Chapter 4
Institutional and Policy Framework

A key factor to ensure the successful implementation of the Government Information Systems Plan (GISP) is the adoption of appropriate institutional arrangements that clearly define the roles, functions, and responsibilities, as well as relationships of various stakeholders. There shall also be the need to adopt corresponding policies that will guide the operation of government institutions and the activities of the private sector in the implementation of the GISP. For this purpose, the following institutional arrangements and policies shall be adopted:

A. High-Level Policy Advocacy and Championship for the GISP

Policy advocacy and championship of the GISP shall be carried out at the highest levels, with the President and the members of the Cabinet, the leaders and members of both houses of Congress, the Judiciary, and the chief executives of the local government units (LGUs) as chief GISP advocates and champions.

B. Institutional Roles and Arrangements

The institutional framework for the implementation of the GISP will be in accordance with the following fundamental criteria:

1. Seamless integration of policy, program, and technical implementation and management of the GISP.
2. Policy management of the GISP will be carried out at the highest institutional levels to ensure highest levels of authority responsibility and accountability in the administration of policies and implementing activities. The head of such policy level body shall effectively be the champion for the GISP.

3. Clear commitments of budgetary support and financing from all stakeholders, including the Department of Budget and Management and Congress.

Based on these criteria the following formal institutional arrangements, and definition of roles of the various agencies shall be adopted:

**Overall Management of GISP Implementation**

*National Information Technology Council (NITC)*

The NITC will be the central policymaking and coordinating body for the implementation of the GISP. In particular, the NITC shall perform the following functions:

1. Approve and endorse to the President, through the DBM, a Consolidated Annual Government Computerization Expenditure Program based on the thrusts and priorities in the GISP, for incorporation in the President’s Annual Expenditure Budget and Sources of Financing to be submitted to Congress.

2. Recommend to the President policies and implementing mechanisms for the provision of incentives for the wider participation of the private sector in the implementation and financing of the GISP.

3. Approve and coordinate the implementation of all policies, rules and regulations for the implementation of the GISP.

4. Exercise policy, technical and administrative supervision over the NCC with respect to all matters on GISP implementation management.

5. Initiate a study on the feasibility of establishing or authorizing an institution, or licensing of a private sector firm, to serve as certification authority (CA) and/or the necessary public key infrastructure (PKI), or any other mechanism for user identification, verification, and
authentication to ensure the integrity, security, and legitimacy of all government online transactions.

7. Recommend needed legislation on cyber security and appropriate penalties for violators.

**National Computer Center (NCC)**

Pursuant to Executive Order No. 125, dated July 19, 1999, the NCC will be the technical arm of the NITC in the overall management and coordination of the GISP. It will report to the NITC chairman who shall exercise policy and technical supervision over its operations. The NCC will have the following functions relative to the implementation of the GISP:

1. Facilitate the implementation and periodic updating of the government information systems plan (GISP);

2. Issue technical advisories to accelerate the conversion of government processes, databases, documents, transactions into electronic format;

3. In coordination with, and/or with the assistance of private sector groups or organizations, conduct the benchmarking of new technologies for possible application in government;

4. Issue technical advisories on ICT and IS standards and benchmarks in pursuance of the GISP;

5. In coordination with the agencies concerned, and with assistance from the private sector, review and recommend measures to update or improve operational policies, programs and guidelines on the preparation of agency information systems strategic plans (ISSPs), which shall serve as building blocks to the GISP;

6. Review, for endorsement to the DBM, and with the assistance of private sector groups and experts from academe, agency ISSPs to ensure that these are consistent with the GISP objectives and priorities;

7. Assist the agencies in the preparation of agency project proposals, terms of reference, technical and functional specifications, and requests for proposals (RFPs) prior to release to prospective bidders;

8. Monitor and evaluate the progress of GISP/ISSP implementation and submit, through the NITC a report to the President and Congress,
on the performance of agencies, and on recommendations to fast-track or enhance GISP implementation.

