eGovernment Issues Facing CIOs

and

Innovative Energy Technology Program in the Philippines

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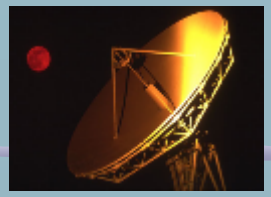


OUTLINE

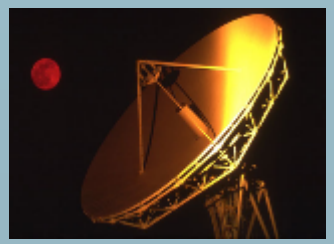
A. Implementing E-governance projects

1. Challenges facing CIOs in government
2. Funding government ICT projects
3. Success Factors in Implementing e-Governance projects

B. PC Recycling and eWaste Management

1. Project Rationale, Goals & Objectives
2. Status of the Project
3. Future Initiatives

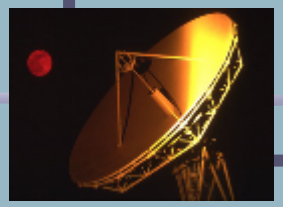
Implementing E-governance Projects



Citizen Centric Services (PHIL)

National Government

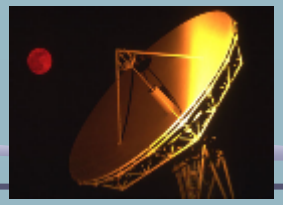
- Income Taxes
- Social Security
- Drivers License
- Vehicle Registration
- Passport
- Competency Certificate
- Citizen's ID
- Social Services
- Security Clearances



Local Government

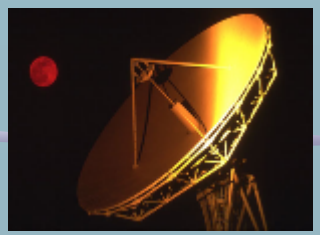
- Residence Tax
- Property Taxes
- Business Licenses
- Social Services
- Civil Registry
- Registry of property
- Emergency Services

E-Government Program (PHIL)

MAJOR PROGRAMS	2006	2010
Government Services Portal	Critical integrated government frontline services	Other citizen centric government services
Harmonization of the Numbering System	Harmonized numbering system for govt. employees	Harmonized numbering system for all citizens
Integrated one-stop Business Registration System	Integration of National gov't agencies (DTI/BOI/SEC/BIR/SSS DENR)	Integration with LGUs (Cities)
Integration of Revenue Generation Activities	Integrated Systems for BIR and BOC	Integrated Systems for other revenue producing agencies (LTO /LTFRB / NTC / PPA / NAIA)
E-LGU Development 	Key revenue generating e-Gov applications in 20% of LGUs Interactive Web-Presence for all Cities and Provinces	Key revenue generating e-Gov applications in 50% of LGUs Interactive Web Presence for all LGUs

Challenges Facing CIOs in Government

Role of CIO in Government



CIO Role in the Agency

- **provides strategic direction for the use of ICT in the organization**
- **an enabler, a catalyst, the link between business users and technology**
- **the driving force for ICT in performing its agency's mission and attaining its ultimate vision**
- **an implementor of ICT enhancements necessary for the facilitation of the agency's overall objectives (99.99% systems availability)**

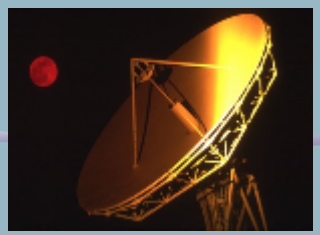
"A CIO is effective if his CEO can sleep soundly at night without any fear that his mission-critical systems will be down"

Role of a Government CIO (PHIL)

- Help build Phil. ICT Infrastructure
- Be pro-active in the development of the mission-critical back-end systems of their agency
- Continuously enhance the front-end applications in consonance with the Government Information Systems Plan (GISP)
- Think MACRO, not agency-specific…towards a one-stop shop government service for the citizen

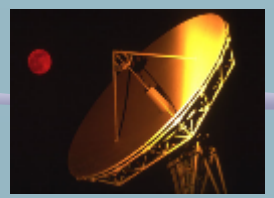
Challenges Facing CIOs in Government

- Development of an extensive and local content
- Sharing of database or communication network has not been fully explored
- Limited actual ICT usage in government, mostly are automated clerical functions
- Broadband deployment in non-commercially viable service areas
- Need to adopt ICT standards in government



