



Republic of the Philippines  
City of Davao  
**OFFICE OF THE CITY ADMINISTRATOR**  
City Information Technology Center



**HIGHLIGHTS OF ACCOMPLISHMENTS**  
(October 1 to December 31, 2020)

**A. General Fund**

**A.1 IS DEVELOPMENT.**

**1.0) 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.
- This system maintains the database of Market Stall Owners of all city government-owned public market, monitoring of all public market stalls and generates computer assisted assessment which is posted to the Point of Payment System (POPS).
- Assessment is an additional module of the system for accurate computation of fees.
- The System can be accessed online for users working from home.
- Status – deployed and functional.

**2.0) 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.

- Some features added in the system are the generation of the Property Issue Slip (PIS) and the Inventory Custodian slip (IS), all of which are currently 100% completed. A temporary service programs for maintenance use and programs for the collaboration of systems from different offices are on-going in its development. The system's kiosk project for client's inquiry and verification facility is ready for use.
- The programs developed namely; the Inventory Ledger programs which were incorporated in the Doctrack System of the City Accounting were already completed. The system is 100% completed and was presented to the client by CAO and CITC Team during a meeting to inform them that the system is due for implementation this year.
- The Team conducted a User Training Orientation on different offices in two separate schedules dated October 8, 2020 and November 5, 2020 at 8:am-12:00nn with 50 users attending the orientation through Zoom meeting. Another set of orientation will be scheduled this January 2021 for the remaining users of AMIS.
- Status – for implementation

### **3.0) Davao City Reports (DCR)**

An IS developed for the City Information Office (CIO) designed to cater the general public's needs or complaints.

- The system generates reports and track complaints of Davao City resident's concerns.
- The system will capture public complaints through text messages, emails or calls.
- The Team during the system's maintenance phase received requests of enhancement from users.
- All requests were already tested and deployed.

### **4.0) 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 City Economic Enterprise (CEE) of the City Administrator's Office (CADO), night market stall owners.
- Vendor ID is an additional module that was requested by the City Administrator for Operations to identify the actual vendors of the quarter using the Quick Response Code (QR Code) for validation. The feature was made available last March 15, 2019.
- Status – deployed and fully functional.
- Usage of this system has been temporarily suspended due to the pandemic.

### **5.0) City Records Management System (CRMS)**

- 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.

- CARO Data Center has been completed and Provider knowledge transfer, via online orientation, to CARO & CITC Team.
- Moved forward on the development of a new version of CRMS and discussed with the CARO team on the features that needs to be improved with the current version. CARO also prepared the project design & forwarded it to the proper finance committee for approval and budgeting.
- On-going implementation of the existing version but encountered some issues on record tracking and connectivity concerns.
- Status: Implemented and currently the system is in its maintenance phase and the Data Center was completely installed.

#### **6.0)Supplies & Equipment Inventory Management System (SEIMS) 2020**

- A web-based IS designed to track the inventory of computer equipment, IT and office supplies, groceries, procurement of gasoline, furniture and fixtures procured and dispensed by the recipient office. It is capable of summary reports, requisition and issuance slip, recapitulation and other reports needed by the office.
- This system is requested by the Office of the Vice Mayor particularly the IT Division and the Procurement Division.
- The users of the system will be required to have a computer unit with internet connection to access the url: <http://seims.davaocity.gov.ph/>
- Status: Deployed and fully functional.

#### **7.0)Cooperative Management Information System (CMIS)**

- The CMIS is a web-based information system that builds a databank of registered cooperatives in Davao City. The CMIS project is under the General Fund of the City Cooperative Development Office (CCDO). The system is developed jointly by the CITC, who is in-charge of project management and the Human Resource Management Office (HRMO), as the Developer.
- MOA with CDA for digital sharing of registered cooperatives has been forwarded to the council and has gone through a committee hearing. Awaiting for the council approval of the MOA.
- CCDO In-house Developer completed development of CFAP (financial module) under CMIS for integration into the main module. Presented the module to the CCDO-CITC team for review & comments.
- Status: On-going development.

