

**CITY INFORMATION TECHNOLOGY CENTER  
HIGHLIGHTS OF ACCOMPLISHMENTS  
(OCTOBER-DECEMBER 2023)**

**A. SYSTEM DEVELOPMENT and MAINTENANCE DIVISION**

**1. General Fund (GENFUND)**

**a. IS DEVELOPMENT**

The IS projects are categorized as new developments. For the 4th quarter of 2023, the office has ongoing development of (11) information systems (IS) under this category. Out of the IS categorized under Development, (3) are considered under Revenue Generation, (3) for Public Governance, and (5) for Social Services. Of the above ISs, (10) departments/offices were recipients of the system.

Highlighting some of the activities/tasks accomplished from (11) out of the (9) IS mentioned with identified issues and concerns encountered in some of these ISs:

**1. Davao City Citizen's ID System (DCCIDS)**

a. Developed

- Develop UX/UI Design (FIGMA): Desktop View and Mobile View
- Develop UX/UI(PHP, CSS): Registration Module, Landing Page, Steps Page - Mobile View;
- Admin: Desktop View, Verification, Online Forms Verification; Approval; Capture photo and signature; Print ID
- Create online user accounts in walk-in registration
- Code Template
- Login, Accounts, Roles, Profile
- Login UI and navbar;
- ID Generation HTML and CSS
- Registration of Walk-in Application
- Client: Upload Documents; Login Form with enforced change password on first login; Registration;

b. Documents

- Create Presentation: Project Breakdown
- Project Design
- Prepared printed FIGMA prototype
- Created Video Presentation for the Phase 1 Process Workflow to be submitted to CMB
- Letter to Atty. Presto re: specific details to be included on the front and back of the ID
- Letter to CIO Harvey re: ID design and emailed CIO the sample design

- c. Presented the mock-up design to Atty. Jonah Presto at BAC Conf. Room (9:30-11:30 am)



- d. Presented the Phase 1 Process Workflow (Application, Verification, Approval, Printing of ID) to Atty. Presto at CADO Conf. Room - Nov. 24, 2023 (10:00 am-12:00nn)



- e. Attended meeting with CMO and CBO re: Project Design Specifications at City Mayor's Office - Dec 5, 2023 (3-4pm)
- f. Attended meeting with suppliers Smart Tech, Philcopy, and Hive re: Printer and ID specification at CITC - Dec 6 and 7, 2023 (9am- 12:30pm)
- g. Status: On-going development

## **2. Davao Bus – Grievance Redress Management System**

- a. Revised
- Admin User Interface
  - Viewing access of approval
  - Anonymous access
  - Add mobile no. for registration
  - Email notification
  - Add ReCaptcha v3
  - Optimize Dashboard
- b. Documents
- Prepared Presentation
  - Created Video Presentation for the GRM-IS launching
- c. User Requests
- Created 12 user accounts
  - Update Davao Bus logo
- d. Attended Grievance Redress Mechanism Online Meeting thru Zoom - Oct 10, 2023 at 9am to 10am;

- e. GRM-IS Orientation for DPTMP-GRM Team and Social Development Members, Partners and Stakeholders @ DPTMP Conference Room, Old CHO Bldg, - Nov 9, 2023 (1:30-3:45 pm)



- f. GRM-IS Direct Users Orientation @ CPDO Conference Room - Nov 10, 2023 (9:00-11:45 am)



- g. Attended Finalization Meeting at DPTMP Office - Nov. 23, 2023 (1:30-3:00pm)
- h. Attended the Davao Bus - Grievance Redress Mechanism IS Launching at DPTMP Office - Nov. 28, 2023 (9:30 am-12:00 nn)



- i. Status: For user testing

### 3. Davao Cockpit Management System (DCOMS) New

- a. Development of the new DCOMS was completed on December 22, 2023., for a presentation with the top management.
- b. Ongoing internal testing and system fixes.
- c. Status: On-going Testing

### Davao Cockpit Management System (DCOMS) Old

- a. Conducted reorientation of Agdao users on December 7, 2023 in response to access issues elevated by the users.

