NINETEENTH CONGRESS OF THE REPUBLIC OF THE PHILIPPINES

First Regular Session



23 MAR -7 P5:40

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SENATE S. B. No. <u>1978</u>

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Introduced by Senator SONNY ANGARA

AN ACT INSTITUTIONALIZING THE TRANSITION OF THE GOVERNMENT TO E-GOVERNANCE IN THE DIGITAL AGE AND FOR OTHER PURPOSES

EXPLANATORY NOTE

In the 2022 United Nations E-government Survey, the Philippines ranked 89th out of 193 countries in terms of e-government development. Among the ASEAN States, Philippines placed behind six of its neighbor countries which are Singapore (ranked 12th), Malaysia (ranked 53rd), Thailand (ranked 55th), Brunei (ranked 68th), Indonesia (ranked 77th), and Vietnam (ranked 86th). The country's latest ranking slipped by twelve spots compared to the previous survey conducted in 2020. According to the survey, in the e-government development index' sub-components, the Philippines garnered an above-average score of 0.6303 and 0.7629 on the Online Service Index and Human Capital Index, respectively. However, the country's score on the Telecommunication Infrastructure Index was only 0.5638, which falls below the global average.

In this age of rapid adoption of the Fourth Industrial Revolution, it is only necessary to harness the full potential of ICT, not just to keep up with the changing times but also to ensure that the government is able to meet the evolving needs of Filipinos especially in the digital space.

Envisioning to improve the performance of the country in the realm of digital government and governance, this measure seeks to provide effective leadership for the development and promotion of electronic government services by embracing ICT. This bill also espouses the establishment of digital infrastructure development and interoperability of inter-agency systems and processes to bolster government's efficiency and productivity. Ultimately, this aims to enhance public trust and citizen participation in government by promoting the use of the internet and emerging ICT applications to provide citizen-centric government information and services.

This measure is among the several the Legislative Executive Development Advisory Council (LEDAC) identified as a priority under the administration of President Bongbong Marcos Jr., who has underscored several times the importance of jumpstarting the country's transition and evolution into the digital world. It should also be viewed as part of a series of ICT-focused measures that we've filed in the 19th Congress, which includes the e-Health System Services Act (SBN 91), the National Digital Transformation Act (SBN 625), the Local Information and Communications Technology Officer Act (SBN 627), and the Digital Payments Act (SBN 762).

Recognizing the need to advance a digitally-enabled government, the passage of this bill is earnestly sought.

SONNY ANGARA



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Be it enacted by the Senate and House of Representative of the Philippines in Congress assembled:

1	CHAPTER I
2	INTRODUCTORY PROVISIONS
3	SECTION 1. Short Title. – This Act shall be known as the "E-Governance Act".
4	SEC. 2. Declaration of Policy and Purposes. – It is hereby declared the
5	policy of the State to recognize the vital role of information and communication in
6	nation-building and the necessity of harnessing the power of information and
7	communications technology (ICT) in pursuit of national development and progress.
8	The State hereby adopts a policy to create, foster, and sustain a digitally empowered
9	and integrated government that provides secure, responsive, and transparent online
10	citizen-centered services and harnesses the potential of open data for promoting
11	economic growth and growing a globally competitive Filipino nation.
12	In pursuit of this policy, this Act shall have the following purposes:
13	a) Provide effective leadership of government efforts to develop and promote
14	electronic government services and processes by defining and identifying
15	the roles of various government agencies in the entire digital
16	transformation process;
17	b) Promote the use of the internet, ICT and other digitally-enabled emerging
18	technologies within and across government agencies to provide efficient,
19	effective, transparent and citizen-centric government information and

services, and improve public trust and citizen participation in the government;