9. Develop and maintain the Philippine Government Portal;

10. Recommend to the NITC legislative bills on ICT policies and issues that have to be addressed, such as computer security, electronic commerce in government, privacy rights of individuals and companies;

10. Coordinate with the National Security Council (NSC), the National Bureau of Investigation (NBI), and other agencies and private sector organizations or firms in establishing a national electronic security and antifraud task force emergency response team;

11. Organize NCC desks to provide direct staff support to industry task forces or panels responsible for coordinating oversight and development functions in pursuance of the GISP.

12. Perform such other related functions as may be assigned by the NITC.

Roles and Functions of other Agencies Performing GISP

Oversight and Related Functions

1. **Department of Science and Technology (DOST)**

The DOST will manage an ICT Innovation and Development Fund to be created as part of the General Appropriations Act to fund R&D projects for information systems application and standards development, as well as innovation in support of government operations. Both the private sector and the government agencies can avail of these funds, the guidelines for which will be issued by the DOST in coordination with the NITC, DBM, NEDA and the Department of Trade and Industry (DTI).

2. **Department of Budget and Management (DBM)**

The DBM will develop and adopt a solutions-based procurement and budgeting system for information and communications technology. It will likewise institute a modernization of the staffing, position classification and compensation system for information technology human resources in the government.
3. **National Economic and Development Authority (NEDA)**

The NEDA will promote private sector investment in the implementation of the GISP. In particular, it will review and undertake the improvement of the build-operate-transfer (BOT) law and related laws governing private sector participation and investment in government ICT projects with a view to provide incentives and facilitate the processing of such investments.

The NEDA will likewise ensure that the implementation of the GISP supports the priorities, goals and objectives of *Angat Pinoy 2004* or the Medium-Term Philippine Development Plan.

4. **Department of Trade and Industry (DTI)**

The DTI, as lead agency in the promotion and coordination of electronic commerce activities in the Philippines, pursuant to Republic Act No. 8792, otherwise known as the "Electronic Act of 2000", shall be responsible coordinating and negotiating with foreign governments and intergovernmental organizations on all matters related to e-commerce and ICT. It will further ensure, in consultation with the NITC, that the Philippines is represented in the development of international standards and recommendations affecting ICT.

The DTI shall further consult with the NITC on key policy issues and Philippine Government positions on ICT-related matters taken up in international fora.

5. **Department of Transportation and Communications (DOTC)**

The DOTC will: (a) monitor developments in convergent technologies and advise the NITC on the effective application of these technologies in the implementation of the GISP; (b) assist the NITC establish appropriate telecommunications networking technologies and facilities for government and its various agencies for seamless information exchange and resource sharing across government, as well as ensure wider public access to government services; and (c) recommend to the NITC, the Cabinet, and to Congress policies or needed legislation to fast-track electronic commerce and electronic governance through an efficient and cost-effective telecommunications network in the country.

**Government Departments, Agencies, LGUs, Instrumentalities, and the Private Sector as Active Partners**
in the Implementation

of the GISP

All government departments, agencies, local government units, and other institutions and instrumentalities, including the local government units (LGUs), as well as the private sector, will be active partners in implementing the GISP.

1. Alignment of Department and Agency Information Systems Strategic Plans (ISSPs) with the GISP

The heads of departments and agencies, as well as local governments, will ensure that their Information Systems Strategic Plans (ISSPs) are aligned with the strategies and priorities in the GISP, and the overall development plans and programs of government as provided in IT21 and Angat Pinoy 2004. In the design of the agency or LGU ISSP, the heads concerned will put in place a process for the optimal utilization of existing and planned ICT resources and solutions. This process will include a periodic monitoring and assessment, through the NITC and the NCC of ongoing ICT projects and activities pursuant to the priorities, strategies and objectives of the GISP.

