

**CITY INFORMATION TECHNOLOGY CENTER
HIGHLIGHTS OF ACCOMPLISHMENTS
(JULY-SEPTEMBER 2023)**

A. SYSTEM DEVELOPMENT and MAINTENANCE DIVISION

1. General Fund (GENFUND)

a. IS DEVELOPMENT

The IS projects are categorized as new developments. For the 3rd quarter of 2023, the office has ongoing development of (12) information systems (IS) under this category. Out of the IS categorized under Development (3) are considered under Revenue Generation, (4) for Public Governance, and (5) for Social Services. Of the above ISs, (15) departments/offices were recipients of the system.

Highlighting some of the activities/tasks accomplished from (12) out of the (12) IS mentioned with identified issues and concerns encountered in some of these ISs:

1. Vices Regulatory Information System (VRIS): Conceptualization meeting on July 12, 2023.
2. Davao Cockpit Operations Management System (DCOMS): A web-based application of the system is currently being developed by CITC and is at 98% completion.



3. Museo Dabawenyo

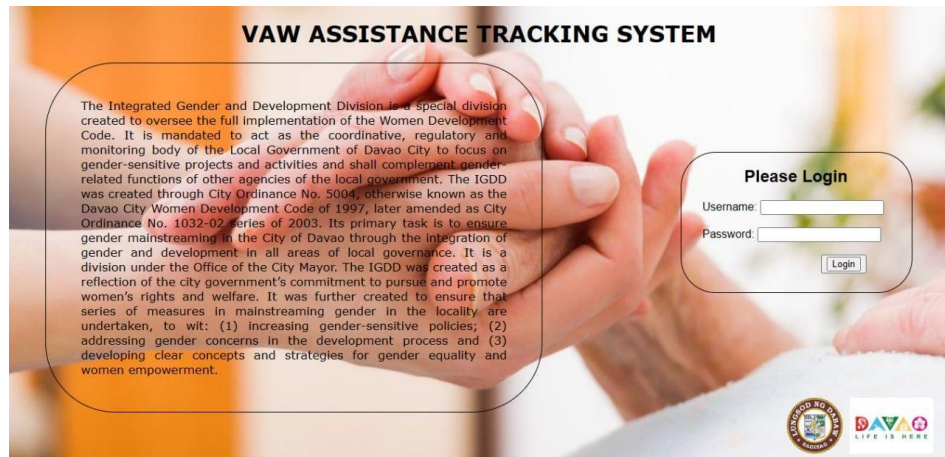
a. Issues and concerns:

- Not able to continue the development for the 2nd iteration, Audit Log Trail, due to the absence of a developer who resigned.
- Users discontinue use of the system due to its lagging. Museo also awaits the requested set of computers.
- Awaiting for a developer to be assigned to continue the development of the 2nd iteration hase (Audit Trail Log).



4. Integrated Gender and Development Division (IGDD)

- a. Conducted a meeting with IGDD and other agencies to present and discuss the system on July 19, 2023.
- b. Conducted research and design in making the mockup design.
- c. Prepared mockup design on the login page.



- d. Research and design the HTML application.
- e. Prepared a web design for the IGDD VAW system using an HTML application.
- f. Prepared the design of the assessment form using a pencil application.

5. Special Office for Childrens Concern (SOCC)

- a. Awaiting for SOCC to submit the 2nd batch of indicators (agency level) to be submitted to CITC.

6. Human Resource Management Information System-electronic Payroll System (HRMIS-ePAYS)

- a. On-going cut-over implementation for HRMIS (28 offices),
- b. On-going cut-over implementation of ePAYS for JO Payroll processing (15offices)
- c. Meeting with the COA on August 7, 2023, regarding the management representation letter for the use of digital signatures.
- d. Cut-over for hybrid decentralized payroll processing for JO of 15 offices Payroll registers will be generated by the 15 offices.
- e. Reviewed the user guide for payroll hybrid implementation.