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- c) Promote ICT infrastructure development interoperability of inter-agency
 systems and processes through a consolidated process architecture;
- d) Promote inter-agency collaboration and integration of related functions
 across government instrumentalities towards improving government
 services to citizens, and enhancing the efficiency and effectiveness of the
 processes including but not limited to secure data and information sharing;
- 9 e) Improve the ability of the government to achieve agency missions and10 program performance goals;
- 11 f) Reduce costs and burdens for businesses and other government entities;
- g) Promote the use of ICT to enable an informed and data-driven decision
 making by policy makers, taking into consideration data analytics results;
- h) Promote the use of ICT in improving access to high quality government
 information and services across multiple channels;
- i) Strengthen transparency and accountability efforts of the national and localgovernments;
- j) Transform agency operations by utilizing, where appropriate, best practices
 from public and private sector organizations, both local and international;
- k) Provide enhanced and secured access to government information and
 services in a manner consistent with laws regarding protection of data
 privacy, cybersecurity, national security, records retention, freedom of
 information, open data, access for persons with disabilities, and other
 relevant laws;
- 25 I) Promote ICT capacity development to create quality jobs and increase the
 26 employability of the Philippine workforce;
- 27 m) Ensure and take measures to update the qualification and competency28 standards of ICT positions in the government;
- n) Promote digital literacy to enable Filipinos to participate in an evolving ICT
 age;

- o) Promote and support innovation, including the creation of a conducive
 environment for start-ups in providing better service to citizens, raise
 efficiencies and productivity in the public sector;
- p) Promote best practices where processes are documented, analyzed, or
 streamlined before digitalization happens;
- q) Build resilience to withstand the effects of disasters, pandemics, or
 widespread information technology disruptions, including cybersecurity
 attacks, that will limit its citizens' ability to transact;
- 9 r) Encourage the use of electronic devices where the mobility of citizens is
 10 restricted; and
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s) Grow and unlock the value of an open data economy.

SEC. 3. Coverage. - This Act shall apply to all executive, legislative, judicial 12 13 offices, and constitutional offices, including local government units (LGUs), state 14 universities and colleges, local universities and colleges, government-owned or 15 controlled corporations (GOCCs) and other instrumentalities, whether located in the 16 Philippines or abroad, that provide services covering business and nonbusiness related 17 transactions as defined in this Act, subject to limitations under existing laws. Further, 18 this Act shall also cover back-end government operations, within, between and across 19 agencies, government-to-government transactions, particularly those involving 20 sharing and processing of data and information between and among government agencies for policy, planning and decision-making purposes, and other government 21 22 operations.

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SEC. 4. *Definition of Terms.* – As use in this Act:

- a) *Application Programming Interfaces (APIs)* refers to an intermediary that allows
 interaction between applications, programs, software components, systems,
 hardware, and micro-services of different individuals or organizations;
- b) Chief Information Officer or CIO refers to a senior officer in all national
 government agencies, including constitutional offices, state universities and
 colleges, local universities and colleges, government-owned and controlled
 corporations, and government financial institutions responsible for the
 development, planning and implementation of the agency's information

systems strategic plan or ICT plan, and management of the agency's ICT systems, platforms, and applications;

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- 3 c) Critical Information Infrastructure or Critical Infostructure (CII) refers to 4 computer systems, and/or networks whether physical or virtual, and/or the 5 computer programs, computer data and/or traffic data that are so vital to this 6 country, the incapacity or destruction or interference of which would have a 7 debilitating impact on national security, economic development, national health and safety or any combination of those matters. Sectors initially classified as 8 9 CIIs are the following: government transportation (land, sea, air), energy, 10 water, health, emergency services, banking and finance, business process 11 outsourcing, telecommunications, and media;
- d) *Digitization* refers to the process of encoding information or procedure into
 digital form that can be read, manipulated, and utilized by digital technologies
 and platforms ;
- e) *Digitalization* refers to the process of using digital technologies to enhance the
 operations of the government, and provide new revenue and value-producing
 opportunities;
- f) *Digital Transformation* refers to the process of optimizing, reconstructing, and
 integrating digital technology into all areas of the government, to maximize
 resource configuration, improve operational efficiency and innovation
 capability, and enhance value delivery to stakeholders;
- g) *E-Governance* refers to the application of ICT in the interactions between the
 different levels of government, business, and the citizenry. It also involves the
 implementation of internal government operations meant to simplify and
 improve both the democratic and economic aspects of governance;
- h) *E-Government* refers to the use of information and communications technology
 to enhance the access to and delivery of public services, and to improve
 government efficiency, responsiveness, accountability, transparency, and
 integrity;
- i) *ICT Assets* refer to any data, device, equipment, infrastructure, system, or
 component thereof, utilized to ensure or support the proper and efficient

operation and implementation of ICT-related programs and delivery of ICT
 services;

