PART I.	ORGANIZATIONAL PROFILE

A. CSC VISION/MISSION STATEMENT

A.1 Mandate

Legal Basis

The Civil Service Commission was conferred the status of a department by Republic Act No. 2260 as amended and elevated to a constitutional body by the 1973 Constitution. It was reorganized under PD No. 181 dated September 24, 1972, and again reorganized under Executive Order no. 181 dated November 21, 1986. With the new Administrative Code of 1987 (EO 292), the Commission is constitutionally mandated to promote morale, efficiency, integrity, responsiveness, progressiveness, and courtesy in the Civil Service.

Functions

Under Executive Order No. 292, the Civil Service Commission shall perform the following functions:

- Administer and enforce the constitutional and statutory provisions on the merit system for all levels and ranks in the Civil Service;

- Prescribe, amend and enforce rules and regulations for carrying into effect the provisions of the Civil Service Laws and other pertinent laws;

- Promulgate policies, standards and guidelines for the Civil Service and adopt plans and programs to promote economical, efficient and effective personnel administration in the government;

- Formulate policies and regulations for the administration, maintenance and implementation of position classification and compensation and set standards for the establishment, allocation and reallocation of pay scales, classes and positions;

- Render opinion and rulings on all personnel and other Civil Service matters which shall be binding on all head of departments, offices and agencies and which may be brought to the Supreme Court on certiorari;

- Appoint and discipline its officials and employees in accordance with law and exercise control and supervision over the activities of the Commission;

- Control, supervise and coordinate Civil Service examinations. Any entity or official in government may be called upon by the Commission to assist in the preparation and conduct of said examinations including security, use of buildings and facilities as well as personnel and transportation of examination materials which shall be exempt from inspection regulations;

- Prescribe all forms for Civil Service examinations, appointment, reports and such other forms as may be required by law, rules and regulations;

- Declare positions in the Civil Service as may properly be primarily confidential, highly technical or policy determining;

- Formulate, administer and evaluate programs relative to the development and retention of qualified and competent work force in the public service;

- Hear and decide administrative cases instituted by or brought before it directly or on appeal, including contested appointments, and review decisions and action of its offices and of the agencies attached to it. Officials and employees who fail to comply with such decisions, orders, or rulings shall be liable for contempt of the Commission. Its decisions, orders or rulings shall be final and executory. Such decisions, orders, or rulings may be brought to Supreme Court on certiorari by the aggrieved party within thirty (30) days from receipt of the copy thereof;

- Issues subpoena and subpoena duces tecum for the production of documents and records pertinent to investigations and inquiries conducted by it in accordance with its authority conferred by the Constitution and pertinent laws;

- Advise the President on all matters involving personnel management in the government service and submit to the President an annual report on the personnel programs;

- Take appropriate actions on all appointments and other personnel matters in the Civil Service including extension of service beyond retirement age;

- Inspect and audit the personnel actions and programs of the departments, agencies, bureaus, offices, local government including government-owned or controlled corporations; conduct periodic review of the decisions and actions of offices or officials to whom authority has been delegated by the Commission as well as the conduct of the officials and the employees in these offices and apply appropriate sanctions whenever necessary.

- Delegate authority for the performance of any functions to departments, agencies and offices where such functions may be effectively performed;

- Administer the retirement program of government officials and employees, and accredit government services and evaluate qualification for retirement;

- Keep and maintain personnel records of all officials and employees in the Civil Service; and

- Perform all functions properly belonging to a central personnel agency such as other functions as may be provided by law

General Functions of CSC Offices

1. **COMMISION SECRETARTIAT AND LIASON OFFICE (CSLO)**
   - Program and coordinates the regular and special meetings of the Commission Proper;
   - Manage and maintain all decisions, policies, pronouncements, issuances, and records of the Commission Proper;
   - Liaise with both Houses of Congress on legislative matters and affecting the public personnel administration system and people working in government;
   - Assist legislators in facilitating their requests for technical help and advice, including those affecting their constituents; and
   - Coordinate commitments of the CSC with the ASEAN and other international bodies.

2. **INTERNAL AUDIT SERVICES (IAS)**
   - Determine cost effectiveness, value for money, and benefits of major investments and expenditures of the Commission;
   - Clarify and enhance individual and unit accountabilities of established systems and procedures;
   - Evaluate the efficiency of operations and determine whether CSC policies are being followed consistently in all offices of the Commission;
   - Correct deficiencies in established internal control systems and procedures; and
   - Recommend improvement/reengineering of internal control systems and procedures.

3. **OFFICE FOR STRATEGY MANAGEMENT (OSM)**
   - Oversee Strategy Implementation. The OSM shall track, review, and report the performance in the 1st and 2nd Level Scorecards and implementation of initiatives to internal and external stakeholders;
   - Develop a culture of performance management. The OSM shall secure the organizational alignment to budget, human resource, and communication and that strategy is lived in the daily operations of the organization; and

- Establish system of monitoring and reporting. The OSM shall ensure that implementation and evaluation of strategies are linked to organizational performance.

4. **OFFICE FOR FINANCIAL AND ASSESTS MANAGEMENT (OFAM)**
   - The Office for Financial and Asset Management (OFAM) shall provide the Commission with financial, logistics, adequate working facilities, transport and printing services, art works, and other basic support services needed.

5. **OFFICE FOR HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT (OHRMD)**
   - Develop and update job description of positions by identifying duties, responsibilities, reporting relationship, working conditions and job requirements in terms of education, training, work experience, eligibility and required competencies.
   - Develop, conduct or source out Human Resource programs to enhance officials and employees competencies for better work performance.
   - Develop and implement a comprehensive Work-Life Program that aims to promote quality of life and ensure balance in work and enjoyment.
   - Facilitate release of benefits, either regular or those provided pursuant to existing negotiations with the employee union.
   - Promote professionalism, commitment to service and observance of ethical standards and behavior required of an official/employee.

6. **OFFICE FOR LEGAL AFFAIRS (OLA)**
   - Conduct fact-finding investigation;
   - Investigate cases affecting the functions of the Commission and Represent the Commission in cases pending, with the regular court or other tribunals;
   - Prosecute administrative disciplinary cases filed directly or instituted by the Civil Service Commission;
   - Render counseling services and other assistance to the transacting public and to the other Offices of the Commission;
   - Disseminate opinions and rulings of the Commission in coordination with Regional and Field Offices;
   - Represent employees of the Commission who are charged before the Courts or other tribunal with alleged offenses committed in connection with the performance of their duties and render comments and recommendations on proposed legislation or bills affecting the Civil Service.
   - Evaluate and act on administrative disciplinary cases brought on appeal to the Commission;
   - Evaluate and act on cases involving decisions of agency heads involving personnel actions and

- Evaluate and act on cases brought on appeal involving disapproved appointments or any action/decision made by Civil Service Regional or Field Offices;
- Fast track resolution of cases that needs immediate action/decision from the Commission and Investigate complaints against Commission officials and employees;
- Conduct research on legal issues brought before the Commission;
- Undertake legal studies relevant to the Civil Service;
- Conduct training/seminars/workshops to officials and employees of the Commissions and of other agencies pertaining to legal matters; and
- Conduct training/seminars/workshops to officials and employees of the Commissions and of other agencies pertaining to legal matters.

7. **EXAMINATION, RECRUITMENT, AND PLACEMENT OFFICE (ERPO)**
   - Develop, enhance, control, supervise and coordinate pertinent schemes in the granting of civil service eligibility such as but not limited to administration of civil service examinations and conferment of civil service eligibilities through other modes/special laws;
   - Formulate policies. Programs, standards and guidelines in the conduct of examinations, grant of eligibilities under special laws and certification and placement of eligible; and
   - Take cognizance of all legal issues and concerns involving civil service examinations and to take charge of the disposition of administrative matters and cases pertaining to examination irregularities.

8. **HUMAN RESOURCE POLICIES AND STANDARDS OFFICE (HRPSO)**
   - Formulate and periodically review policies on career systems and standards of the various closed and open career systems;
   - Develop policies, strategic guidelines and procedures relative to recruitment, qualification standards, appointment, leave benefits/privileges, incentives, performance evaluation and promotion;
   - Develop policies and guidelines on position classification and compensation in collaboration with the Department of Budget and Management;

9. **CIVIL SERVICE INSTITUTE (CSI)**
   - Provide direct training and personnel development interventions to all government officials and employees.

10. HUMAN RESOURCE RELATIONS OFFICE (HRRO)

- Ensure the development of responsible public sector unionism and responsive management through an intensified education and information campaign;
- Evaluate applications for registration and accreditation to determine compliance with the requirements of Executive Order No. 180 and its Implementing Rules;
- Provide technical assistance towards an early conclusion of CNA between management and the union;
- Monitor the status of registered and accredited unions and compliance by management and accredited/recognized unions of CNA provision;
- Provide conciliation/mediation services at its own initiative or upon request of either management or employee union;
- Conduct research, evaluates existing policies to determine the need for amendments/enhancement and formulates new policies aimed at improving management-employee relations;
- Establish linkages with agency members of the PSLMC, and other concerned agencies/institutions, i.e. DILG, HRMO; and
- Serve as Secretariat and Hearing Officer of PSLMC.

11. INTEGRATED RECORDS MANAGEMENT OFFICE (IRMO)

- Formulate and implement policies, standards and rules pertaining to management of civil service records such as personnel and examination records, particularly on their development, maintenance, security and control, retention and disposition, transmission, preservation and archive;
- Provide records storage and extension services that will ensure easy access to these records;
- Manage the flow of internal and external communication documents of the Commission;
- Formulate, recommend and implement, policies, plans, programs and guidelines that will promote the development and use of ICT in the Commission. Provide reliable cost efficient ICT infrastructure, systems and resources to support the Commission's goals and strategic directions; and
- Administer and maintain the library and museum services.

12. PUBLIC ASSISTANCE AND INFORMATION OFFICE (PAIO)

- Exercise overall supervision/administer the Commission's Public Assistance/Client Relations Program;
- Exercise overall supervision/administer the Honor Awards Program for the Civil Service;
- Develop, monitor, implement and evaluate activities, programs and policies relating to the Communication Plan.

13. REGIONAL OFFICE

- Enforce Civil Service law and rules, policies, standards on personnel management within their respective jurisdiction;
- Provide technical advice and assistance to government offices and agencies regarding personnel administration; and
- Perform such other functions as may be delegated by the Commission. To date, the following are some of the delegated functions:
- Render decision on protest cases involving appointments issued/acted/processed by agencies and local government units within its territorial jurisdiction;
- Administer Civil Service examinations including the filing of formal charges, conduct of formal investigation, institution of corresponding criminal charge and other actions as may be necessary in the prosecution of cases attendant to Civil Service examinations anomalies
- Publish bulletin of vacant positions;
- Process applications for the grant of eligibility under special laws;
- Conduct regular inspection and audit in all government agencies and instrumentalities
- Review and approve personnel systems submitted by agencies for approval; conduct pre-accreditation audits at department and agencies without field organizational units or at counterpart regional offices of departments and agencies will such, as the case maybe;
- Administer human resource development programs, render technical assistance in training needs assessment, develop appropriate training intervention and act as resource speakers;
- Render opinions/rulings on queries relative to Civil Service law and rules;
- Take final action on appointments issued by regional offices of national government agencies, government-owned or controlled corporations pursuant to a sub delegation of functions by their department or agency heads and local chief executives;
- Maintain, secure control and dispose personnel records of government personnel in the region;
- Act on complaint/administrative cases falling within the territorial jurisdiction of the regional office.

A.2 CSC 2017 - 2030 Organizational Vision

CSC shall be globally recognized as a center of excellence for strategic human resource (HR) and organizational development (OD).

**A.3 Mission Statement**

Gawing Lingkod-Bayani ang Bawat Kawani

A.4 Major Final Outputs

With the Philippine Development Plan 2017-2022 as its foundation, the Civil Service Commission espousing its revised Program Expenditure Classification (PREXC) 2017 – 2022 structure shall pursue the following three (3) major programs and six (6) sub-programs as indicated below:

- *Program 1: Civil Service Responsive Human Resource Governance*
  - o *Sub-Program 1: Civil Service HR Policy and Information System Management*
  - o *Sub-Progam 2: Public Assistance*

- *Program 2: Civil Service Professionalization and Workplace Cooperation*
  - o *Sub-Program 3: Civil Service Professionalization*
  - o *Sub-Program 4: Civil Service Capability Building*
  - o *Sub-Program 5: Public Sector Unionism*

- *Program 3: Administrative Justice*
  - o *Sub-Program 6: Efficient and effective administrative justice*

Civil Service Commission (CSC) PREXC Structure - Revised as of February 2017

INFORMATION SYSTEMS STRATEGIC PLAN (ISSP)
2018-2020
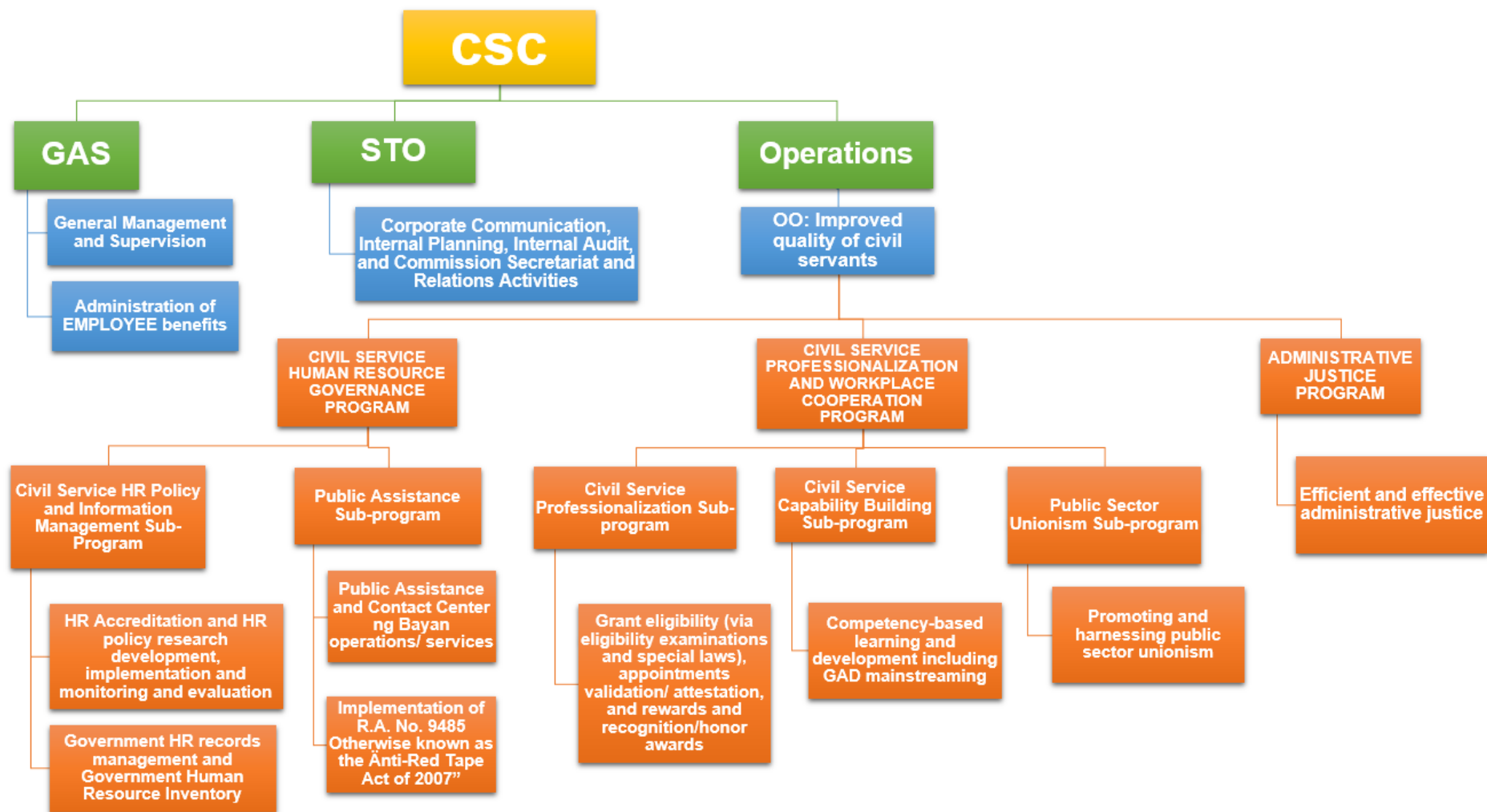
PART I.	ORGANIZATIONAL PROFILE

B. DEPARTMENT/AGENCY PROFILE

B.1 Name of Designated IS Planner - **MARIA LETICIA G. REYNA**
- Plantilla Position: **Director IV**
- Organizational Unit: **Integrated Records Management Office (IRMO)**
- Email Address: **irmo@csc.gov.ph, itd@csc.gov.ph**
- Contact Number/s: 02-931-7981