Reorientation of users at Aquino Cockpit Arena



b. Status: Implemented

#### 4. Davao Museo Data Banking System (DMDBS)

a. Meeting with new Museo Dabawenyo OIC Jason Arceo on October 19, 2023 to discuss the updates required for the system.



b. Issues and Concerns:

- On-hold due to unavailability of developers and computers. Agreed with Museo Dabawenyo's Officer-In-Charge to resume development once requirements are met.

c. Status: On-hold

#### 5. VAW Transaction Tracking System (VATTS)

a. Conducted an online meeting on December 21, 2023 with IGDD Head to validate office processes and system requirements.

b. Conducted System Analysis and Design (SAD) activities:

- i. Conducted system investigation of existing office workflow.
- ii. Conducted research & development on making design tools and prepared mockup design for VATTS's Log-in Page and Dashboard.

- iii. Monitored and secured IGDD forms needed in developing the system (Final Intake form, updated referral forms and Indicators used by agencies).
  - iv. Prepared a web design for IGDD VAW system using HTML application.
  - v. Prepared design of Assessment Form using pencil application.
- c. Prepared the following documents:
- Prepared Proposed System Process Flow of IGDD transactions (Walk-in, By Phone and By Referral).
  - Prepared Database Schema and Project Dictionary documents
- d. Status: On-going Development

## 6. Integrated Real Property Tax Administration System (iRPTAS)

- a. Development of the system has been completed with baseline functionalities integrated into the system. The Provider scheduled for the conduct of a User Acceptance Testing by November 2023 for CASSO & by December 2023 for CTO.
- b. Attended the orientation on GIS Tax mapping CASSO & Aboitiz on November 23, 2023.



- c. Monitored the UAT activities for CASSO subsystem which was completed on November 30, 2023.

- d. Conduct of User Acceptance Testing (UAT) for CTO subsystem until December 15, 2023 and was extended until December 18, 2023 due to work interruptions (natural calamities experienced by Davao City during the period).
- e. Engaged with existing Provider (Amellar) for a Service Maintenance agreement in preparation for the data migration from the old system to the new one
- f. Prepared the following documents:
  - Prepared data migration presentation on December 1, 2023
  - Prepared project status meeting document.
  - Generated entity-relationship-diagram (ERD) of the RPTAS database
- g. Issues and Concerns:
  - Release of the decrypted database from Amellar was beyond the scheduled timeline. Data mapping & migration schedules were moved after the receipt of the database.
  - Data mapping encountered challenges since release of the decrypted database came in late and both the technical team (CITC) and the lead offices (CASSO & CTO) do not have access to the documentation of the database structure.
- i. Status: On-going user acceptance testing

## **7. Human Resource Management Information System-electronic Payroll System (HRMIS-ePAYS)**

- a. Documents:
  - Prepared work plan for the printing and release of the eCARD.
  - Finalized the workflow for the card release & replacement of eCARD.
- b. Implemented hybrid decentralization ePAYS processing of JO/COS for 15 offices
- c. Processing of the employee eCARD to replace the existing LBP proprietary ATM Card. The new eCARD will also be the employee's attendance card
- d. Conducted presentation of HRMIS-ePAYS for benchmarking on November 30, 2023.
- e. Conducted presentation for the project status with HRMO team on December 12, 2023.
- f. Presented an update of the project to Atty Layog meeting on December 13, 2023.
- g. Status: Implementation for HRMIS (phase 1-3 JO/COS & Plantilla), ePAYS (15 Offices for JO/COS only)

## **8. Cooperative Management Information System (CMIS)**

- a. CCDO conducted an internal online meeting with the developer, and CCDO users on November 17, 2023.
- b. Completed the coding of CTAP for QA on August 31, 2023.
- c. The source code was turned over by the developer to HRMO personnel on November 7, 2023.
- d. Issues and Concerns:
  - No programmer assigned.
  - The server is not set up for the deployment of CTAP.

- The CFAP module was not fully utilized. CFAP was already integrated to CMIS, used before but was stopped because Server was transferred from HRMO to CCDO but was not properly set-up.

e. Status: On-hold

## **9. CCD-Student Information Management System (SIMS)**

- PO released for the subscription of the SIMS.
- Provider conducted user training with Cashier and City College of Davao (CCD) Admin team last November 24, 2023 at CCD.
- Provider conducted user training for Faculty members on December 7, 2023 at CCD.
- CCD Admin & Faculty staff already encoded student information into the system.
- Conducted system adjustments to suit the requirements of CCD.
- Status: On-going beta testing

### **b. IS ENHANCEMENT**

CITC also engaged in the enhancement of One (1) existing application systems. For the 4th quarter of 2023. Out of the systems for IS Enhancement (1) is under Public Governance. Of the above ISs, (1) departments/offices were recipients of the system.