7. Cooperative Management Information System (CMIS)

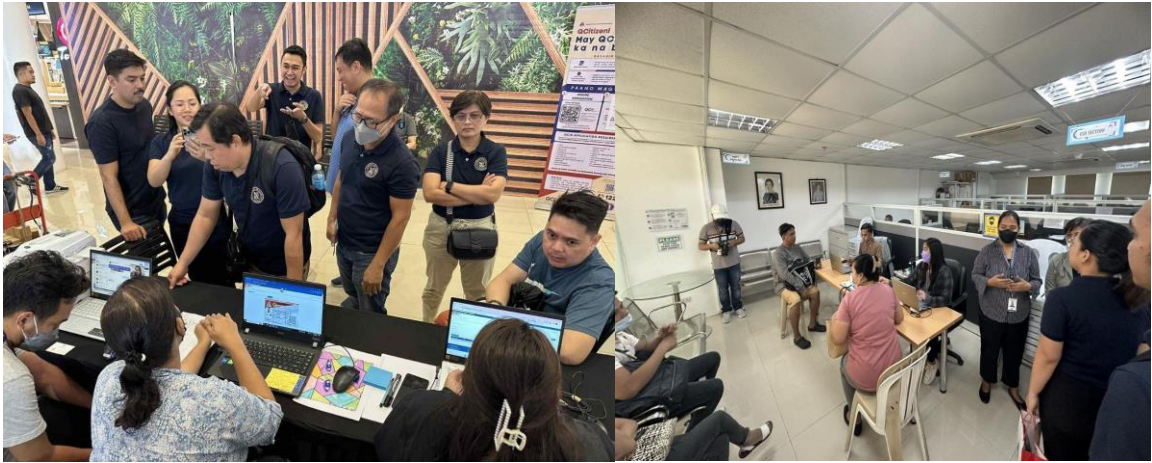
- a. Deployed at the staging server but not yet implemented, for roll-out to 9 administrative districts.
- b. Conducted a CMIS project status meeting with the CCDO OIC head on August 31, 2023.
- c. Issues and concerns:
 - Challenge in setting up the server due to an outdated version of the Ubuntu server.

- The CCDO Head advised that their assigned lead developer has already resigned. They have a new developer, but he is still a newbie on the programming side.
 - HRMO Developer, who was the Lead Developer of the CMIS before, requested that the resigned Lead Developer conduct a turn-over of all the programs developed for assessment of the development direction.
8. CCD-Student Information Management System (SIMS)
 - a. Procurement under alternative mode, on-going review of canvass of 3 interested suppliers. SIMS will be through subscription for one year on a per enrolled student basis
 - b. Changes in the procurement document due to an additional number of students added in the budget.
 - c. Updated and finalized CCD Technical Specifications for the Subscription Services for eBooks and eJournals.
 - d. Prepared CCD Service Level Guidelines for Ebook Platforms
 - e. Facilitated meeting with CCD Head re:EBSCO procurement on August 22, 2023
 9. Safe Davao QR Card App (SDQR)
 - a. Target:
 - Data validation and rectification of 151,048 cards
 - Data uploading of 147,719 combined senior citizen and PWD data
 - 147,719 unique (+1,417; now 98%)
 - 245 Deceased
 - 1,154 Duplicate
 - Cards for the printing of 147 k+ cards
 - Ongoing processing on rectification and data capture.
 - b. On-hold due to challenges in the compliance of the BLGF requirement. However, Provider already engaged in discussions with BLGF that requires documentation from the city before processing will push through.
 - c. Presentation with City Administration, COS, CSWDO, HRMO, and CITC on July 10, 2023
 - d. Meeting with Traintech, CITC, and UBP on July 11, 2023
 10. Integrated Real Property Tax Administration System (iRPTAS)
 - a. On-going development (64%) by the Aboitiz Group.
 - b. Met with Engr. Adalin, City Assessor, last August 8, 2023 and discussed details on the tax mapping aspect of the project.
 - c. Attended presentation of Aboitiz last September 11, 2023. Aboitiz presented updates on the billing and collection component.
 - d. Prepared response to the legal comment of the Land Registration Authority (LRA) pertaining to the MOA between the city government and LRA regarding the purchase of spatial data to be used for iRPTAS.
 - e. RPTAS Benchmarking in Bataan and Quezon City on September 04-06, 2023.



11. Citizen Card

- a. Prepared and finalized Citizen Card Proposal Document.
- b. Citizen Card Benchmarking in Quezon City on August 09-11, 2023.



