

HIGHLIGHTS OF ACCOMPLISHMENTS

(July to December 2018)

CITY INFORMATION TECHNOLOGY CENTER

- **General Fund**

- I. SYSTEM DEVELOPMENT MAINTENANCE GROUP**

The office is mandated to adopt and apply ICT solutions as part of the strategic approach of the city government to support and further enhance the local government's thrusts and programs for public service delivery. The mandate is exemplified in the different projects undertaken relative to the development of information systems (IS) which is supported by the General Fund budget. The IS projects are categorized as new developments or enhancements scheduled for the current year and those that are continuously being maintained by the CITC.

- a. IS Development and Enhancement**

a.1 There are four (4) ISs scheduled for development/enhancement this year which is clustered by CITC as revenue/income generating projects because one of the outputs of the IS initiates collection of fees for the city.

- 1) electronic Stall Management System (eSMS)**

- A web-based IS project which is developed to maintain a database of market stall owners of all city government-owned public markets, monitoring of all public market stalls and generates computer-assisted assessment, which is posted to the POPS.
- The IS office beneficiary is the City Economic Enterprise (CEE) of the City Administrator's Office (CADO) and the public who are stall applicants. Agdao Public Market has been selected as the pilot market for this project. Target completion of the project is on December, 2018.
- Completed system development and conducted user orientation last December 11, 2018 at the CITC workstation.
- Set-up IT infra for CEE Central Office & Agdao Public Market.

- 2) Public Cemetery Management Information System (PCMIS)**

- A web-based IS which is developed to build a database of burial information in all the public cemeteries managed and maintained by the city. The project has been prioritized by the Asst. City Administrator for Operations so that the city can provide accurate and complete burial information in time with the All Soul's Day celebration in November this year. Additionally, the project is an intervening project of this office is not part of its regular workplan.

- The recipient office of this project is the CEE Office.
- Additional facility has been requested by the City Administrator for Operation which is the Online Inquiry. As of August 31, 2018, the facility has been completed.
- As of December 27, 2018, a total of 7,160 burial records from different cemeteries has been encoded by the CEE.
- System and User Beta Testing was conducted last October 31, 2018 at the CEE office.
- Set-up IT infrastructure at the CEE office.

3) Night Market Stall Registration System (NMSRS)

- A web-based IS project which is developed to maintain a database of night market stall owners. The project has been prioritized by the Asst. City Administrator for Operations so that the city can provide accurate night market stall owners list as soon as possible.
- The IS office beneficiary is the CADO-CEE of the City Administrator's Office (CADO).
- As of December 27, a total of 2,253 records has been encoded by the Assistant City Administrator for operations personnel.

4) Online Payment

- A platform that allows collection of the city to be facilitated by external providers. External providers like banks and payment centers enter into an agreement with the city to facilitate payment of city government clients.
- Landbank is the chosen provider of the city and has entered into an agreement on this project. A payment portal from the bank side has been developed to accommodate order of payments (OP) issued by the city.
- In the initial roll-out, payments for business tax and miscellaneous fees like building & occupancy permits are accepted for payment online.
- Complementary systems which generates OP were revised to be online payment compliant. System is ready for the Business Permit One-Stop-Shop for 2019.

a.2 Other IS development/enhancement undertaken by the CITC is clustered under public governance which aims to support the internal business processes of the local government. There are two (2) IS projects under this cluster that is utilized by the City Mayor's Office – Lingap Center and the offices participating in the One-Stop-Shop.

1) Lingap Queuing System (LQS)

- A computer- based IS developed initially for the City Mayor's Office - Malasakit Center but unfortunately sidelined due to bureaucratic concerns. It automates the queuing of transactions related to health assistance. This system has been able to regulate the transactions made in the recipient office by streamlining queue to enhance queuing efficiency. It uses a touch screen monitor allowing clients to select the required type of transaction in which a ticket number will then be issued based on the selected transaction. The clients can keep track on the progress of the ticket numbers which will be shown on the Large Format Display (LFD) TV monitor alongside informative and entertaining videos while waiting for their numbers to be called.

- Conducted one system installation at Lingap Center-City Hall. Deployed and utilized in said location during the quarter.