Highlighting some of the activities/tasks accomplished from (1) out of the (1) mentioned with identified issues and concerns encountered in some of these systems:

#### **1. City Records Management System (CRMS) v2.0**

- Target for pilot implementation: 3rd week of November 2023.
- Ongoing beta testing by CARO team and system fixes by development team.
- Issues & Concerns: Challenges were encountered during beta testing which prompted the revision of identified modules. Pilot implementation was rescheduled to January 2024.
- Status: On-going beta testing

### **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 4th quarter of 2023, the office maintained (23) information systems (IS) under this category. Out of the systems for maintenance (11) is under Revenue Generation, (8) for Public Governance, and (4) for Social Services. Of the above ISs, (36) departments/offices were recipients of the system.

Highlighting some of the activities/tasks accomplished from (22) out of the (17) mentioned with identified issues and concerns encountered in some of these systems:

## 1. City Public Assistance Management System v2

### a. Developed

- Added new Report: User Accomplishment Reports, Masterlist of Cancelled Assistance, Masterlist of Override Assistance, Number of Clients Served per User, List of Clients per User, Client List with Time of Service per User
- Print certificates
- Requestor Module

### b. Revised

- RAF encoding;
- Reapprove to Override - loader, confirmation;
- Changed Signatory from Atty. JL Esparcia to Atty. Domingo
- Daily Encoded Report: added total encoded and total canceled applications; optimized query
- Masterlist by Provider: Set fields to required and added toastr error
- Allow regenerate docs within 5 days upon approval and reissuance;
- Approved Assistance by Provider
- RAF encoding: Added RAF number format validation, RAF javascript
- Override: added note to Stored Procedure
- Toastr notification changes
- RAF correction
- Added requestor in Verify Patient; removed buttons in datatables
- RAF corrections: removed restrictions

### c. Fixed

- Sending of SMS - API consumption
- Pending View Bug

### d. Database Management

- Set 'Cancel Received' status to old data for pending; Set 'Cancel Override' status to old for override status
- Discrepancy of Lingap Fund, Stored Procedure for Computation

### e. Deployment

- Deployed RAF Correction Module - team leaders can modify dependents, requestor info, type of assistance, provider and bill amount. If Assistance is Medicine, pharmacy and bill amount
- Deployed ApproveRAF Stored Procedure: saving of lingap fund for concurrent users

### f. Documents

- Certificate of Participation for User Orientation

### g. Catered user requests

- Changed provider from Tibungco Doctors to Specialist Primary Care of Ilang, changed pharmacy provider, no records found by searching thru Last Name: oriented user to search by First Name; changed user password; unable to click edit patient: removed special character in Last Name; changed type of assistance, Special characters, unable to print



name - changed idpatient,, added pharmacy provider; removed special characters to override, changed last name of requestor, unable to regenerate docs due to expired GL: reissue, added Juan Nephro Dialysis Center & South Davao One World Dialysis Center, Inc. as newly accredited Private Providers, added role as TL to Ociones, Request to change RAFnum: cancel; unable to generate report: clear cache; cancel RAF (4); wrong amount in pharmacy: informed user to edit; request to re-date: cancel; added new account; Reissue: click GL button; Update Record (2 RAF); changed provider; GL printing: changed amount; change amount: cancel, regenerate documents in 4 raf; change pharmacy details; removed TL access in 1 user; added TL access in 2 users; reset password; cancel override; technical support; change amount in pcom, error in saving long name (backdoor), added Ms. Mia Cataylo as Team Leader

h. Issues and Concerns:

