e-Government Activities in the Philippines

Agenda item: e-Government Workshop

Submitted by: Philippines

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E-Government Activities in the Philippines
Philippine Report
for
APEC TEL 29 E-Government Workshop

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Presentation Outline

- Philippine E-Government Framework
- E-Government Initiatives
- Future E-Government Plans
- Conclusions
E-Government Framework

Basis

- Electronic Commerce Act of 2000 (RA 8792)
- Government Information Systems Plan
- ITECC Strategic Roadmap 2003
- National Information Technology Plan for the 21st Century
- Medium Term Philippine Development Plan
Basis 1: Electronic Commerce Act

- Enacted on 14 June 2000
- In recognition of the vital role of ICT in nation building and the need to promote the universal use of electronic transactions
- Provided for the implementation of e-Government, i.e., “putting citizens on-line, not in-line”
- Mandated all government offices to transact business on-line
E-Commerce Act (con’t.)

On electronic transactions in Government

Covered:
- Government departments
- Bureaus
- Offices
- Agencies
- Government-owned and controlled corporations
- Local Government Units
- Other public instrumentalities, universities, colleges and other schools
On Electronic Transactions in Government (con’t.)

Mandates:

- Issue permits, licenses or approval in the form of electronic data messages or electronic documents
- Require and/or accept payments, and issue receipt through systems using electronic data messages/documents
- Transact gov’t. business and perform gov’t. functions using electronic data messages/documents.
- Accept the creation, filing or retention of such documents in the form of electronic data messages or electronic documents.
Basis 2: Government Information Systems Plan (GISP)

Vision:

- Harness the full potentials of ICT to ensure wider access to information and the faster and more efficient delivery of gov’t. services to the public
- Filipinos, as well as current and potential investors will have electronic access to government information and services
GISP (con’t.)

Strategies

- Put in place enabling environment, policies and appropriate institutional structures
- Gov’t. processes re-engineering
- Automation of frontline services and housekeeping systems
GISP (con’t.)

Key Success Indicators

- Faster and simpler processing of licenses, permits and certifications
- Expanded and more convenient access to more and better quality information and services
- Efficient planning, generation and management of gov’t. measures
- More responsive public sector organizations with better-informed decision-making, transparent and accountable operations and goal-driven government servants.
Basis 3: ITECC Strategic Roadmap

Background

- Chaired by the President of the Republic of the Philippines
  - Acts as the ICT champion
  - Allows her to oversee ICT development in the country

- Sets the country’s ICT Policy and Development Strategy

- Joint government-private sector undertaking
The Pillars of ITECC

Strategic Recommendations for each ITECC Pillar

- **e-Government**
  - Make it easier to do business in the country
  - Improve efficiency, accessibility, accountability and transparency in delivering basic services
  - Spur the Domestic ICT Market with the Government as the largest customer
  - Provide the proper environment to enable and increase IT usage.

- **Human Resources**
  - Increase the usage of IT in delivering Basic Education
  - Improve the quality of IT knowledge/skills throughout the supply chain
  - Accelerate the development of relevant IT knowledge/skills
  - Leverage overseas Filipino ICT professionals

- **Business Development**
  - Build the RP Brand and Image
  - Focus on niches in the Foreign Market where the country has a sustainable competitive advantage
  - Use a more targeted approach in selling and closing Outsourcing opportunities

- **Legal & Regulatory Environment**
  - Rationalize the institutional framework by creating a Dept of ICT
  - Strengthen the legal and policy framework to address critical issues arising from new technologies
  - Provide a support framework to ensure enforcement of laws, promote e-commerce and facilitate ICT investments

- **Information Infrastructure**
  - Consolidate existing govt ICT resources to be shared by all govt offices
  - Undertake the development of a Universal Service Program
  - Update network performance service standards to conform with acceptable Global standards.
  - Develop an IT Security Program
ITECC Priority Projects

...the top twenty-one (21) projects were prioritized for implementation within the next 12 to 18 months.