B.2 Current Annual ICT Budget   :   **40,264,000.00**
-                                 Other Sources of Funds   **PHARODF (Philippine-Australian Human Resource and Organizational Development Facility)**
   - Funding of the HR Related System

B.3 Organizational Structure

    🖥   Total Number of Employees   :   **Central Office with 450 employees (442 non-technical and 8 technical employees)**

OFFICE	No. of Plantilla Positions	Filled	Unfilled	Casual	Contractual	COS/JO	Total No. of Employees (Filled + Casual+ Contractual+ COS/JO)
OCH	15	11	4				11
OCOM-1	12	0	12				0
OCOM-2	12	7	5	2			9
OAC-1	5	2	3				2
OAC-2	4	4	0	1			5
OAC-3	5	3	2				3
OAC-4	4	4	0				4
CSLO	20	17	3	2			19
IAS	17	14	3				14
PAIO	26	25	1			54	79

OFAM	62	58	4	1	2	3	64
OHRMD	29	29	0			5	34
OSM	21	18	3				18
HRPSO	21	20	1				20
ERPO	31	28	3				28
OLA	60	52	8			3	55
CSI	30	27	3				27
HRRO	18	18	0				18
IRMO	39	32	7			8	40
Total	**431**	**369**	**62**	**6**	**2**	**73**	**450**

Note: Data as of January 2017

⌨ No. of Regional/Extension Offices : **16 Regional Offices with 888 employees**
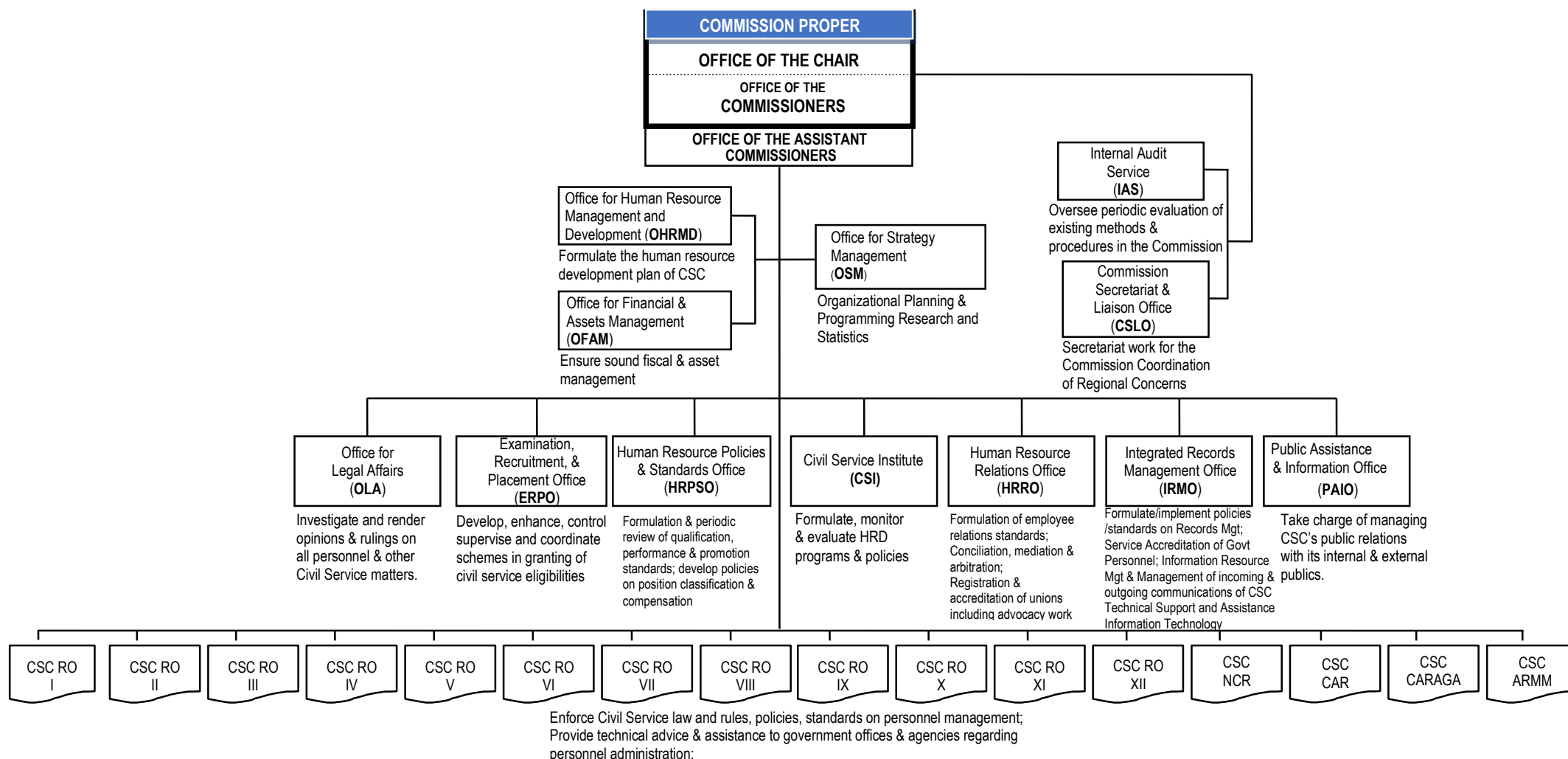
OFFICE	No. of Plantilla Positions	Filled	Unfilled	Casual	Contractual	COS/JO	Total No. of Employees (Filled + Casual+ Contractual+ COS/JO)
RO 1	53	50	3			14	64
RO 2	44	38	6				38
RO 3	60	52	8			13	65
RO 4	76	65	11			15	80
RO 5	52	49	3	1		11	61
RO 6	58	53	5			2	55
RO 7	54	48	6				48
RO 8	54	51	3				51
RO 9	48	42	6	1			43
RO 10	52	45	7				45
RO 11	55	52	3			2	54
RO 12	48	41	7	1			42
NCR	121	114	7	1			115
CAR	45	42	3			3	45
CARAGA	39	36	3			2	38
ARMM	37	34	3			10	44
Total	**896**	**812**	**84**	**4**	**0**	**72**	**888**

Note: Data as of January 2017

⌨ No. of Provincial Offices : **23 Field Offices (FOs) in NCR and 85 FOs in the remaining CSC ROs**

PART I.   ORGANIZATIONAL PROFILE

B.4   Organizational Functional Chart

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┌─────────────────────────────┐
│      COMMISSION PROPER       │
├─────────────────────────────┤
│     OFFICE OF THE CHAIR      │
├─────────────────────────────┤
│       OFFICE OF THE          │
│       COMMISSIONERS          │
├─────────────────────────────┤
│  OFFICE OF THE ASSISTANT     │
│      COMMISSIONERS           │
└─────────────────────────────┘
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Internal Audit Service (IAS)
Oversee periodic evaluation of existing methods & procedures in the Commission

Office for Human Resource Management and Development (OHRMD)
Formulate the human resource development plan of CSC

Office for Strategy Management (OSM)
Organizational Planning & Programming Research and Statistics

Commission Secretariat & Liaison Office (CSLO)
Secretariat work for the Commission Coordination of Regional Concerns

Office for Financial & Assets Management (OFAM)
Ensure sound fiscal & asset management

Office for Legal Affairs (OLA)
Investigate and render opinions & rulings on all personnel & other Civil Service matters.

Examination, Recruitment, & Placement Office (ERPO)
Develop, enhance, control supervise and coordinate schemes in granting of civil service eligibilities

Human Resource Policies & Standards Office (HRPSO)
Formulation & periodic review of qualification, performance & promotion standards; develop policies on position classification & compensation

Civil Service Institute (CSI)
Formulate, monitor & evaluate HRD programs & policies

Human Resource Relations Office (HRRO)
Formulation of employee relations standards; Conciliation, mediation & arbitration; Registration & accreditation of unions including advocacy work

Integrated Records Management Office (IRMO)
Formulate/implement policies /standards on Records Mgt; Service Accreditation of Govt Personnel; Information Resource Mgt & Management of incoming & outgoing communications of CSC Technical Support and Assistance Information Technology

Public Assistance & Information Office (PAIO)
Take charge of managing CSC's public relations with its internal & external publics.

CSC RO I	CSC RO II	CSC RO III	CSC RO IV	CSC RO V	CSC RO VI	CSC RO VII	CSC RO VIII	CSC RO IX	CSC RO X	CSC RO XI	CSC RO XII	CSC NCR	CSC CAR	CSC CARAGA	CSC ARMM

Enforce Civil Service law and rules, policies, standards on personnel management;
Provide technical advice & assistance to government offices & agencies regarding personnel administration;
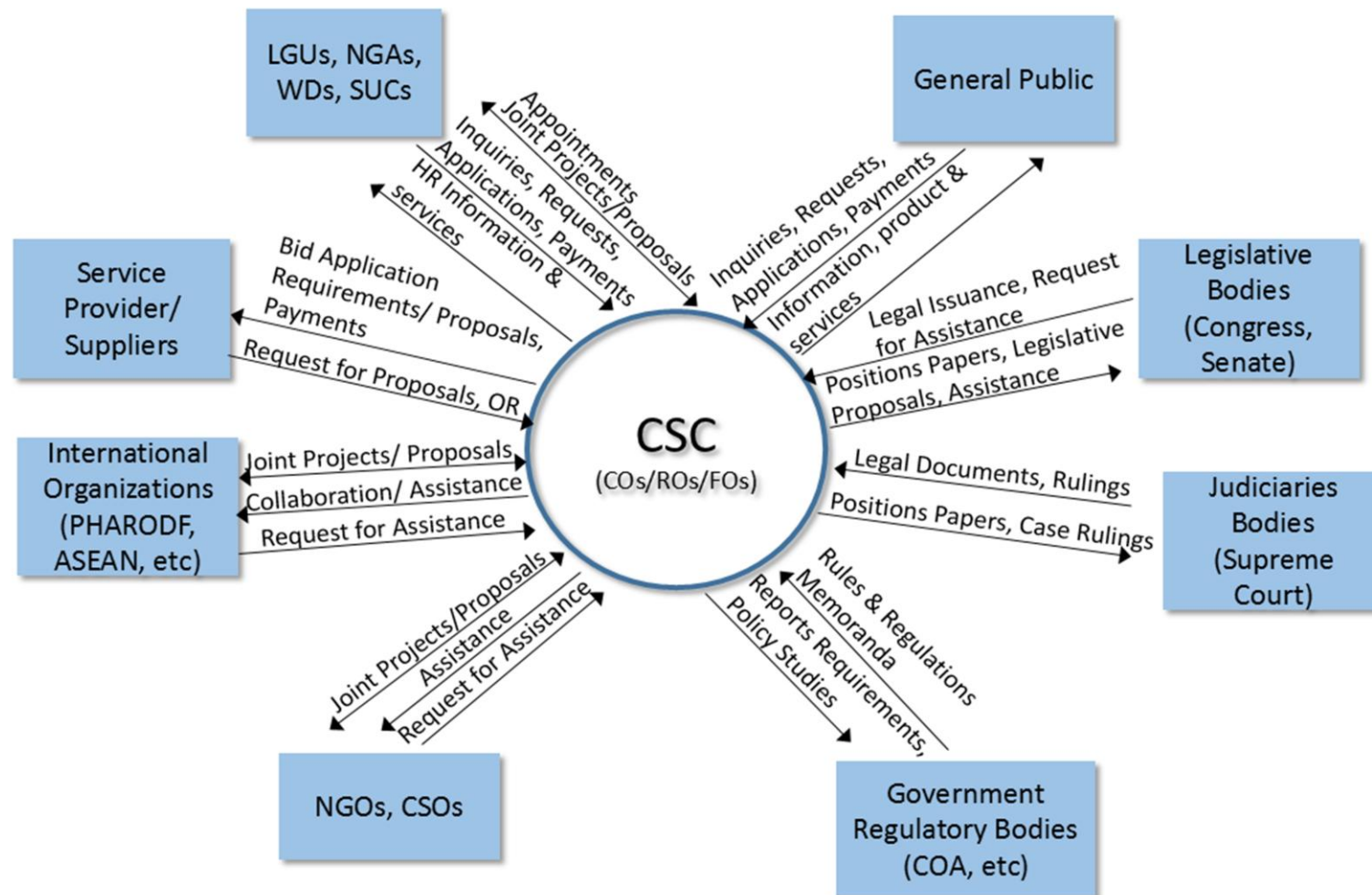
PART I.   ORGANIZATIONAL PROFILE

TABLE B-I   (FOR DEPARTMENT-WIDE ORGANIZATIONS ONLY)

ORGANIZATIONAL UNIT$_1$	NAME OF AGENCY HEAD$_2$	DESIGNATED IS PLANNER			NUMBER OF EMPLOYEES$_4$	CURRENT ANNUAL BUDGET
		NAME	PLANTILLA POSITION	E-MAIL ADDRESS		
		NOT APPLICABLE				

PART I.	ORGANIZATIONAL PROFILE

C. THE COMMISSION AND ITS ENVIRONMENT (FUNCTIONAL INTERFACE)

PART I. ORGANIZATIONAL PROFILE

D.   PRESENT ICT SITUATION (STRATEGIC CHALLENGES)

The Civil Service Commission (CSC) aims to be globally recognized as a center of excellence for strategic human resource (HR) and organizational development (OD) by 2030. To achieve this objective and perform its mandates, CSC has been developing and implementing programs and projects to improve quality of civil servants.

To support its' implementation of the key programs, CSC uses Information and Communication Technology (ICT) to facilitate the administration of its mandated function with the integration of mission-critical systems focusing on the core operations and frontline services in the Central, Regional and Field Office levels thru the CSC Integrated Information System (IIS).

Currently, the CSC-IIS includes five (5) projects that are in place and are continuously being enhanced. These are the Inventory of Government Human Resource System (IGHRS), the Customer Relations Information System (CRIS), the Examination and Eligibility Information System (EXES), the Public Sector Unionism Information System (PSUIS) and the Administrative Justice Information System (AJIS). These projects relates to one another through a common database which houses relevant data and information accepted and processed in the offices of the Commission through the use of said systems.

Below are the CSC-IIS projects details

1. **Inventory of Government Human Resource System (IGHRS)**

   The IGHRS is a databank of all related HR information on all government personnel (as soon as they enter and until they exit government service).

   The IGHRS has systems modules supporting the following functionalities:

   - Agency/HR Profile
   - Inventory Report
   - Databank of position qualification standards (minimum requirements)
   - Plantilla Module
   - Vacancy Posting
   - Continuing digitization of the SALN's of Government HR
   - Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM)

2. **Customer Relation Information System (CRIS)**

The Customer Relations Information System provides the avenue for the Civil Service Commission to communicate with the customers and stakeholders relative to its frontline services. To ensure that CSC can provide the best customer service experience possible, the Public Assistance Information System (PAIS) is made available through other possible modes including browser-based to facilitate transactions on line through the web, through SMS, or through the local area network for walk-in external and internal clients. It provides vital linkage to the customer-related applications of the CSC Integrated Information System such as the query modules for public access of relevant information.

The recorded data about the customers and customer interactions and the feedback data can be processed to produce information on customers' wants and needs or on operational issues that may affect the quality of certain services. Said information can be accessed by the Commission or Offices within the Commission in order to improve the speed of delivery of services and upgrade the quality thereof, thus improving customer satisfaction.

- CSC website
- Contact Center ng Bayan
- Survey/Assessment tools on Anti-Red Tape Act (ARTA)
- ARTA Encoding Tool

3. **Examination and Eligibility Information System (EXES)**

The Examination and Eligibility Information System (EXES) starts with the filing of application for examination where the applicant's basic data will be captured and verified against control mechanisms such as the examination retakers, barred individual and the civil service common ID. All applicant's data are processed for the random school assignment which is used for the actual conduct of examinations. After the conduct of examinations, the examinee data and answers are linked with the applicant data and processed to generate the necessary certificates and reports. The examination results are made available for examination records verification and certification authentication as well as appointments processing.

The EXES has the following system modules that provides the following functionalities:

- Maintenance of Existing Database of Eligibles (Pre-CSC-IIS)
- Test item databanking and test form generation
- Databanking of exam applicant data and processing of exam application including validation against Examination Takers
- Databanking of records on grantees of eligibilities under special laws and CSC issuances

- Examination processing and examination results generation
- Certification/ Verification and Authentication of examination records – outsource, for deployment in ROs
- CSC-COMEX – outsource, in collaboration with the Advanced Science and Technology Institute (ASTI)
- Online Notice of School Assignment (ONSA)

4. **Public Sector Unionism Information System (PSUIS)**

The Public Sector Unionism Information System (PSUIS) is an information system that computerizes the recording of union registration and accreditation, and collective negotiation agreement (CNA) registration. It contains scanned copies of certificates of union registration and accreditation and registered CNAs. The system is also used in the evaluation of applications for registration and accreditation of employee unions and applications for registration of CNAs.