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- j) *ICT plan* refers to the sum or set of goals, measures, strategies, agenda, budget
 and timeline for the implementation of ICT programs and projects and the use
 of information and communications technology, including digital platforms, to
 deliver public services or otherwise perform governmental functions;
- k) *Information and Communications Technology or ICT* refers to the totality of
 electronic means to access, create, collect, store, process, receive, transmit,
 present, regulate and disseminate information;
- Information Security Standards (ISS) refers to generally acceptable security
 standards which aim to protect, and secure the confidentiality, integrity,
 availability, authenticity, and non-repudiation of information;
- m) *Information Systems Strategic Plan (ISSP)* refers to the 3-year plan that serves
 as a government agency's roadmap for using ICT as a strategic resource to
 support the attainment of its goals, mission, and vision. It is also a written
 expression of how an agency intends to use ICT to support its data processing
 and decision-making processes;
- n) *Internet* refers to a public enterprise network that shares data or application
 resources via Internet Protocol;
- o) *Interoperability* refers to the ability of different operating and software systems,
 applications, and services to communicate, share functions, and exchange data,
 in an accurate, effective, and consistent manner to different platforms and
 agencies;
- p) *Payment Service Provider (PSP)* refers to an entity, such as bank or non-bank
 electronic money issuer, that provides payment services to end-users, such as
 consumers, merchants, and billers, including government institutions;
- q) *Privacy Engineering* refers to the integration of privacy concerns into
 engineering practices for systems and software engineering life cycle
 processes;
- r) *Privacy-by-Design* refers to an approach in the development and
 implementation of projects, programs, and processes that integrates

safeguards that are necessary to protect and promote privacy into the design 1 2 or structure: 3 s) *Privacy-by-Default* refers to a practice of applying the strictest privacy settings 4 by default, without any manual input from the user, when a product or service 5 has been deployed for public use; and 6 t) Workflow refers to the sequence of industrial, administrative, or other 7 processes through which a piece of work passes from initiation to completion. 8 9 **CHAPTER II** 10 **ROLE OF THE GOVERNMENT** 11 SEC. 5. Responsibilities of the Heads of Government Agencies, 12 Offices, and Instrumentalities. - The head of each agency, office, and 13 instrumentality of the national and local government, in consultation with the DICT, 14 shall be responsible for: 15 a) Spearheading the development and implementation of a multi-year digital 16 transformation plan specific to the agency or government instrumentality under their portfolio, based on a proper assessment of the readiness, 17 capability, and necessity of the agency or government instrumentality to 18 19 undertake such digital transformation; 20 b) Adhering to the requirements of this Act, including related standards for all ICT infrastructures, systems, equipment, designs, and all other technology, 21 22 which shall be promulgated by the DICT; 23 c) Complying with the standards and protocols for cybersecurity, resiliency, 24 and data privacy and confidentiality, which shall also be promulgated by 25 the DICT in consultation with the National Privacy Commission (NPC); 26 d) Ensuring that the information technology standards promulgated by the 27 DICT are communicated promptly and effectively to all relevant officials 28 within their agency; 29 e) Supporting the efforts of the national and local government to develop, 30 maintain, and promote an integrated system of delivering government 31 information and services to the public;