12. Health Card Information System (HCIS)

- a. Developed
 - Reports: User Interface, print application list by status, User Accomplishment and Approved Health Certificate
 - Applicant Page: Add clickable badge to generate health card without adding entry to 'completed' table - for viewing only (approved applicant), button restrictions if applicant is not equal to completed;
 - Added requirements file to mask the URL
 - New: Uploading of Attachments
 - Schedule Page: refresh table after closing of modal
 - Remove Chart from Dashboard page
 - Added Watermark in printable health card
- b. Revised
 - Removed button when status is equal to Approved/New;
 - Removed 'Job Category' field in online appointment form
 - Update User Interface: Report Page Form
- c. Fixed
 - Generate Printable ID
 - Attached QR code and Check return QR code
 - Applicant Page: Upload ID picture and attachments, add ID image for default, update User Interface (UI), filter in Search (1) card type (2) status
 - ID in iFrame not reflecting data
 - Saving to 'completed' table after clicking Generate Health ID button
 - Create return page for QR code;
 - Access Level Restrictions;
 - User Profile: Update/Change Password; Update Access Level Function; Update Reset Password Function;
 - Admin Side: Only 'Active' Account can login;
 - Select Time to Select Date in Online Appointment
- d. Documents
 - Functional Testing Report
 - User Manual

b. IS ENHANCEMENT

CITC also engaged in the enhancement of three (4) existing application systems. For the 3rd quarter of 2023. Out of the systems for IS Enhancement (2) is under Revenue Generation, (1) for Public Governance, and (1) for Social Services. Of the above ISSs, (3) departments/offices were recipients of the system.

Highlighting some of the activities/tasks accomplished from (3) out of the (4) mentioned with identified issues and concerns encountered in some of these systems:

1. City Public Assistance Management System (CPAMS) v2.0

- a. Conducted an ocular inspection at Marilog District on August 9, 2023.



b. Developed

- Uploading of Files to File Server
 - HTML versioning
 - Patient Correction Module
 - Allow regenerate documents on specific Request for Assistance Form (RAF)
- ### c. Revised
- Added a loader feature into the buttons associated with the process of Saving, Approving RAF and saving of Override to prevent accidental double-clicks
 - Dashboard new layout: add new cards, allow team leaders to view
 - Changed remarks for Override RAF
 - Signatory on Guarantee Letter (GL) and Certificate of Eligibility
 - Print all certificates in one FPDF
 - RAF encoding
 - Override-Approved Requests: Added Regenerate Documents, Re-printing of Certificates
 - Load approved details only
 - Revised queries: added Status is equal to 'APPROVED' in the following reports:
 - Clients Catered by Barangay
 - Approved Assistance by Beneficiary
 - Masterlist of Approved Assistance – Dialysis
 - Removed datatables in Approved Assistance by Beneficiary
 - Changed signatory per processing location with status is equal to 'Active' and Role is equal to 'Team Leader' or 'Supervisor'
 - Added number of Catered Clients by Barangay if Assistance Type is equal to 'PROCEDURE' and 'MEDICINE'
 - Revised layout in Approved Assistance by Provider Report
 - Set fields to required when generating reports: added error handling
- ### d. Fixed
- Deployed fixed stored procedure for Approval of RAF
 - Override-Approved Requests: Added Regenerate Documents, GL Re-issuance
 - Medicine Amount not showing for similar providers: Stored Procedure
 - Added Status is equal to 'APPROVED' in Approved Assistance by Provider
 - iFrame error on loading in all reports

- e. Database Inspection
 - Bulk encoding of Dialysis Assistance
 - Duplicate entries in Lingap fund due to multiple clicks
 - RAF Correction Function
 - Patient information changed during the erroneous data encoding of Mr. Jacob Valendez
 - Remaining fund balance computation
- f. Documents
 - Incident Report: Data Entry inaccuracy for Sept 11-12 entries
 - Incident Report: Connection Issues - users unable to login Sept 19, 2023 at 5:45-6:06pm
 - Meeting Brief for Sept 14, 2023 Meeting at Lingap
- g. Catered user requests
 - Catered 17 user requests received thru group chat
 - Removed roles on Users;
 - Deactivated Users not included on the list submitted by Lingap
 - Added 2 new user accounts
 - Reapproval of GL: fixed regenerate docs
 - Added Access/Privileges for Team Leaders in Accomplishment Report and Clients Catered by Barangay
 - Added Paquibato District Hospital as one of accredited provider
- h. Meeting with Mr. Celis, Officer-in-Charge of CMO-Lingap, at CITC (Sept 12, 2023 at 3:00-3:45 pm) re: CPAMsv2 issues; formally turned-over the Project Management to the Development Team
- i. Attended meeting at Malasakit Center Conference Room (Sept 14, 2023 at 2:00-4:00 pm) re: Erroneous data from Bulk encoding of Dialysis Assistance, Possible System Enhancement and the Standard Operating Procedure for User Requests