- Users unable to access system: restarted the application service – October 13, 2023 at 9:51-10:02 am
  - No internet in Lingap Toril – October 23, 2023 (referred to CMO)
  - The davaocity.gov.ph domain's SSL certificate has expired, leaving all systems without security (November 17, 2023 at 8am-4:30pm)
  - Slow connection: restarted the Azure PHP service (November 28, 2023 – 10am)
- i. Meeting with CMO Lingap and IT Team at CADO Conference Room re: Feedback on the Enhancements made in the system since Sept 14, 2023 and additional requests from Lingap (Oct 27 at 3:50-4:45 pm)
- j. Attended meeting at SPMC Malasakit Center re: Clarifications on CITC backlogs and test internet connection (Nov 15, 2023 at 2:00-5:30 pm)
- k. Oriented Ms. Ledesma (Sir Sboi's secretary) re: Lingap Fund and system functionalities - Nov 22, 2023 (1:15-1:45 pm)
- l. Oriented system users at SPMC Malasakit Center (2 batches) - Nov 29, 2023 (9am-4pm)



m. Oriented system users at Lingap Calinan and Marilog on Dec 1, 2023 (9am-4pm)



n. Oriented system users at Lingap Toril on Dec 5, 2023 (9am-11:30 am)



- o. Oriented system users at Lingap Bunawan and SPMC Malasakit Center on Dec 13, 2023 (9am-4pm)



- p. Oriented system users at Lingap Paquibato on Dec 14, 2023 (9am-4pm)



- q. Status: Deployed and fully functional

## 2. Davao Bus Information System – Social Development Package

- a. Developed

- Report: List of Applicants for Cooperative
- SAP Application Form Operator

- b. Fixed

- Driver: Info - update dimsid and cttmoid;
- Driven Unit - clear all form input in success

- c. Attended the Face-to-Face and Online meeting re: SDP Application Form updates at BAC Conference Room (Oct. 16, 2023 at 3:09 to 5:15pm)

- d. Status: On-going enhancement

### 3. Business Permit Licensing System (BPLS)

- a. Catered 35 user requests
  - CVO: Installed BPLS and added IP
- b. Meeting with BB re: ARTA guidelines on Zoning/OCBO, Business One Stop Shop, Renewal of Business Permit 2024, implementation of PSIC, DICT link, DTI API and blocked businesses at Business Bureau- Nov 10, 2023 (2:00 - 3:30 pm)



- c. Attended Meeting at BB re: Business Permit Renewal change of process workflow (Nov 14, 2023 at 9:00-11:00 am)
- d. Attended meeting at BB re: Change of Process Workflow for Renewal (Nov 20, 2023 - 9:00-11:30 am)
- e. Attended Coordination Meeting for Business Permit Renewal 2024 at CTO Conference Room - Nov 22, 2023 (10:00-11:30 am)



- f. Attended Meeting at CPDO Conf. Room re: Request of BB for Zoning to be at BPOSS all year round - Nov. 24, 2023 (2:00-3:00 pm)



- g. Issues and Concerns:
  - Local BPLS and API servers down – November 24-25, 2023 (7pm -3:30 pm)
- h. Status: Deployed and fully functional

#### **4. Online Business Permit Licensing System (Online BPLS)**

- a. Developed
  - Application for Renewal FPDF
- b. Revised
  - Client-Side Renewal: Dashboard
- c. Documents
  - Indorsement Letter Reply to BB
  - Incident Report re: Unusual Traffic on Appbts
  - Text for dashboard on procedures for renewal
- d. Catered user requests
  - Inspection: Check Smart POS device location settings
  - Created user accounts for Barangay Baguio Proper
  - Created user account for Inspection
  - Reset final approval status - application approved locally
  - Created inspection profile and transfer inspection details
  - PDF upload on update
- e. Issues and Concerns:
  - Unable to send SMS – referred to NFMG October 20, 2023
  - Online BPLS notified unusual traffic on the system and notified developers (Note: Automated blocking of IP address if request is more than 60/second and SMS notification was previously developed on Appbts to immediately inform developers if such attacks occur). – October 18, 2023 at 10:47 am
  - Resolution:
    - Appbts automatically blocked the IP address
    - System monitoring
    - Informed NFMG to block the said IP and asked if an attack on the server occurred on which NFMG responded that the said IP caused nothing.
  - Online Payment Gateway, POPS and Appbts Servers down – October 31, 2023 (8am to 12nn)
  - Backup Server (Full Storage) – unable to saved backup files generated from the automated backup scripts – November 4, 2023
- f. Presentation of Renewal to BB and Bookkeepers on Dec 27, 2023 (1:30-3pm)
- g. Status: Deployed and fully functional.

