**National Telecommunications Commission**

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AN INFORMATION SYSTEM PROJECT DESIGNED AND INITIATED BY THE NATIONAL TELECOMMUNICATIONS COMMISSION (NTC)

**What is NTC EDGE? -** The Electronic Data Governance and Evaluation System (EDGE) is a cross-platform system application designed to bring National Telecommunications Commission (NTC) services closer to the people by utilizing existing ICT info structure such as mobile based Telecommunications and VoIP technologies as medium for communications between and among NTC’s identified stakeholders and clients.

**NTC-EDGE APP - ALL SERVICES IN ONE APPLICATION**

The NTC EDGE App is an application that provides its users with a powerful, all-in-one cloud-based government service solution. It allows the client to apply for any services like Licenses, Permits, Certifications, Validations, and Requests/- Complaints online.

**NTC-EDGE PORTAL ONE APP FOR THE ENTIRE ORGANIZATION**

An electronic field service solution called the NTC-EDGE PORTAL offers capabilities with the goal of streamlining the workflow of the NTC organization engaged in conventional field service activities.

**ALL SERVICES IN ONE APP**

It can be streamlined and harmonized into five (5) categories only, namely:

1. Licenses,
2. Permits,
3. Certifications,
4. Validations, and
5. Requests/Complaints

**SUPPORT M ULTIPLE DEVICES & PLATFORMS**

The NTC EDGE App offering aids in the transformation of government services by enabling users to adopt an online platform-based application, creating new development opportunities in a service-led economy, and laying the groundwork for new value creation.

Access the NTC EDGE App for iOS and Android using any of the mobile devices. Applying for services using a dependable, smart, and user-friendly mobile app.

Clients can use kiosk to independently get the information they need about services and to carry out particular transactions.

Web Application is another platform for NTC EDGE App. Using a PC and laptop whether Windows or MacOS, the user can access it directly.

**FEATURES OF NTC-EDGE APP**

The NTC EDGE App is made up of functions that work together to address a common issue that clients have. In a nutshell, the application has the following features:

**RECEIVED NOTIFICATIONS -** When it comes to interacting with clients in real time, received alerts might provide the most individualized channel.

**BIOMETRIC LOGIN -** The biometric authentication function, which is the most secure method of login, enables users to rapidly access their apps using their fingerprints.

**PAY ONLINE -** On the NTC EDGE App, the client can pay the services in a hassle-free way whether Bank Transfer, Pay Maya or GCASH, through NTC’s OPS-DPS.

**HOTLINE -** Give prompt assistance and solutions to technical questions about the use of the services.

**ONE APP FOR THE ENTIRE ORGANIZATION**

The NTC EDGE Portal is an application for the entire organization of NTC in different regions. It enables real-time and immediate information handling. It is an excellent channel between organizations and clients for approving, declining, and verifying the submitted applications of the services.

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| **ROLE** | **USER DELIFNITION** | **RESPONSIBILITY** |
| **EVALUATOR** | NTC Personnel assigned to evaluate applications from clients. It normally involves NTC personnel from the Enforcement and Operations Division. | Creates their individual User Account in the EDGE system, evaluates submissions and attachments provided by Clients along with their online application using EDGE system, Approves or Disapproves application or even endorse to the Director any applications for further.  review and approval, may issue SOA or NOD to clients depending on the outcome of  the evaluation conducted. |
| **CASHIER** | NTC Personnel/Cashier assigned to accept and process payments from clients. | Creates their individual User Account in the EDGE system, verify and/or receive payments from clients, Re-issue SOA for on-verified payments, and issue the required admission slip, certification, permit, license, etc. applied for by the client. |
| **DIRECTOR** | NTC Regional Director/Head of Office  in the Regional Office | Creates their individual User Account in the EDGE system, review applications endorsed by  the evaluator, approve or disapprove applications endorsed by the evaluator by issuing SOA or NOD to clients, declare or authorize amnesty for permit to purchase. |
| **ADMIN** | NTC Personnel assigned/designated to provide technical support in the EDGE System. | Creates their individual User Account in the EDGE system, can create/edit/modify user accounts, can edit/modify certain system settings in the EDGE System. |

**FEATURES NTC-EDGE PORTAL**

**ALL ACTIVITIES & EVENTS IN ONE PAGE -** On the NTC EDGE Portal, the assigned employees can see all the submitted applications of the clients. In just a tap, the employee can approve and decline their application.

**RECEIVED NOTIFICATIONS -** Received notifications are messages delivered by applications to alert NTC employees to in-app communications, either from the app or another user, on the NTC EDGE Portal

**MEETING -** It allows the employees to connect with other employees in different regions. It engages in real-time both audibly and visually. By giving participants the impression that they are in the same room, video conferencing improves teamwork.