#### **8.0) Internet Special Permit System (iSP) 2020**

- A web-based IS designed to automate the application of special permit at Business Bureau. This system enables applicants to apply and submit their requirements online. The Business Bureau and Regulatory Offices can review and assess the application for approval or disapproval.

- The users of the system will be required to have a computer unit with internet connection to access the url: <http://specialpermit.davaocity.gov.ph/>.
- Status: Deployed and for user testing.

#### **9.0) Facemask Violators Information System (FMVIS) 2020**

- A web-based IS project which is developed to record the number of violators with the aim to take legal actions to offenders who are caught on their third offense.
- The beneficiary of this systems are the City Treasurer's Office, Public Safety Security Command Center and all barangays of the city of Davao.
- The creation of the system started on December 10, 2020 and was deployed on December 15, 2020.
- Status-deployed and fully functional.

#### **10.0) City Legal Office Document Monitoring Information System (CLODMIS) 2020**

- A web-based IS project which is developed to monitor documents entered to the City Legal Office from different offices and individuals.
- The beneficiary of this system is the City Legal Office.
- Development of this project started on February, 2020.

#### **11.0) Internet Occupational System iOPS) 2020**

- A web-based IS designed to automate the application of occupational permit at Business Bureau. This system enables applicants to apply and submit their requirements online. The Business Bureau can review and assess the application for approval or disapproval.
- Status: On-going development

#### **12.0) Health Card Information System (HCIS) 2020**

- A web-based IS designed to automate the application of health card. This system enables applicants to apply and submit their requirements online. The City Health Office Dispensary Section can review and assess the application for approval or disapproval.
- This system is requested by the City Health Office Dispensary Section for the Health Card Application Renewal 2021 in order to follow the health protocols mandated due to COVID-19.
- The users of the system will be required to have a computer unit with internet connection to access the url: <http://healthcard.davaocity.gov.ph/>
- Status: Deployed and fully functional

### **13.0) Online BPLS Verification** 2020

- A web-based IS designed to validate and verify business establishments registered in the City Government of Davao
- This system can generate the number of business permits applied and issued by the City Mayors Office – Business Bureau in a specific date range given/specified by the user.
- The system is also capable of generating the total collection accrued by the City Government through the City Treasurer’s Office, both in Business Tax and Regulatory Fees. Surcharges and Interests are also included in the said report.
- This system is requested by the City Mayors Office – Business Bureau.
- The users of the system will be required to have a computer unit with internet connection to access the url: <http://verify.davaocity.gov.ph/bplsverification>.

### **14.0) Service Request Ticketing System (SRTS)** 2020

- Is a web based IS designed to allow offices to capture, manage, and track the status of client issues in an organized and highly-collaborative manner. It was conceptualized for service oriented offices.
- Development was temporarily halted due to lack of programmer.

## **IS ENHANCEMENT**

### **1) Integrated Infrastructure Permit System (IIPS)**

- Is a computer-based IS designed to facilitate an electronic processing of permits (building & occupancy permits) issued by the Office of the City Building Official (OCBO) and posts the assessment to the Point of Payment System (POPS). The beneficiaries of the project are the OCBO who are the system users, the transacting public who receives the output as processed by the OCBO and the City Assessor’s Office to view the Client Name, Address, Occupancy permit number and Occupancy Actual Cost using the IS. Currently, the entire IIPS project is fully implemented at the OBO.
- Processing of Electrical permits is an additional development of the system where it can automatically send text messages to clients for information about the status of their documents. It also automatically informs Davao Light and Power Company thru email that permits released in the Building Office are ready for their processing.
- Online Inspection is an added feature of the system. It is an online application that supports Building, Occupancy and ancillary inspections that will be used remotely using portable gadgets. In the event of disturbance during transaction, offline mode will be used and data will be automatically synced when connected to the network. Target of deployment is on the first quarter of 2020.
- Status – deployed and fully functional.
- Building Online Application is an added development to limit the number of applicants entering simultaneously to the receiving area of the Building Office due to the pandemic.

## **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 especially requested by the Asst. City Administrator for Operations so that the city can provide accurate and complete burial information of the city-owned cemeteries of Davao City.
- The recipient office of this project is the City Economic Enterprise (CEE) Office, cemeteries owned by the city and the paying public.
- The system can be accessed online for users working from home.
- Status – deployed and fully functional.

