CITY INFORMATION TECHNOLOGY CENTER
ANNUAL HIGHLIGHTS OF ACCOMPLISHMENTS
(JANUARY-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 Annual Report 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.

These are the lists of IS Developments under each category:

1. Revenue Generation
    a. Davao Cockpit Management System (DCOMS) New
    b. Integrated Real Property Tax Administration System (iRPTAS)
    c. Health Card Information System (HCIS)
2. Public Governance
    a. Davao Museo Data Banking System (DMDBS)
    b. Human Resource Management Information System-electronic Payroll System (HRMIS-ePAYS)
    c. CCD-Student Information Management System (SIMS)
    d. Vices Regulatory Information System (VRIS)
3. Social Services
    a. Davao City Citizen's ID System (DCCIDS)
    b. Davao Bus – Grievance Redress Management System
    c. Special Office for Childrens Concern (SOCC)
    d. Cooperative Management Information System (CMIS)
    e. VAW Transaction Tracking System (VATTS)

a. IS ENHANCEMENT

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

These are the lists of IS Enhancement under each category:

1. Revenue Generation
    a. Business Permit Licensing System (BPLS)
    b. electronic-Real Property Tax Administration System (eRPTAS)
2. Public Governance

a.   City Records Management System (CRMS) v2.0

a. 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 Annual Report of 2023, the office maintained (26) information systems (IS) under this category. Out of the systems for maintenance (12) is under Revenue Generation, (10) for Public Governance, and (4) for Social Services. Of the above ISs, (36) departments/offices were recipients of the system.

These are the lists of IS Maintenance under each category:
1. Revenue Generation
    a. electronic Stall Management System (eSMS)
    b. Night Market Management System (NMMS)
    c. Business Permit Licensing System (BPLS)
    d. Online Business Permit Licensing System (Online BPLS)
    e. City Apprehensions Management System (CAMS)
    f. Online Special Permit System
    g. Online Occupational Permit System
    h. Point of Payment System (POPS)
    i. Online Payment
    j. Online Building Permit System (OBPS)
    k. Electronic Order of Payment System (eOPS)
    l. Real Property Tax Administration System (RPTAS)
2. Public Governance
    a. Botika ng Bayan Inventory System (BBIS)
    b. City Health Inventory of Medicines and Medical Supplies (CHIMS)
    c. Attendance Management System (AMS)
    d. CTO-Real Property Tax and CTO-Business Tax Queuing System
    e. Infrastructure Project Monitoring System (IPMS)-Doctrack
    f. Public Cemetery Management Information System (PCMIS)
    g. Document Tracking System (Doctrack)
    h. Supplies And Equipment Inventory Management System (SEIMS)
    i. Business Permit Application Tracking System (BPATS)
    j. Drivers Information Management System (DIMS)
3. Social Services
    a. City Government of Davao Website (CGD Website)
    b. Davao Bus Information System – Social Development Package
    c. City Public Assistance Management System v2
    d. SCA Information Management System

II. NETWORK FACILITIES AND MANAGEMENT

A.) Network Administration
- Monitored 355 server / internet activities
- Installed / maintained 25 Network Operating System
- Installed/maintained 13 Internet firewall security
- Configured/maintained 23 Network site transactions connectivity
- Configured/maintained 72 workstations and IP-phones

B.) Database Management
- Backed-up / restored 3,545 network database files
- Managed / maintained 66 network database records
- Maintained 1,138 file server disk transactions
- Reviewed / served 247 user request transactions

C.) Network Security and Internet Management
- Configured / Maintained 101 network/internet workstations
- Configured / Maintained 5 layout
- Maintained 68 Email Addresses

D.) Technical Support
- Installed/Maintained 74 software
- Conducted 188 application system programs, database structure, & documents back-up
- Resolved/ managed 20 technical assistance services

III. COMPUTER EQUIPMENT MAINTENANCE & SYSTEMS ENGINEERING

A. Computer Hardware (HW), Peripherals and Software (SW) Maintenance Services
- Monitored progress of activities thru 92 Monitoring Reports on maintenance services
- Kept 578 units of equipment (Computer HW & Peripherals) in serviceable condition
- Provided 631 Standard & up-to-date Technical Specifications for ICT Equipment with estimated amount/price per item
- Installed / relocated 222 units of Computer HW & peripherals
- Preventive Maintenance of 484 units that minimized equipment breakdowns
- Installed/maintained 412 licensed SW
- Kept track of City Government's ICT Equipment: 1,979 units of HW & peripherals, and 879 license SW, two (2) Inventory Reports of ICT Equipment/SW Licenses
- Encoded/updated 1,196 inventory data records (HW/SW)
- Received/released 999 units of Computer HW & Peripherals for Maintenance Services
- Prepared and submitted 63 Summary Report of List of Requests (Received & Released)
- Prepared 95 Canvass Reports on estimated current market value of ICT equipment

B. Cable Installation / Maintenance
- Prepared/Updated cable layout design of 12 office/s
- Installed/maintained 722 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 51 report/s

D. Carried out research (R & D) on ICT (21 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) Projects to enhance ICT capability

<h1 align="center">ANNUAL DEVELOPMENT FUND (ADF)
HIGHLIGHTS OF ACCOMPLISHMENTS</h1>

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 Annual report 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.

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.

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

Submitted by:

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