2) CITC Call Center (Ccube) - For BPLS One-Stop-Shop 2019

- A computer- based IS developed for the BPLS One-Stop-Shop offsite location (Davao City Recreation Center. This system has been able to regulate the requests made by the users and the regulatory offices regarding the BPLS. The system is installed in all computer units in the offsite; on the other hand the CITC unit has its system with the blueprint of the location of the computer units. When the user has concerns or questions, he/she will just click the a button asking for user request ,then from the CITC monitor, an alarm will go off showing the computer unit and its corresponding location. The system also generates the number of user requests the CITC has been able to address and corresponding remarks.

b. IS Maintenance

b.1 IS Projects which have been developed by CITC and are already implemented and utilized by the beneficiary office are still being maintained and supported. For the current year there are (6) revenue generating IS projects maintained, (9) ISs clustered under good governance are being supported and (4) IS projects clustered under social service.

1) Revenue generating projects maintained are

- **Business Permit & Licensing System (BPLS)** is an enhanced and improved version of the existing eBTS. This is a web-based IS developed to automate the processing of business permits. The beneficiaries of this IS are the Office of the City Mayor – Business Permits Licensing Office (Business Bureau), City Treasurer's Office – Business Tax Assessment Division/Cash Receipts Division and other Regulatory Offices (Office of the City Planning and Development Coordinator, Office of the City Building Official, City Environment and Natural Resources Office, City Health Office, City Veterinarian's Office, City Tourism and Operations Office and Bureau of Fire Protection).
- **electronic Business Tax System (eBTS)** is a computer-based IS developed to automate the processing of business permits. This system is used by Business Bureau and City Treasurers' Office for report generation and collection purposes.
- **Occupational Permit System (OPS)** is a web-based IS developed to facilitate the processing of occupational permits and mayor's clearance issued by the City Mayor's Office (CMO) Business Permits Licensing Office (Business Bureau). The beneficiaries of this IS are the Business Bureau and the transacting public required to secure the said permits. The OPS is significantly used during the renewal of business permits since bulk transactions were carried out.

- **Integrated Infrastructure System (IIPS)** is a computer-based IS designed to facilitate an electronic processing of permits (building & occupancy permits) issued by the Office of the Building Official (OBO) and posts the assessment to the Point of Payment System (POPS). The beneficiaries of the project are the OBO who are the system users and the transacting public who receives the output as processed by the OBO using the IS. Currently, the entire IIPS project is fully implemented at the OBO.
- **Point of Payment System (POPS)** is a web-based IS developed to facilitate an electronic processing of Official Receipts (ORs) and reports issued by the City Treasurer's Office (CTO). The beneficiaries of this IS is the City Treasurer's Office in order to facilitate public payment transactions.
- **electronic Order of Payment System (eOPS)** is a web-based IS designed to provide support in the preparation of order of payments of different city government departments/offices for collection purposes and posts the assessments generated in the POPS. Office beneficiaries of the IS are city government departments/offices who requires payment of fees on rendered government services. The project is already 100% completed and is deployed to different offices/departments who expressed their intentions of using the system.

2) Governance cluster IS projects include

- **Document Tracking System (DOCTRACK)** is a computer-based IS which supports tracking of city government documents routed internally and externally and builds an initial database of digital images of scanned documents. City government department & offices located within the vicinity of city hall benefits from the use of the IS implemented in a networked environment while city government offices located outside the vicinity run the IS on a stand-alone mode. However, the recent development of the City Records Management System (CRMS) will eventually terminate the deployment and use of this system.
- **Resolution & Ordinance Tracking System (ROTS)** is a web-based IS designed to support the creation, storage, tracking & maintenance of passed resolutions & ordinances of the city government council. Its main beneficiary is the Administrative Division of the City Council and as well as the public who requests digital copies of approved resolutions & ordinances. System fixes were requested by the client and has been deployed to the ROTS server. A client orientation has been conducted relative to the system fixes done.
- **Hotel Occupancy Management System (HOMS)** is a web-based application using cloud computing which automates the operation of storing the basic information and number of occupants of establishments which businesses main function is to provide accommodation to tourists and locals. The system is requested by the City Tourism Operations Office - Data Banking Division. In addition, hotel and inn owners/representatives of Davao City are allowed to access the system to automate the monthly reports that are required to submit on the said office. The

system is connected to Tourism Information Management Enquiry System (TIMES) by collecting information of hotels, inns, and other establishments that have already registered/licensed by Licensing Division of City Tourism Operations Office. Users of the system will be required to have a computer unit with internet connection to access the url: <http://hotel.davaocity.gov.ph>