## **3) Pay Parking System (PPS)**

- A web-based IS designed to automate the operation of storing the data of the vehicle owners and/or driver and vehicle information for the issuance of parking stickers issued by the City Transport and Traffic Management Office.
- This system was created in relation to the implementation of City Ordinance No. 052, Series of 2013, entitled an Ordinance imposing Parking Fees on all vehicle owners/drivers for using certain streets in Davao City as Parking Spaces and for other purposes.
- Capable of printing parking stickers with Quick Response (QR) Code which secures the authenticity of the issued sticker.
- This system enables renewal of parking stickers, and sending of text message to the vehicle owner.
- 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/parkstickers/](http://drivers_info.davaocity.gov.ph/parkstickers/)
- Recipient: **City Transport and Traffic Management Office**
- Added renewal module for the Renewal of Parking Stickers.
- Status: deployed and fully functional.

## **4) High Priority Bus System (HPBS)**

- A web-based IS designed to automate the operation of storing the data of the public utility vehicle drivers and operators which will be affected by the implementation of the High Priority Bus System.
- This system will include the existing data of operators from LTFRB and the database of CTTMO's Drivers Information Management System.
- This system will cater the Social Development Package (SDP) that the City Government of Davao will provide to the affected drivers and operators. SDP are the following: 1) TESDA Scholarship, 2) CHED Scholarship, 3) STEP Scholarship, 4) DOLE Assistance, 5) DTI Assistance, 6) DOH Medical Assistance.
- URL: <https://hpbs.davaocity.gov.ph/>

- Recipient: **High Priority Bus System Project**
- Added reports on List of Operator Units and Drivers with fields (operator name, # of units, list of drivers), List of Operators/Drivers and Beneficiaries Aailed Package, and Encoded Data per User (for beneficiary and operators).
- Added fields for operator's monthly income, other occupation and additional programs from government.
- Revised application form for operator based on the revised SDP Unified Application Form.
- Allow users to add and search drivers with no CTTMO ID under operator's application form.
- Added Department of Health Medical Assistance (DOH), Technical Education and Skills Development Authority (TESDA) Scholarship, Department of Labor and Employment (DOLE) Assistance, Scholarship on Tertiary Education (STEP), adnd Department of Trade and Industry (DTI) Business Package form printing.
- Status: Deployed and fully functional.

#### **5) Driver's Information Management System (DIMS)**

- [URL:https://drivers\\_info.davaocity.gov.ph/](https://drivers_info.davaocity.gov.ph/)
- Recipient: **City Transport and Traffic Management Office**
- Data conversion of excel files submitted by the CTTMO for jaywalking, MTH citations and other citations.
- Data conversion of excel files for tricycle and motorized vehicles.
- Populate database of the DIMS to add the converted SQL files.
- Revised data entry for bicycle module and searching facility for all modules.
- Status: Deployed and fully functional.

### **IS MAINTENANCE**

#### **1) City Economic Enterprise Data Banking System (CEEDBS)**

- A web-based IS project which is developed to organize and maintain collection of data from the secretariat of the City Economic Enterprise Office meetings for easy and quick retrieval when needed.
- Development of the project started May 14, 2019 and completed June 10, 2019.
- The first IS office beneficiary is the Market division of the City Economic Enterprise (CEE) of the City Administrator's Office (CADO).
- User Acceptance was conducted last January 30, 2020.
- Status – deployed and fully functional.

#### **2) Point of Payment System (POPS)**

- is a web-based IS developed collection system which have the capabilities of capturing payment entries, generation of official receipts and generation of daily reports. This system is used by City Treasurers' Office in order to facilitate public payment transactions.

- Updates have been installed.
- Served 216 user requests.

### 3) **Electronic Order of Payment System (eOPS)**

- is a web-based IS developed billing system which have the capabilities of capturing and printing of billing entries, and report generation. This system is used by various offices of the City Government for billing purposes.
- Updates have been installed.
- Served 16 user requests.

### 4) **Inventory System**

- An information 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.