2. Performance and Results-Based Management

The department/agency/LGU head will establish goals for improving the efficiency and effectiveness of department operations and, when appropriate, the delivery of services to the public through the effective use of information and communications technology. He will:

- Prepare an annual report starting on the first year of GISP implementation, to be submitted to NITC and included in the executive department’s budget submission to the DBM/Congress, on the progress in achieving ISSP goals.

- Ensure that performance measurements are prescribed for ICT used by or to be acquired for the executive department to assess how well ICT supports the programs of the executive departments and the returns
on or benefits realized from ICT investments.

- Where comparable processes and organizations in the public or private sectors exist, quantitatively benchmark agency process performance against such processes in terms of cost, speed, productivity, and quality of outputs and outcomes.

- Analyze the missions of the executive department and, based on the analysis, revise its mission-related processes and administrative processes when appropriate before making significant investments in information technology in support of those missions.

- Ensure that performance on the GISP implementation is part of the key results areas of the department offices, bureaus and attached agencies.

- Ensure that the information security policies, procedures, and practices of the department are adequate and consistent with and in pursuance of the objectives of the GISP.

3. Agency Authority to Procure ICT Resources and Services

The authority of the department/agency/LGU head to procure ICT resources will include the following:

- To acquire ICT resources, including solutions, for the requirements of the department/agency/LGU as authorized by law;

- To enter into contracts that provides for multiagency acquisition of ICT resources in accordance with guidelines.
The government, through the DBM Secretary, will enter into a multiagency contract for procurement of commercial items of ICT resources, including software and services, that requires each executive department/agency/LGU covered by the contract, when procuring such items, either to procure the items under that contract or to justify an alternative procurement scheme for the same type of items or services.

**Procurement of Information and Communications Technology (ICT) Resources and Professional Services**

The DBM, in close consultation with the NITC, the NEDA, Commission on Audit (COA), the implementing agencies, and local governments, will undertake a continuing review of procedures on the procurement of ICT resources, including professional services, with the view of instituting reforms in procedures and policies, taking into account the fast-paced developments in the ICT sector and the quick obsolescence of technology and ICT resources. The reforms will aim to facilitate the economical and efficient acquisition of ICT resources and services in government.

**Medium-Term Public Investment Program**

The GISP will form part of the Medium-Term Public Investment Program (MTPIP) of the government and will be aligned with the programs identified in the Plan. Specifically, a separate section will be devoted to government business process reengineering through use of ICT and better information resource management. A corresponding medium-term expenditure program will be prepared, which will be translated into the Consolidated Annual Government Computerization Expenditure Program. The NEDA will be responsible for ensuring that the updated Medium-Term Philippine Development Plan of government, or *Angat Pinoy 2004*, shall incorporate the strategies and programs in the GISP.

**Use of the Annual Budget Process**

The DBM will develop, as part of the annual budget process, a mechanism for analyzing, tracking, and evaluating the risks and results of all major capital investments made by an executive department for information systems. The process will cover the life of
each system and shall include explicit criteria for analyzing the
projected and actual costs, benefits, and risks associated with the
investments. At the same time that the President submits the budget
for a fiscal year to Congress, the DBM will submit to Congress a report
on improvements achieved as a result of major capital investments
made by executive departments in information systems and how the
benefits relate to the accomplishment of the goals of the executive
departments.

Information Technology Standards

The NITC will oversee the development and implementation by the NCC
of standards and technology guidelines and benchmarks in the use
and application of ICT in government. Such standards will be
prepared jointly with the DOST-ASTI-PCASTRD, DOTC, DBM, NEDA,
and DTI. These ICT standards will be observed in the procurement of
ICT resources and services.

Designation Of Executive Agents For ICT

Acquisitions

The DBM Secretary will designate as executive agents for
government-wide acquisitions of information and information
technology.

Use of Best Practices in ICT Acquisitions

The DBM Secretary will encourage heads of the executive departments
to develop and use best practices in the acquisition of information
technology.