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- f) In consultation with the DICT, establishing and implementing information
 security policy, freedom of information, open data policy, and standards
 within their organization, in consideration of their respective mandate or
 technology needs or risks; and
- g) Conforming to the reengineering and streamlining requirements of AntiRed Tape Authority (ARTA) as provided under Republic Act 11032 or the
 Ease of Doing Business and Efficient Services Act of 2018.
- 8 To these ends, agencies shall:
- 9 a) Formulate long-term digital transformation plans with clear objectives and
 10 measurable milestones, based upon a clear assessment of the readiness,
 11 capabilities, and relevance and necessity of undertaking such digital
 12 transformation;
- b) Develop performance measures that demonstrate how ICT enables
 progress toward agency objectives, strategic goals, and statutory
 mandates;
- 16 c) In measuring performance, rely on existing data collections to the extent 17 practicable and introduce new data collection schemes necessary for 18 monitoring performance and deriving valuable insights. Areas of 19 performance measurement that agencies should include customer service, 20 agency productivity, and meaningful adoption of innovative information 21 technology, including the appropriate use of industry best practices;
- 22 d) Link their performance goals, as appropriate, to key groups, including
 23 citizens, businesses, and other governments;
- e) As appropriate, work collectively in linking their performance goals to key
 groups and shall use information technology in delivering government
 information and services to those groups;
- f) Ensure that all information systems strategic plans (ISSPs) and ICT plans
 are updated annually and considered in their budget preparation activities;
- g) Agencies shall regularly undertake cost compliance analysis, time and
 motion studies, undergo evaluation and improvement of their transaction
 systems and procedures and reengineer the same if deemed necessary to
 reduce bureaucratic red tape and process time;

h) Support the development of a digital competency framework in order to
 undertake a competency assessment of personnel and provide them with
 appropriate learning and development programs to strengthen their digital
 competency; and,

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i) Be accountable for the implementation of the ISSP or ICT Plan.

Provided, however, That for purposes of efficiency and avoidance of redundancy, 6 7 government agencies, offices, and instrumentalities, with existing: (a) standards for 8 all ICT infrastructures, systems, equipment, designs, and all other technology; (b) 9 protocols for cybersecurity, resiliency and data privacy and confidentiality; (c) effective 10 mechanism for communicating promptly and effectively all information technology standards within their agency; and (d) equipment, systems, programs and 11 12 infrastructures, that substantially comply with the minimum requirements indicated in the relevant provisions of this Act, as well as those that already have existing 13 government positions, such as Chief Information Officer or CIO, within their respective 14 15 offices whose qualifications are aligned with the requirements under this Act, shall be allowed to maintain those existing standards, protocols, mechanisms, equipment, 16 systems, programs, infrastructures and positions, and shall already be deemed 17 18 compliant with the provisions hereof.

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SEC. 6. *Role of the Department of Information and Communications Technology.* – The DICT shall be the primary implementing body and principal

administrator of this Act. In accordance with applicable laws and rules, and subject to 21 22 limitations provided by the Constitution, the DICT shall ensure that all ICT projects in 23 the Philippines shall be done in accordance with the National ICT Development Agenda 24 and e-Government Masterplan, as provided under Republic Act No. 10844. For this 25 purpose, the DICT shall establish measures to implement policies under this Act and ensure that all ICT projects in the Philippines, whether national or local are harmonized 26 27 with the overall ICT plans and in compliance with applicable standards. Accordingly, 28 the DICT shall:

a) Adopt a national policy and process that promotes innovation, supports
start-ups, and facilitates the entry and adoption of technologies consistent
with the goals of this Act;

b) Mandate support and supervise the government agencies in ensuring the
quality, security, and reliability of their respective ICT infrastructure and
services in accordance with international or industrial standards,
specifications, and best practices, and direct the interconnection or
interoperability of ICT infrastructure, systems, and facilities when necessary
to achieve the goals of this Act;

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- c) Coordinate and/or collaborate with the private sector and enter into partnerships and joint ventures in accordance with the goals of this Act;
- 9 d) Mandate and supervise the adoption of policies and processes to ensure 10 the implementation of this Act, including the adoption of a Roadmap to 11 provide a strategic and phased whole- of-government transformation to e-12 Governance, with clear and identified milestones, and which explicitly 13 defines the roles and responsibilities of covered government agencies, 14 offices, and instrumentalities;
- e) Regulate and supervise the operations of ICT infrastructure, systems, and
 facilities, and in the exercise of such functions, in accordance with
 applicable laws and rules;
- f) Mandate government agencies, offices and instrumentalities to comply with
 the minimum qualification and competency standards of ICT positions in
 the government and require government agencies, offices, and
 instrumentalities, to regularly report the status of compliance thereto;
- g) Engage technical and standards organizations and consult industry experts
 on matters requiring engineering inputs, enterprise architecture and other
 highly specialize concerns;
- h) Where applicable, recognize the administrative autonomy provided by the
 Constitution for independent government agencies, offices, and
 instrumentalities in the implementation and enforcement of the foregoing;
 and
- i) Develop in accordance with applicable civil service laws and rules,
 consistent with the compensation and position classification system of the
 government, the competency and qualification standards of all ICT
 positions in the government, and submit to the Department of Budget and