#### **a. Botika ng Bayan Inventory System (BBIS)**

- o Recipient: **Botika ng Bayan – City Health Office (Main), Bunawan, Toril, Calinan, Malasakit Center and Paquibato.**
- o URL: <https://bnb.davaocity.gov.ph/>.
- o Status: The system is deployed on cloud and is fully functional.

#### **b. City Health Inventory Management System (CHIMS)**

- o Recipient: **City Health Office (Main), Vice Mayor's Office, and District Health Offices.**
- o URL: <https://chims.davaocity.gov.ph/>.
- o Status: The system is deployed on cloud and is fully functional.

### 5) **Business Permit System**

- String of application systems designed and developed to automate the processing of mayor's permit issued to business owners and occupational and mayor's clearance for individuals working in private companies in the city. The systems were developed for City Mayor's Office-Business Bureau.

#### **a. Business Permit Licensing System (BPLS)**

- o Recipient: **Business Bureau, City Treasurer's Office, Regulatory Offices (OCBO, CTOO, CVO, CENRO, CHO, CPDO, BFP)**
- o Status - Deployed and fully functional.

#### **b) Occupational Permit System (OPS)**

- o Recipient: **Business Bureau**
- o Status - Deployed and fully functional.



## **6) Document Tracking System**

### **a. *Business Permit Application Tracking System (BPATS)***

- o Recipient: **Business Bureau**
- o Status - Deployed and fully functional.

## **7) Attendance Management System (AMS-ePAYS)**

- Recipient: **City Information Technology Center**

## **8) Queuing System**

- A computer-based information system which automates the queuing of transactions made by the recipient office. 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.

### **a. *Business Permit Queuing System (BPQS)***

- o Recipient: **City Mayor's Office – Business Bureau Division.**
- o Status – Deployed and fully functional.

### **b. *City Assessors Queuing System (CAssoQS)***

- o Recipient: **City Assessor's Office.**
- o Status – Deployed and fully functional.

### **c. *City Treasurer's Office Queuing System (CTO-QS-RPT)***

- o Recipient: **City Treasurer's Office for Real Property Transactions.**
- o Status – Deployed and fully functional.

### **d. *City Treasurer's Office Queuing System (CTO-QS-BT)***

- o Recipient: **City Treasurer's Office for Business Tax Transactions.**
- o Status – Deployed and fully functional.

### **e. *Lingap Queuing System (LQS)***

- o Recipient: **City Mayor's Office-Lingap City Hall**
- o Status – Deployed and fully functional.

**9) Inventory System** - An information 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.

**a. Botika ng Bayan Inventory System (BBIS)**

- o Recipient: **Botika ng Bayan – City Health Office (Main), Bunawan, Toril, Calinan, Malasakit Center and Paquibato.**
- o URL: <https://bnb.davaocity.gov.ph/>.
- o Status: The system is deployed on cloud and is fully functional.

**b. City Health Inventory Management System (CHIMS)**

- o Recipient: **City Health Office (Main), Vice Mayor’s Office, and District Health Offices.**
- o URL: <https://chims.davaocity.gov.ph/>.
- o Status: The system is deployed on cloud and is fully functional

**10) Information System**

**a) Tourism Information Management and Enquiry System (TIMES)**

- o Recipient: **City Tourism Operations Office – Licensing Section**
- o URL: [http://verify\\_tourism.davaocity.gov.ph](http://verify_tourism.davaocity.gov.ph).
- o Status - Deployed and fully functional.

**b) Attendance Monitoring System (AMS)**

- o Recipient: **City Government Offices**
- o Status - Deployed and fully functional.

**11) City Public Assistance Management System (CPAMS)**

- 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.
- CMO Lingap requested revision on the design of the PCOM (Pharmacy Canvassing Online Module) which allows a “shopping cart” concept and can ease out on the connectivity issue experienced by the participating pharmacies. CMO Lingap team conducted online presentation on the design that they preferred and was agreed by CITC. However, expressed challenge on the lack of manpower from CITC’s side. Development is on-hold as of the last quarter.
- Created additional instance of CPAMS to cater to LGSF (Local Government Source Fund). The funds is only to be disbursed to requesting beneficiaries until end of December 2020. Updated the system and implemented it and was used by the 2 Lingap Centers (SPMC & City Hall).
- Provided client support assistance (3 user requests) to both centers.
- Status: Maintenance

**12) Senior Citizen ID System (SCIDS)**

- 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.