Solutions-Based Budget Plans

Department ICT budgets will be solutions-based, to include all
components (hardware, software, network, content/data,
training/organization, application, procedures) and make an
information system fully operational. Although components may be
procured separately, the necessary components for an information
system to be fully operational after a period of development should be
budgeted together. The DBM Secretary, in consultation with the NITC,
then issues guidelines on solutions-based ICT Solutions Planning and
Budgeting.

Outsourcing of ICT Professional Services
As a general rule, government will outsource ICT services instead of building a whole human resource infrastructure for ICT development within the government. The NITC, in coordination with the NEDA and DBM, will issue rules and regulations and standards on the outsourcing of ICT services.

**Leasing and Lease-to-Own Arrangements**

Leasing and lease-to-own arrangements will be made an acceptable mode of procurement for information and communications technology. In some cases, this will be the preferred mode of acquisition so that agencies which need to upgrade servers and other computer equipment on the third or so years may do so when necessary without further authorization, provided they have been planned for. Leasing will also ease up the government's cash flow requirements for GISP implementation.

**BOT Scheme for Procurement/Outsourcing of ICT Resources/ICT Solutions/Services**

Private sector participation in the establishment of government database infrastructure is incorporated in the BOT law. A separate handbook on implementing rules and regulations concerning this will be issued by NITC in coordination with NEDA.

**Guidance for Multi-Agency Investments**

The NITC in coordination with NEDA, DBM and DOF will issue guidelines for undertaking efficiently and effectively interagency and government-wide investments in ICT to improve the accomplishment of missions that are common to executive departments.

**Periodic Reviews**

The NITC and DBM will carry out, through the budget process, periodic reviews of selected information resources management activities of the executive agencies. This is in order to ascertain the efficiency and effectiveness of information technology in improving the performance of the executive departments and the accomplishment of the missions of the executive departments.

**Enforcement of Accountability**

The DBM Secretary, in consultation with NITC, may take any authorized action that is considered appropriate, including an action
involving the budgetary process or appropriations, to enforce accountability of the head of an executive department for information resources management and for the investments made by the executive department in information technology.

Actions that can be taken by the DBM Secretary in the case of an executive department may include:

1. Recommending a reduction or an increase in any amount for information resources that the head of the executive department proposes for the budget submitted to Congress;

2. Using other authorized administrative controls over appropriations to restrict the availability of funds for information resources; and

3. Designating for the executive department an executive agent to contract with private sector sources for the performance of information resources management or the acquisition of information technology.

**Private Sector Participation**

The active and direct participation of the private sector in the implementation of the GISP will be a key strategy in GISP implementation. Among the areas for private sector participation are:

- Advice and assistance to the NITC-NCC in the development of ICT standards and benchmarks for government;

- Assistance to the NCC/agencies concerned in the development/review and finalization of project terms of reference (TOR), technical and functional specifications, and requests for proposals (RFPs);

- Development of and supply of application software for common applications for national government agencies and local government units;

- BOT/BOO/BTO for large revenue generation and other systems, where the returns on investment are
clear or where there are obvious benefits in the implementation of the systems but the agencies are constrained by cash flow requirements of the project;

- Supply of hardware and software through leasing or lease-to-own arrangements;
- Supply of maintenance and technical support, training and change management services and system integration services;
- Database buildup for major systems with large volume of data for conversion from paper to digital form;
- Data acquisition, such as inventory types of data collection that form part of the database infrastructure of major systems;
- Provision of communication systems for data and voice, and related infrastructure; and
- Supply of technical ICT personnel on short-term or long-term basis for agency-defined work and outputs.

