholons Top 100 Super Cities 6 cities included in 2017 N/A

Output Indicators

1. Number of capability development activities conducted 370 704

2. Number of ICT users trained 20,551 22,480

3. Number of ICT-enabled centers established in the communities 1,145 3 Digital Transformation Centers (DTCs) 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

2023 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 | 80% of stakeholders |
| 2. Increased promotional strategy for Cybercrime Prevention | One (1) interactive website One (1) information system | Updating of One (1) interactive website One (1) interactive website One (1) information system One (1) mobile security application 120,000 number of audience reached One (1) mobile application 400,000 Number of audience reached by public awareness |

Output Indicators

| | | |
|--|-----|-------|
| 1. Number of cybercrime cases handled, monitored, and assisted | 90 | 4,000 |
| 2. Number of cybercrime plans and policies developed | 3 | 8 |
| 3. Percentage of cybercrime cases handled, monitored, and assisted submitted to authorized agency/ies for appropriate action | 50% | 75% |

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

| <u>ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)</u> | <u>BASELINE</u> | <u>2023 TARGETS</u> |
|---|-----------------|---------------------|
| 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% | 75% |
| 2. Number of private sectors and government agencies checked for DPA compliance | 8 | 400 |

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% | 80% |
| 3. Percentage of complaints and investigations resolved | 50% | 70% |
| 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

2023 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)

7,500 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%