Challenges Facing CIOs in Government

- Establishment of mechanisms to strengthen and sustain initiatives in ICT in education
- Recognition of ICT and CIO strategic role
- Many citizens do not use e-services for several reasons, such as:
    1. unfamiliarity with ICT
    2. lack of access
    3. lack of training
    4. concerns about privacy and security
- High cost of e-government development



Funding Government ICT Projects

- **e-Government projects are mostly long-term endeavors, requiring large capital infusion in:**
  1. **software**
  2. **hardware**
  3. **Infrastructure and telecommunications**
  4. **Training**

- **BUT, can be done in phases: *"THINK BIG START SMALL SCALE FAST"***

- **Government to focus on small, self-financing or outsourced projects**

Funding Government ICT Projects

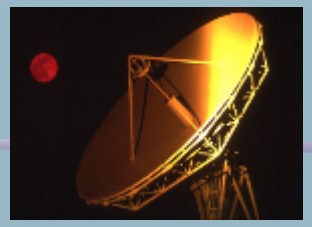
Business Models for funding e-Government projects:

A. Use of e-Government Fund

B. Soft and Development Assistance Loans from donor / multilateral aid agencies

C. Partnerships and outsourcing deals with private third party vendors under special financing schemes, such as:

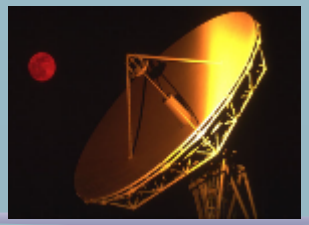
   1. Build-Operate-Transfer (BOT)
   2. Build-Transfer-Operate (BTO)
   3. Build-Own-Operate (BOO)



Funding Government ICT Projects

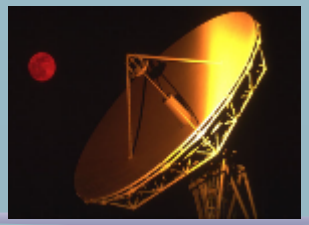
E – Government Fund

- Special Fund from National Budget
- Support citizen centric applications
- Encourage integration of government systems
- Allows prioritization of critical services



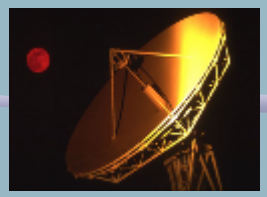
Funding Government ICT Projects

1. B.O.T. : the private sector designs, finances, builds, and operates the facility over the life of the contract; at contract end, ownership reverts to the government
2. B.T.O. : the title transfers to the government when construction is completed
3. B.O.O. : the private sector retains permanent ownership, and operates the facility on contract



Success Factors in Implementing e-Governance Projects

A. Strong leadership
B. User Participation in Systems Development
C. Conduct of Information Awareness campaigns both within the organization and the public
D. Development of Capacity-Building Measures and Continuous Learning Processes
E. Provision of Incentives



PC Recycling and eWaste Management

Project Rationale

Strength	Weaknesses
▪ Presence of several computerization programs in the education sector	▪ Presence of defective computers in public high schools ▪ Low PC to student ratio
Opportunities	**Threat**
▪ Abundance of old but functional computers in the private sectors ▪ Mushrooming of Community eCenters nationwide ▪ Presence of ICT educational institutions	▪ Growing presence of electronic waste and its contribution to global warming

Project Goals &Objectives

PC Recycling and eWaste Management :

- **To develop the skills of teachers and students such that they can maintain their own ICT laboratories**
- **To maximize the lifespan of hardware**
- **To minimize electronic wastes and its impact & contribution to global warming**

Status of the Project

PC Recycling

- Encouraged and Organized 20 State Universities and Colleges (SUCs) nationwide to join the project as local trainer and implementer
- Developed a 10-day skills-based training-workshop
- Conducted the first trainers training

Status of the Project

eWaste Management

- An inter-agency meeting was held last March 14, 2008 detailing the initiatives, gaps and plans to be implemented

Future Initiatives

- Develop electronic waste awareness, policies and support-mechanisms among and between the academe, government, civil society and the private sector
- Train more public high school teachers and students and build a network of skilled ICT hardware experts

END OF PRESENTATION

Thank You