The following policies and actions will be adopted to encourage private sector participation in the implementation of the GISP:

1. Formulation of clearer implementing rules and regulations on the BOT/BTO/BOO law for ICT projects;

2. Articulation of the policy of outsourcing system development and other ICT services as an alternative to in-house development or development-by-administration arrangements;

3. Development of performance-based service contracting procedures that clearly define the performance specifications and deliverables for the acquisition of ICT products and services;

4. Provision of incentives on intellectual property rights for systems that can be used by many agencies;

5. Development of clearer user and system specifications available to those offering services or products; and
6. Implementation of pilot projects for private sector participation to be funded from an ICT Innovation and Development Fund to be administered by the Secretary of Science and Technology.

**Intellectual Property Rights**

The Government will comply with the International Convention of Intellectual Property Rights in the implementation of the GISP. This means that license agreements to use commercial on-the-shelf software (COSS) will be honored if the licensing agreements are standardized for worldwide distribution.

Likewise, locally produced application software where the agencies merely purchased license to use will not be required to provide source codes; however, suppliers must provide warranties on the software as well as software maintenance when required.

In the procurement of system development services, which are quoted at full development cost, the supplier will be required to provide all the source codes developed. However, the agency is encouraged to continue working with the supplier to improve the product for the agency’s use and if the product is also useful to other agencies, the two parties may enter into an agreement for the commercial dissemination of the product.

All intellectual property that is pre-identified by ICT suppliers during the negotiation or bidding for services will be honored by the agency if, in its opinion, there is no need to own the source code and if the price of the application software is reasonable.

The NCC will continue to ensure that government agencies use only licensed copies of software in all their ICT applications. It will designate an executive agent to negotiate for the supply of standard software that could be used throughout the bureaucracy.

The Department of Trade and Industry will issue rules and regulations covering intellectual property rights in the implementation of the GISP.

**Information Systems Project Development**

1. *Incremental Approach to Information Systems Development*
Some of the information systems identified in the GISP are complex systems in terms of development and implementation. There is a high degree of risk in completing the systems on time, on budget and in the quality desired. To reduce this risk, the incremental approach to system development and acquisition of technology will be standard practice in the implementation of the GISP. This means that agencies will divide large systems into modular and scalable parts, which can then be integrated into existing ones, and can likewise be integrated with modules to be developed in the future.

Information and communications technology will also be acquired through the incremental approach. This is to ensure that government will benefit from technological developments introduced in the marketplace and will not be saddled with obsolete technology.

The DBM will ensure that an ICT investment proposed by an agency is a complete system that can be made to work and improve a government business process within a period of 18 months from release of the budget. The practice of requesting funds for equipment outlay without a corresponding plan and budget for other components of an information system shall be discontinued.

2. ICT Project Development Templates

As a matter of policy and practice, the DBM shall provide funding for complete projects, which have gone through the project preparation and development process. The release of appropriations shall be to fund information systems, not only information technology. There will be rhyme and reason in the allocation of funds for information technology and this will be driven by content development and/or system development activities.

The DBM in coordination with NCC will develop a manual with templates on Standards for Information Systems Project Development. DBM as well as agency staff shall be provided training on the use of the manual.
3. **External Consultants for ICT Project Preparation**

Information technology is changing at a rapid pace and if the procurement process takes a long time, the IS project may be overtaken by events such that projects are further delayed by the need to repeat the procurement. The government will, to the extent possible, reduce risks for contracting parties, particularly for complex systems. As a matter of standard practice, an external consultant’s service will be procured to assist the agency in defining the specifications of the project in a clear way that will allow performance-based and results-based service contracting in the development and delivery of systems. Systems shall be designed not to exceed a maximum of 18 months and the award of contract should not exceed three months from issue of the bid documents. This is to reduce risks for the contracting parties.

4. **In-House ICT Services**

Departments will retain and develop a core staff of ICT professionals for in-house development. The in-house projects will be limited in scope so that it can be completed in one fiscal year. There is the very real risk of turnover of ICT staff, which is known to be a principal cause of delay and noncompletion of many in-house IS project development initiatives. Even for in-house development, staff will be trained to follow a project development approach that clearly defines the final outcome of the system development effort and includes a quality assurance plan. For in-house efforts, the head of the OIRM will ensure that all the elements needed for implementation are available as planned.