- **Document Processing Management System (DPMS)** is a computer-based IS designed to automate the operation of tracking and monitoring the status of submitted documents in an office. DPMS has the capability of sending messages (SMS) to the taxpayer/client by using a third-party application (i.e. Globe, Sun portable internet stick). This IS was requested by the Office of the City Planning Coordinator particularly the Zoning Enforcement Division who is also considered as the beneficiary. System fixes were requested by the client and has been completed and installed to the server.
- **Planning and Programming Document Management System (PPDMS)** is a web-based IS designed to automate the operation of tracking and monitoring the status of submitted documents in an office. This IS was requested by the Office of the City Planning Coordinator particularly the Planning and Programming Division who is also considered as the beneficiary. The system is still operational and being used by the client.
- **Driver's Information Management System (DIMS)** is a web-based application using cloud computing which automates the operation of storing the Public Utility Vehicle (PUV) driver's basic information, records the violation and other information of the issued citation tickets, and the seminars attended. It is capable of issuing clearance and prints identification card with Quick Response (QR) code which secures the authenticity of the issued clearance and ID. The system will be utilized by the City Transport and Traffic Management Office (CTTMO) in which the entirety of the PUV drivers in Davao City will be covered. The users of the system will be required to have a computer unit with internet connection to access the url: http://drivers_info.davaocity.gov.ph/. The system is still operational and being used by the client.
- **Tourism Information Management and Enquiry System (TIMES)** is a web-based application using cloud computing which automates the operation of storing tourism-related establishment's basic information and its business information (i.e. capitalization, business lines, amenities, etc.), tourist transport operator and tour guide's basic information. It is capable of issuing tourism certificate for the establishment and tour guide with QR code which secures the authenticity of the issued certificate. The system is requested by the City Tourism Operations Office particularly the Licensing Division who is also considered as the beneficiary. The users of the system will be required to have a computer unit with internet connection to access the url: http://verify_tourism.davaocity.gov.ph. Enhancements for the system

are as follows: reports for tourism fee and changed of layout to fit the new design of their pre-printed Tourism Certificate. The system is still operational and being used by the client.

- **Attendance Monitoring System (AMS)** is a computer- based IS developed to facilitate the generation of Daily Time Records of employees. It is a user-friendly, flexible, and full featured employee attendance management tool which allows controlling employees' attendance by automating timekeeping and attendance tracking. AMS primary output is the Daily Time Record (DTR) prescribed by the Civil Service Commission. The beneficiaries of this IS are the offices of the City Government of Davao. Constraints encountered are the following: (a) in cases of procurement of new biometric system, different sensor brands use different database and management console thus there is a need to add/create new routine in the program to cater the sensors' version; and (b) since this is a stand-alone system, the end-user has the responsibility to backup their data to avoid data loss. Currently, AMS had undergone a series of enhancement in preparation for its integration into the enhanced electronic Payroll System (ePAYS).
- **Incentives Availment for Davao City Investors (I-invest)** The Incentives Availment for Davao City Investors (I-invest) is a business incentives information system which aims to automate the business incentives availment services. Its beneficiary, the Investor Assistance and Servicing Unit (IASU) of DCIPC, is tasked to assist investors and business owners in the efficient facilitation in the granting of incentives to qualified investors in Davao City. The system is already implemented and 100% completed.

3) Under the Social Service cluster are

- **City Public Assistance Management System (CPAMS)** is a computer- based IS developed to support the extension of government assistance to the public. The City Mayor's Office under the Lingap sa Mahirap Program is the office beneficiary of the IS together with the public who are requesting for government assistance. A different version of the system has been created as a separate program to cater the Office of the President (OP) request for assistance. The OP requests is under the Malasakit Center established during the 3rd quarter of 2018. The request of extending the system to process Senior Citizen death benefits has been on hold due to budgetary constraints.
- **Senior Citizen ID System (SCIDS)** is a computer-based application system designed to support the ID issuance for Davao City's Senior Citizen population. The Office of the Senior Citizen Affairs (OSCA) is the office beneficiary of the IS together with the Senior Citizen population of Davao City.