- j. Issues and concerns:
 - Encountered six (6) problems
- k. Solutions/Action Taken:
 - Requested NFMG to reboot the database server, revealing that the server's allocated resources consist of 1 core and 1 GB of memory with utilization nearly reaching 100%. Developers then asked NFMG to increase the allocation to 2 cores and 8 GB of memory, Refraining the developer from revising the code.
 - Implemented a Locking Mechanism within the Stored Procedure to mitigate data inconsistency issues. This mechanism ensures exclusive access to data during critical operations, enhancing data integrity and preventing concurrent access conflicts
 - Revise the stored procedure for Approving RAF
 - Code Adjustment to Align with PHP 8.0 and NGINX on the CMO Cloud Server
 - Rebooted the application server to clear the notification sending queue
- l. Recommendations:
 - Monitor the utilization of the database server.
 - Low-level access of the cloud server for the developers to monitor the utilization, as well.

2. City Records Management System (CRMS v2.0)
 - a. Conducted trainer's training last August 30, 2023.
 - b. Completed, scheduled for roll-out
 - c. Reviewed CRMS v2.0 feature proposal.
 - d. CARO conducted beta testing with technical support from the provider.
 - e. Meeting with CARO on phases 6–9 with CARO, CITC, MDI, and Mini Clean on August 25, 2023
 - f. Provider on-going bug fixes on the reported beta testing results.
 - g. CARO will conduct the pilot implementation of five offices within the month.
 - h. Meeting with CARO to discuss the proposal of the provider for CRMSv.2v Phase 6–9, enhancement, and ticketing system on September 21, 2023.

3. electronic-Real Property Tax Administration System (eRPTAS)
 - a. Facilitated eRPTAS (enhanced RPTAS version developed by Amellar). meeting with CASSO on September 14, 2023
 - b. Provided CASSO personnel direction for the preparation of supporting documents for liquidated damages (LD) of the city.

c. IS MAINTENANCE

IS Projects that have been developed by CITC and are already implemented and utilized by the beneficiary office are still being maintained and supported. For the 3rd quarter of 2023, the office maintained (26) information systems (IS) under this category. Out of the systems for maintenance (13) is under Revenue Generation, (10) for Public Governance, and (3) for Social Services. Of the above ISs, (91) departments/offices were recipients of the system.

Highlighting some of the activities/tasks accomplished from (21) out of the (26) mentioned with identified issues and concerns encountered in some of these systems:

1. Zoning Tracking System (ZTS)- Retired on September 20, 2023 due to the implementation of the Online Building Permit System (OBPS).
2. Unified Building Permit Order of Payment (UBPOP): Terminated on September 20, 2023, due to the implementation of the Online Building Permit System (OBPS).
3. electronic Stall Management System (eSMS): System presentation to the Municipality of Maramag employees for their benchmarking on September 21, 2023



4. City Economic Enterprise Data Banking System (CEEDBS) was terminated on July 12, 2023, due to the similarities of its features to the City Records Management System (CRMS), which is designed to record and archive documents and is generally used by Davao City government offices.
5. OSCA Management Information System: Updated and reviewed recommendations on OSCA requests for IT equipment and peripherals.
6. Infrastructure Project Monitoring System (IPMS)
 - Meeting with the CEO-IPMG and CITC team on IPMS project status on August 29, 2023
 - Discussed IPMS DOCTRACK integration status with the CAO Developer on September 8, 2023.
 - Meeting for the transition of IPMS to DOCTRACK on September 26, 2023

7. Point of Payment System (POPS)
 - a. Prepared, reviewed and finalized 8 system documents.
 - b. Conducted 4 user trainings at Agdao and Bankerohan.

8. Business Permit Licensing System (BPLS)
 - a. Catered 81 user requests
 - Installed MSSQL, Crystal Reports and BPLS Reports
 - Install BPLS, added 2 new IPs in 2 units
 - b. Attended meeting with Business Bureau OIC Ms. Paguican and Ms. Ulac (July 27, 2023 at 2:00-3:45 pm) with the following agenda:
 - Implementation of New Zoning Ordinance in Online Business Permit Application
 - BB request for report on Categories of MSMEs
 - Presented the Online Inspection: Compliance
 - Tracking of Status of Business Permit Application