1 Management (DBM) the proposal for the creation and updating of current 2 civil service positions for ICT workers, which include cybersecurity, data 3 governance, data privacy, data analysis and insight, and other ICT-related government positions and the appropriate job levels and corresponding 4 5 compensation rates aligned with the personnel needs of a digitized government and comparable with the prevailing industry rates, as well as 6 7 the gualifications standards, duties and functions essential to the effective 8 operation of government ICT infrastructure and systems: Provided, That government agencies, offices, and instrumentalities, that have been 9 10 exempted from the Salary Standardization Law and have been granted 11 authority to formulate their own compensation and position classification 12 systems, whose compensation, competency, and qualification standards 13 are aligned with the minimum requirements under this Act, shall be allowed 14 to maintain those existing compensation, competency, and qualification 15 standards in the operation of government ICT infrastructure and systems.

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16 SEC. 7. The E-Governance Unified Project Management Office. – Within 17 one year from the effectivity of this Act, the DICT shall establish a government-wide 18 E-Governance Unified Project Management Office (E-Gov-UPMO), which shall cater to 19 and address the portfolio, program, and project management needs of government 20 agencies, such as but not limited to the formulation of their respective digital 21 transformation plans, with the end goal of ensuring that ICT projects across the 22 government are managed with efficiency and agility, following international best 23 practices and standards.

24 The DICT shall provide guidelines on the operation of the E-Gov-UPMO and the 25 qualifications of personnel under the E-Gov-UPMO, who shall, at the minimum obtain 26 internationally-recognized certifications and a required number of units on relevant 27 courses such as but not limited to Project Management, Program Management, IT 28 Service Management, the Enterprise Architecture, Information Security, Data Privacy, 29 Risk Management, and other similar fields or specializations. For this purpose, the ICT 30 Academy created under this Act, shall ensure that courses, multimodal training, and 31 certifications to develop this human resource are regularly offered.

1 SEC. 8. Chief Information Officer. – Every government agency is authorized 2 to create a *plantilla* position for Chief Information Officer (CIO) who shall ensure that 3 ICT systems are developed and implemented which are properly secured and 4 compliant with standards as determined and prescribed by the DICT and in accordance 5 with relevant laws, rules, and regulations, including Republic Act No. 10173, or the 6 "Data Privacy Act of 2012". 7 The CIO shall perform the following functions: 8 a) Advise their respective mother agencies on how best to leverage ICTs 9 to optimize the delivery of secured public services, and achieve efficient, 10 and cost-effective operations; 11 b) Securely develop, maintain, and manage the agency's information 12 systems; 13 c) Manage and supervise the implementation of ICT related projects, 14 systems, and processes; 15 d) Formulate and implement processes in relation to the adoption of ICTbased solutions, including emerging technologies as provided in the E-16 17 Government Plan; e) Manage operational risks related to ICT in coordination with the 18 19 agency's management and stakeholders; 20 Ensure that the ICT programs and operations are consistent with f) 21 national policies and standards; 22 g) Accelerate the use of open data, blockchain, and other emerging 23 technologies; and, 24 h) Benchmark ICT programs and operations against ICT industry best 25 practices. 26 Recruitment, selection, and appointment to the CIO position shall be in 27 accordance with the relevant laws on civil service, its rules and regulations, and the 28 competency standards prescribed by the DICT. 29 SEC. 9. Inclusivity. - In accordance with the provisions of this Act, when promulgating policies and implementing programs regarding the provision of 30 government information and services over the internet and other platforms or 31

32 channels, agency heads shall consider the impact on persons without access to such

platforms or channels, and shall, to the extent practicable, ensure that the availability of government information and services has not been or shall not be diminished for individuals and entities who lack access to the internet; and pursue alternate modes of delivery that make government information and services more accessible to individuals, either electronically or manually.

