1. **PRESENT ICT SITUATION (STRATEGIC CHALLENGES)**

As the central statistical authority of the Philippine government on data collection, PSA is mandated, among others, to plan, develop, prescribe, disseminate, and enforce policies, rules, and regulations and coordinate the whole-of-government approach in the production of official statistics, general-purpose statistics, civil registration services, identification system, and community-based statistics. As such, the agency relies heavily on information technology in various stages of generation of statistical products and services, national identification, and civil registration. However, the changing needs of data users and waning cooperation from the respondents made it more challenging for PSA to carry out its mandate of providing timely, relevant, and quality statistical information and inclusive identification. Below are some of the challenges identified:

* Reducing the lead time from data collection to public release of results and statistical reports;
* Sustaining a cost-effective maintenance of ICT facilities of the agency to keep abreast with the advancing and ever-changing ICT technologies;
* Maintenance/upgrading of legacy information systems;
* Upgrading the current technologies to sustain the digital transformation program of PSA;
* Wider adoption of statistical policies issued, methodologies, frameworks developed and standards for evidence-based decision making;
* Insufficient authentication process to ensure the integrity of user’s identity
* Difficulties and delays in putting up security controls
* Providing more effective and sophisticated means of presenting, sharing, and accessing data and information gathered thru PSA data collection, surveys, and censuses;
* Raising statistical literacy among data users; Deficient organizational structure and inadequate peopleware to deliver the mandate of the agency; and
* Capacity development for PSA employees on the use of ICT facilities/equipment and data visualization tools

**Level of Computerization**

The PSA has made significant strides in the computerization and digitalization of its operations in recent years, aligning with broader efforts toward enterprise reengineering. However, challenges remain, especially concerning infrastructure, data security, and ensuring comprehension coverage in data collection. The agency continues to evolve in response to advancements in technology and the increasing demand for timely and accurate statistical information.

One hundred percent of PSA personnel are computer proficient. Most computers are out of date and cannot run new apps. The average length of time PSA employees utilize their computers is three to five years. Tablets and mobile devices are increasingly being used for PhilSys registration, other statistical data collection, censuses, and client service rendering in the civil registry document application.