9. High Priority Bus System Information System – Social Development Package
 - a. Developed
 - Report: List of Applicants per Subpackage
 - Allied Worker: database, new form, form info update, assistance and beneficiary (new/update), Allied Worker Reports
 - Transport Cooperative Utility
 - Operator Cooperative, Driver Cooperative
 - Transport Cooperative: Operator, Driver
 - b. Fixed
 - Remove operator info; driver info

10. Online BPLS
 - a. Developed
 - Inspection Module:
 - Admin: Inspection Compliance, Dashboard Monthly Graph
 - Compliance information and compliance tag
 - Follow-up inspections
 - Home - added statistics and gallery
 - Notice stub
 - Barangay Module: Display uploaded map, Barangay Clearance PDF, Barangay Approval
 - Login: Redirect per Role
 - b. Revised
 - Inspection: Profile list updates, Personal and Team Schedule, Revise UI in records, profile and history, remove schedule console log, Add time in schedules, Dashboard Admin
 - Remove SMS switching
 - c. Fixed
 - Inspection: Bug fixes in inspection details, inspection records history, inspection form, error on nearby location, prevent capture when camera is not ready
 - d. Research and Development:
 - Inspection: Offline Mode
 - Smart POS Printing
 - SERVER MANAGEMENT: Implemented a Centralized Automated Backup System for Remote Database Server - successfully backed up databases for the following systems:
 - HPBS-SDP
 - Drivers Information Management System
 - City Apprehensions Management System
 - Pay Parking System
 - Bicycle and Light Mobility Vehicle Information System
 - Online Occupational Permit System
 - Online Special Permit System
 - Tourism Information Management and Enquiry System
 - Supplies and Equipment Inventory Management System

- e. Documents
 - Indorsement letter re: Barangay Toril System Users
 - 2nd Indorsement re: User Account
 - Reply to Indorsement
- f. Database Inspection
 - Data sanitation of inspection details and cross-checking of 110 records
 - Import CSV file of Business Codes in MySQL
- g. Catered user requests
 - Update application status to verification
 - Update business ID
 - Inspection Inquiry
 - Print permit notations, FSIC expiry, chat support
 - Created 3 user accounts for BFP
 - Barangay User Accounts
 - Canceled Application
 - Create barangay user accounts: 6 barangays
- h. Attended Orientation for Barangay Functionaries on the Integration of Barangay Clearance to the BPLS for New Business Permit Application at Sangguniang Panlungsod Violet Room (July 21, 2023 at 2:00-3:45 pm)



- i. Meeting with Sir Paul re: Inspection Updates (August 09, 2023 at 9:00-9:30 am)
- j. Meeting with BB re: revisions in Inspection Module
- k. Oriented barangay functionaries on how to use the Online BPLS: Barangay Module thru Zoom - this orientation was divided into 3 sets (per district) for 2 days (182 barangays) - Sept 06 -07, 2023
- l. Inspection Module: System Demonstration using Smart POS (Sept 28, 2023)



- m. Issues and Concerns:
 - Persistent attempts to breach the system by injecting malicious scripts through a specific IP address (August 10, 2023 at 2:00-3:00pm);

11. Online Special Permit System
 - a. Developed
 - Added new report: List of Applications
 - For Verification
 - For Regulatory Offices Approval
 - For Payment
 - For Permit Details
 - For Final Approval
 - b. Fixed
 - Reports page
 - c. Catered user requests
 - Repost order of payment in 2 applications
 - Added CENRO as 1 of the regulatory offices needed to approve the application
 - Generate List of Approved Permits (month of August) - as requested by Atty. Layog thru Ms. Maribel
 - Edit status of application to Final Approval
 - Set as Approved in CTO in 1 application
 - Changed event title and event time in 2 applications
 - Changed event date in 1 permit
 - d. Orient users on system updates
 - e. Issues and Concerns:
 - Unable to Post Order of Payment and Check Payment because the IP and configuration were modified during migration of the POPS server from CITC to CTO data server – referred to NFMG and Sir Reno
 - DCOTT POPS Collector unable to verify the Order of Payment Number generated from Online Special Permit
 - Aug 26, 2023 at 7:57am - client opted to pay the Special Permit Fee at DCOTT - referred the issue to the SENIOR STAFF GC
 - Resolution
 - Advised Ms. Villarba to manually collect the payment and send a photo of the Official Receipt to the Business Bureau. The Business Bureau will approve the permit by clicking the 'Paid With OR' button
 - Findings
 - The CTO Server encountered a brownout the previous night, resulting in a configuration reset to default settings. This reset hindered the Local POPS from connecting to the Online POPS, where the Order of Payment was stored. Resolved by NFMG-Paul on Aug 27, 2023 pm
12. Online Occupational Permit System
 - a. Revised
 - Validate applicant: added status, validator and date validated and added confirmation upon validation
 - Reports: Added total number of validated entertainers in the following:
 - User Accomplishment
 - Sex Disaggregated Report
 - b. Fixed
 - OTP Verification and success page
 - c. Catered user requests
 - Added new user account
13. City Apprehensions Management System (CAMS)
 - a. Developed
 - Added new report: Accomplishment per User
 - Encoded and Settled Other Citations
 - Encoded and Settled Jaywalking Citations
 - List of Apprehended Violators (Speed Limit, Reckless Driving and Careless Driving) along Diversion Road