#### **5. Online Special Permit System**

- a. Developed
  - Sending of SMS and Email in Final Approval
- b. Revised
  - Admin Approval: Removed adding of account code
  - Regulatory Office (CTO) Approval: Added dropdown of Account Codes
    - 40201010-4-5: Permit Fees-Others
    - 40201010-4-6: Special Permit for Cockfighting Activities

- Set Account Code field and Permit Fee as required
  - Revised saving of Admin Approval and CTO Approval
  - Revised printing of permit: set Mr. Paul Perez as signatory from Oct 18-24, 2023 in lieu of Ms. Paguican's travel outside the country, Nov 4-7, 2023 in lieu of Ms. Paguican's leave
  - Revised Applicant: New, Checking of Application; OTP Sending and verification UI
  - Admin Module: Approval; Attachment Viewing, revised order of the list of regulatory offices, added revert status in regulatory offices approval and final approval
  - Regulatory Office Module: Added Approve (Manual) button in CTO approval to bypass POPS database; this will not send SMS/EMAIL to client (workaround if SMS/EMAIL SERVER and POPS is down), User Interface, added searching parameters.
  - Reports
- c. Fixed
- Applicant: Viewing of Attached documents; Forgot access code
  - Admin and Regulatory Offices: Added searching parameters in all modules
- d. Catered user requests
- Changed event title; changed event time; revert status in 3 applications
- e. Orient users on system updates
- f. Issues and Concerns:
- Unable to send SMS – October 20, 2023
- g. Status: Deployed and fully functional.

## **6. Online Occupational Permit System**

- a. Revised
- Added disapproved button in entertainers appointment module
  - Client Module: New, OTP verification, Checking of Application;
  - Admin Module: Approve; Attachment Viewing
- b. Catered user requests
- c. Oriented users on system updates
- d. Status: Deployed and fully functional.

## **7. City Apprehensions Management System (CAMS)**

- a. Developed
- Added new report: List of Apprehended Violators (users can multiple select violations), List of Apprehended Violators along Coastal Road
  - Added class: convert encoding
  - Speed Limit Violators Module
- b. Revised
- Revised reports using the new class: Accomplishment per User, List of Unsettled Citations, List of Settled Citations, List of For Alarm Citations,

List of Repeat Violators, List of Apprehended Violators (Reckless Driving, Speed Limit, Careless Driving)

- Change Other Citations to Traffic Citations
- Added new fields: vehicle make and type of vehicle in Traffic Citations
- Traffic Citations: Update details

c. Data Inspection

- Area Apprehended in Other Citations

d. Documents

- Response Letter to CTTMO re: request
- Letter to CTTMO re: System Updates (Speed Limit Ordinance implementation, Traffic Citations), Cloud Storage depletion notice and request for user orientation
- Letter to CTTMO re: agreement during the orientation

e. Catered user requests

- Send generated report of List of Apprehended Violators along Coastal Road to CADO official email in 2 instances on Oct 18, 2023 (3:00pm and 8:30pm) as requested by Atty. Layog.

f. Issues and Concerns:

- IAS Cloud Server Disk Storage depletion leaving system users unable to login – Nov 28, 2023 (6:30 am to 2:30 pm) and Dec 20-21, 2023 (8:30 am to 9:00 am)
- Affected Systems:
  - Occupational Permit System
  - Special Permit System
  - City Apprehensions Management System
  - Pay Parking System
- Immediate Resolution:
  - Removed files in var/logs and tmp – 14% storage
- Discovered suspicious file labeled 'dadsec1.php' within 'TIMES/uploads' directory – October 13, 2023 at 8:45 am
- Actions Taken:
  - Affected file 'dadsec1.php' was downloaded for analysis and was immediately removed
  - Extracted folder 'configs' were promptly deleted thru CLI command
  - To understand the script's functionality, a dedicated Virtual Machine was configured to scrutinize the script's behavior within a controlled and isolated setting
- Recommendation:
  - To conduct a comprehensive security assessment on Cloud Servers. This assessment aims to identify the origin of the issue and evaluate its potential consequences.

- g. Meeting with CTTMO @ CITC for CAMS updates: Implementation of the Speed Limit Ordinance - Oct 26, 2023 (10:00-11:15am)



- h. Online System Orientation re updates: Implementation of the Speed Limit Ordinance - Dec 12, 2023 (1:30 - 2:45 pm)
- i. A meeting with Sir Nep, Art's Team, Sir Jun and NFMG was conducted to formally inform them about the incident – Oct 13, 2023 at 1:40-2:30 pm.
- j. Status: Deployed and fully functional.