- **Botika ng Bayan Inventory System (BBIS)** is a desktop application system designed to track the inventory levels of the medicines procured and dispensed by recipient office. It also automates the operation of storing the patient's information and their medication profile. The system is capable of printing reports needed by the Department of Health, patients and the beneficiary office. The system is requested by City Mayor's Office – Malasakit Center who is also considered as beneficiary.
- **City Health Inventory of Medicines and Medical Supplies Systems (CHIMS)** is a desktop application system designed to track the inventory levels of medicines, medical supplies, and medical kits procured and dispensed by the recipient office. It also automates the operation of storing patient's information, health stations and other recipients. The system is capable of automating the allocation of medicines, medical supplies and medical kits to recipient health stations. It is also capable of printing allocation reports, requisition and issuance slip, recapitulation and other reports needed by the office. The system is requested by City Health Office particularly the Supply-Pharmacy Section who is also considered as beneficiary.

Best practices adopted by CITC are in terms of its IS Project management and Development. IS project management adopted is team-based where IS projects are assigned by project teams. Each project team is headed by a Project Lead and supported by Analyst, Designer, Developer, Tester and Client Support staff. Projects assigned to each team are independently managed by the Project Lead but are reporting to the CITC OIC who is considered as the overall Project Manager of all IS projects undertaken. In terms of IS Development, each team practices the basic principles of adopting a development methodology, requirements gathering and assessment, documentation, testing and user feedback.

II. NETWORK FACILITIES AND MANAGEMENT

A.) Network Administration

- Monitored 126 days server / internet activities
- Installed / maintained 4 network operating system
- Maintained 6 application system users access

B.) Database Management

- Backed-up / Restored 1,633 network database files
- Managed / Maintained 124 network database records
- Maintained 530 file server disk transactions
- Reviewed / served 90 user request transactions

C.) Network Security and Internet Management

- Configured / Maintained 210 network/internet workstations
- Configured / Maintained 117 routers/access points
- Maintained 138 Email Addresses

D.) Technical Support

- Installed/Maintained 164 softwares
- Conducted 112 application system programs, database structure, & documents back-up
- Resolved/ managed 20 projected activities/ tasks

III. COMPUTER EQUIPMENT MAINTENANCE & SYSTEMS ENGINEERING

A. Computer Hardware (HW), Peripherals and Software (SW) Maintenance Services

- Monitored progress of activities thru 26 Monitoring Reports on maintenance services
- Kept 124 units of equipment (Computer HW & Peripherals) in serviceable condition
- Provided 55 Standard & up-to-date Technical Specifications for ICT Equipment with estimated amount/price per item
- Installed / relocated 176 units of Computer HW & peripherals
- Preventive Maintenance of 156 units that minimized equipment breakdowns
- Installed/maintained 102 licensed SW
- Kept track of City Government's ICT Equipment: 432 units of HW & peripherals, and 214 licensed SW thru one (2) Inventory Report of ICT Equipment/SW Licenses
- Encoded/updated 646 inventory data records (HW/SW)
- Received/released 244 units of Computer HW & Peripherals for Maintenance Services
- Prepared and submitted 26 Summary Report of List of Requests (Received & Released)
- Prepared 30 Canvass Reports on estimated current market value of ICT equipment

B. Cable Installation / Maintenance

- Prepared/Updated cable 4 layout design
- Installed/maintained 466 meters of cable to Offices connected to the local area network system; internet connectivity; and troubleshoot connectivity error

C. Provided Technical Evaluation / Recommendation thru 172 reports

D. Carried out research (R & D) on ICT (24 items), applied current ICT Technology and recommended the same

E. Timeline of programs /activities were presented in the two (2) Development WorkPlan submitted

F. Coordinated Training Programs of the office thru 2 TPC Reports

G. Planned and recommended three (3) Projects to enhance ICT capability

IV. ADMINISTRATIVE SERVICES:

- A. Plans, Organizes & Controls Administrative Activities in the Office
- B. Records Management
- C. Personnel Management
- D. Property & Supply Management
- E. Budget & Finance
- F. Office Management & Repair

Submitted by:

RICARTE D. FRANCO, JR.
Officer-In-Charge

HIGHLIGHTS OF ACCOMPLISHMENTS

(July to December 2018)

CITY INFORMATION TECHNOLOGY CENTER

- **Annual Development Fund (ADF)**

CITC has also undertaken IS projects which were considered to be priority developments and is supported by the Annual Development Fund budget. For the past year's ADF funded projects, CITC took on (1) development IS projects, (2) enhancement IS projects and (1) plan while this year's ADF funded project, CITC continued (1) enhancement project and (1) plan.

a. IS Development

1) **Asset Management Information System (AMIS)** an IS project for development clustered under good governance which is funded under the 2017 ADF Funding.