- Security: Automatically logs out system users after 30 minutes of inactivity. Added checking of SESSION OF LAST ACTIVITY in all files
 - Audit Trail/System Logs: Automatically records system logout events and the duration of user inactivity in minutes
- b. Revised
- Audit Trail/System Logs: Implement new security protocols - added device information, IP address, browser, OS and implement browser fingerprinting in the following transactions per Module:
 - System Login and Logout
 - System Users - Create, Edit, Activation and Deactivation
 - Other Citations - Add, Edit, Delete, Settlement
 - Jaywalking Citations - Add, Edit, Delete, Settlement
 - Audit Trail/System Logs: Added username and transaction type when login attempt failed
 - Limit access to the system per user type in all modules; Removed report generation for 'Viewer' user type
 - Set access to the system from 7am-6pm only, in all modules. Access to the system beyond those hours will be Listing of Other Citations and Jaywalking with its citation and settlement details and Report Generation
 - Added validation of required fields when saving Jaywalking and Other Citations entries
 - Added Encoder/Date Encoded, Settled by/Date Settled fields in Other Citations and Jaywalking Modules; Removed Encoder and Settled by column in table listing
 - Added essential fields, revised code in printing of special characters and importing of libraries in all existing reports
 - Change password with the following criteria: Password should be at least 8 characters in length and should include at least one upper case letter, one number, and one special character
 - Revised login with input groupon: added show password
- c. Fixed
- Added validation of required fields when saving new payment for Jaywalking and Other Citations Modules
 - Prevent saving entries and payments in Other Citations and Jaywalking when session expires
 - Fixed display of special characters in all modules
 - Automatic logout for Session Timeout: Added event key listeners
 - Eliminated the multiselect JavaScript and opted for the selectpicker multiple class when adding multiple violations for other citations
- d. Documents
- Response letter to CTTMO outlining enhancements made to CAMS - September 01, 2023
 - Letter to CTTMO re: Apprehended Violators along Diversion Road
- e. Catered user requests
- Deactivated all system users
 - Check database entries as requested by Sir Joel of CTTMO (thru call)
 - Activated 11 CTTMO users
 - Activated 1 MVFRD user
 - Added 2 new CTTMO users
 - Reset password
- f. Attended Clarification Meeting with CTTMO re: On-going investigation of data encoded last 2022 at CTTMO Conference Room presided by PCOL Dionisio C. Abude (ret) - August 22, 2023 (1:00-3:15 pm)
- g. Issues:
- Settled Citation Tickets with no Official Receipts
 - User account in question was shared to five individuals causing difficulties in identifying the responsible party

h. Agreements:

- CITC will be the one to create new system users
- Deactivate all system users on August 22, 2023 at 5:01 pm
- CTTMO to send letter to CITC requesting for the activation and adding of new users
- System users assigned as Supervisors have access to the list of users, but can only Deactivate
- Access to the system will be from 7am-6pm only, after which, users can only access the following:
 - List of Other Citations and Jaywalking
 - Reports



14. Drivers Information Management System (DIMS)

- a. Developed
 - Added encoder in Driver List
- b. Catered user requests
 - Reset password in 1 user