**Selection and Hiring of ICT Experts and Consulting Services**

Many government ICT projects were not completed by contractors, some resulting in legal cases, because of the lack of clear specifications of performance, the quality requirements, and the rule on lowest complying bid. More often than not, lowest bidders complain when not
awarded the contract because of allegations that they met the minimum requirements described in the Project Terms of Reference.

A continuing review of existing government guidelines on the procurement of consulting services will be made, especially with respect to their application to ICT services. In particular, the guidelines will be improved to include the following:

1. The procedures for the outsourcing of application system development services, which should provide for the completion of the application software based on the user specifications.

2. Guidelines to help agencies go into performance-based service contracting, where payments are based on agreed upon performance standards for the contracted ICT services. Quality requirements shall be made part of the bid terms of reference.

In the absence of an in-house capability, agencies will be encouraged to procure the services of qualified individuals and companies, duly accredited by the NCC, and approved by the NITC, using a simplified process not requiring bidding. The PEAC will be constituted to be able to assess quickly the capability of institutional consultants for ICT services. The NCC, in consultation with the agencies and departments concerned, particularly NEDA, DBM, and COA, will formulate a prequalification procedure and enrollment system for prequalified ICT consultants and their areas of expertise to simplify the search by agencies for qualified consultants.

**Interoperability, Interconnectivity**

**Among and Across Systems and Databases**

Interoperability and interconnectivity can be accomplished by using open ICT standards and data standards that are published and known to users and the ICT professionals involved. It can also be accomplished through the development and adoption of ICT standards in government. The Internet is also a good means of accomplishing this through web browsers.
As a matter of policy, the executive agencies will ensure that within their organizations, they adopt technology that is open and can be interfaced with other systems.

The department shall use the internal budget process to control the acquisition of technology that does not conform with this policy. All ICT plans, whether implemented by contractors in foreign-assisted projects, grant or otherwise or regular agency funds should conform to the approved Information Technology Architecture designed to meet the business needs of the department. Grant projects involving ICT will be aligned with the approved Department ICT Architecture. Waivers will be requested for nonconforming projects, which should be approved only if the criteria for issuing waivers are based on DBM guidelines on the matter.

**Data Standards**

Data standards will be developed to facilitate data sharing and information exchange among agencies, and to promote efficiency of information systems, subject to privacy rights of individuals.

All departments will participate in Inter-Agency Working Groups to be created for GISP implementation, which will work on developing data and other standards for the GISP. The NCC, with recommendations from the CIO Forum and approval of NITC, will issue and enforce ICT Standards for the whole government.

The NCC will oversee the development and implementation of data standards and guidelines, by the various departments and agencies. For this purpose NCC will coordinate with the National Statistical Coordination Board (NSCB), and other data-producing agencies whose information products are widely used by government agencies and the public.

Every department will have its own internal data standards, to be approved by NITC and applied to all bureaus, attached agencies, and regional offices under its supervision and control. GOCCs will ensure that their systems also use OPEN Technology and they use relevant data standards of the department.

**Public Access to Government Information**
As a matter of policy, the government will make government information created or generated in the GISP accessible to the public to empower them to proactively participate in nation building, subject however to national security requirements where certain information and transactions cannot be made public.

As initial steps, basic information that provide public guidance and improve public access to government services and transactions will be made available through the Internet in two languages: English and Filipino. This will be part of the RPWEB Program of the Government in Year 2000. The NCC will be responsible for monitoring the implementation of this program.

Public requests for data that have been created in digital form and are not considered classified information shall be provided in digital form at cost of reproduction or reasonable fees. The proceeds of such operations shall be used for the maintenance and updating of databases.

Public access policies shall be covered under a proposed Freedom of Information Act clarifying the Constitutional policy on access to government information, particularly in an environment where information and data are in digital form and are accessible through the Internet.

