## 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 | 2025 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 | N/A |
| 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 ICT plan implemented (NCSP 2023-2028) |
| 2. Number of policies and standards developed and/or implemented | 6 policies and 41 standards; 88 agencies' ISSPs endorsed | 7 policies developed; 100 agencies' ISSP endorsed |
| 3. Number of recommendations and position papers in ICT-related legislative bills and executive issuances | 10 recommendations/position papers | 30 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 | 24 Municipalities; 24 Cities | No increase |

Output Indicators

| | | |
|---|---|---|
| 1. Number of developed ICT-enabled tools, applications and systems for public use | 5 systems/modules developed | 14 |
| 2. Number of active access points (APs) | 4,385 APs | 18,174 active APs |
| 3. Number of covered locations | 2,372 public places<br>293 SUCs | 9,161 public places<br>and 77 SUCs |
| 4. Number of interconnected government agencies | 170 NGAs/LGUs | 1,425 government offices interconnected |
| 5. Number of localities with connectivity | 24 Municipalities; 24 Cities | 2,168 localities (cities and municipalities) |

## IMPLEMENTATION MANAGEMENT AND OPERATIONS SUB-PROGRAM

Outcome Indicator

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

Output Indicators

| | | |
|---|---|---|
| 1. Number of technical services provided | 5 ICT Facilities/Services providing technical services | 15 ICT facilities providing technical services |
| 2. Number of government agencies who availed the technical services | 600 NGAs/LGUs | 2,753 NGAs/LGUs |
| 3. Number of operationalized and enhanced infrastructures | Existing infrastructures for enhancement/rehabilitation: 187 Buildings; 185 Towers; 40 Access Roads | 17 (1 Data Center, 1 National Fiber Backbone, 15 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 | N/A |
| 2. Increase in number of jobs generated in ICT Sector and IT-BPM industry | 1.15 Million jobs generated | N/A |
| 3. Increase in income generated from ICT Sector and IT-BPM industry | 22.9 Billion USD income | N/A |
| 4. Increase in number of cities included in the Tholons Top 100 Super Cities | 6 cities | N/A |

Output Indicators

| | | |
|---|---|---|
| 1. Number of capability development activities conducted | 137 | 772 |
| 2. Number of ICT users trained | 2,110 | 48,000 |
| 3. Number of ICT-enabled centers established in the communities | 850 ICT-enabled centers | No new DTCs established |

## 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 | 2025 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/online platform (public assistance and monitoring) 120,000 number of audience reached by public awareness | Updating of two (2) interactive websites/online platforms (public assistance and monitoring) 1,000,000 number of audience reached by public awareness Updating of one (1) interactive learning management system |
| Output Indicators | | |
| 1. Number of cybercrime cases handled, monitored, and assisted | 90 | 3,500 |
| 2. Number of cybercrime plans and policies developed | 3 | 3 |
| 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 | 2025 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% | 85% |
| 2. Number of private sectors and government agencies checked for DPA compliance | 400 | 600 |
| Output Indicators | | |
| 1. Number of Public Information/Education Projects implemented | 12 | 20 |
| 2. Percentage of requests for technical assistance responded to within the prescribed time frame | 80% | 85% |
| 3. Percentage of complaints and investigations resolved | 70% | 80% |
| 4. Number of international membership or cooperation entered | 3 | 10 |

## 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 | 2025 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 | 40.35% (8,000) Issued New Radio Station License |

| | | |
|---|---|---|
| 2. Increased broadband speed at just and reasonable rates | 13.0 Mbps | 20.0 Mbps |
| 3. Percentage of consumer satisfaction in broadcast and telecommunications services | 92% | 80% and above |
| **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% |