- Databank of registered unions, accredited unions and registered CNAs of unions

5. **Administrative Justice Information System (AJIS)**

AJIS tracks the progress of administrative cases filed with the Commission and captures pertinent data on cases from the time of filing of the case up to the issuance of corresponding resolution. It is only accessible by the CSC Central Office with appropriate security and access levels depending on the type of system user. It provides search and query mechanisms to facilitate verification of case status and certification for no pending administrative case. It has compilation of case decisions and resolutions for reference purposes. The AJIS also generates various reports for case progress monitoring, statistical analysis and other relevant purposes.

The AJIS has the following system modules that provides the following functionalities:

- Case Management – for deployment to the ROs this 2017
- Databank of individuals barred from entering government office and taking civil service examinations information system (iDIBAR)
- Online application and processing of certification/clearance for no pending administrative case
- Databank of case decisions and resolutions

At present, no data warehousing technology is employed in the CSC that can be retrieved by the Executive and Management Information System (EMIS).

In order to provide relevant information that supports executive and management decisions, information/reports are retrieved per system.

As of December 2016, 72% of the CSC-IIS have already been developed.

Other application systems for CSC's internal use that were already developed and operational are:

- Online document tracking system (eDTS)
- Welfare fund system
- Integrated Knowledge Center Management Information System (iKCIS)
- Online Competency Assessment (OCA) - outsourced
- Human Resource Information System (HRIS) – outsourced
- Official receipt information system (ORIS)

With regard to website hosting, the Central Office (CO) Data Center hosts the CSC Website (www.csc.gov.ph) and the Regional Websites. The Information Technology Division (ITD)-IRMO manages the website while the Content Providers (focal personnel from various offices in the CO) update the website. Regional Offices (RO) ICT Focal Persons maintain and update the Regional Websites.

The CSC manages its own email facility. All officials and employees of the Central/Regional/Field Offices are provided with individual, office and division email accounts.

Most of the CSC employees have attended ICT related training on CSC Internet-based applications (eDTS, iCMS and VCAS). Others attended training on productivity tools usage. The ICT staff attended Linux, web programming, ethical hacking seminar/forum and various ICT appliance end-user training for their continuous learning and development.

Seventy seven percent (77%) of computers in the Commission are high-end computers ranging from i3 to i7 with installed licensed Windows Operating System (OS), Microsoft Office applications and customized systems, intranet-based and/or internet-based.

Thru ICT, CSC has inter-connected its various Regional and Field Offices for faster and easier information sharing and communication. Likewise, CSC continuously maintains its linkages with the Department of Information and Communications Technology (DICT) application/connectivity, PRC web service, COA eNGAS and other agencies' program/project. The establishment of these linkages is an effective tool for the sharing of important information and knowledge among HR practitioners in government, to improve the delivery of services. Data collected and reports generated serve as inputs not just for the HR community but also for policy and decision makers and as well as the private sector.

PART I.   ORGANIZATIONAL PROFILE

E. STRATEGIC CONCERNS FOR ICT USE

E.1 NARRATIVE DESCRIPTION

MAJOR FINAL OUTPUT	CRITICAL MANAGEMENT/OPERATING/ BUSINESS SYSTEMS[2]	PROBLEMS[3]	INTENDED USE OF ICT[4]
1. Civil Service Human Resource Governance Program			
a) *Civil Service HR Policy and Information System Management*	Conduct inventory of government HR	Frequent breakdown of old and outdated ICT equipment Unreliable connections in field offices Lack of personnel and Internet facility in some offices Voluminous and tedious data retrieval Not updated statistics Insufficient data vital to HR policy formulation/ decision making Difficulty in monitoring/communicating with regional/field office to update inventory	- Upgrading of CSC Personnel ICT Automation/productivity resources - Installation of IP-VPN connection for the Field Offices to improve information exchange and provide a reliable access to various CSC application systems - Set-up and maintain a local connection to and from CSC Central Office, Regional and Field Offices using a real-time two-way audio/video digital transmissions
	Post vacant positions in the government service	No dynamic portal for job vacancies Manual receiving of request for publication of vacant positions.	Development of a job portal

	Manage vital HR/CSC records Certify/Authenticate vital Civil Service records	Difficulty in retrieval of documents Ageing and deteriorating HR records Incomplete/Invalid/Erroneous/ Mismatched data	Continuous digitization, uploading/updating on the IT-based facility for the electronic storage of CS Records/Data • Exam/Eligibility • SALN • HR records • Issuances • Legal documents • Decisions • Learning and Development • Public Sector Union

PART I. ORGANIZATIONAL PROFILE

E. STRATEGIC CONCERNS FOR ICT USE

MAJOR FINAL OUTPUT	CRITICAL MANAGEMENT/OPERATING/ BUSINESS SYSTEMS[2]	PROBLEMS[3]	INTENDED USE OF ICT[4]
	Assess and accredit HRM maturity level of agencies	Difficulty in tracking and monitoring of agency maturity level	PRIME HRM system
	Process/validate and attest appointments	Involves tedious and paper intensive tasks Difficulty in tracking, monitoring and processing of appointments	Development of eAppointment Online access to information prerequisites/references
	Issuance of examination/special eligibility certification/ authentication	Difficulty in retrieval of exam documents/records Ageing and deteriorating exam records Incomplete database Difficulty in verifying the validity of exam results and identity of the examinee	- Continuous digitization of picture seat plan, PSP Document Management System (DMS)

| b) Public Assistance | Provide public information Operate CCB Deploy and process report card survey | Unreliable connection/application

Difficulty in deployment and processing of report card survey

Contact Center operations and maintenance

Support to RA 9485 – report card survey operations

One-stop shop application system | -Upgrade and migration of CSC web services
-Improved www.csc.gov.ph

-Continuous operation of the CCB and ARTA-RCS

- Development of a one-stop shop CSC eServices App |

PART I. ORGANIZATIONAL PROFILE

E. STRATEGIC CONCERNS FOR ICT USE

MAJOR FINAL OUTPUT	CRITICAL MANAGEMENT/OPERATING/ BUSINESS SYSTEMS[2]	PROBLEMS[3]	INTENDED USE OF ICT[4]
2. Civil Service Professionalization and workplace cooperation			
a) *Civil Service Professionalization*	Administer and process Civil Service examinations	Difficulty in retrieval of exam documents and records/information	- Upgrading of ICT Infrastructure to support the portal and training database - Updating and normalization of data references
		Difficulty in retrieval of exam notice of school assignment and results by the clients	- Enhancement of existing system (ONSA, OCSERGS, EDQIS)

		Examination irregularity
		
		Long queues due to slow exam application processing
		
		DOS-based Examination Application Processing System (EAPS) is no longer responsive to the present business practice of the CSC
			- Development of Paper and Pen Test Systems
			   1. Registration
			   2. Schedule of appearance and payment
			   3. Examinee School Assignment and Alerts
			   4. Examination Results
			
			- Continuous operation of the Computerized Examination (COMEX)

	Develop test forms	Inadequate stored test items	- Continuous creation of new test items
	Process special eligibilities (honor graduate eligibility, brgy. official eligibility, etc)	Difficulty in retrieval of special eligibility records/ information	- Consolidation of special eligibilities data/record
	Process Appointment	Difficulty in validating compliance and qualification requirements - Too much manual and paper checking - Time consuming	Online access to references Automated process and linkages to pertinent application/database/s

PART I.   ORGANIZATIONAL PROFILE

E. STRATEGIC CONCERNS FOR ICT USE

| MAJOR FINAL OUTPUT	CRITICAL MANAGEMENT/OPERATING/ BUSINESS SYSTEMS[2]	PROBLEMS[3]	INTENDED USE OF ICT[4]
b) Civil Service Capability Building	Provide direct training and HR development interventions to all government officials and employees	Need to facilitate the training preparation and administration	- Upgrading of ICT Infrastructure - Development of training courses/syllabus - Development of the eLearning portal - Continuing expense for the maintenance/subscription of the learning management system (LMS) and development of content - Updating of learning and development database (participants and Subject Matter Expert's profile)
		Outdated training modules	- Enhancement of presentation materials using office productivity tools
c) Public Sector Unionism	Register and accredit employee organization	Incomplete digitized certificate	- Continuous digitization and uploading of registration and accreditation certificate
	Register CNA	Incomplete digitized certificate	- Continuous digitization and uploading of registered CNA certificate
3. Administrative Justice			
Efficient and effective administrative justice	Take legal action on cases filed directly or on appeal or instituted by the Civil Service Commission Deliberate and resolve cases affecting the Commission	Need to continuously digitize the cases received Misplaced records while in process Difficulty to track down cases in process	- Continuously upgrading of ICT Infrastructure - Continuing expense for the digitization of OLA records - Continuous enhancement of iCMS - CSC wide implementation of iCMS - Office productivity tools - Continuous operation of the CDRIS - Enhancement of the DIBAR - Implementation of the CSC Online Clearance

PART I. ORGANIZATIONAL PROFILE

E. STRATEGIC CONCERNS FOR ICT USE

MAJOR FINAL OUTPUT	CRITICAL MANAGEMENT/OPERATING/ BUSINESS SYSTEMS[2]	PROBLEMS[3]	INTENDED USE OF ICT[4]
General Administration and Support Services	Utilize Information and Communications Technology Facility	-Frequent breakdown of old and outdated ICT equipment	Infrastructure upgrading - *procure high-end computers, modern equipment and network devices* -*upgrade hardware and software components* -*upgrade Internet Service* -*continuous maintenance services for network and computers*
		Inaccessible Information Systems and databases due to slow and unreliable connections of CSC regional offices	Rehabilitation and upgrade of network infrastructure of CSC Regional offices
		Difficult to maintain and to secure CSC web services	Upgrade and migration of CSC web services to the DICT facility
		High charges on long distance communications.	Implementation of Voice Over Internet Protocol (VOIP) for CSC Central , Regional and Field Offices
		Need to update the HR ICT Competency	ICT Training

PART II. INFORMATION SYSTEMS STRATEGY

    A. CONCEPTUAL FRAMEWORK FOR INFORMATION SYSTEMS (DIAGRAM OF IS INTERFACE)
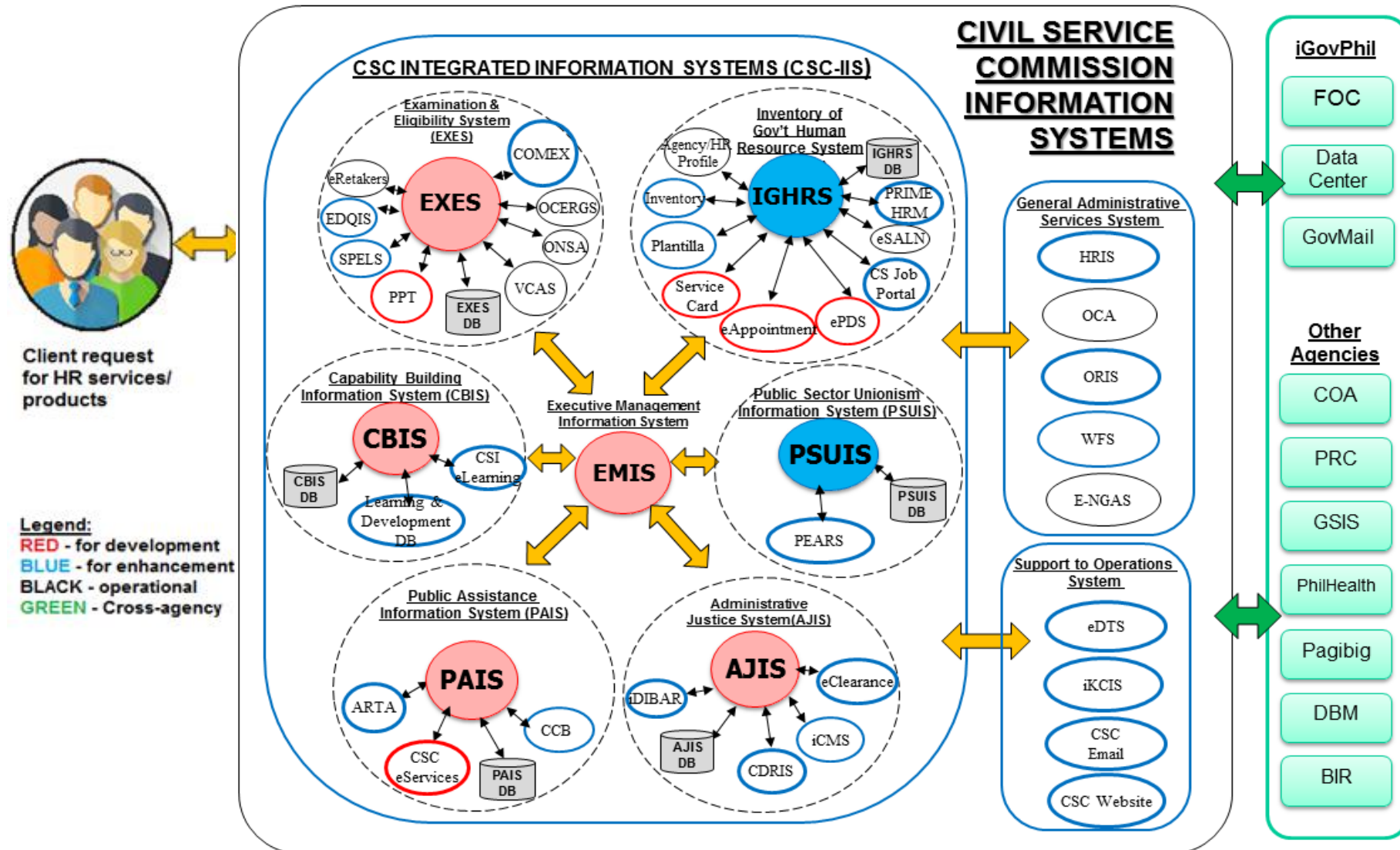
PART II. INFORMATION SYSTEMS STRATEGY

CSC INFORMATION SYSTEMS

A. CSC INTEGRATED INFORMATION SYSTEM (CSC-IIS)

1. Inventory of Government Human Resource System (IGHRS)

a. Agency HR Profile
b. Inventory Module – Inventory/Statistics of agency personnel
c. Plantilla Module – Agency Plantilla of personnel
d. ePDS – Online Personal Data Sheet
e. Service Card – Individual employment history in the Government

f. CS Job Portal
g. eSALN – Digitized Statement of Assets, Liabilities and Networth
h. PRIME-HRM - Program to Instutionalize Meritocracy and Excellence in Human Resource Management
i. eAppointment – automation and processing

2. Examination and Eligibility Information System (EXES)

a. PPT – Online Paper-Pen Test registration
b. COMEX – Computerized Examination System
c. EDQIS – Eligibility Database Query Information System
d. SPELS – Special Eligibility System

e. VCAS – Verification, Certification and Authentication System
f. ONSA – Online Notice of School Assignment
g. OCERGS – Online CS Exam Result Generation System

3. Public Assistance Information System (PAIS)

a. ARTA
b. CCB – Contact Center ng Bayan

c. CSC eServices – One-stop shop app (desktop, mobile) for CSC Services

4. Administrative Justice Information System (iAJIS)

a. iDIBAR – Integrated Database of Individual Barred of Taking CS Exam and from entering Govt Service
b. iCMS – Integrated Case Management System

c. CDRIS – Case Decision and Resolution Information System
d. CSC eClearance – CSC Online Clearance

5. Capability Building Information System (CBIS)

a. CSI eLearning – online training course

b. Learning and Development Database

6. Public Sector Unionism Information System (PSUIS)

a. PEARS – Process on Employees Association and Recognition system

7. Executive Management Information System (EMIS) – Executive dashboard for monitoring and decision making

B. GENERAL ADMINISTRATIVE SERVICES SYSTEM

a. HRIS – Human Resource Information System
b. OCA – Online Competency Assessment
c. ORIS – Official Receipt Information System

d. WFS – Welfare Fund System
e. E-NGAS – Electronic National Govt Accounting System