A policy study shall be required on the pricing of information assets of the government when made to the public, particularly when ICT Projects are carried out under the BOT law.

**Other Policy Areas for Further Study and Formulation**

**1. Computer Security**

As the government becomes more and more dependent on ICT for most of its information processing and management requirements, it must develop the necessary institutions, policies, legal framework and other related security measures to secure its systems and networks from hacking and other illegal and destructive entry into the government systems. This will be ensured through legislation where the law shall have
penal provisions governing illegal acts on government online sites.

The government will determine the feasibility of establishing physical and virtual security infrastructures for government computers and network systems. The NITC will undertake a study on the economics, as well as various options, of either establishing or authorizing a government institution, or a private firm or organization that will clearly establish the integrity, security and legitimacy of government electronic information and transactions.

2. Privacy

As more databases are built involving individuals who provide information to the government, and as data standards are adopted by the agencies that will enable the systematic sharing of information and matching of records of individuals, the government will address issues concerning the privacy of individuals as provided in the Constitution. Policies will be issued by Congress to guard privacy of persons through a Privacy Act.

3. Electronic Commerce

Electronic commerce laws will address the use of this technology in legal matters and work towards acceptance of electronic data as evidence in the courts. Likewise, e-commerce laws will resolve such issues as the use of electronic signature authentication systems and electronic documents to guide the judiciary in cases involving electronic transactions of government with the public. Legislation may also cover general nongovernmental transactions.

The E-Commerce Bill which provides the legal basis and policy framework for the conduct of electronic transactions in the country, has been passed by Congress, and recently signed into law by the President.

4. Government Reengineering
ICT programs of government must go hand in hand with business process reengineering. The GISP supports business objectives and processes of government. Computerized Information Systems can result in the following:

- Zapping of clerical functions that need the use of typewriters and calculators, resulting in the reduction of the workloads of clerical personnel;

- Increase of available time for developmental work and better quality plans and decisions due to better information support;

- Reduction or removal of redundancies in the collection and processing of information among agencies and within agencies, reducing paperwork and workload of existing staff;

- Simplification and streamlining of procedures allowing the quicker completion of transactions with the public;

- New jobs and tools for knowledge-based and ICT work; and

- Reduction of messengerial and related functions and activities, such as travels and face-to-face meetings.

The implementation of the GISP will be synchronized with and in support of the Government reengineering program of government.

5. Government Performance and Review

The benefits from computerization and better management of the information resources of government have to be determined through periodic assessment of performance of agencies. As business processes are improved, these will be reported to the
public and to Congress to keep the GISP implementation on track.

One of the key result areas of departments will be the implementation of an IRM Program in their respective organizations. The management of government information resources will be given the attention it deserves. Government information will be considered a national resource that must be managed. Heads of agencies will be made responsible for the management of their departmental information resources aligned with the management of funds, people, and equipment resources required to do their jobs.

The GISP will be consistent with and supportive of the current efforts of developing a performance monitoring and evaluation system in government.

6. Standards and Technology

There is need for government agencies to develop, maintain and upgrade standards for products and services on information and communications technology, including their innovations. The NITC will direct the conduct of a study on the desirability and feasibility of establishing a National Institute of Standards and Technology which will be responsible for the development of quality and technical standards on ICT products and services.

Implementing Guidelines,

Rules and Regulations

Finally, the NITC, as the highest policy body on ICT matters, will promulgate the necessary guidelines, rules and regulations to implement the GISP and realize the vision of an electronic bureaucracy, or "Philippine Government Online." For this purpose, the NITC will enjoin the support and cooperation of Congress, the Judiciary, the Constitutional bodies/commissions, local government units, and government-owned and controlled corporations, and all other agencies and instrumentalities of government, in ensuring the successful implementation of the GISP and the realization of its objectives. For this purpose, the NITC will work out with the agencies and authorities concerned, including the private sector, the necessary resources required,
including manpower, to ensure the timely execution of priority GISP activities and projects.

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