- Validated Senior Citizens (SC) aged 65 and above against voters list of COMELEC.
- New PVC printer for the SC ID was delivered to the OSCA within the quarter. Provider conducted orientation to the OSCA & CITC teams on the use of the printer. However, challenges were encountered in the printing of the sample PVC ID due to the outdated design of the ID. CITC reconstructed the design based on the original format and was forwarded to the OSCA from confirmation.
- Unable to complete the orientation process by the printer Provider since OSCA has not confirmed the card lay-out. Forwarded communication to OSCA to reschedule the completion of the orientation once the lay-out is approved and set-up tentative schedule by January 2021.
- Status: Maintenance

### **13) Infrastructure Project Monitoring System (IPMS)**

- The IPMS is a web-based information system developed for the City Engineer's Office (CEO) which provides support in the monitoring of city and barangay's infrastructure projects. The system monitors after approval of the project's budget, BAC bidding process until completion of the construction phase.
- CEP elevated issues and concerns with regards to system use through the online meeting conducted within the quarter. Addressed some of the system issues that were elevated during the meeting.
- Provided client support (1 user request) within the quarter.
- Coordinated with the system users (CEO Admin, CEO PDD, CEO Construction, BAC Infra) but encountered challenges in getting the right data and information especially from the BAC Infra team due to the availability of their personnel (they had very lean manpower).
- Status: Maintenance

### **14) Document Tracking System (DOCTRACK)**

- Is a windows based IS capable of tracking the paper trail of documents created as well received. Its main beneficiary is the CMO – Correspondence and Records Division and also used by various offices of the City Government.

### **15) 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 and DBP are the chosen providers of the city and have entered into an agreement on this project. A payment portal from the bank side have been developed to accommodate order of payments (OP) issued by the city.

- DBP Payment portal was included as official payment facility for online payment for the city. The DBP Payment portal can provide payment gateways for DBP account holders, Paymaya users and all other banks/non-banks with cards bearing the VISA/Mastercard/JCB logo.
- Posted information campaign at the [www.davaocity.gov.ph](http://www.davaocity.gov.ph) official website for the online payment bank partners.
- Conducted series of online meetings & discussions with COA, BLGF, Landbank & DBP to discuss concerns on the payment settlement of online payments.
- Status: Implemented

## **IS PLAN DEVELOPMENT**

### **1) ICT Enterprise Architecture Plan (ICT EA Plan)**

- An IT plan which is under the 2017 & 2018 ADF funding.
- 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.
- ADF Funding was terminated in the second semester of 2019.
- Plan development has been on hold due to other projects prioritized.

## **II. NETWORK FACILITIES AND MANAGEMENT**

### **A.) Network Administration**

- Monitored 19 server / internet activities
- Installed / maintained 8 Network Operating System
- Configured/maintained 15 Network/Internet workstation
- Configured/installed/maintained 50 routers/access points
- Installed/maintained 6 Internet firewall security
- Configured/maintained 4 Network site transactions connectivity
- Configured/maintained 60 workstations and IP-phones

### **B.) Database Management**

- Backed-up / restored 972 network database files
- Managed / maintained 100 network database records
- Maintained 321 file server disk transactions
- Reviewed / served 5 user request transactions

### **C.) Network Security and Internet Management**

- Configured / Maintained 60 network/internet workstations
- Configured / Maintained 117 routers/access points
- Maintained 120 Email Addresses

### **D.) Technical Support**

- Installed/Maintained 16 software
- Conducted 89 application system programs, database structure, & documents back-up
- Resolved/ managed 9 project activities/tasks
- Prepared 2 Network & Civil works layouts