- A cloud technology IT infrastructure system designed to provide support to the existing Procurement and Inventory Management System (PIMS) of the City General Services Office (GSO).
- The system will also provide additional features and establish a link to the City Accountant Office's Document Tracking System (DTS) data records in order to generate real time online reports and queries needed by other offices and targeted users. One of which is the Acknowledgement Receipt of Equipment (ARE) for the employees to view. The project which covers two (2) phases, first, is the provision and configuration of a Virtual Server for AMIS to run on a 24/7 basis and can be accessed using high end mobile devices, second, is the development of the system. The system is currently 100% completed in its development phase. However, there are additional functions which are needed to be created namely programs for the generation of the Property Issue Slip (PIS) is 90% completed. Another function developed is the Uploading of images inspected is 100% completed. The system's kiosk project for client's inquiry and verification is due for its assembly since computer units (hardware) and applications (software) are already available.

2) **Executive Information System (EIS)** An executive support system that provides easy access and retrieval of different information from internal sources that can aid executives in decision-making.

- EIS Business Rule completed. EIS Business Case Report was disapproved.

3) Public Assistance Kiosk

- A kiosk that provides information assistance to the general public in terms of the different services provided by the City Government.
- The kiosk provides directions to the general public in terms of linkages on some basic services that is not directly provided by the city.
- Project is merged with AMIS in terms of development and procurement of hardware. This was done because total cost for the equipment is beyond the allotted budget of this project.
- The procurement of the kiosk is already completed and is due for assembly.

b. IS Enhancement

4) Barangay Profiling System

- An IS project for enhancement under good governance cluster under the 2017 & 2018 ADF Funding.
- A web-based application system which is developed by the City Accounting Office (CAO) designed to build data profile of all the Barangays within Davao City. The system is an add-on component of CAO's barangay accounting system. The system has been completed for the past years and has been pushed for adoption at the barangay level.
- The development direction of this project has been redirected toward collaboration efforts between CITC, CAO & the City Planning & Development Office (CPDO). CPDO has also developed a barangay profiling system which will be integrated into this project. Thus, the direction towards the end of 2017 was the promotion of the Barangay Web Portal where the barangay profiling system developed by CPDO has been promoted. As of December 2017, (20) barangays have been re-oriented on the Barangay Web Portal and the integration of CPDO's barangay profiling system.
- For the last quarter of 2018, additional orientation of (6) barangays, identified by the City Planning & Development Office (CPDO), were the participants. Orientation of the other (6) barangays were cancelled due to rehabilitation leave of project lead assigned from July to September 2018.

c. Government Website

5) City Government Web Site Hosting with Corporate Internet Access

- Transition period of the new Internet Service Provider (ISP) started on the 2nd week of October they started to install and configure the needed IT equipment as the current internet subscription will expire 1st week of November and finished setting it up on time.
- Upgrading of the official web portal davaocity.gov.ph was envisioned as the same was constantly being attacked by hackers, top management decided to hire the services of a private web developer to design and develop a new portal and is set to be deployed early next year. Updating the contents of the web pages of the different departments/offices shall be the responsibility of the concerned department/office as the web developer shall conduct an orientation relating to this.

- The City's official email services was also upgraded from Zimbra Email Application Software hosted by the Department of Information and Communication Technology (DICT) to the cloud based Google Suite Application powered by Globe Telecoms which was launched 1st week of October, now being administered by trained CITC technical staff.

Davao City Government Web Portal is an IS project for enhancement under good governance cluster under the 2017 ADF Funding.