C. SUPPORT TO OPERATIONS SYSTEM

a. eDTS – Web-based Document Tracking System
b. iKCIS – Integrated Knowledge Center Information System

c. CSC Email System
d. CSC Website

PART II.   INFORMATION SYSTEMS STRATEGY

B.   DETAILED DESCRIPTION OF PROPOSED INFORMATION SYSTEMS

NAME OF INFORMATION SYSTEM/ SUB-SYSTEM₁	*RANK 1:* INVENTORY OF GOVERNMENT HUMAN RESOURCES SYSTEM
DESCRIPTION₂	An online system that can easily and readily record and provide accurate and reliable government human resources data. The inventory covers HR in the career and non-career service of the government including those appointed by the President. The following modules shall comprise the IGHR system: A. Online Agency/HR Profile Management System – HR data submission of agency profiling and tracking and monitoring of agency HR systems/programs; B. Inventory module – individual and consolidated agency inventory/statistical reports; C. Plantilla module – agency plantilla of positions, including career and non-career status; D. electronic Personal Data Sheet – retrieval, recording and updating of employees PDS data; E. Service Card – Employment history of individual government employees F. CS Job Portal - online listing on vacant position in government offices open for applicants; G. SALN Digitization – corresponding SALN of government employees shall be linked to their PDS data; H. PRIME-HRM - It is a mechanism that assesses and accredits the maturity level of government agencies relative to HR management. It supports the attainment of the Civil Service Commission vision of becoming a Center of Excellence for Human Resource and Organization Development I. eAppointment – automation of the appointments processing in the government service
STATUS₃	Module A, B, G – operational, continuing enhancement Module C, F – developed, for pilot-implementation ***Module D, E, I – for development in 2018*** Module H – on-going pilot-implementation
DEVELOPMENT STRATEGY₄	*Module A, B, C, D, E, F, G – in-house development* *Module H, I – Outsource*
COMPUTING SCHEME₅	*Networked Systems – Wide Area Networking*
USERS **INTERNAL₆**	*CSC Central and Regional Offices*
EXTERNAL₇	*Government agencies and employees, Public*
OWNER₈	Civil Service Commission - IRMO, HRPSO, OHRMD, CSCROs

PART II.	INFORMATION SYSTEMS STRATEGY

B. DETAILED DESCRIPTION OF PROPOSED INFORMATION SYSTEMS

NAME OF INFORMATION SYSTEM/ SUB-SYSTEM₁	*RANK 2:* EXAMINATION AND ELIGIBILITY INFORMATION SYSTEM
DESCRIPTION₂	Information system that integrates the data of the following examination and eligibility information systems to the government HR database: A. Paper and Pen Test (PPT) – processing of the administered paper based examinations to include/reckoning from the application filed, randomization of test venue/assignments up to processing of results B. Computerized Examination (COMEX) –– on-line filing of application and conduct of examination C. Examination Eligibility Database Query Information System (EDQIS) – Eligibility records on Civil Service exams that may be accessed online/thru the web D. Special Eligibilities Information System (SPELS) – registration and data banking of Civil Service eligibles pursuant to special laws and CSC issuances E. VCAS – Verification and certification of eligibility – web based process as the name implies that accesses and uses the EDQIS, iDIBAR and DMS of Digitized Picture Seat Plans F. Online notice of School Assignment (ONSA) – online query on places of assignment for paper-based examination G. Online Exam Result generation (OCERGS) – online query on the result of paper-based examination taken
STATUS₃	*A – operational PPT exam tools, **PPT online registration for development by 2018*** *B, C, D – operational, for enhancement* *E, F, G – operational*
DEVELOPMENT STRATEGY₄	*EDQIS, SPELS – In-house development* *PPT online registration, COMEX - Outsource*
COMPUTING SCHEME₅	*Networked Systems – Wide Area Networking*
USERS — **INTERNAL₆**	*CSC Central and Regional Offices*
EXTERNAL₇	*Government agencies and employees, Public*
OWNER₈	*Civil Service Commission* *- IRMO, ERPO*

PART II.   INFORMATION SYSTEMS STRATEGY

B. DETAILED DESCRIPTION OF PROPOSED INFORMATION SYSTEMS

NAME OF INFORMATION SYSTEM/ SUB-SYSTEM₁	*RANK 3:* PUBLIC ASSISTANCE INFORMATION SYSTEM
DESCRIPTION₂	Information system that focuses on the various CSC services/products for its clienteles and citizens feedback/complaint mechanism: A. ARTA related system – Assessment and data collection/survey on government agencies frontline services and compliance to the provisions of the Anti-Red Tape Act; B. CCB - feedback mechanism designated as the government's main helpdesk where citizens can file online or call for complaints or commendations, or request for information and assistance; *C. CSC eServices – A one-stop shop desktop/mobile application for CSC Client services;*
STATUS₃	*A, B – Operational, for enhancement* **C – for development by 2019**
DEVELOPMENT STRATEGY₄	*A - In-house* *B, C - Outsource*
COMPUTING SCHEME₅	*Networked Systems – Wide Area Networking*
USERS **INTERNAL₆**	*CSC Central and Regional Offices*
EXTERNAL₇	*Government agencies and employees, Public*
OWNER₈	*Civil Service Commission* *- IRMO, PAIO*

PART II.	**INFORMATION SYSTEMS STRATEGY**

B. DETAILED DESCRIPTION OF PROPOSED INFORMATION SYSTEMS

NAME OF INFORMATION SYSTEM/ SUB-SYSTEM₁	*RANK 4:* ADMINISTRATIVE JUSTICE INFORMATION SYSTEM	
DESCRIPTION₂	Information system that focuses on the administrative cases filed in the CSC, as well as decisions and resolutions. A. iDIBAR – database of individuals barred from taking CS examinations and entering gov't service whose pertinent cases are acted upon with final and executory decisions; B. Integrated Case Management System (iCMS) – is an automation of the processing, deliberation and tracking system of cases filed within the CSC; C. Case Decision and Resolution System (CDRIS) – web based query on the case decision and resolution issued by the CSC; D. CSC online clearance system (CSC EClearance) – online request for administrative clearance or certification of no pending administrative case/s.	
STATUS₃	*A, B, C, D – operational, for enhancement*	
DEVELOPMENT STRATEGY₄	*In-house*	
COMPUTING SCHEME₅	*Networked Systems – Wide area and Local area network*	
USERS	**INTERNAL₆**	*CSC Central and Field Offices*
	EXTERNAL₇	*Government agencies and employees, Public*
OWNER₈	*Civil Service Commission* *- IRMO, Office of Legal Affairs (OLA)*	

PART II.   INFORMATION SYSTEMS STRATEGY

B.   DETAILED DESCRIPTION OF PROPOSED INFORMATION SYSTEMS

NAME OF INFORMATION SYSTEM/ SUB-SYSTEM[1]		*RANK 5:* CAPABILITY BUILDING INFORMATION SYSTEM
DESCRIPTION[2]		Information system that focuses on Learning and Development (L&D): 　A.　CSI eLearning – online training facility; and 　B.　Learning and Development Database – an online system for training registration and monitoring.
STATUS[3]		*A – on-going pilot-implementation, continuing enhancement* *B – for pilot-implementation, continuing enhancement*
DEVELOPMENT STRATEGY[4]		*A – Outsource* *B – In-house*
COMPUTING SCHEME[5]		*Networked-LAN, WAN*
USERS	**INTERNAL[6]**	*CSC Commission-wide*
	EXTERNAL[7]	*Government agencies and employees, Public*
OWNER[8]		*Civil Service Commission* *- Civil Service Institute (CSI)*

PART II.   INFORMATION SYSTEMS STRATEGY

B. **DETAILED DESCRIPTION OF PROPOSED INFORMATION SYSTEMS**

NAME OF INFORMATION SYSTEM/ SUB-SYSTEM₁		*RANK 6:* PUBLIC SECTOR UNIONISM INFORMATION SYSTEM
DESCRIPTION₂		Information system that focuses on public sector employee unions in the field of governance: 　　A. PEARS – Process of Employees Association and Recognition System
STATUS₃		*Operational, for enhancement*
DEVELOPMENT STRATEGY₄		*In-house*
COMPUTING SCHEME₅		*Networked-LAN, WAN*
USERS	**INTERNAL₆**	*CSC Commission-wide*
	EXTERNAL₇	*Public Sector Unions/Associations*
OWNER₈		*Civil Service Commission* *- Human Resource Relations Office (HRRO)*

PART II.   INFORMATION SYSTEMS STRATEGY

B.   DETAILED DESCRIPTION OF PROPOSED INFORMATION SYSTEMS

NAME OF INFORMATION SYSTEM/ SUB-SYSTEM₁	*RANK 7:* EXECUTIVE MANAGEMENT INFORMATION SYSTEM
DESCRIPTION₂	Information system that will support the executive and management level decisions. It will be a facility for the members of the Commission and Heads of Offices to access information from the CSC IIS database relevant to meeting the strategic goals of the Commission. The information is in the form of statistical, financial, and other quantitative/ qualitative analysis or in other forms that will support the executive and management level decisions
STATUS₃	*Continuing enhancement*
DEVELOPMENT STRATEGY₄	*In-house/ Outsource*
COMPUTING SCHEME₅	*Networked-LAN, WAN*
USERS — **INTERNAL₆**	*Commission and Heads of Offices*
EXTERNAL₇	
OWNER₈	*Civil Service Commission*

PART II.   INFORMATION SYSTEMS STRATEGY

B. DETAILED DESCRIPTION OF PROPOSED INFORMATION SYSTEMS

NAME OF INFORMATION SYSTEM/ SUB-SYSTEM[1]		*RANK 8:* GENERAL ADMINISTRATIVE SERVICES SYSTEM
DESCRIPTION[2]		The information system that supports various initiatives in the CSC. A. Human Resource Information System (HRIS) – comprehensive database system of CSC employees with identified modules that complement the various HRM functions B. Online competency assessment (OCA) – 360^0 assessment on the behavioral competency of CSC officials and employees. C. ORIS - capture the data on the Official Receipt form; and printing module for Receipt (using DASCOM printer) and related financial reports. D. Welfare fund system (WFS) – recording and monitoring of new membership contributions, loans and payments E. e-NGAS - COA provided system to systematize the various financial transactions
STATUS[3]		*A, B, E – operational* *D – operational, for enhancement* *C - Developed, for pilot-implementation at CSC Central Office* **For implementation at the CSC Regional Office by 2018**
DEVELOPMENT STRATEGY[4]		*D – in-house development* *HRIS, OCA – outsource*
COMPUTING SCHEME[5]		*Networked-LAN, WAN*
USERS	INTERNAL[6]	*CSC Commission-wide*
	EXTERNAL[7]	
OWNER[8]		*Civil Service Commission* *- OFAM, OHRMD*

PART II.   INFORMATION SYSTEMS STRATEGY

B. DETAILED DESCRIPTION OF PROPOSED INFORMATION SYSTEMS

NAME OF INFORMATION SYSTEM/ SUB-SYSTEM₁	*RANK 9:* SUPPORT TO OPERATIONS SYSTEM
DESCRIPTION₂	An information system that supports various initiatives in the CSC. A. eDTS – web-based document tracking system that monitors the status of every communication/correspondence addressed to the Commission for appropriate action; B. Integrated Knowledged Center Information System (iKCIS) – recording and query system of the various knowledge holding of the CSC library; C. CSC Email System– incoming/outgoing electronic mails – corporate/official email accounts for all CSC officials and employees D. CSC Website
STATUS₃	*A, B, C, D – operational, for enhancement*
DEVELOPMENT STRATEGY₄	*A, B – in-house development*
COMPUTING SCHEME₅	*Networked-LAN, WAN*
USERS	**INTERNAL₆** *CSC Commission-wide*
	EXTERNAL₇ *Government agencies and employees, Public (iKCIS)*
OWNER₈	*Civil Service Commission* *- IRMO*

PART II.   INFORMATION SYSTEMS STRATEGY

C. DATABASES REQUIRED

NAME OF DATABASE₁	Inventory of Government Human Resources System (IGHRS) Database
GENERAL CONTENTS/ DESCRIPTION₂	A. Agency/HR Profile database – *Data on agency and HRMO profile* B. Inventory Database – data on agency personnel inventory and statistics C. Plantilla Database – data on agency plantilla positions and personnel incumbents D. ePDS (electronic Personal Data Sheet) *database - PDS information of government employees* E. Service Card – data on individual employment history and status F. Job Vacancies database – data on agency vacancies G. SALN database – indexed digitized data of government employee's Statement of Assets, Liabilities and Net Worth (SALN) H. PRIME-HRM database – data on agency assessment on HR readiness I. eAppointment – data on appointment processing
STATUS₃	Plantilla, ePDS, Service Card, Job Vacancies, eAppointment - for buildup HR profile, Inventory, SALN, PRIME-HRM – operational, continuing
INFORMATION SYSTEMS SERVED₄	Examination and Eligibility System, Inventory of Government Human Resources System (IGHRS), Executive Management Information System, Administrative Justice Information System, Public Assistance Information System
DATA ARCHIVING/STORAGE MEDIA₅	SAN/NAS, CD/DVD-ROM/External Disk
USERS — INTERNAL₆	CSC Central and Regional Offices
USERS — EXTERNAL₇	Government HRMOs and employees, Public
OWNER₈	Civil Service Commission - Integrated Records Management Office (IRMO), Human Resource Policies and Standards Office (HRPSO), Office for Human Resource Management and Development (OHRMD)

PART II. INFORMATION SYSTEMS STRATEGY

C. DATABASES REQUIRED

NAME OF DATABASE₁	Examination and Eligibility Information System (EXES) database
GENERAL CONTENTS/ DESCRIPTION₂	Examination and eligibility records of government personnel. Components: Paper and Pen Test (PPT) online registration, COMEX, EDQIS, SPELS, VCAS, ONSA, OCERGS and eRetakers
STATUS₃	Operational and continuing buildup
INFORMATION SYSTEMS SERVED₄	Examination and Eligibility System, Inventory of Government Human Resources System (IGHRS), Executive Management Information System, Administrative Justice Information System, Public Assistance Information System
DATA ARCHIVING/STORAGE MEDIA₅	SAN/NAS, CD/DVD-ROM/External Disk
USERS **INTERNAL₆**	CSC Central and Regional Offices
EXTERNAL₇	Government HRMOs and employees, Public
OWNER₈	Civil Service Commission - Integrated Records Mngt Office (IRMO), Examination, Recruitment and Placement Office (ERPO)

PART II. INFORMATION SYSTEMS STRATEGY

C. DATABASES REQUIRED

NAME OF DATABASE₁	Public Assistance Information System (PAIS) database
GENERAL CONTENTS/ DESCRIPTION₂	Data information on various CSC services/products, customer complaints, feedbacks and request. Components: ARTA, CCB and CSC eServices
STATUS₃	ARTA, CCB - Operational CSC eServices – for buildup
INFORMATION SYSTEMS SERVED₄	Public Assistance Information System, Examination and Eligibility System, Executive Management Information System, Administrative Justice Information System
DATA ARCHIVING/STORAGE MEDIA₅	SAN/NAS, CD/DVD-ROM/External Disk
USERS **INTERNAL₆**	CSC Central and Regional Offices
EXTERNAL₇	Government HRMOs and employees, Public
OWNER₈	Civil Service Commission - Integrated Records Mngt Office (IRMO), Public Assistance and Information Office (PAIO)

PART II.   INFORMATION SYSTEMS STRATEGY

C.   DATABASES REQUIRED

NAME OF DATABASE₁	Administrative Justice Information System (AJIS) database
GENERAL CONTENTS/ DESCRIPTION₂	Data information on administrative cases, decisions and resolutions, and clearances. Components: iDIBAR, iCMS, CDRIS, CSC Clearance
STATUS₃	iDIBAR, iCMS, CDRIS – operational, continuing data buildup CSC Clearance – for data buildup
INFORMATION SYSTEMS SERVED₄	Examination and Eligibility System, Inventory of Government Human Resources System (IGHRS), Executive Management Information System, Administrative Justice Information System, Customer Relations Information System
DATA ARCHIVING/STORAGE MEDIA₅	SAN/NAS, CD/DVD-ROM/External Disk
USERS **INTERNAL₆**	CSC Central and Regional Offices
EXTERNAL₇	Government agencies and employees, Public
OWNER₈	Civil Service Commission - Office for Legal Affairs (OLA), Integrated Records Mngt Office (IRMO)

PART II.   INFORMATION SYSTEMS STRATEGY

C. DATABASES REQUIRED

NAME OF DATABASE₁	Capability Building Information System (CBIS) databases
GENERAL CONTENTS/ DESCRIPTION₂	CSI eLearning – data on training modules; and Learning and Development Database – data on training schedules, participants and service providers.
STATUS₃	CSI eLearning – operational, continuing data buildup Learning and Development Database – for data buildup
INFORMATION SYSTEMS SERVED₄	Capability Building Information System, Inventory of Government Human Resources System (IGHRS), Executive Management Information System, Public Assistance Information System
DATA ARCHIVING/STORAGE MEDIA₅	SAN/NAS, CD/DVD-ROM/External Disk
USERS — **INTERNAL₆**	CSC Central and Regional Offices
USERS — **EXTERNAL₇**	Government agencies and employees, Public
OWNER₈	Civil Service Commission - Civil Service Institute (CSI)