### **III. COMPUTER EQUIPMENT MAINTENANCE & SYSTEMS ENGINEERING**

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

- Monitored progress of activities thru 22 Monitoring Reports on maintenance services
- Kept 88 units of equipment (Computer HW & Peripherals) in serviceable condition
- Provided 31 Standard & up-to-date Technical Specifications for ICT Equipment with estimated amount/price per item
- Installed / relocated 58 units of Computer HW & peripherals
- Preventive Maintenance of 93 units that minimized equipment breakdowns
- Installed/maintained 83 licensed SW
- Received/released 144 units of Computer HW & Peripherals for Maintenance Services
- Prepared and submitted 24 Summary Report of List of Requests (Received & Released)
- Prepared 12 Canvass Reports on estimated current market value of ICT equipment

#### **B. Cable Installation / Maintenance**

- Prepared/Updated cable layout design of 0 office/s
- Installed/maintained 219 meter/s of cable to Offices connected to the local area network system; internet connectivity; and troubleshoot connectivity error

C. Provided Technical Evaluation / Recommendation thru 2 reports

D. Carried out research (R & D) on ICT (6 items), applied current ICT Technology and recommended the same

E. Timeline of programs /activities were presented in the one (1) Development WorkPlan submitted

F. Coordinated Training Programs of the office thru one (1) TPC Report

G. Planned and recommended four (4) 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



Republic of the Philippines  
City of Davao  
**OFFICE OF THE CITY ADMINISTRATOR**  
City Information Technology Center



## HIGHLIGHTS OF ACCOMPLISHMENTS

(October 1 to December 31, 2020)

### B. ANNUAL DEVELOPMENT FUND

#### 1) City Government Web Site Hosting with Corporate Internet Access - Davao City

##### Government Web Portal

- The City Government's Leased Line Internet Access Subscription having a bandwidth of 50 Mbps with bundled services was bidded out sometime in September but unfortunately failed as no Internet Service Provider (ISP) participated during the scheduled bidding. It was found out that the main cause was that the estimated budgeted amount was way below the current cost for the bundled services as it has already increased. CITC then requested the Local Finance Committee for augmentation of fund which was approved and the Bids and Awards Committee (BAC) for the continuation of the said subscription as it would expire on the 2<sup>nd</sup> week of November.
- Our internet subscription including the bundled licenses for the cloud services, Secure Socket Layer (SSL) and Google Suite expired due to the tedious procurement procedure adapted by the BAC. To ensure continuity of the services already in place CITC signed a guarantee letter with the existing ISP for the payment of the extension while the documents submitted for its continuation was deliberated upon by the BAC.
- Upon its approval everything was tested/evaluated and found out to be functioning well. Aside from hosting and maintaining the Davao City Web Portal, CITC also provided a temporary internet connection for the Covid Operations Center located at the conference rooms, 3<sup>rd</sup> floor of the Sangguniang Panlungsod Building.
- 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 in its maintenance phase continues its main function, which is to provide updates on Davao City's latest information or activities. The Davao City Website Technical Team also continues to conduct orientation to offices with new user/s on how to maintain/update their website using the Wordpress application.
- The development of the PESO website is 100% completed and already deployed. Website enhancements were also made and implemented.
- The Technical Team still continue to manage and monitor office website contents specifically on its latest activities and accomplishment reports (quarterly/annually). Still, one of the problems encountered by the Team is the inability of the content editors to update their website.

- PLDT completed the installation of the **Virtual Private Network Connectivity** for District Offices of Buhangin, Bunawan, Toril, Tugbok and Calinan.
- Distribution and delivery of computer units and printers for Buhangin, Bunawan, Toril and Calinan Districts were also completed.
- BPLS is already deployed and fully functional in District Offices of City Treasurer's Offices in Buhangin, Bunawan, Toril, Tugbok and Calinan.
  - Status – deployed and fully functional.

## **2) Electronic Dashboard Information System (EDIS)**

- The system aims to consolidate existing internal data and information coming from the different application/information systems deployed and implemented at the different department/offices across the organization. It will also include information which are manually collated at the source department/office. Candidate information for consolidation will be coming from offices under the financial cluster (CTO,CBO,CAO) and selected department/offices clustered under public governance (CPDO, CASSO, CEO, CEO-BO, CTOO, DCIPC). Data/information consolidated will be visually presented which can ensure accuracy and completeness.
- Majority of the equipment that was planned to be purchased for the tools in developing this platform has been procured or have already been bided out. However, development did not push through yet since the Developer that is allocated for this project has been assigned under the COVID19 project.
- Initiated review on some of the existing platforms that are already collating information that can be candidates for integration in this platform.
  - Status – on-going development.