- The site contains valuable information about Davao and is maintained to provide the public the latest and reliable information of Davao City.
- Beneficiary of the portal is the general public. The enhanced website is in Wordpress platform, accessible to the public, with fully functional features, responsive and compatible with almost all major browsers.
- The website continues its main function, which is to provide latest information updates on Davao City, however, the plan to outsource a new designs for the Davao City Web Portal through outsourcing is already approved and the creation of the design is ongoing.

c. IS Plan Development

6) ICT Enterprise Architecture Plan (ICT EA Plan)

- An IT plan which is under the 2017 & 2018 ADF funding.
 - a. an ICT plan that can provide a unified ICT infrastructure to support a process-based improved delivery of public services. An EA can serve as the "blueprint" of an organization's mapping between its business strategy and its IT infrastructure spread across the organization. The city's ICT Policy also plays an important role in the crafting of the city's EA plan.
 - b. Completed the Assessment Survey of (40) departments/offices and presented to the ICT Technical Team. Assigned personnel reviewed the assessment survey clustered in to (4) – Public Administration, Economic & Planning, Social Services & Infrastructure. Personnel assigned encountered challenges due to rehabilitation leave for the months of July to September 2018.

e. **Other system development projects** which where under the ADF funding of the City Mayor's Office (CMO) were also handled by this office in the form of IT support assistance. The projects are as follows:

1) City Records Management System (CRMS)

- a. is a web-based application system developed to support the creation, sending, receiving, tracking and archival of records of the city government. The office provides IT technical assistance in system development, server configuration, development of complementary programs particularly E-signing and scanning of documents, and conduct user orientation/system training.

- b. A separate IT infrastructure – using virtual private network with collocation, has been implemented to be used by this system. The IT infra has been completed and ready for testing by early part of 2019.
- c. System has been revised and updated to suit user requirements. Conducted user training/orientation in preparation for system roll-out by early part of 2019.

2) electronic Payroll System (ePAYS)

- a. is an enhanced payroll system which integrates the city's daily attendance, leave administration and payroll processing into one system. This office provides IT technical assistance in terms of project planning, systems analysis and design, development of programs, testing and user orientation/training.
- b. Challenges were encountered in the finalization of purchase requests (PR) due to government budgeting/accounting policies. As of last quarter of 2018, PRs were finalized and have been acted upon in terms of procurement aspect.
- c. IT Technical Development team official memorandum for the various IT personnel from the different offices (CITC, HRMO, CAO) has been issued by the HRMO to officially engage IT personnel included in the team.
- d. Despite in the delay in the hardware procurement, the development has already started and has been going on until last quarter of 2018. Series of technical design meetings were also conducted by the IT Technical Dev Team.
- e. A series of meetings were also conducted to discuss policies which the system will adopt. Final documentation on the system policies to be adopted will be prepared early part of 2019.

Best practices adopted by CITC on these projects aside from team-based project management approach and adopting IS development principles, is the adoption of an IT architecture that is geared towards an integrated Enterprise Architecture implementation. The implementation of the IS development projects will be utilizing a mixed if IT infrastructure already installed in the city - Wireless Wide Area Network (WWAN), Structured cabling within City Hall building & virtual private network using wireless access points at city hall & Sangguniang Panlungsod buildings as well as (6) other VPN sites identified for CRMS project.

d) Connectivity through ICT Infrastructure

7) Rehabilitation of Server Room at City Hall and SP Bldgs (Continuing Project)

- To rehabilitate/renovate the server rooms at the City Hall and SP since there is not enough space available for expansion.
- Waiting for the supplies and materials to be delivered.

8) Rehabilitation of Structured Cabling at the Sangguniang Panlungsod Bldg (Phase II)

- To rehabilitate /upgrade/install a well-organized and manageable structured cabling system using fiber optic cable as backbone with the latest UTP cables at the Sangguniang Panlungsod Building.
- Finalizing the Technical Specifications needed.

9) Wireless Wide Area Network (WWAN) Program-Infrastructure Upgrade

- This project aims to address the challenges that may occur when identified application systems will be utilizing the WWAN as a communication highway for data delivery to satellite offices located at the districts and other identified collection centers.
- To rehabilitate eight (8) antenna poles which were found unstable during ocular inspection: Toril, Talomo, Bunawan, Baguio, Calinan, Buhangin, and CTO-Central (2), all in Davao City.
- Need ocular inspection again with the CTO for finalization of the Technical Specification.

Submitted by:

RICARTE D. FRANCO, JR.
Officer-In-Charge