PART II.   INFORMATION SYSTEMS STRATEGY

C.   DATABASES REQUIRED

NAME OF DATABASE[1]	Public Sector Unionism Information System databases
GENERAL CONTENTS/ DESCRIPTION[2]	PEARS data – Process of Employees Association and Recognition System
STATUS[3]	PEARS – operational, continuing data buildup
INFORMATION SYSTEMS SERVED[4]	Public Sector Unionism Information System, Executive Management Information System, Integrated Administrative Justice System, Public Assistance Information System
DATA ARCHIVING/STORAGE MEDIA[5]	SAN/NAS, CD/DVD-ROM/External Disk
USERS **INTERNAL[6]**	CSC Central and Regional Offices
EXTERNAL[7]	Public Sector Unions/Associations
OWNER[8]	Civil Service Commission - Human Resource Relations Office (HRRO)

PART II.   INFORMATION SYSTEMS STRATEGY

C. DATABASES REQUIRED

NAME OF DATABASE$_1$	General Administrative Services System databases – HRIS database
GENERAL CONTENTS/ DESCRIPTION$_2$	HRIS data – information on CSC employees' personal and employment data
STATUS$_3$	Operational, continuing data buildup
INFORMATION SYSTEMS SERVED$_4$	Human Resource Information System Executive Management Information System
DATA ARCHIVING/STORAGE MEDIA$_5$	CD/DVD-ROM/External Disk/SAN Storage
USERS — **INTERNAL$_6$**	CSC Central and Regional Offices
EXTERNAL$_7$	
OWNER$_8$	Office for Human Resource Management and Development (OHRMD)

PART II.	INFORMATION SYSTEMS STRATEGY

C. DATABASES REQUIRED

NAME OF DATABASE₁	General Administrative Services System databases – OCA database	
GENERAL CONTENTS/ DESCRIPTION₂	OCA data – information on individual CSC employee's competency assessment	
STATUS₃	Operational	
INFORMATION SYSTEMS SERVED₄	Online Competency Assessment Executive Management Information System	
DATA ARCHIVING/STORAGE MEDIA₅	CD/DVD-ROM/External Disk/SAN Storage	
USERS	INTERNAL₆	CSC Central and Regional Offices
	EXTERNAL₇	
OWNER₈	Office for Human Resource Management and Development (OHRMD)	

PART II.   INFORMATION SYSTEMS STRATEGY

C. DATABASES REQUIRED

NAME OF DATABASE[1]	General Administrative Services System databases – Welfare Fund database
GENERAL CONTENTS/ DESCRIPTION[2]	Welfare Fund (WF) data – employee's equity, loans and medical claims
STATUS[3]	Operational
INFORMATION SYSTEMS SERVED[4]	Welfare Fund (WF) System Executive Management Information System
DATA ARCHIVING/STORAGE MEDIA[5]	CD/DVD-ROM/External Disk/SAN Storage
USERS **INTERNAL**[6]	CSC Central and Regional Offices
EXTERNAL[7]	
OWNER[8]	Office for Human Resource Management and Development (OHRMD)

PART II.   INFORMATION SYSTEMS STRATEGY

C. DATABASES REQUIRED

NAME OF DATABASE₁		General Administrative Services System databases –eNGAS database
GENERAL CONTENTS/ DESCRIPTION₂		eNational Government Accounting System (eNGAS) data – CSC financial transactions data
STATUS₃		Operational, continuing data buildup/transactions/reporting
INFORMATION SYSTEMS SERVED₄		eNational Government Accounting System (eNGAS)
DATA ARCHIVING/STORAGE MEDIA₅		CD/DVD-ROM/External Disk/SAN Storage
USERS	**INTERNAL₆**	CSC Central and Regional Offices
	EXTERNAL₇	COA
OWNER₈		Office for Financial and Assets Management (OFAM) CSC ROs

PART II.	INFORMATION SYSTEMS STRATEGY

C. DATABASES REQUIRED

NAME OF DATABASE₁		Support to Operations System databases – eDTS database
GENERAL CONTENTS/ DESCRIPTION₂		eDTS data – incoming/outgoing communications and corresponding status and action
STATUS₃		Operational, continuing data buildup
INFORMATION SYSTEMS SERVED₄		Web-based Document Tracking System (eDTS) Executive Management Information System
DATA ARCHIVING/STORAGE MEDIA₅		CD/DVD-ROM/External Disk/SAN Storage
USERS	**INTERNAL₆**	CSC Central and Regional Offices
	EXTERNAL₇	-
OWNER₈		Integrated Records Management Office (IRMO)

PART II.   INFORMATION SYSTEMS STRATEGY

C. DATABASES REQUIRED

NAME OF DATABASE₁	Support to Operations System databases – iKCIS database
GENERAL CONTENTS/ DESCRIPTION₂	iKCIS data – information on existing book and non-book materials in the CSC Library
STATUS₃	Operational, continuing data buildup
INFORMATION SYSTEMS SERVED₄	Integrated Knowledge Center Information System Executive Management Information System
DATA ARCHIVING/STORAGE MEDIA₅	CD/DVD-ROM/External Disk/SAN Storage

USERS	**INTERNAL₆**	CSC Central and Regional Offices
	EXTERNAL₇	Researchers (iKCIS)

OWNER₈	Integrated Records Management Office (IRMO)

PART II.   INFORMATION SYSTEMS STRATEGY

C. DATABASES REQUIRED

NAME OF DATABASE₁		Support to Operations System databases – Email database
GENERAL CONTENTS/ DESCRIPTION₂		CSC Email data - incoming/outgoing electronic mails
STATUS₃		Operational
INFORMATION SYSTEMS SERVED₄		CSC Email System
DATA ARCHIVING/STORAGE MEDIA₅		CD/DVD-ROM/External Disk/SAN Storage
USERS	**INTERNAL₆**	CSC Central and Regional Offices
	EXTERNAL₇	-
OWNER₈		Integrated Records Management Office (IRMO)

PART II. INFORMATION SYSTEMS STRATEGY

C. DATABASES REQUIRED

NAME OF DATABASE[1]	Support to Operations System databases – Website database
GENERAL CONTENTS/ DESCRIPTION[2]	CSC Website data –collection of general information about the CSC, programs and projects, issuances, including multimedia contents
STATUS[3]	Operational
INFORMATION SYSTEMS SERVED[4]	CSC Website System
DATA ARCHIVING/STORAGE MEDIA[5]	CD/DVD-ROM/External Disk/SAN Storage
USERS — **INTERNAL[6]**	CSC Central and Regional Offices
USERS — **EXTERNAL[7]**	Government agencies and employees, Public
OWNER[8]	Integrated Records Management Office (IRMO) Public Assistance Information Office (PAIO)

PART II. INFORMATION SYSTEMS STRATEGY

D. NETWORK LAYOUT
D.1 EXISTING NETWORK LAYOUT (Central to Regional Offices)
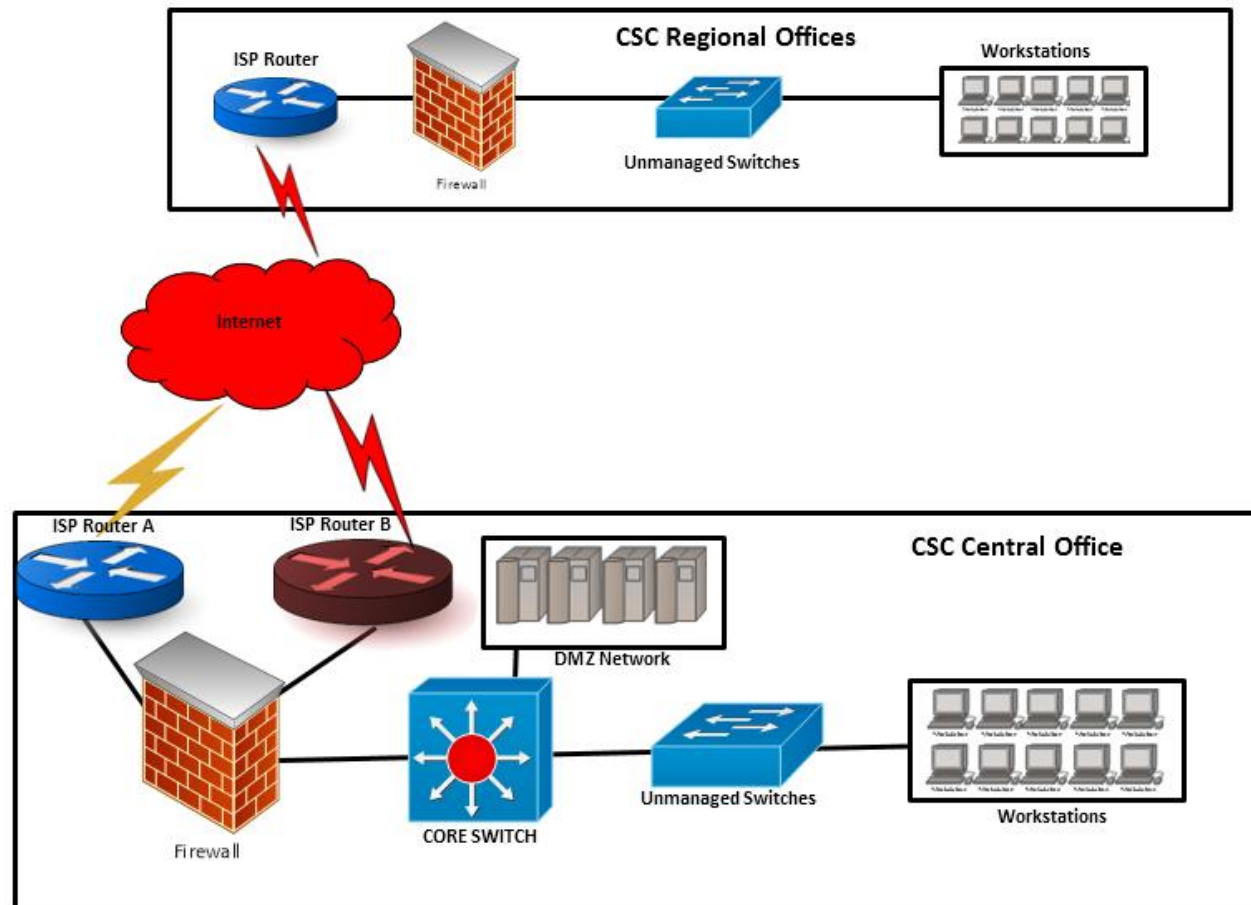
PART II.   INFORMATION SYSTEMS STRATEGY

D.2 PROPOSED NETWORK LAYOUT (Central to Regional Offices and Field Offices)
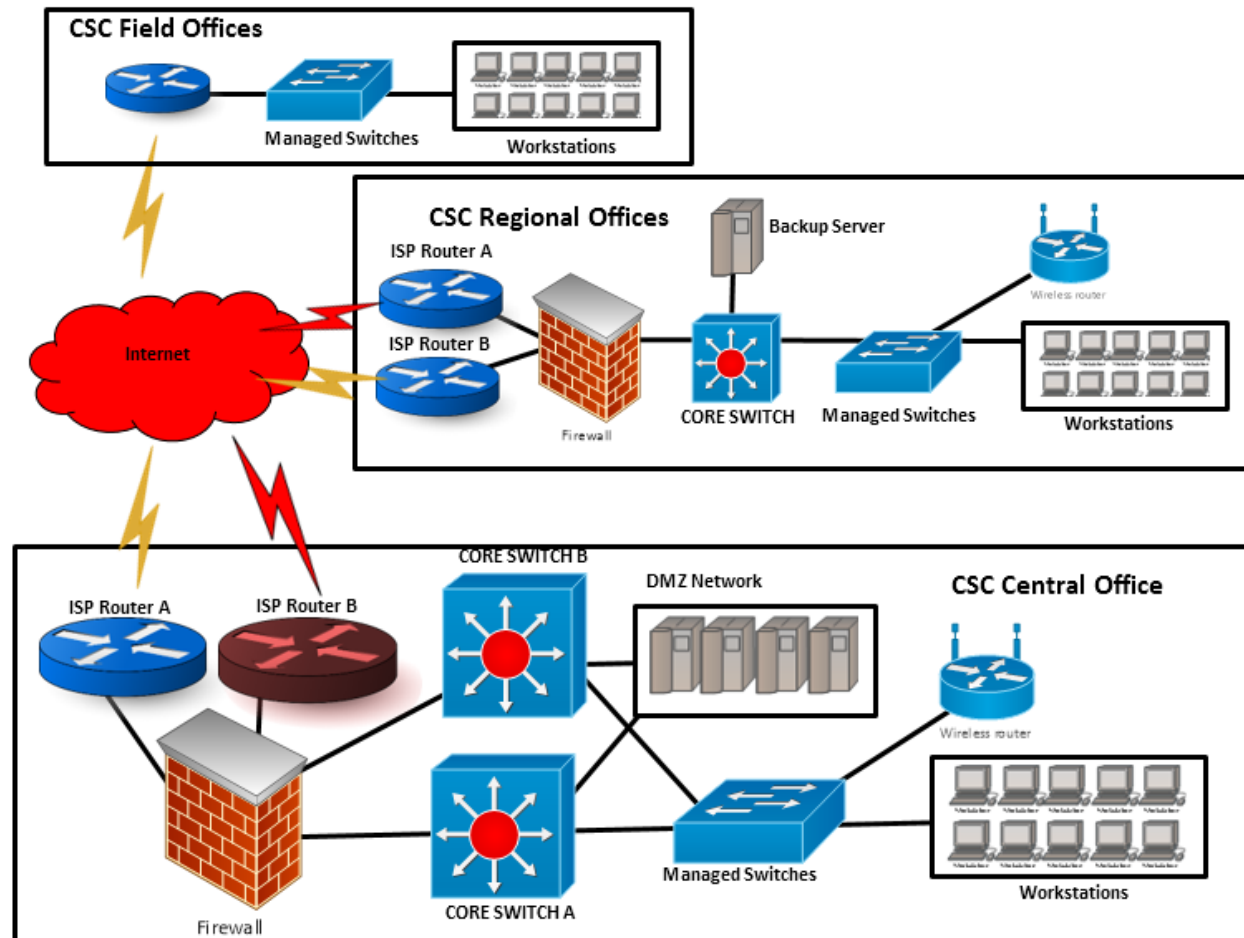
PART II.   INFORMATION SYSTEMS STRATEGY

D.3 Network Connectivity of CSC Central Office to Regional Offices and Field Offices
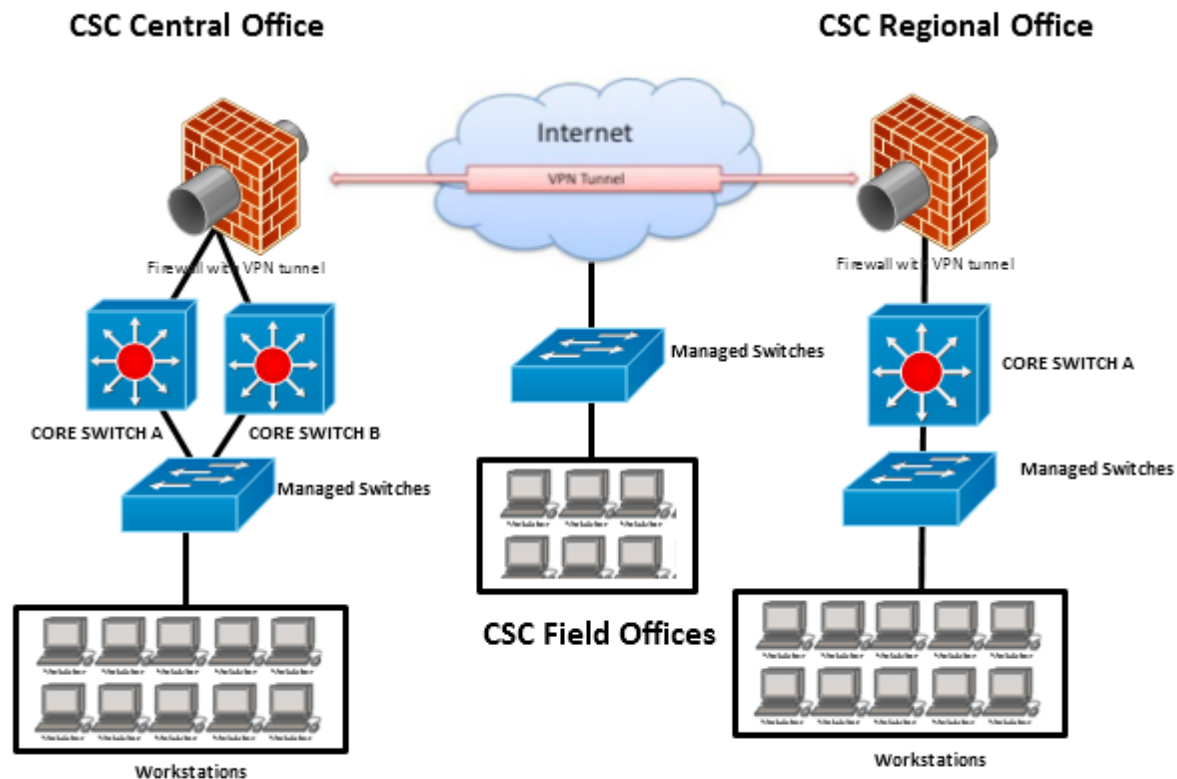
D.4 Existing Network Structure Diagram of CSC Central Office (See Annex A-4.1)
D.5 Proposed Network Structure Diagram of CSC Central Office (See Annex A-4.2)
D.6 Existing Network Structure Diagram of CSC Regional Offices (See Annex A-4.3)
D.7 Proposed Network Structure Diagram of CSC Regional Offices (See Annex A-4.4)