## **8. City Health Inventory of Medicines and Medical Supplies (CHIMS)**

- a. Catered user requests.
- Generate Allocation Report for Medicine and Medical Supplies PO - 19 POs
- b. Documents
- Letter to CHO re: Generated Allocation Report
- c. Status: Terminated

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

- a. Catered user requests.
- Baguio District: Inventory
  - Tugbok District: Fixed medical supply inventory;
  - Talomo North, District-B, Talomo South: Reset inventory;
- b. Status: Deployed and fully functional.

## **10. Attendance Management System (AMS)**

- a. Fixed
- Flexitime in Print viewer
- b. Catered user requests
- BB: delete attendance logs in biometric device
  - Sangguniang Panlungsod: Installed AMS and pre-requisite applications (MSSQL, Crystal Report) in 2 units
  - SP: Check timelogs;
  - OCBO: Check system and database but the client performed a reset on the operating system: reinstall MSSQL and restore corrupt database
  - Reinstall AMS and pre-requisite applications
- c. Status: Deployed and fully functional.



### **11. CTO-Real Property Tax and CTO-Business Tax Queuing System**

- a. Catered user requests
  - No connection: switch was unplugged
- b. Status: Deployed and fully functional.

### **12. Point of Payment System (POPS)**

- a. Developed 9 new modules
- b. Revised/Fixed - 44 revisions and fixes
- c. Prepared, reviewed and finalized 5 system documents
- d. Conducted 9 meetings and 6 coaching.
- e. Catered user requests
  - Served 552 user requests.

### **13. Electronic Order of Payment System (eOPS)**

- a. Conducted 2 system revisions and fixes.
- b. Served 10 user requests

### **14. Document Tracking System (Doctrack)**

- a. Served 1 user request.

### **15. Public Cemetery Management Information System (PCMIS)**

- a. Revised the computation of the Order of Payment to accommodate the Amended Revenue Code of 2005, 2012 and 2017 with a lease period of 10 years.

### **16. Night Market Management System (NMMS)**

- a. New user orientation was conducted on December 20, 2023.
- b. Catered User requests
- c. Status – deployed and fully functional.

### **17. Online Building Permit System (OBPS)**

- a. Bureau of Fire (BFP) is a regulatory office included in the workflow of the system. Meeting with the BFP to settle the Account Codes to be included in the Order of Payment was conducted on December 6, 2023.



## 18. Infrastructure Project Monitoring System (IPMS)-Doctrack

- a. IPMS-DOCTRACK Process Workflow Presentation on October 27, 2023.



## 19. OSCA Information Management System

- a. Document:
  - Reviewed document process workflow.
- b. Meeting with OIC & Network (Website & OSCA) on December 13, 2023.
- c. Meeting with Technical team & Network on December 15, 2023.

## 20. Online Payment

- a. Updating of Banks for AR Issuance, LDC Report Generation & Bank Deposit Report Generation - only DBP complied
- b. LBP advised of a change in their platform by 2024, however the existing system will still run to serve the city's to support the city's one-stop-shop business permit renewal activities
- c. Met with DBP and discussed the development direction of their new online platform. DBP conducted testing on their side but not yet completed towards the end of the year.
- d. Issues and Concerns:
  - DBP online platform was down last August 2023 due to revision of their platform. Still awaiting completion of their testing and presentation of their new platform.
  - CTO's PTR implementation for online payment will be affected if DBP does not activate its platform.

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

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

- Monitored 75 server / internet activities
- Installed / maintained 5 Network Operating System
- Installed/maintained 2 Internet firewall security
- Configured/maintained 4 Network site transactions connectivity
- Configured/maintained 14 workstations and IP-phones

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

- Backed-up / restored 816 network database files
- Managed / maintained 16 network database records
- Maintained 271 file server disk transactions
- Reviewed / served 19 user request transactions

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

- Configured / Maintained 20 network/internet workstations
- Configured / Maintained 1 layout
- Maintained 16 Email Addresses

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

- Installed/Maintained 60 software
- Conducted 51 application system programs, database structure, & documents back-up
- Resolved/ managed 4 technical assistance services