## **3) Digital Board (DigiBoard)**

- A digital display platform which extends information dissemination replacing paper-based postings at City Hall and SP buildings
- Equipment with bundled solution has been bided out and abstract is being reviewed by BAC TWG at end of the quarter.
- Status – on-going development.

## **4) Installation of Structured Cabling System (SCS) at Annex and New CSWDO Building**

- The project aims to install structured cable using fiber optic as backbone and the latest UTP cable for inteconnectivity, interoperability of all running application systems, and ensure integrated services of all departments/offices.
- Status: On going BAC preparation of NOA and NTP

## **5) Wireless Wide Area Network (WWAN) Infrastructure Upgrade (Phase III)**

- This is to rehabilitate eight (3) antenna poles which were found unstable during ocular inspection located at the CTO Districts in Toril, Lasang and CTO-Central at Sanggumiang Panlungsod, and procurement of additional ICT equipment.
- Status: Monopole Towers were installed @Toril and Lasang; ICT equipment were transferred and configured from old Tower to new Tower; Monopole Tower at CTO-Central ahll be transferred to Annex Building per recommendation of the City Engineer's Office.

## **6) ICT Repair and Maintenance Project**

- Regular monthly check-up and maintenance of WWAN ICT equipment to provide stable network connectivity and configuration, to ensure stability of wireless network connectivity of CTO District Offices and CTO - Central Office at Sangguninag Panlungsod.
- Status: Monthly Preventive Maintenance/Inspection/Check-up and repair of wireless radios & antennas and all devices/equipment/Configuration, on-call, et. Al. (Labor only)

## **7) Installation of Structured Cabling System at Sangguniang Panlungsod (SP) Building**

- The project aims to rehabilitate/upgrade/install a well-organized and manageable structured cabling system using the latest UTP cables at SP Building.
- Status: 80% accomplished as of October 2020

## **C. Projects Funded from Other Department/Offices.**

Other system development projects which were under the ADF or other funding of other department/offices were also handled by this office in the form of IT support/assistance.

The projects are as follows:

### **1.0 DAVAO AKO card**

- The Dabawenyo Card/Davao Ako Card is proposed to be a disaster and social services card which can benefit all Davao City constituents. The Card is implemented around a solution which utilizes web and desktop applications to generate database build-up. It incorporates features that extends to financial, health and social services.
- Renamed DABAWENYO to DAVAO AKO as advised by the City Mayor.
- Top management agreed that the project shall go through a bidding process. Prepared the necessary documents (Project design, Technical Specifications) in preparation to the bidding process in coordination with the City Social Welfare Development Office (CSWDO) who is the lead agency for the project.
- Through the direction of the City Mayor, the project shall be implemented in phases. Identified phases are Phase 1-Indigent Heads of the Family, Phase 2- Senior Citizens.
- Conducted review and assessment of the possible integration of the Davao Ako Card with the Aboitiz's proposal of a GET Bus/Pass. The final assessment showed that the GET project wants to be initially implemented as a closed system with a possibility of integration only after it is implemented. GET Bus/Pass implementation did not push through in the last quarter of 2020.
- Started with Phase 1 through the conduct of a record validation of the list of indigents which was established by CSWDO & CPDO. Prioritized list of indigents from 34 identified calamity/disaster prone areas earmarked by CPDO. Set-up the schedule of record validation in 5 batches and coordinating the execution of the said activity with the Barangays (venue of the record validation), PSSCC/DRRMO (in-charge on the security), CSWDO (project lead), CPDO (data mgt. support) and CIO (info campaign).
- Status: On-going development



## **2.0 electronic Payroll System (ePAYS)**

- An enhanced payroll system which integrated 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.
- The ePAYS project is under the ADF of the Human Resource & Management Office (HRMO).
- HRMO already conducted its pilot testing for the attendance module that is developed by HRMO development team. The attendance module developed by CITC is continuously being used by CITC until such time that the HRMO based attendance module has been rolled out for CITC pilot testing. All other modules like the leave application, pass slip, MRA (monthly report of attendance) preparation has also been rolled out at the HRMO for pilot testing. Additional features were added into the modules which includes the creation of the self-signed digital signature for the CARO (City Archives & Records Office).
- The payroll processing side is undertaken by the Accounting development team did a Minor update to accommodate the MRA data pushed by the HRMO development team.
- Status: on-going development.