CHAPTER III

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THE E-GOVERNMENT MASTER PLAN

8 SEC. 10. E-Government Master Plan. - The DICT shall formulate and 9 promote an E-Government Master Plan (EGMP) or its equivalent that will serve as a 10 blueprint for the development and enhancement of all electronic Government service 11 processes, and workforce to achieve digital transformation in the bureaucracy. 12 Supplemental to this, an integrated framework shall be developed to provide the 13 government enterprise architecture and operationalize the blueprint through programs 14 and projects relating to e-government, in order to fully realize the vision, goals and 15 objectives of the Master Plan. The EGMP and the accompanying integrated framework 16 shall be reviewed and updated every three (3) years or earlier as the need arises, in 17 anticipation of disruptions, emergencies, crises, and new and emerging technologies.

18 In order to effectively implement E-Governance across the government, a 19 whole-of-government approach shall be adopted for the formulation and promotion 20 of EGMP. This approach shall facilitate engagement primarily with the government 21 agencies, instrumentalities, GOCCs, LGUs, Regional Development Councils (RDCs), 22 ICT Councils, technical and standards organizations and other relevant stakeholders 23 towards ensuring the full and effective implementation of the country's E-Governance 24 Agenda. All E-Government Programs identified herein and, in the future, as well as in 25 the Information Systems Strategic Plan (ISSP) of each government agency, 26 instrumentality, and GOCCs shall be subject to mandatory review and monitoring by 27 the DICT in order to be aligned with the EGMP and its accompanying integrated 28 framework.

SEC. 11. *E-Government Programs.* – The DICT shall develop the following programs and systems that will be regularly updated in consultation with the stakeholders. The Department shall also ensure that such programs and systems are compliant with the standards imposed by relevant laws, rules, and regulations relating

to data privacy and security, including but not limited to Republic Act No. 10173,among others:

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3 a) Philippine Government Interoperability Framework – A Philippine government 4 interoperability framework shall guide and govern the basic technical and 5 informational interoperability of government ICT systems. Such a framework 6 shall provide shared operations and services of the Philippine government, 7 between and among its various agencies, as well as for these agencies in 8 dealing with their various constituencies. This shall be reviewed and updated regularly, to ensure that this framework is responsive with the current needs 9 10 of the government and aligned with the newly adopted standards;

11 b) Records and Knowledge Management Information System – A records and 12 knowledge management information system shall be designed to systematically 13 and efficiently manage government documents, records and knowledge 14 products and services. This includes the digitization of paper-based documents, records and knowledge products and services, as well as the re-engineering 15 16 and digitalization of paper-based workflows, from creation, dissemination, 17 processing, analysis, tracking, storing, verification and authentication, and archiving or disposal, while adhering to existing policies, laws and 18 19 internationally-recognized standards and best practices;

20 A repository and corresponding Secure Application Programming 21 Interfaces (APIs) shall be created for the common data sets, which include 22 pricing data, demographic data, geospatial data, in order to improve 23 publication, sharing and utilization of data across the government. The DICT 24 shall ensure that such repository shall be in compliance with applicable data 25 privacy laws and information security standards, in coordination with the National Privacy Commission (NPC). The DICT shall also establish a government 26 27 data storage and interoperability platform or its equivalent to store all 28 information and services that are currently housed in the government data 29 center;

30 c) *Integrated Government Network* – An integrated, dedicated, interconnected,
 31 interoperable, secure and resilient government network, to be known as the
 32 "Integrated Government Network" (IGN) shall be established to act as the

primary means for the sharing and communication of resources, information,
 and data through digital and electronic platforms across all agencies of the
 government, covering all branches, agencies, instrumentalities, and offices of
 the national and local government, including government-owned and controlled
 corporations.