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

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

- Monitored progress of activities thru 27 Monitoring Reports on maintenance services
- Kept 190 units of equipment (Computer HW & Peripherals) in serviceable condition
- Provided 200 Standard & up-to-date Technical Specifications for ICT Equipment with estimated amount/price per item
- Installed / relocated 45 units of Computer HW & peripherals
- Preventive Maintenance of 146 units that minimized equipment breakdowns
- Installed/maintained 128 licensed SW
- Kept track of City Government's ICT Equipment: 1,089 units of HW & peripherals, and 488 licenses SW, two (2) Inventory Reports of ICT Equipment/SW Licenses
- Encoded/updated 1,110 inventory data records (HW/SW)
- Received/released 370 units of Computer HW & Peripherals for Maintenance Services
- Prepared and submitted 24 Summary Report of List of Requests (Received & Released)
- Prepared 31 Canvass Reports on estimated current market value of ICT equipment

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

- Prepared/Updated cable layout design of 4 office/s
- Installed/maintained 308 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 12 report/s

D. Carried out research (R & D) on ICT (7 items), applied current ICT Technology and recommended the same

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

F. Planned and recommended one (1) Project to enhance ICT capability

## **G. IV. ADMINISTRATIVE SERVICES:**

- H. Plans, Organizes & Controls Administrative Activities in the Office
- I. Records Management
- J. Personnel Management
- K. Property & Supply Management
- L. Budget & Finance
- M. Office Management & Repair

## **ANNUAL DEVELOPMENT FUND (ADF) HIGHLIGHTS OF ACCOMPLISHMENTS**

### **1. ICT Maintenance Upgrade Program**

Minimal Downtime was experienced during this period for the Corporate Internet Access and Redundant Internet connections of the City Government of Davao as monitored by the Network Facilities Management Division. Aside from these the NFMD Team also constantly monitoring and reporting issues of the City Treasurer's District Offices having problems with their IPVPN connection to PLDT.

A transfer token was generated for the Google Work Space which host the official email accounts of the City Government of Davao as it will be transferred to a new service provider Globe Telecoms. The newly procured SSL wildcard certificate was also installed to the various servers under the domain name davaocity.gov.ph. As the previous certificate expired on November 17, 2023.

Contents for the Davao City Website were also updated and observed that other offices did not update their respective web pages while the other services were running on smoothly such as the email services and redundant direct internet connection from the other Internet Service Provider.

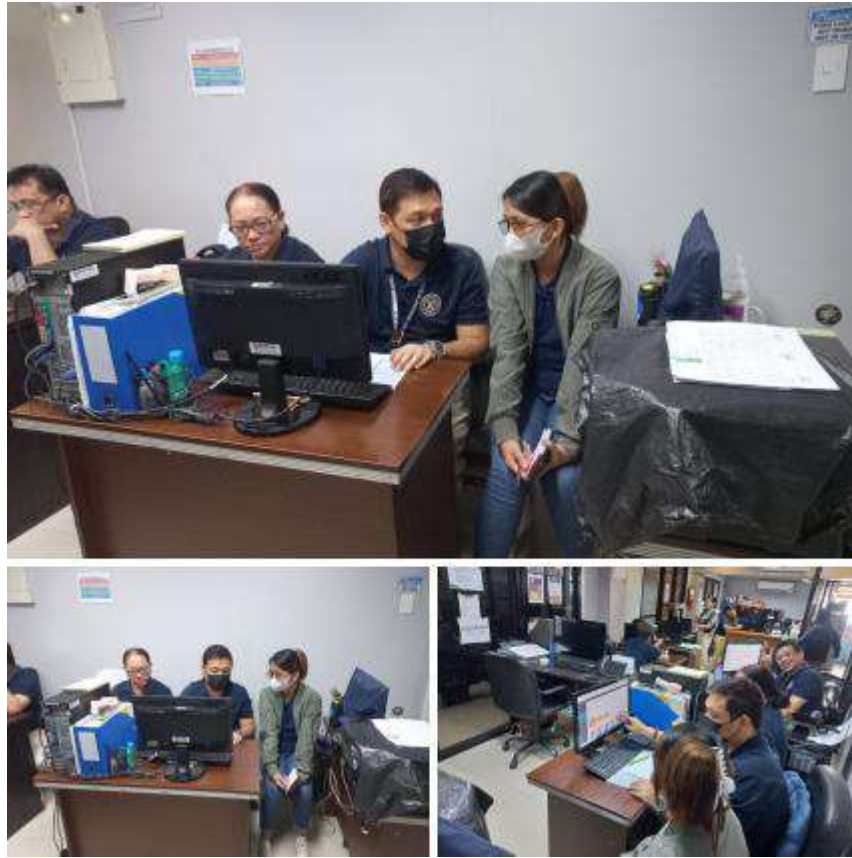
The Meraki Firewall Appliance License is set to expire on March 12, 2024 and should be renewed before its expiry date to have an optimum protection from malwares and other cyber malicious threats, as this is included in the bundled services.