15. City Health Inventory of Medicines and Medical Supplies (CHIMS)

- a. Revised
 - Pharmacy inventory details
 - Disable access to all modules except Reports
 - Login: disable BNB users
 - Set status of users to inactive
 - Disable login
 - Pharmacy Stock Card: Customized Stock Card - List name of Patients
- b. Documents:
 - Meeting Brief for July 04 Meeting
 - Meeting Brief for August 8 Meeting
 - Canva Presentation for CHO meeting
 - 2nd Indorsement re: requests for open access of CHIMS
- c. Catered user requests
 - BNB-Bunawan: Fix inventory quantity
 - Generated Purchase Order (PO) Allocation Reports - for 21 PO numbers
 - Pharmacy: Vaccine Stock Card (3)
- d. Meeting with Ms. Gemma re: BBIS and CHIMS reports, discussion on eLMIS functionalities
- e. Attended meeting re: CHIMS/BBIS updates at CHO Pharmacy (July 04, 2023 at 8:30 – 10:30 am) with the following agreements:

- To terminate CHIMS and BBIS
- Develop a new system
- CHO to submit a request letter for the new system and termination of both BBIS and CHIMS, report list, attached format of reports and recapitulation
- CHO to submit a list of users per district



f. Attended meeting at CHO Conference Room re: CHIMS and BBIS Termination, Development of New system, Implementation of Queuing System and Presentation of Health Card Information System (HCIS) (August 8, 2023 at 9:00-11:30am)

g. Agreements:

- Formally terminate CHIMS. CHO may request for Generation of Reports from 2019 to June 2023 only
- Enhancement of BBIS to cater the Requisition and Issuance Slip generated from DOH-eLMIS
- Enhanced BBIS deployment will commence once all the health stations have access to eLMIS
- Implementation of Queuing System and deployment of HCIS are currently on hold due to lack of infrastructure and equipment
- CHO will send a formal letter requesting the adoption of a Queuing System at the Animal Bite Center



16. Botika ng Bayan Inventory System (BBIS)

a. Developed

- Login: allow non-BNB system users
- New PO medical supply details

b. Documents:

- Reply letter re: System Users
- Letter requesting for meeting with CHO system users
- Workflow for CHIMS and BBIS

c. Catered user requests

- Created 33 user credentials for new users
- Create user accounts for Marilog Lying-in, Paquibato Lying-in, Marilog
- Fixed inventory details in the following health stations: BNB-Buhangin, BNB-Paquibato, Baguio, District-A
- Reset inventory in the following health stations: Toril A, District-C, Tugbok District

17. Supplies and Equipment Inventory Management System (SEIMS)
 - a. Revised
 - Personnel load table and personnel update
 - b. Data Management
 - Import personnel and department file to MySQL

18. Attendance Management System (AMS)
 - a. Fixed
 - Saving update in DTR2
 - b. Installed Pre-requisite applications: MSSQL, Crystal Report Runtime, Crystal Report for VS, 4.5 .Net Framework, AMS for CEO in 3 units
 - c. Catered user requests
 - PSSCC/CEO: DTR download logs
 - CEO: checked errors for newly deployed AMS, updated flexible time, checked timelogs
 - Fixed MS ACCESS database

19. CTO-Real Property Tax and CTO-Business Tax Queuing System
 - a. Catered user requests
 - Installed .Net Framework 3.5 and Serve.exe

20. Business Permit Application Tracking System (BPATS)
 - a. Catered user requests
 - Install Dot Net and Doctrack in 2 units

21. Real Property Tax Administration System (RPTAS)
 - a. Prepared and finalized the RPTAS technical specification for service maintenance and technical support.
 - b. Met last September 27, 2023 with CASSO and CTO together with Amellar discussing the service maintenance and technical support agreement.
 - c. Discussed with the BAC TWG last September 28, 2023 on the mode of procurement for the service maintenance and technical support agreement.

II. NETWORK FACILITIES AND MANAGEMENT

A.) Network Administration

- Monitored 89 server / internet activities
- Installed / maintained 9 Network Operating System
- Installed/maintained 4 Internet firewall security
- Configured/maintained 8 Network site transactions connectivity
- Configured/maintained 33 workstations and IP-phones

B.) Database Management

- Backed-up / restored 883 network database files
- Managed / maintained 18 network database records
- Maintained 299 file server disk transactions
- Reviewed / served 26 user request transactions

C.) Network Security and Internet Management

- Configured / Maintained 20 network/internet workstations
- Configured / Maintained 12 routers/access points
- Maintained 14 Email Addresses

D.) Technical Support

- Installed/Maintained 18 software
- Conducted 58 application system programs, database structure, & documents back-up
- Resolved/ managed 7 technical assistance services