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6 Such network shall also act as the government's primary and focal information management tool and communications network and the data traffic 7 that will be coursed by the government agencies and key stakeholders through 8 9 this network will be exchanged through a designated Government Internet 10 Protocol Exchange (G/IPX) facility. Interconnectivity and interoperability 11 measures shall be established and maintained between all existing internal 12 networks and the IGN. This program shall also cover the acquisition and 13 management of internet resources of the government, such as internet protocol 14 (IP) addresses, and domain names, among others;

- 15 d) Integrated Local Government Unit (ILGU) System - In compliance with the 16 immediately preceding paragraph, LGUs shall establish their own portal or 17 utilize the Integrated Local Government Unit (ILGU) developed by the DICT, its equivalent programs and systems thereof: *Provided*, That LGUs that are unable 18 to establish their own system within one (1) year from the effectivity of this Act 19 20 are mandated to utilize the ILGU or equivalent programs and systems: 21 *Provided, further*, That LGUs establishing their own portal or those with existing 22 portals shall immediately be connected by the DICT to the IGN, pursuant to 23 Section 12, subparagraph (3) of this Act: Provided, finally, That the ILGU software or equivalent including its necessary infrastructure shall likewise be 24 25 provided by the DICT for the effective use of the ILGU to the unserved and 26 underserved municipalities;
- e) Government Digital Payment Systems for Collection and Disbursement An
 internet-based electronic payment facility and gateway that will enable citizens
 and businesses to remit and receive payments electronically or from
 government agencies shall be created. It shall render services through various
 delivery channels, which include debit instructions (ATM accounts), credit
 instructions (credit cards) and mobile wallets (mobile application/SMS). For this

purpose, the government may, in accordance with applicable laws and rules, engage the services of and interconnect with public and private Payment Service Providers (PSPs), systems, and facilities among others, consistent with the National Retail Payment System Framework of the Bangko Sentral ng Pilipinas (BSP).

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These systems should smoothly interface with the current monitoring and accounting systems of the National Treasury;

- 8 f) Citizen Frontline Delivery Services Platform - Services that are needed to facilitate business and non-business transactions referring to permitting, 9 10 licensing, and the issuance of any privilege, right, reward, clearance, 11 authorization, or concession, including frontline services enrolled in the existing 12 citizen's charter, whether or not related to business, corresponding back-13 and/support services, and regulatory functions related to permitting, licensing, 14 and the issuance of any privilege, right, reward, clearance, authorization, or 15 concession shall be made efficient by integrating all agencies involved, such as but not limited to the Philippine Statistics Authority (PSA), Department of 16 17 Foreign Affairs (DFA), Land Transportation Office (LTO), National Bureau of 18 Investigation (NBI), Professional Regulation Commission, Department of Trade 19 and Industry (DTI), Securities and Exchange Commission (SEC), BSP, 20 Cooperative Development Authority (CDA), Bureau of Internal Revenue (BIR), 21 Government Service Insurance System (GSIS), Social Security System (SSS), 22 Home Development Mutual Fund (HDMF), PAG-IBIG, and Philippine Health 23 Insurance Corporation (PhilHealth), into one platform and shall be made 24 available in a form of portal, mobile applications and other applicable variations 25 thereof.
- All other government agencies, offices, and instrumentalities, including local government units which provide frontline services, as defined under Republic Act No. 9485, or the "Anti-Red Tape Act of 2007" as amended by Republic Act No. 11032, shall file an application for integration with the DICT. All agencies, offices and instrumentalities that will be integrated shall establish and maintain measures to ensure that such services are accessible and capable of delivery to the public through the platform;

1 g) Online Public Service Portal – Complementing the Citizen Frontline Delivery 2 Services Platform, an Online Public Service Portal shall be made accessible, 3 through digital platforms, such as the internet and other information and 4 communications technologies, to citizens of the Philippines, foreign nationals 5 who have been lawfully admitted in the country, and businesses organized and existing or operating under the laws and rules of the Philippines for purposes 6 7 consistent with the efficient delivery of public services. The Online Public Service Portal shall serve as a helpdesk where citizens can request for 8 9 information and assistance on government frontline services, service 10 procedures, and report commendations, appreciation, complaints, and 11 feedback.

12 For the purposes of interoperability, interconnection and harmonization, 13 all existing systems or mechanisms, such as 8888 Citizens' Complaint Center, 14 government social media channels, established and/or maintained by agencies, 15 offices, and instrumentalities, and local government units shall be integrated to 16 the Online Public Service Portal. Likewise, the Online Public Service Portal shall 17 be fully integrated with the integrated government network and Records and 18 Knowledge Management Information System for real time updating of data and 19 information.