## **3.0 COVID19 Related Projects**

### **1. Travel Authority (Sharon)**

- A browser-based system that allows the creation and issuance of a travel authority from the different Davao City police stations. The system is a joint project between the City Government, DCPO (Davao City Police Office) and the Aboitiz group through the CSR (Customer Social Responsibility) program.
- The platform was designed and developed by the Developers from Aboitiz but project management was undertaken by the city through the CITC. Conduct of online user orientation and training was done on the 12 identified PS (Police Stations) all over Davao City.
- Project has been implemented by no User Acceptance certificate was signed by the user (DCPO) yet.
- Status: Implemented

### **2. Health Declaration Form (HDF)**

- The HDF is an online, web-based application developed jointly by Developers from the city through CITC and Developers from Infosoft through their CSR program. The system provides a platform to allow airline passengers bound for Davao City to comply with the city's health protocol of declaring their health condition before they enter Davao City. The platform also provides the swab result information of

passengers swabbed upon reaching the DIA (Davao International Airport). The application can be accessed online even prior to passenger's departure.

- Completed the development, conducted online user orientation & training, conducted a dry run and went live at the DIA in the early months of the 4<sup>th</sup> quarter.
- Encountered challenges in the posting of swab result due because the molecular laboratory handling the airport swabbing has their own platform. Coordinated online discussions on how to resolve the challenges. The city found an initial solution to hire an encoder so that all swab results from the molecular lab can be encoded into the system. The encoding was started in the last part of the quarter.
- Established an online client support team to provide support to the system users in terms of technical problems.
- Status: Implemented

### **3. Electronic Case Investigation Form (eCIF)**

- An online web-based application system which provides a data entry facility and establish a database of the data gathered by contact tracers, swab team, molecular laboratory, transportation team, facility & hospital teams and the DHOs (District Health Offices). It provides the list of swab results as well as a patient tracking facility which can extend information to all the teams involved in the covid19 management activities. The application system is also developed jointly by CITC Developers & InfoSoft as part of the CSR program.
- Conducted ocular inspection at Sta. Ana Health Center (Swab Center). Procured the necessary equipment for the swab center as well as set-up the internet connection needed for the platform at the center.
- Completed the development of iteration 1 – which establishes the complete cycle for contact tracing (ground contact tracing, swabbing, swab result). Conducted online orientation for contact tracers, swab team and the molecular lab participants
- Implemented the system with 5 pilot district encoders who are situated at the city's operation center (OpCen) area.
- Performed system fixes as they are reported by the different teams.
- Encountered some challenges in pushing for the complete cycle due to additional requests for data fields by different teams. However, the baseline database for the CIF (case investigation form) has been established during the first run.
- Status: Implemented

### **4. DOST Dashboard**

- An online web-based application that is managed by DOST (Department of Science & Technology) and jointly developed by DOST Developers and SGV (Sycip-Gorres & Velayo) Developers as part of the CSR program. The city jointly oversees the development and design aspect of the system as well as the direction for the

- development. The dashboard is linked to a database (googlesheet based) of the city's covid19 cases and displays a graphical map of the cases (active positive, deaths) as well as a compendium of charts and graphs of the different metrics being measured as part of the city's management program.
- The platform has been completed during the early part of the 2<sup>nd</sup> or 3<sup>rd</sup> quarter. However, it has been presented to the City Mayor on the last quarter. It was also presented with that barangay captains, DHOs and the security cluster.
- Status: Implemented

Submitted by:

A handwritten signature in black ink, appearing to read "Chito P. Mercado". The signature is fluid and cursive, with the first name "Chito" being the most prominent.

**CHITO P. MERCADO**  
Officer-In-Charge