### **Davao City Government Web Portal**

The City Government of Davao 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 4th 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.

- a. Documents:
  - R&D on website designs for specific websites and prepared mock-up designs for department and agency sections.
  - Updated the Plans and Program page of the City Mayor.
  - Updated the Departments page design (alphabetical order and by category)
- b. User orientation on content editing DCGWEB October 24, 2023.



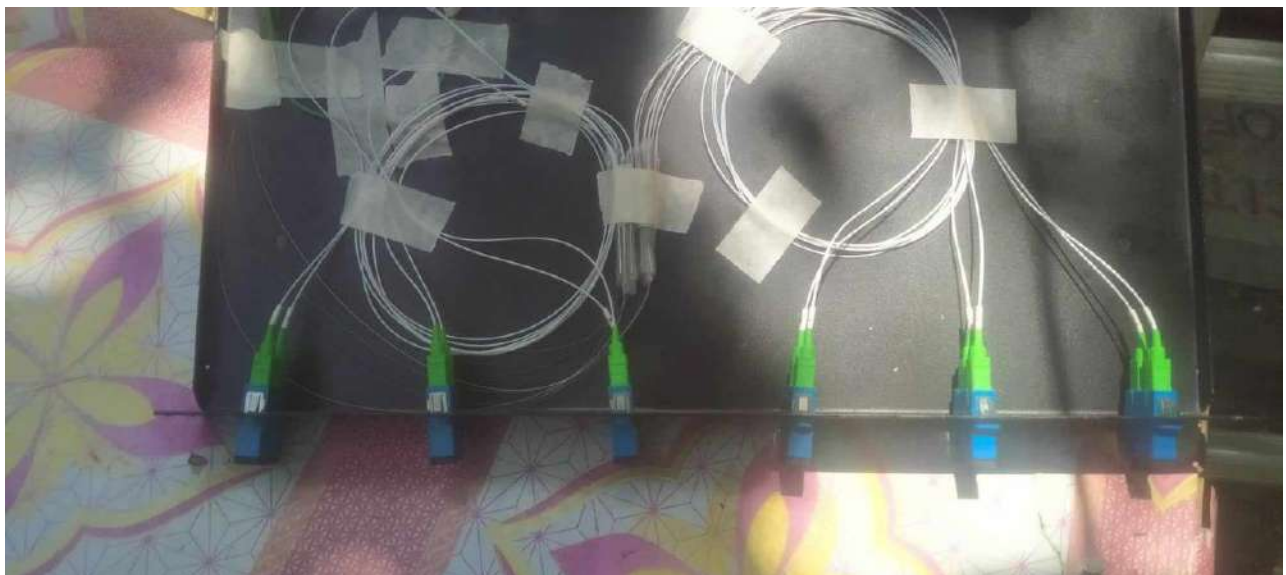
c. Status: Implemented, under System maintenance

**2. Fiber Optic Cable Backbone Integration/Installation of PSSO - CITC; Fiber optic backbone from CITC to CARO through DCOTT- PSSO network.**

- Fiber Optic Cable Backbone that will provide connectivity to PSSO, CARO and DCOTT.
- Status: 100% completed; payment on process

**3. Fiber Optic Cable Backbone Installation from City Hall Bldg. to DCIPC Bldg. & Multi-purpose Bldg. through existing PSSO Fiber Network Cable Peoples Park Termination.**

- Fiber Optic Cable Backbone that will provide connectivity to DCIPC and Multi- Purpose Bldg.
- Status: Purchase Request on process for first quarter procurement.







#### **4. 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

#### **5. 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.
- Status: 100% delivered and installed and tested as of Sept. 29, 2023. Barangay Kinsekinse's VSAT subscription temporarily deactivated as of January 8, 2024 because of electric power issue; 74% Obligated

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

Submitted by:

**NEPTHALY C. TALAVERA**

Officer-In-Charge