<table>
<thead>
<tr>
<th>e-Government</th>
<th>Human Resources</th>
<th>Business Development</th>
<th>Legal &amp; Regulatory Environment</th>
<th>Information Infrastructure</th>
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<tbody>
<tr>
<td>Streamline OFW process and skills tracking</td>
<td>Create an e-Learning Competency Center</td>
<td>Outward communications and marketing programs</td>
<td>Department of ICT</td>
<td>Consolidate existing government ICT resources</td>
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<td>Universal Government Portal</td>
<td>Set Quality standards and certification for individuals in support of IT Services &amp; IT-Enabled Services</td>
<td>Aggregation of ITS and IT-ES groups with an industry-wide portal</td>
<td>Cybercrime &amp; Security</td>
<td>Community e-Centers</td>
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<td>Expand e-Procurement to cover all government purchases</td>
<td>Implement a sustainable ICT skills survey</td>
<td>Develop Small and Medium IT Enterprises</td>
<td>Privacy and Data Protection</td>
<td>Update Network Performance Service Standards</td>
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<tr>
<td>Implement privately-managed e-Govt Center</td>
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<td>R&amp;D program for niche ICT products in Centers of Excellence</td>
<td>Convergence</td>
<td>National IT Security Program</td>
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<td>e-LGU</td>
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<td>Enable CMM Certification for ICT organizations</td>
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E-Governance Vision

“Making it **easier, faster** and **more transparent** to deal with government from the viewpoint of **business** as well as **citizens**.”

- **Measurements**
  - Reduction of red-tape, graft and corruption with new online services (G2G, G2B, G2C)
  - Growth in new ICT business firms (new foreign/domestic locators)
  - Perception of country as reliable and efficient in delivering services

**E-Govt Success Indicators**
- Ease of doing business
- Streamlined processes
- One-stop, online shop
E-Government Strategies

- Make it easier to do business in the country
- Improve efficiency, accessibility, accountability and transparency in delivering basic services
- Spur the domestic market with the government as the largest ICT customer by:
  - Fast-tracking outsourcing of Government ICT to the private sector
  - Developing Small and Medium IT Enterprises (SMITEs) and local capability
E-Government Strategies

- Provide the proper environment to enable and increase IT usage by:
  - Creating trust by establishing Certificate Authorities and facilitating e-payment systems
  - Building-up on content through mass digitization of information
  - Developing the ecosystems that cultivate creativity and innovation in building the country’s Knowledge Workers
  - Developing new capital sources for investing in ICT firms and funding of viable Projects.
E-Government Initiatives

Initiative I: National Bureau of Investigation (NBI)

Before:
- NBI the object of many complaints—took at least 3 days to secure an NBI clearance
- At any given time, as many as 30,000 citizens wait in line for clearance

Now:
- People can renew licenses in 5 minutes
- Improved system has resulted in many benefits—
  - two-fold increase in revenues
  - reduced graft and corruption
  - expanded public service
  - decongestion of the main NBI compound
Initiative 2: National Statistics Office
Initiative 3: Bureau of Internal Revenue
Initiative 4: Social Security System

"It is the policy of the State to establish, develop, promote and perfect a sound and viable tax-exempt social security system suitable to the needs of the people throughout the Philippines which shall promote social justice and provide meaningful protection to members and their families against the hazards of disability, sickness, maternity, old age, death and other contingencies resulting in loss of income or financial burden." (Section 2, Republic Act 8282).

The SSS in 2003: 46 years of faithful service

From the SSS news desk
Initiative 5: Department of Trade and Industry
Initiative 6: Securities and Exchange Commission

Securities and Exchange Commission
Republic of the Philippines

MABUHAY!
WELCOME to our Home Page...

OUR MISSION

We shall actively promote the development of a globally competitive Philippine capital market, effectively regulate and monitor its operations, and widely disseminate reliable information for the protection of the investing public.

To carry out this mission, the SEC shall harness its empowered human resources, functioning under a culture of efficiency and integrity, and delivering services through systems enhanced by appropriate technology.
Initiative 7: USING APPROPRIATE TECHNOLOGIES IN e-GOVERNANCE (Philippine Cases)

- Electronic Payment Confirmation Scheme using SMS (Bureau of Internal Revenue), called e-Broadcasting
- Text SSS
Initiative 8: E-Government Fund

E-Government Fund

- Created to serve as source of funding for gov’t. ICT projects prioritized by ITECC
- Aims to actualize high-impact and mission-critical ICT projects
- Imposition of 15% reserve on NGA Budgets as a source of E-Government Fund
- Initial Funds APPROVED for 9 Critical ICT Projects
Future E-Government Plans

● Push for an e-Government Legislation

● Institutionalize the e-Government Fund as an annual funding source for government ICT projects

● Pursue government process re-engineering initiatives
End of Presentation

THANK YOU!