PART III.   DETAILED DESCRIPTION OF ICT PROJECTS

A.   INTERNAL ICT PROJECTS

A.1.1	NAME/TITLE	CSC VIRTUAL PRIVATE NETWORK FOR CSC FIELD OFFICES
A.1.2	OBJECTIVES	To install and maintain an IP-VPN connection for the Field Offices for improved information exchange and reliable access to various CSC application systems;
A.1.3	DURATION	2019 – 2020
A.1.4	DELIVERABLES	Stable and reliable Internet connection in all CSC Field Offices Installation of needed hardware/software for the IP-VPN User's Training Technical Documentation 2019 – 50% of All CSC Field Offices 2020 – Remaining 50% of CSC Field Office

PART III. DETAILED DESCRIPTION OF ICT PROJECTS

A. INTERNAL ICT PROJECTS

A.2.1	NAME/TITLE	CSC LEARNING MANAGEMENT SYSTEM (CLOUD BASED)
A.2.2	OBJECTIVES	To deliver and manage instructional content, and typically handles learner registration, course administration, and tracking, and reporting of learner work. Identify progress towards learning or training goals
A.2.3	DURATION	2018 – 2020
A.2.4	DELIVERABLES	2018 – Procurement of Hardware, Software, and Services 2019 – Development of training courses/syllabus for the CSC LMS 2020 – Continuing expense for the maintenance of the LMS and Development of Content

PART III.   DETAILED DESCRIPTION OF ICT PROJECTS

A.   INTERNAL ICT PROJECTS

A.3.1	NAME/TITLE	REHABILITATION AND UPGRADE OF NETWORK INFRASTRUCTURE OF CSC REGIONAL OFFICES
A.3.2	OBJECTIVES	To fully support the integration and implementation of CSC Applications across the Central and Regional Offices, a robust network infrastructure is a must.
A.3.3	DURATION	2018 – 2019
A.3.4	DELIVERABLES	2018 – Procurement, Installation and Implementation of Network Related Infrastructure to at least 40% of Regional Offices 2019 – Procurement, Installation and Implementation of Network Related Infrastructure to at least 60% of the Regional Offices

PART III.   DETAILED DESCRIPTION OF ICT PROJECTS

A.   INTERNAL ICT PROJECTS

A.4.1	NAME/TITLE	**UPGRADING OF CSC-PERSONNEL ICT PRODUCTIVITY EQUIPMENT**
A.4.2	OBJECTIVES	To procure the needed hardware, software and technology solutions to support CSC's day-to-day operations; To ensure smoother implementation and reliable access to CSC application systems both in the Central and Regional Offices; and To provide agile delivery on work processes in CSC's day-to-day operations
A.4.3	DURATION	2019 – 2020 (covers procurement, installation and maintenance)
A.4.4	DELIVERABLES	A. ICT Equipment and Office Productivity Tools. B. Issuance of computer laptops and printers to CSC Central and Regional Offices C. Replacement of obsolete desktop computers which have been purchased for the past 5 years and older D. Upgraded working devices on CSC offices.

PART III.   DETAILED DESCRIPTION OF ICT PROJECTS

A. INTERNAL ICT PROJECTS

A.5.1	NAME/TITLE	IMPLEMENTATION OF VOICE OVER INTERNET PROTOCOL (VOIP) FOR CSC CENTRAL, REGIONAL AND FIELD OFFICES
A.5.2	OBJECTIVES	To set-up and maintain a local connection to and from CSC Central Office, Regional and Field Offices using a real-time two-way audio/video digital transmissions. To improve communication in delivering services on CSC offices. To eliminate communication expenses on long distance charges. To make telephony system manageable and easier for updates and upgrades.
A.5.3	DURATION	2018 – 2020
A.5.4	DELIVERABLES	IP/Soft Phone and necessary hardware Internet/Data connection VoIP connection for CSC Offices (implementation by phase) 1. Phase 1 – Central and at least 3 Regional Offices 2. Phase 2 – 13 Regional Offices 3. Phase 3 – 127 Field Offices

PART III.   DETAILED DESCRIPTION OF ICT PROJECTS

A. INTERNAL ICT PROJECTS

A.6.1	NAME/TITLE	ONLINE PAPER AND PEN TEST REGISTRATION
A.6.2	OBJECTIVES	To develop a system that will handle the following: 1. Registration 2. Schedule of appearance and payment 3. Examinee School Assignment and Alerts 4. Examination Results
A.6.3	DURATION	Three (3) years, including system development and enhancement, testing and deployment, procurement of resources, systems and database integration, training and documentation
A.6.4	DELIVERABLES	A. Online Registration – 2018 B. Schedule of appearance and payment – 2018 C. Enhancement of the existing EAPS that will facilitate the randomization and school assignments – 2019 D. Consolidation/Integration of EDQIS, OCSERGS and VCAS – 2020

PART III. DETAILED DESCRIPTION OF ICT PROJECTS

A. INTERNAL ICT PROJECTS

A.7.1	NAME/TITLE	HIGH AVAILABILITY OF WEB AND DATABASE SERVER FOR ALL CSC APPLICATIONS
A.7.2	OBJECTIVES	Protect the data so that there is minimal or no data loss; Tolerate failures such that processing continues with minimal or no interruption; Provide built-in preventative measures; and Provide proactive monitoring and fast detection of failures;
A.7.3	DURATION	2019 – 2020
A.7.4	DELIVERABLES	2019 – Hardware/Software Acquisition. Install, manage, configure High Availability Server 2020 – Migrate existing database to the High Availability Servers

PART III.   DETAILED DESCRIPTION OF ICT PROJECTS

A. INTERNAL ICT PROJECTS

A.8.1	NAME/TITLE	DIGITIZATION OF CSC VITAL RECORDS AND DOCUMENTS
A.8.2	OBJECTIVES	Preserve the value of information contained in the CSC vital records
		Facilitate access to records, anytime from anywhere
		Free-up office spaces or storage areas to accommodate more productive operation
		Protect employees from the risk and hazards attendant to records handling
A.8.3	DURATION	2018 – 2020
A.8.4	DELIVERABLES	Uploading of digitized records and viewing of records
		Cloud Deployment and Backup

PART III.   DETAILED DESCRIPTION OF ICT PROJECTS

B. CROSS-AGENCY ICT PROJECTS

B.1.1	**NAME/TITLE**	**UPGRADE AND MIGRATION OF CSC WEB SERVICES**
B.1.2	**OBJECTIVES**	To improve security, maintenance and operation of CSC web applications. To ensure continuous availability of CSC website and electronic mailing service. To enhance website monitoring to 24 hours a day, 7 days a week. To utilize the use of available resources and services offered by the DICT
B.1.3	**DURATION**	2018 – 2019
B.1.4	**DELIVERABLES**	A. Revamped CSS website compliant to Unified Web Content Policy (UWCP) of Department of Information and Communications Technology B. CSC main website hosted under the Department of Information and Technology C. Migrated CSC mailing system and hosted under the Department of Information and Technology D. Availability of official email accounts to all CSC personnel
B.1.5	**LEAD AGENCY**	Department of Information and Technology
B.1.6	**IMPLEMENTING AGENCIES**	Department of Information and Technology

PART III.	DETAILED DESCRIPTION OF ICT PROJECTS

C. PERFORMANCE MEASUREMENT FRAMEWORK

Hierarchy of targeted results[1]	Objectively verifiable indicators (OVI) [2]	Baseline data[3]	Targets[4]	Data collection methods[5]	Responsibility to collect data[6]
CSC VIRTUAL PRIVATE NETWORK FOR CSC FIELD OFFICES					
Intermediate outcome of ICT project Enhanced connection of CSC Field Offices (CSC FOs)	*Percentage of CSC FOs with available and stable connection to the CSC Central Office.*	0	At least 95% connection uptime	Feedback Reports	CSC Regional/Fields Offices Integrated Records Management Office (IRMO)
Immediate outcome of ICT project Improved Internet connection in all CSC Field Offices	*% of availability*	0	90% available	Reports, System logs	CSC Regional/Fields Offices Integrated Records Management Office (IRMO)
Outputs VPN connection implemented in the CSC Field Offices	*Number of guidelines, operation manual developed and issued* *No. of installed hardware/software for the IP-VPN*	0 0	At least 1 guidelines, operation manual developed and issued 2018 – 50% of All CSC Field Offices 2019– Remaining 50% of CSC Field Office	Reports	CSC Regional/Fields Offices Integrated Records Management Office (IRMO)

PART III. DETAILED DESCRIPTION OF ICT PROJECTS

C. PERFORMANCE MEASUREMENT FRAMEWORK

Hierarchy of targeted results[1]	Objectively verifiable indicators (OVI) [2]	Baseline data[3]	Targets[4]	Data collection methods[5]	Responsibility to collect data[6]
CSC LEARNING MANAGEMENT SYSTEM (CLOUD BASED)					
Intermediate outcome of ICT project Enhanced learning and management system process	*Percentage of utilization and availability/accessibility of the system*	0	At least 95% available/accessible	Feedback, Reports	Civil Service Institute (CSI) CSC Regional Offices Integrated Records Management Office (IRMO)
Immediate outcome of ICT project Improved management of learner registration, course administration and monitoring	*% of client registration*	0	100% of the client registered thru the cloud based system	Reports, System logs	Civil Service Institute (CSI) CSC Regional Offices Integrated Records Management Office (IRMO)
	% of courses offered in the system	0	100% of the course items available in the system		
	% of availability of the cloud based system by 2019	0	100% availability of the cloud based system by 2019		
Outputs Learning management system (cloud based) adopted	*Number of guidelines or policy developed and issued*	0	At least 1 guidelines or policy developed and issued	Reports, Minutes of meeting	Civil Service Institute (CSI) Integrated Records Management Office (IRMO)
	% of procured hardware, software and services	0	100% of hardware, software and services procured by 2018		
	Number of developed training courses/syllabus	0	At least 1 training course/syllabus developed by 2019		

PART III. DETAILED DESCRIPTION OF ICT PROJECTS

C. PERFORMANCE MEASUREMENT FRAMEWORK

Hierarchy of targeted results[1]	Objectively verifiable indicators (OVI) [2]	Baseline data[3]	Targets[4]	Data collection methods[5]	Responsibility to collect data[6]
REHABILITATION AND UPGRADE OF NETWORK INFRASTRUCTURE OF CSC REGIONAL OFFICES					
Intermediate outcome of ICT project Enhanced network connection of CSC Regional Offices	*Percentage of CSCROs with enhanced network connection*	0	100% of CSCROs	Feedback Reports	CSC Regional Offices Integrated Records Management Office (IRMO)
Immediate outcome of ICT project Improved network connection in all CSC Regional Offices	*% of availability*	0	95% available	Reports, System logs	CSC Regional Offices Integrated Records Management Office (IRMO)
Outputs Rehabilitate and upgrade the network infrastructure of CSC Regional Offices	*Number of guidelines or policy, operation manual developed and issued* *% of regional offices that rehabilitated/ upgraded their network*	0 0	At least 1 guidelines or policy, operation manual developed and issued 2018 – At least 3 regional office rehabilitated/ upgraded their network infrastructure 2019– 13 regional office rehabilitated/ upgraded their network infrastructure	Reports	CSC Regional Offices Integrated Records Management Office (IRMO)

PART III.	DETAILED DESCRIPTION OF ICT PROJECTS

C. PERFORMANCE MEASUREMENT FRAMEWORK

Hierarchy of targeted results[1]	Objectively verifiable indicators (OVI) [2]	Baseline data[3]	Targets[4]	Data collection methods[5]	Responsibility to collect data[6]
UPGRADING OF CSC PERSONNEL ICT PRODUCTIVITY EQUIPMENT					
Intermediate outcome of ICT project Enhanced delivery on work process	*Percentage of CSC Personnel with upgraded ICT equipment.*	0	100% of CSC Personnel	Inventory Reports	Office for Financial, Assets and Management (OFAM) CSC Regional Offices Integrated Records Management Office (IRMO)
Immediate outcome of ICT project Improved ICT equipment and productivity tools	*% of obsolete computers*	0	0% obsolete computers	Feedback, Reports	Office for Financial, Assets and Management (OFAM) CSC Regional Offices Integrated Records Management Office (IRMO)
Outputs ICT productivity equipment procured and issued	*Number of guidelines developed and issued* *% of procured ICT equipment and productivity tools* *% of ICT equipment and productivity tools issued on the given timeline*	0 0	At least 1 guidelines developed and issued 100% of ICT equipment and productivity tools procured 100% of ICT equipment and productivity tools issued within the agreed timeline	Feedback, Reports	Office for Financial, Assets and Management (OFAM) CSC Regional Offices Integrated Records Management Office (IRMO)

PART III.   DETAILED DESCRIPTION OF ICT PROJECTS

C.   PERFORMANCE MEASUREMENT FRAMEWORK

Hierarchy of targeted results[1]	Objectively verifiable indicators (OVI) [2]	Baseline data[3]	Targets[4]	Data collection methods[5]	Responsibility to collect data[6]
IMPLEMENTATION OF THE VOICE OVER INTERNET PROTOCOL (VOIP) FOR CSC CENTRAL, REGIONAL AND FIELD OFFICES					
Intermediate outcome of ICT project Improved communication lines between central, regional and field offices	*Percentage of CSC Offices with improved communication lines*	0	At least 95% of CSC Offices	Feedback, Reports	Office for Financial and Assets Management (OFAM) CSC Regional/ Field Offices Integrated Records Management Office (IRMO)
Immediate outcome of ICT project Reduced communication expense on long distance charges	*Expenses on long distance charges*	Cost of long distance charges	Decrease expenses on long distance charges	Feedback, Reports, System logs	Office for Financial and Assets Management (OFAM) CSC Regional/ Field Offices Integrated Records Management Office (IRMO)
Outputs Procured necessary hardware	*Number of central offices connected* *Number of regional offices connected* *Number of field offices connected*	0 0 0	100% of central offices 100% of regional offices 100% of field offices	Feedback, Reports	Office for Financial and Assets Management (OFAM) CSC Regional/ Field Offices Integrated Records Management Office (IRMO)

PART III. DETAILED DESCRIPTION OF ICT PROJECTS

C. PERFORMANCE MEASUREMENT FRAMEWORK

Hierarchy of targeted results1	Objectively verifiable indicators (OVI) 2	Baseline data3	Targets4	Data collection methods5	Responsibility to collect data6
ONLINE PAPER AND PEN TEST REGISTRATION					
Intermediate outcome of ICT project Enhanced the paper and pencil test (PPT) registration/application process	*% of applicants using the system in appointment processing* *% of error in applicant information*	0 % of error incurred in applicant information	100% of applicant uses the system to apply paper and pen test (PPT) Decrease in % of error incurred in applicant information	Feedback, Reports, System logs	CSC Regional/Fields Offices Examination, Recruitment and Placement Office (ERPO) Integrated Records Management Office (IRMO)
Immediate outcome of ICT project Improved the registration/application process	*Time in processing exam application*	Average time allotted to manually process exam application	Decrease time in processing exam application	Feedback, Reports	CSC Regional/Fields Offices Examination, Recruitment and Placement Office (ERPO) Integrated Records Management Office (IRMO)
Outputs PPT Online Registration adopted	*% of availability of the online system* No. of process simplified No. of policies issued Number of system orientation undertaken	0 No. of process to be simplified No. of policies for issuance 0	At least 95% availability online Reduced the number of processes Issued at least 1 policy Conducted at least 1 system orientation	System logs, Reports, Minutes of meeting Project Implementation Plan (PIP)	CSC Regional/Fields Offices Examination, Recruitment and Placement Office (ERPO) Integrated Records Management Office (IRMO)