III. COMPUTER EQUIPMENT MAINTENANCE & SYSTEMS ENGINEERING

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

- Monitored progress of activities thru 13 Monitoring Reports on maintenance services
- Kept 131 units of equipment (Computer HW & Peripherals) in serviceable condition
- Provided 127 Standard & up-to-date Technical Specifications for ICT Equipment with estimated amount/price per item
- Installed / relocated 23 units of Computer HW & peripherals
- Preventive Maintenance of 91 units that minimized equipment breakdowns
- Installed/maintained 92 licensed SW
- Kept track of City Government's ICT Equipment: 253 units of HW & peripherals, and 91 license SW
- Encoded/updated 315 inventory data records (HW/SW)
- Received/released 254 units of Computer HW & Peripherals for Maintenance Services
- Prepared and submitted 13 Summary Report of List of Requests (Received & Released)
- Prepared 17 Canvass Reports on estimated current market value of ICT equipment

B. Cable Installation / Maintenance

- Prepared/Updated cable layout design of 2 office/s
- Installed/maintained 98 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 8 report/s

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 two (1) Development Work Plan submitted

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

ANNUAL DEVELOPMENT FUND (ADF) HIGHLIGHTS OF ACCOMPLISHMENTS

1. ICT Maintenance Upgrade Program

Daily monitoring of the corporate internet access and redundant direct internet connection were done during this period. Minimal downtime and sometimes intermittent connection was observed as reported on a weekly basis.

Requested the current Internet Service Providers through email of their quotation for the renewal of said subscription together with the bundled services stipulated in the Technical Specifications but until this time no quotation was submitted.

Even though the charges for the IPVPN connection subscription of the CTO District Offices were transferred to the City Treasurer's Office, Technical Personnel from CITC-NFMD continued to monitor, rendered technical assistance and report issues pertaining to this subscription to PLDT.

Sometime on the first week of September a Dorking attack was reported by the CERT PH through the City Information Office wherein unidentified hackers attempted to inject malware scripts using the Search Engine to hack or deface the davaocity.gov.ph website. Said issue was referred to the CITC-NFMD for its resolution and the NFMD Team immediately checked the website and found out that it was not compromised.

Necessary activities were undertaken to mitigate the issue such as creating a backup file of the website, disabling the Search Engine, clearing of the cached files in the web server and rebooting it afterwards.

All other services that were bundled in the corporate internet access were running on smoothly such as the email services and the Davao City Website including the redundant direct internet connection from the other Internet Service Provider having a bandwidth of 50 Mbps.

Davao City Government Web Portal

The Davao City Government Web Portal is maintained and monitored by the CITC to provide the public with the latest and most reliable information about Davao City in coordination with the CITC Network team.

Within the 3rd quarter of 2023, this office facilitated requests in terms of content updates on the website and updated (1) webpage. For the main page update, it coordinated with the CIO who is the content manager.

Status: 82% Obligated. On-going Subscription

2. Installation of Fiber Optic Cable Backbone of City Hall, SP, CARO, DCOTT & PSSCC Bldgs

This project intends to provide network connectivity thru fiber backbone from city hall to PSSCC, CARO and DCOTT.

Status: 70% Project Completed-On-going testing & configuration; 81% Obligated

3. Davao City Government Video Conference Hosting

Video Conference hosting used by 49 City Government Offices. Renewed the 21 ZOOM Licenses and 26 ZOOM Licenses plus 2 Add-ons.

Status: 77% Obligated. On-going subscription

4. Davao City Citizen's Service Portal (DC-CSP)

The Citizens Service Portal system development component is anchored with the city's project with Aboitiz.

- The Aboitiz group, through a memorandum of agreement (MOA) with the city, will develop the integrated Real Property Tax Administration System (iRPTAS) and the citizen's service portal which will provide quick links to the different services provided by the city.
- The development is at 64% completion as of August 2023 and is still on-going

The IT infrastructure component of the project identified (3) barangays where the VSATs are installed.

- The barangays identified were considered one of the GIDA (geographically isolated & disadvantaged areas) within Davao City.
- The project was already awarded to a Provider through negotiated procurement due to 2 failed biddings.
- Provider received the Purchase Order (PO) last August 2023 and Provider commenced installation of said equipment in the identified barangays.
- Installation was completed last September 29, 2023. Coordinated with the Network Team in the preparation of technical specifications for VSATs.
- Coordinated with DICT XI for the implementation of their Tech4Ed program in the aforementioned barangays.

Status: 100% delivered and installed, for testing & inspection; 74% Obligated

Submitted by:

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