**CHAT WITH ENTIRE THE ORAGANIZATION -** Online interaction, such as chat, may help workers improve their social skills and provide them a platform to share their knowledge and assist one another.

**SCAN QR CODE -** To ease the verification during an examination. The QR code is attached to the admission slip.

**HOW DOES IT WORK?**

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| --- | --- | --- | --- |
| **APPLICATION**  **SUBMITTED** | **EVALUATOR** | **ACCOUNTANT** | **APPLICATION**  **APPROVED** |
| **APPLICATION**  **SUBMITTED BY**  **APPLICANT** | **VALIDATE**  **APPLICATION** | **CHECK SOA** | **APPLICATION**  **APPROVED BY**  **EVALUATOR AND**  **ACCOUNTANT**  **RELEASED ORDER OF**  **PAYMENT TO**  **APPLICANT**  **APPLICANT CAN**  **PROCEED TO**  **PAYMENT** |

|  |  |  |
| --- | --- | --- |
| **PROCEED TO**  **PAYMENT** | **CASHIER** | **PAYMENT**  **VERIFIED** |
| **APPLICANT CAN**  **PAY TRU:**  **• CASH WITH**  **INSTRUCTION**  **• BANK TRANSFER W/ INSTRUCTION**  **• MUST ATTACH**  **BANK/SLIP**  **RECEIPTS**  **• GCASH**  **•CREDIT/DEBIT CARD** | **CHECK ATTACHED**  **RECEIPT IF BANK**  **TRANSFER**  **VERIFY PAYMENT** | **CHECK ATTACHED**  **RECEIPT IF BANK**  **TRANSFER**  **VERIFY PAYMENT** |

**EDGE IS AN INFORMATION SYSTEM PROJECT ENVISIONED IN FOUR (4) VARIOUS PHASES:**

This particular project is anchored on the various processes and sub-processes identified in the Citizen’s Charter of the Commission in compliance to the Anti Red Tape Act (ARTA) Law of 2007 or RA 9485. It is envisioned in four (4) various phases as shown below:

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**EDGE PHASE 1**

* Focuses on System Development and Pilot Implementation
* Pilot Implementation NTC Region 10 & Region 7
* System Development: Licensing, Permitting, Certification, Application Evaluation, etc.

**EDGE PHASE 2**

* HARDWARE AND SYSTEM REQUIREMENTS PROVISIONING FOR ALL NTC OFFICES

***(Note: POW was revised for the phase 2 to be complimentary to EDGE and OPD-DPS)***

**LOOKING FORWARD**

• **Phase 3:** Complete Rollout to other regions/central offices, provision of hardware and system requirements, setting up of disaster/risk management initiatives and Change Management.

* For Phase 3, the following Components will be undertaken for this project:

I. Provisioning of Additional Hardware and System Requirements

a. Additional Database Cloud Subscription (12 months)

b. Additional EDGE Kiosk (6 Units per Region for off-site locations) \*

c. Redundant Internet Subscription for 1 year (LTE/5G) – 1 per kiosk

II. System Installation and Commissioning

a. On Site Installation and Provisioning

III. Testing and Evaluation

a. Functionality Testing

b. User Acceptance Testing

IV. Launching and Go-Live

V. Change Management Activities (Trainings, Capacity Development, Workshops, etc.)

VI. Phase 3 Project Closing and Official Turn Over

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• **Phase 4:** Enhancement of EDGE system (Radio Operator Exam Module, Case Detection Module,

Enhancement of Type Approval Module, Appointment System Module, etc.), Lifelong Learning Module, etc.

**SUMMARY AND CURRENT STATUS**

The integration of NTC EDGE to the Regional Office processes was discussed during the operational planning on November 20-23, 2024, at the NTC Central Office. During the operational planning and with the presence of the Commissioners, it was agreed that the two (2) Operational Manuals (Client & Administrator) and one (1) Designed Manual must be the sole bases of implementing the NTC EDGE (Please see attached copies of the NTC EDGE Manuals marked as Annex “A”, “B” & “C”. Further, it was also agreed, pending allocation of funds for the subscription of OTP, Cloud (or utilization of the Data Center located at the Central Office) and others, that existing complementary equipment in the Regional Offices will be used in an OFFLINE Mode utilizing a customized software known as NTC EDGE SENTINEL. Training was conducted on September 4, 2024 (Please see attached copy of a memo dated August 27, 2024, issued by Commissioner Ella Blanca B. Blanca, marked as Annex “D”). Thus, NTC EDGE is now integrated to the processes of NTC RO VI on hybrid manner pending approval and full operation of the digital payment portal of NTC under the Online Payment System – Digital Payment System (OPS-DPS). In other words, processing of permits, licenses, certificates can now be done through NTC EDGE.