PART III.   DETAILED DESCRIPTION OF ICT PROJECTS

C.   PERFORMANCE MEASUREMENT FRAMEWORK

Hierarchy of targeted results[1]	Objectively verifiable indicators (OVI) [2]	Baseline data[3]	Targets[4]	Data collection methods[5]	Responsibility to collect data[6]
HIGH AVAILABILITY OF WEB AND DATABASE SERVER FOR ALL CSC APPLICATIONS					
Intermediate outcome of ICT project Improved access to CSC Applications	*% of availability of the CSC applications*	95%	Increase the % of availability	Feedback, Reports, System logs	Integrated Records Management Office (IRMO)
Immediate outcome of ICT project Improved server units for CSC applications	*% of performance of the server units*	Current performance of the server	% of performance of the server units increased	Feedback, Reports, System logs	Integrated Records Management Office (IRMO)
Outputs Web and database server high availability for all CSC applications	*% of required hardware and software procured* % of installation and configuration % of database migrated to the new server units	0 0 0	100% of hardware and software requirements procured by 2019 100% installation and configuration was done 100% of the database migrated to the new server units	Feedback, Reports	Integrated Records Management Office (IRMO)

PART III. DETAILED DESCRIPTION OF ICT PROJECTS

C. PERFORMANCE MEASUREMENT FRAMEWORK

Hierarchy of targeted results₁	Objectively verifiable indicators (OVI) ₂	Baseline data₃	Targets₄	Data collection methods₅	Responsibility to collect data₆
DIGITIZATION OF CSC VITAL RECORDS AND DOCUMENTS					
Intermediate outcome of ICT project Improved access to CSC vital records and documents on the cloud	*% of availability of the CSC vital records and documents*	0	Increase the % of availability	Feedback, Reports	Integrated Records Management Office (IRMO)
Immediate outcome of ICT project Easy retrieval of CSC vital records and documents	*<%> decrease in retrieval time of CSC vital records and documents*	Retrieval Time	*<%> decreased in retrieval time of CSC vital records and documents*	Feedback, Reports, System logs	Integrated Records Management Office (IRMO)
Outputs Digitized CSC vital records and documents	*Number of guidelines developed and issued* *Number of records/documents to be digitized and uploaded*	0 0	At least 1 guidelines developed and issued 100% of target records/documents digitized and uploaded	Feedback, Reports	Integrated Records Management Office (IRMO)
Cloud deployment implemented	*% of digitized records/documents deployed and backup in the cloud*	0	At least 20% of digitized records/documents deployed and backup in the cloud		

PART III.   DETAILED DESCRIPTION OF ICT PROJECTS

C.   PERFORMANCE MEASUREMENT FRAMEWORK

Hierarchy of targeted results$_1$	Objectively verifiable indicators (OVI) $_2$	Baseline data$_3$	Targets$_4$	Data collection methods$_5$	Responsibility to collect data$_6$
UPGRADE AND MIGRATION OF CSC WEB SERVICES					
Intermediate outcome of ICT project Improved access to CSC Website and electronic mailing service	*% of availability of the CSC website and electronic mailing service*	95%	Increase the % of availability	Feedback, Reports, System logs	Integrated Records Management Office (IRMO)
Immediate outcome of ICT project Improved web site security Lessen the ITD allotted time on web site maintenance	*% of security breach/issues decrease* *% of time by ITD to monitor the website and email system*	% of actual security breach/issues % of actual time by ITD to monitor the website and email system	Decrease the % of actual security breach/issues Decrease the % of actual time by ITD to monitor the website and email system	Feedback, Reports, System logs	Integrated Records Management Office (IRMO)
Outputs CSC Web service upgraded and migrated	*Number of CSC web pages enhanced/upgraded* *CSC website hosted under the DICT* *CSC email system hosted under the DICT* *Number of guidelines developed and issued*	0 0 0 0	100% of CSC web pages enhanced/upgraded Transferred hosting of CSC website from CSC to DICT Transferred hosting of CSC email system from CSC to DICT At least 1 guidelines developed and issued	Feedback, Reports	Integrated Records Management Office (IRMO)

PART IV.   RESOURCE REQUIREMENTS

A.   DEPLOYMENT OF ICT EQUIPMENT AND SERVICES

I T E M [1]	Brief Specifications	NAME OF OFFICE/ ORGANIZATIONAL UNITS[2]	PROPOSED NUMBER OF UNITS[3]		
			YEAR 1	YEAR 2	YEAR 3
1. OFFICE PRODUCTIVITY					
ICT Productivity Equipment Upgrade for CSC-Personnel					
Laptop PC with OS	*Latest Processor*	*CO-105, RO I-84, RO III-78, RO IV-31, RO V-40, RO VI-78, RO VII-30, RO IX-46, RO XI-60, NCR-26, CAR-48, CARAGA-35, ARMM-29*	*250*	*220*	*220*
Printer	*Colored/Ink & Dot Matrix*	*CSC Central-36 and Regional Offices-33*	*69*	*-*	*-*
2. INTERNAL ICT PROJECTS					
CSC Virtual Private Network for CSC Field Offices					
Leased Line Subscription	*Subscription*	*Field Offices*		*60*	*120*
Trainings	*End-User Training*	*Field Offices*		*8*	*8*
Software Subscription and Services	*Subscription*	*Field Offices*		*1 lot*	*1 lot*
CSC Learning Management System (Cloud-Based)					
Equipment/Appliance	*System Server*	*Central Office (Integrated Records Management Office)*	*2*	*-*	*-*
Desktop Computer with OS	*Latest Processor*	*Central Office (Integrated Records Management Office)*	*25*	*-*	*-*
Software Subscription	*LMS Software*	*Central Office (CSI)*	*1 lot*	*1 lot*	*1 lot*
Rehabilitation and Upgrade of Network Infrastructure of CSC Regional Offices					
Equipment/Appliance	*Network Switches*	*Regional Offices*	*12*	*20*	*-*
General ICT Services	*Network Cabling*	*Regional Offices*	*1 lot*	*1 lot*	*-*
Operations Maintenance	*Labor and Wages*	*Regional Offices*	*1 lot*	*1 lot*	*1 lot*

PART IV.   RESOURCE REQUIREMENTS

A. DEPLOYMENT OF ICT EQUIPMENT AND SERVICES

I T E M [1]	Brief Specifications	NAME OF OFFICE/ ORGANIZATIONAL UNITS[2]	PROPOSED NUMBER OF UNITS[3]		
			YEAR 1	YEAR 2	YEAR 3
Implementation of Voice over Internet Protocol for CSC Offices					
Equipment/Appliance	*IP PBX Server*	*Central Office-1 and Regional Offices-16*	*4*	*13*	*-*
Equipment/Appliance	*IP/Soft Phones*	*Central Office-69, Regional Offices-128, Field Offices-127*	*127*	*70*	*127*
Equipment/Appliance	*Routers*	*Central Office-1 and Regional Offices-19*	*10*	*10*	*-*
Equipment/Appliance	*Network Switches*	*Central Office-1 and Regional Offices-2*	*1*	*1*	*1*
Equipment/Appliance	*Wireless Access Points*	*Regional Offices*	*3*	*3*	*3*
General ICT Services	*Network Cabling*	*Regional Offices*	*1 lot*	*1 lot*	*1 lot*
Online Paper-Pen Test Registration					
Equipment/Appliance	*System Server*	*Central Office*	*1*	*-*	*-*
High Availability of Web and Database Server for all CSC Applications					
Equipment/Appliance	*Blade Server*	*Central Office (Integrated Records Management Office)*	*-*	*1 lot*	*-*
Software Subscription and Services	*Server Subscription*	*Central Office (Integrated Records Management Office)*	*-*	*1 lot*	*1 lot*
Digitization of CSC Vital Records and Documents					
General ICT Services	*Digitization Services*	*Central Office (Integrated Records Management Office)*	*1 lot*	*1 lot*	*1 lot*

PART IV.   RESOURCE REQUIREMENTS

B. DEPLOYMENT OF ICT EQUIPMENT AND SERVICES

I T E M [1]	Brief Specifications	NAME OF OFFICE/ ORGANIZATIONAL UNITS[2]	PROPOSED NUMBER OF UNITS[3]		
			YEAR 1	YEAR 2	YEAR 3
3. OTHER ICT PROJECTS					
ICT Training	Learning and Development Programs	Central Office (Integrated Records Management Office)	2	2	2
Internet Subscription					
Primary ISP Subscription	Central Office Primary Connection	Central Office	1	1	1
Secondary ISP Subscription	1Mbps VPN Connections	Regional Offices	17	17	17
ICT Office Supplies	ICT Equipment	Central Office	1 lot	1 lot	1 lot
Communication Expenses	Telephone Expenses	CSC Central and Regional Offices	1 lot	1 lot	1 lot
General ICT Services	Labor and Wages	Central Office	1 lot	1 lot	1 lot
Operations Maintenance	Hotlines, Mobile and Warranty	Central Office	1 lot	1 lot	1 lot

PART IV.   RESOURCE REQUIREMENTS

B. ICT ORGANIZATIONAL STRUCTURE

B.1 EXISTING ICT ORGANIZATIONAL STRUCTURE

INFORMATION TECHNOLOGY DIVISION
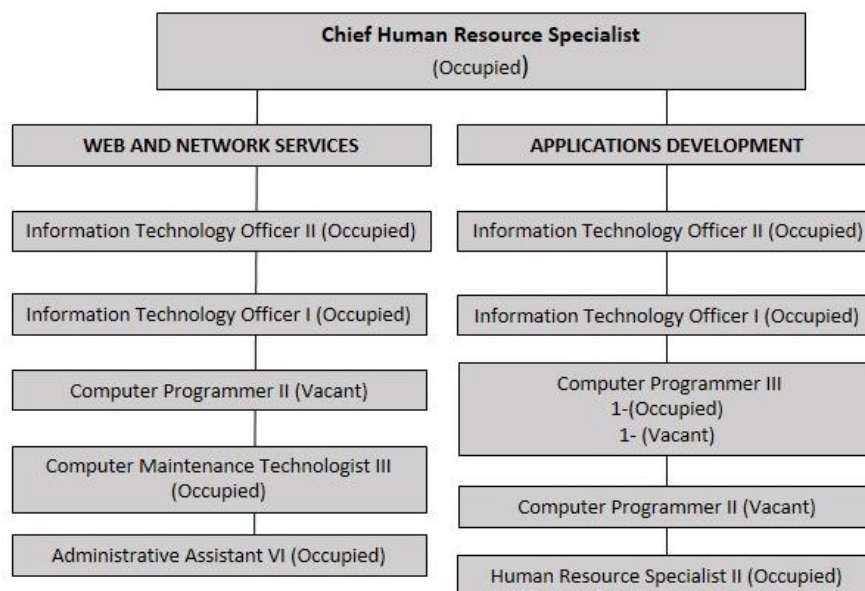
Chief Human Resource Specialist (CHRS) – Permanent (1)
Information Technology Officer II (ITO II) – Permanent (2)
Information Technology Officer I (ITO I) – Permanent (2)
Computer Programmer III (CP III) – Permanent (2)
Computer Programmer II (CP II) – Permanent (2)
Computer Maintenance Technologist II (CMT II) – Permanent (1)
Human Resource Specialist II (PS II) – Permanent (1)
Administrative Assistance VI (AA VI) – Permanent (1)

*No organic ICT Position in the Regional Offices, only ICT Focal Persons

PART IV.   RESOURCE REQUIREMENTS

B.2 PROPOSED ICT ORGANIZATIONAL STRUCTURE

OFFICE FOR INFORMATION AND COMMUNICATIONS TECHNOLOGY
ORAGANIZATIONAL CHART

DIRECTOR IV

Total Positions = 24

ADMINISTRATIVE ASST VI
ADMINISTRATIVE AIDE IV

DIRECTOR III

INFORMATION SYSTEMS DEVELOPMENT

INFO TECHNOLOGY OFFICER III

INFO TECHNOLOGY OFFICER II
INFO TECHNOLOGY OFFICER I
COMPUTER PROGRAMER III
INFO SYSTEMS ANALYST III
INFO SYSTEMS ANALYST III
COMPUTER PROGRAMER III
COMPUTER PROGRAMER II

INFRASTRUCTURE AND NETWORK OPERATIONS

INFO TECHNOLOGY OFFICER III

INFO TECHNOLOGY OFFICER II
INFO TECHNOLOGY OFFICER I
COMPUTER MAINTENANCE TECHNOLOGIST III
COMPUTER MAINTENANCE TECHNOLOGIST III
COMPUTER MAINTENANCE TECHNOLOGIST II
COMPUTER MAINTENANCE TECHNOLOGIST II

BUSINESS SUPPORT SERVICES

INFO TECHNOLOGY OFFICER III

INFO TECHNOLOGY OFFICER II
INFO TECHNOLOGY OFFICER I
INFO SYSTEMS ANALYST III
INFO SYSTEMS ANALYST II

No organic ICT Position in the Regional Offices, only ICT Focal Persons

Reference: HURIS Proposal

PART IV. RESOURCE REQUIREMENTS

INFORMATION TECHNOLOGY OFFICE

Oversees the formulation and management of the Information Technology Plan that shall serve as the blueprint for the development, implementation, and maintenance of communication and information systems vital to the internal operations of CSC and decision-making functions of the Commission

INFORMATION SYSTEMS DEVELOPMENT (ISD)

Develops, customizes and maintains computer application systems;

Automates various key services of the Commission and develop decision support systems for efficient and effective services;

Administers and maintains CSC Website thru the use of State-of-the-art technologies;

Manages and maintains application databases in coordination with INO;

Provides technical assistance in the implementation of Information systems and maintenance of the CSC Website.

INFRASTRUCTURE AND NETWORK OPERATIONS (INO)

Administers and maintains IT Infrastructure/equipment and network facilities of the Commission;

Recommends and implement other technology that may be required;

Ensures responsible information exchange among CSC Offices by converging various technologies;

Provides technical services which may be deemed necessary (i.e. evaluate/recommend procurement of IT equipment and Services etc.).

BUSINESS SUPPORT SERVICES (BSS)

Formulates and implement plans, programs and standards (policies and guidelines) for management information technology development;

Evaluates IT requests of the different offices of the Commission including the Regional Offices;

Carries out research studies to address future IT requirements;

Manages and implement projects;

Administers IT Service/Help Desk for smooth operation and implementation of Information Systems and other IT Services.

PART IV RESOURCE REQUIREMENTS

B.3 PLACEMENT OF THE PROPOSED ICT ORGANIZATION STRUCTURE IN THE AGENCY ORGANIZATIONAL CHART

CSC Organizational Structure

PART V.	DEVELOPMENT AND INVESTMENT PROGRAM

A. ICT PROJECTS IMPLEMENTATION SCHEDULE

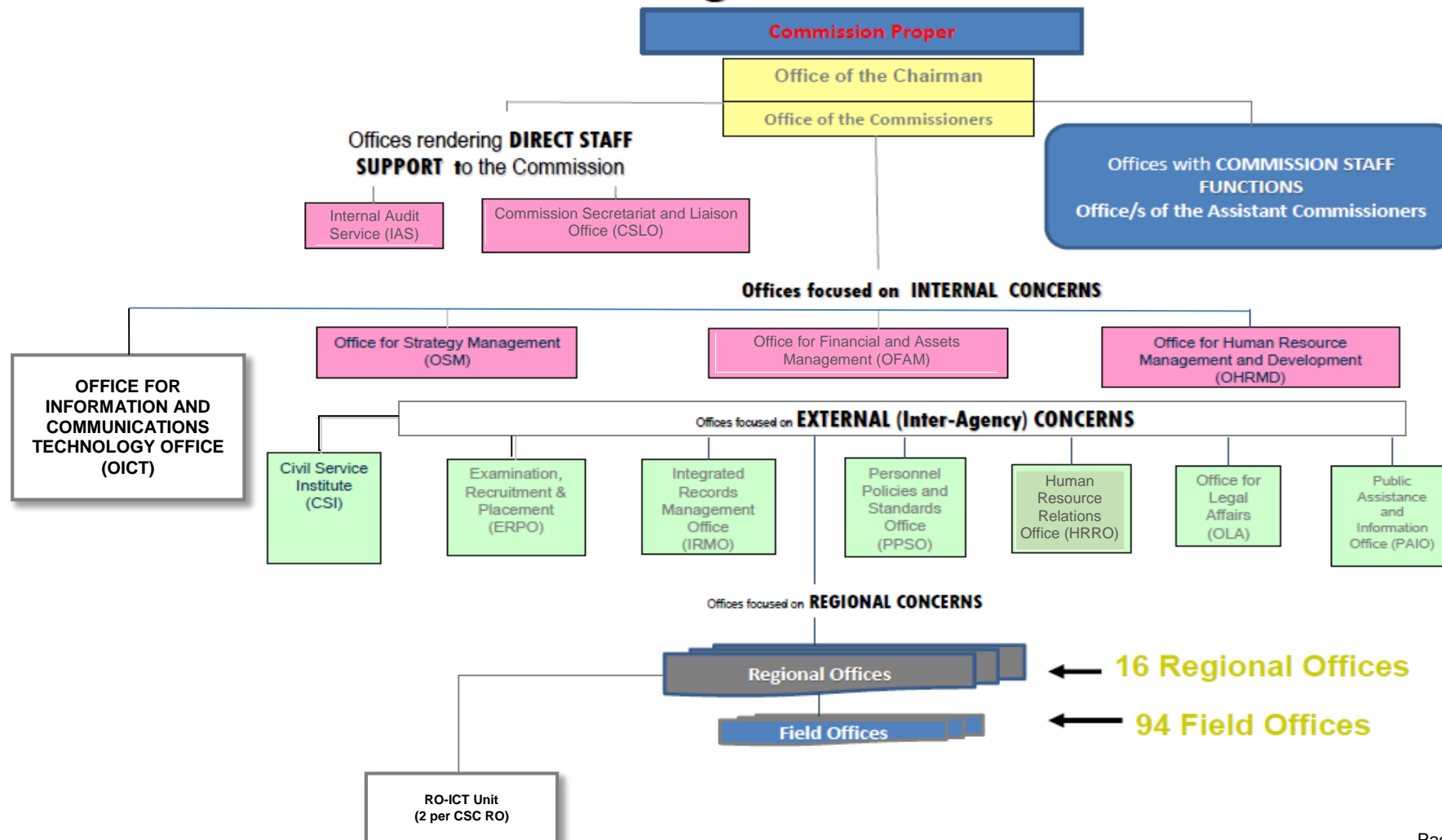| NAME OF ICT PROJECT/S	YEAR 1	YEAR 2	YEAR 3	REMARKS
1. *CSC Virtual Private Network for CSC Field Offices*				Covers procurement, installation and maintenance
2. *CSC Learning Management System (Cloud-Based)*				Covers procurement and maintenance
3. *Rehabilitation and Upgrade of Network Infrastructure of CSC Regional Offices*				Covers procurement, implementation and maintenance
4. *Upgrading of CSC-Personnel ICT Productivity Equipment*				Covers procurement, issuance and maintenance
5. *Implementation of Voice over Internet Protocol (VoIP) for CSC Central, Regional and Field Offices*				Covers procurement, implementation and maintenance
6. *Online Paper-Pen Test Registration*				Covers procurement and development
7. *Performance Upgrade for High Availability (HA) and Security of Web and Database Servers*				Covers procurement, implementation and maintenance
8. *Digitization of CSC Vital Records and Documents*				Covers implementation and maintenance

PART V.	DEVELOPMENT AND INVESTMENT PROGRAM

B. INFORMATION SYSTEMS (IS) IMPLEMENTATION SCHEDULE

NAME OF INFORMATION SYSTEMS/ SUB-SYSTEMS OR MODULES	YEAR 1	YEAR 2	YEAR 3	REMARKS
1. IGHR – Inventory of Government Human Resource	▓	▓	▓	Continuing service and data buildup
A. electronic Personal Data Sheet	▓			For development
B. Service Card	▓			For development
C. eAppointment	▓			For development
2. EXES – Integrated Examination and Eligibility Information System	▓	▓	▓	Continuing service and enhancement of sub-systems
A. Online Paper-Pen Test Registration	▓			For development
3. PAIS – Public Assistance Information System	▓	▓	▓	Continuing service and enhancement
A. CSC eServices		▓		For development
4. AJIS – Integrated Administrative Justice Information System	▓	▓	▓	Continuing service and enhancement of sub-systems
5. Capability Building Information System	▓	▓	▓	Continuing service and enhancement of sub-systems
6. Public Sector Unionism Information System	▓	▓	▓	Continuing service and enhancement of sub-systems
7. General Administrative Services System	▓	▓	▓	Continuing service and enhancement of sub-systems
A. Official Receipt Information System (ORIS)	▓			For implementation at the Regional Offices
8. EMIS – Executive Management Information System		▓	▓	For development and implementation

PART V. DEVELOPMENT AND INVESTMENT PROGRAM

C. SUMMARY OF INVESTMENTS

BUDGET ITEM/ ACCOUNT	2018		2019		2020	
	PHYSICAL TARGETS	COST	PHYSICAL TARGETS	COST	PHYSICAL TARGETS	COST
I. INTERNAL ICT PROJECTS						
I.1 VPN NETWORK FOR CSC FIELD OFFICES		**-**		**954,000.00**		**1,254,000.00**
B. MAINTENANCE AND OTHER OPERATING EXPENSES (MOOE)						
1. Internet Subscription Expenses (Field Offices)		-	60	300,000.00	120	600,000.00
2. ICT Training Expenses - *CSCROs end-users*		-	8 regions	400,000.00	8 regions	400,000.00
3. ICT Software Subscription - *Firewall Subscription*		-	1 lot	254,000.00	1 lot	254,000.00
I.2 CSI LEARNING MANAGEMENT SYSTEM		**6,854,361.60**		**2,000,000.00**		**2,000,000.00**
A. CAPITAL OUTLAY						
1. ICT Machinery and Equipment - *System Server*	2 units	3,854,361.60		-		-
2. ICT Machinery and Equipment - *Desktop/Laptop computer*	25 units	1,000,000.00				-
B. MAINTENANCE AND OTHER OPERATING EXPENSES (MOOE)						-
1. ICT Software Subscription - *LMS Software/Cloud*	1 lot	2,000,000.00	1 lot	2,000,000.00	1 lot	2,000,000.00
I.3 REHABILITATION AND UPGRADE OF NETWORK INFRASTRUCTURE OF CSC REGIONAL OFFICES		**9,840,105.60**		**19,280,176.00**		**7,680,000.00**
A. CAPITAL OUTLAY						
1. ICT Machinery and Equipment - *Manage Switches*	12 units	4,560,105.60	20 units	7,600,176.00		-
B. MAINTENANCE AND OTHER OPERATING EXPENSES (MOOE)						-
1. General ICT Services - *Network Cabling (Outsource)*	1 lot	2,400,000.00	1 lot	4,000,000.00		-
2. Operations Maintenance - *Labor and wages*	1 lot	2,880,000.00	1 lot	7,680,000.00	1 lot	7,680,000.00
I.4 ICT PRODUCTIVITY EQUIPMENT UPGRADE FOR CSC PERSONNEL		**9,723,000.00**		**6,600,000.00**		**6,600,000.00**
A. CAPITAL OUTLAY						
1. ICT Machinery and Equipment - *Laptop PC with OS*	250	7,500,000.00	220	6,600,000.00	220	6,600,000.00
2. ICT Machinery and Equipment - *eReceipt Printer*	33	495,000.00		-		-
B. MAINTENANCE AND OTHER OPERATING EXPENSES (MOOE)						
1. ICT Machinery and Equipment - *Leased Printer*	36	1,728,000.00		-		-

PART V.   DEVELOPMENT AND INVESTMENT PROGRAM

C. SUMMARY OF INVESTMENTS

I.5 IMPLEMENTATION OF VOIP FOR CSC OFFICES		5,257,160.00		5,378,360.00		1,389,360.00
A. CAPITAL OUTLAY						
1. ICT Machinery and Equipment - *IP PBX Server*	4	384,000.00	13	1,248,000.00		-
2. ICT Machinery and Equipment - *IP/Soft Phone*	127	1,143,000.00	70	630,000.00	127	1,143,000.00
3. ICT Machinery and Equipment - *DSL Router*	10	54,000.00	10	54,000.00		-
4. ICT Machinery and Equipment - *Network Switches*	1	382,200.00	1	152,400.00	1	152,400.00
6. ICT Machinery and Equipment - *Wireless Access Points*	3	93,960.00	3	93,960.00	3	93,960.00
B. MAINTENANCE AND OTHER OPERATING EXPENSES (MOOE)						-
1. General ICT Services - *Network Cabling (Outsource)*	8	3,200,000.00	8	3,200,000.00		-
I.6 ONLINE PAPER-PEN TEST REGISTRATION		1,927,180.80		-		-
A. CAPITAL OUTLAY						
1. ICT Machinery and Equipment - *System Server*	1 unit	1,927,180.80		-		-
I.7 HIGH AVAILIBILITY OF WEB AND DATABASE SERVER FOR ALL CSC APPLICATIONS		-		15,947,512.00		3,400,000.00
A. CAPITAL OUTLAY						
1. ICT Machinery and Equipment - *System Server*		-		12,547,512.00		-
B. MAINTENANCE AND OTHER OPERATING EXPENSES (MOOE)						-
1. ICT Software Subscription - Web Proxy, Database, SSL, HA Software		-	1 lot	3,400,000.00	1 lot	3,400,000.00
I.8 DIGITIZATION OF CSC VITAL RECORDS AND DOCUMENTS		4,800,000.00		4,800,000.00		4,800,000.00
B. MAINTENANCE AND OTHER OPERATING EXPENSES (MOOE)						-
1. General ICT Services - *Digitization Services*	1 lot	4,800,000.00	1 lot	4,800,000.00	1 lot	4,800,000.00

PART V.   DEVELOPMENT AND INVESTMENT PROGRAM

C.   SUMMARY OF INVESTMENTS

II. OTHER ICT PROJECTS		15,976,000.00		22,304,000.00		28,560,000.00
B. MAINTENANCE AND OTHER OPERATING EXPENSES (MOOE)						
1. ICT Training - Systems and Mobile Development, Infrastructure, Productivity Tools, Security, Desktop Publishing		1,000,000.00		1,000,000.00		1,000,000.00
2. Internet Subscription Expenses - *Secondary ISP subscription*	17	2,000,000.00	17	2,000,000.00	17	2,000,000.00
3. Internet Subscription Expenses - *ISP subscription*		1,440,000.00		1,440,000.00		1,440,000.00
4. ICT Office Supplies		150,000.00		100,000.00		4,700,000.00
5. Communication Expenses - *Telephone Expenses* (*Mobile*)		75,000.00		-		80,000.00
6. ICT Machinery and Equipment - *Maintenance Services*		1,124,000.00		1,124,000.00		2,700,000.00
7. General ICT Services - *Labor and wages*		6,587,640.00		15,360,000.00		15,360,000.00
8. Operations Maintenance - *Hotlines, Internet and Warranty*	1 lot	3,599,360.00	1 lot	1,280,000.00	1 lot	1,280,000.00
TOTAL COST PER YEAR		**54,377,808.00**		**77,264,048.00**		**55,683,360.00**
GRAND TOTAL						**187,325,216.00**

CSC — Republic of the Philippines — CIVIL SERVICE COMMISSION

PART V. DEVELOPMENT AND INVESTMENT PROGRAM

D. YEAR COST BREAKDOWN (FY 2018 – 2020)

D.1 YEAR 1 COST BREAKDOWN (FY 2018)

DETAILED COST ITEMS	OFFICE PRODUCTIVITY	ICT PROJECTS					CONTINUING EXPENSES
	ICT PRODUCTIVITY EQUIPMENT UPGRADE FOR CSC PERSONNEL	REHABILITATION AND UPGRADE OF NETWORK INFRASTRUCTURE OF CSC REGIONAL OFFICES	CSI LEARNING MANAGEMENT SYSTEM	IMPLEMENTATION OF VOIP FOR CSC OFFICES	ONLINE PAPER-PEN TEST REGISTRATION	DIGITIZATION OF CSC VITAL RECORDS AND DOCUMENTS	
1. ICT Machinery and Equipment							
System and Database Servers			3,854,361.60	384,000.00	1,927,180.80		
IP/Soft Phones				1,143,000.00			
Router				54,000.00			
Network Switches		4,560,105.60		382,200.00			
Wireless Access Points				93,960.00			
Desktop Computers			1,000,000.00				
Laptop Computers	7,500,000.00						
Printers	2,223,000.00						
2. ICT Training Expenses							1,000,000.00
3. ICT Software Subscription							
Additional VPN Users							
Learning Management System (Outsource)			2,000,000.00				
HA Software Subscription							
4. Internet Subscription & Communication Expenses							
Primary ISP Subscription							1,440,000.00
Secondary ISP Subscription							2,000,000.00
Telephone Expenses							75,000.00
5. General ICT Services		2,400,000.00		3,200,000.00		4,800,000.00	6,587,640.00
6. Operations Maintenance		2,880,000.00					3,599,360.00
7. ICT Office Supplies							150,000.00
8. Maintenance Services							1,124,000.00
TOTAL COST	9,840,105.60	6,854,361.60	9,723,000.00	5,257,160.00	1,927,180.80	4,800,000.00	15,976,000.00

SUB-TOTAL 54,377,808.00

PART V.   DEVELOPMENT AND INVESTMENT PROGRAM

D.2 YEAR 2 COST BREAKDOWN (FY 2019)

DETAILED COST ITEMS	OFFICE PRODUCTIVITY — ICT PRODUCTIVITY EQUIPMENT UPGRADE FOR CSC PERSONNEL	ICT PROJECTS						CONTINUING EXPENSES
		CSI LEARNING MANAGEMENT SYSTEM	REHABILITATION AND UPGRADE OF NETWORK INFRASTRUCTURE OF CSC REGIONAL OFFICES	VPN NETWORK FOR CSC FIELD OFFICES	IMPLEMENTATION OF VOIP FOR CSC OFFICES	HIGH AVAILABILITY OF WEB AND DATABASE SERVER FOR ALL CSC APPLICATIONS	DIGITIZATION OF CSC VITAL RECORDS AND DOCUMENTS	
1. ICT Machinery and Equipment								
System and Database Servers					1,248,000.00	12,547,512.00		
IP/Soft Phones					630,000.00			
Router					54,000.00			
Network Switches			7,600,176.00		152,400.00			
Wireless Access Points					93,960.00			
Desktop Computers								
Laptop Computers	6,600,000.00							
Printers								
2. ICT Training Expenses				400,000.00				1,000,000.00
3. ICT Software Subscription								
Additional VPN Users				254,000.00				
Learning Management System (Outsource)		2,000,000.00						
HA Software Subscription						3,400,000.00		
4. Internet Subscription & Communication Expenses								
Primary ISP Subscription								1,440,000.00
Secondary ISP Subscription				300,000.00				2,000,000.00
Telephone Expenses								
5. General ICT Services			4,000,000.00		3,200,000.00		4,800,000.00	15,360,000.00
6. Operations Maintenance			7,680,000.00					1,280,000.00
7. ICT Office Supplies								100,000.00
8. Maintenance Services								1,124,000.00
TOTAL COST	6,600,000.00	2,000,000.00	19,280,176.00	954,000.00	5,378,360.00	15,947,512.00	4,800,000.00	22,304,000.00

SUB-TOTAL: 77,264,048.00

PART V.   DEVELOPMENT AND INVESTMENT PROGRAM

D.3 YEAR 3 COST BREAKDOWN (FY 2020)

DETAILED COST ITEMS	OFFICE PRODUCTIVITY — ICT PRODUCTIVITY EQUIPMENT UPGRADE FOR CSC PERSONNEL	ICT PROJECTS						CONTINUING EXPENSES
		CSI LEARNING MANAGEMENT SYSTEM	REHABILITATION AND UPGRADE OF NETWORK INFRASTRUCTURE OF CSC REGIONAL OFFICES	VPN NETWORK FOR CSC FIELD OFFICES	IMPLEMENTATION OF VOIP FOR CSC OFFICES	HIGH AVAILABILITY OF WEB AND DATABASE SERVER FOR ALL CSC APPLICATIONS	DIGITIZATION OF CSC VITAL RECORDS AND DOCUMENTS	
1. ICT Machinery and Equipment								
System and Database Servers								
IP/Soft Phones					1,143,000.00			
Router								
Network Switches					152,400.00			
Wireless Access Points					93,960.00			
Desktop Computers								
Laptop Computers	6,600,000.00							
Printers								
2. ICT Training Expenses				400,000.00				1,000,000.00
3. ICT Software Subscription								
Additional VPN Users				254,000.00				
Learning Management System (Outsource)		2,000,000.00						
HA Software Subscription						3,400,000.00		
4. Internet Subscription & Communication Expenses								
Primary ISP Subscription								1,440,000.00
Secondary ISP Subscription				600,000.00				2,000,000.00
Telephone Expenses								80,000.00
5. General ICT Services							4,800,000.00	15,360,000.00
6. Operations Maintenance			7,680,000.00					1,280,000.00
7. ICT Office Supplies								4,700,000.00
8. Maintenance Services								2,700,000.00
TOTAL COST	6,600,000.00	2,000,000.00	7,680,000.00	1,254,000.00	1,389,360.00	3,400,000.00	4,800,000.00	28,560,000.00

SUB-TOTAL: 55,683,360.00

GRAND TOTAL: 187,325,216.00