20 To ensure that the public is served efficiently and expeditiously in 21 accordance with the objectives of this Act, all national government agencies, 22 offices, and instrumentalities, government-owned and controlled corporations 23 (GOCC), government financial institutions, as well as the local government 24 units, are hereby mandated to cooperate and coordinate with the Presidential 25 Management Staff (PMS) and each other to ensure prompt action on the 26 concerns received through the Online Public Service Portal and associated 27 communication channels.

Notwithstanding the provisions of this Act, access to and use of the resources, information, and data through the portal shall be in accordance with all relevant laws, rules, and regulations on data and information privacy and the pertinent rules on confidentiality of government information, such as Republic Act No. 11032;

1 h) Public Financial Management System - The Public Financial Management 2 System (PFMS) shall be developed to facilitate the efficient processing of 3 government financial transactions and timely generation of accurate and 4 reliable information on all aspects of the government financial transaction 5 processes. This shall enable greater financial management and control of the 6 oversight and government agencies; ensure strict compliance with the General 7 Appropriations Act and corresponding rules and regulations; ensure strict 8 compliance with the government accounting standards, policies, rules, and 9 regulations significantly improve treasury cash management; facilitate the 10 generation of financial reports; and ease reportorial requirements from the 11 various levels of government. The PFMS, in coordination with the Department 12 of Budget and Management and Department of Finance, shall provide for the 13 Government Integrated Financial Management Information System, Treasury 14 Single Account, efficient budget preparation and execution system, and cash 15 release program based on reliable cash forecasting and programming, regular 16 in-year reporting and timely year-end auditing and reporting of agency financial 17 and physical operations and systematic recording and reporting of all liabilities 18 of government agencies, entities, bureaus, and instrumentalities: Provided, 19 That government agencies, offices, and instrumentalities granted by law and 20 by their respective Charters with fiscal and administrative autonomy in the 21 performance of their constitutional and statutory mandates, shall independently 22 develop, maintain undertake, supervise, and regulate their own Financial 23 Management Systems and shall only be required to coordinate and report to 24 the DICT for purposes of alignment of policy objectives;

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25 i) Procurement System – A modernized Philippine Government Procurement 26 System shall be developed and implemented to provide an auditable online 27 system that encompasses all procurement and supply chain management 28 processes involving bidding, contract management, delivery, acceptance and 29 payment for services or supplies: *Provided*, That government agencies, offices, 30 and instrumentalities granted by law and by their respective Charters with fiscal 31 and administrative autonomy in the performance of their constitutional and statutory mandates, shall independently develop, maintain, undertake, 32

supervise and regulate their own Procurement Systems and shall only be required to coordinate and report to the DICT for purposes of alignment of policy objectives;

4 j) Human Capital Management Information System – A Human Capital Management Information System (HCMIS) shall be developed in order to 5 eliminate paper-based and manual human resource (HR)-related processes. 6 7 Consistent with the applicable civil service laws and rules, the HCMIS shall 8 automate the following HR-related functions in the government: recruitment 9 and selection, appointment preparation and submission, personnel records 10 keeping, salary, benefits and payroll administration, leave management, 11 learning and development, rewards and recognition and performance 12 management, among others. Further, this system shall utilize analytics and other emerging technologies to provide better and more relevant insights 13 14 necessary for strategic HR functions such as performance management, forecasting, promotion, succession planning, among others: Provided, That 15 government agencies, offices, and instrumentalities granted by law and by their 16 respective Charters with fiscal and administrative autonomy in the performance 17 18 of their constitutional and statutory mandates, including those that have been 19 exempted from the Salary Standardization Law and have been granted 20 authority to formulate their own classification systems, shall be allowed to independently develop, maintain, undertake, supervise and regulate their own 21 22 HCMIS and shall only be required to coordinate and report to the DICT for 23 purposes of alignment of policy objectives; and

k) Government Public Key Infrastructure (PKI) Program – The DICT shall 24 25 encourage and promote the use of Government PKI digital certificates that shall allow paperless transactions and remote approval of signatories in the 26 government. This would reduce red tape, and enforce Ease of Doing Business. 27 28 The adoption of PKI aims to strengthen e-government security through its implementation in all government offices and supply of digital certificates to the 29 citizens. The PKI digital certificates shall ensure the security of digital data and 30 31 transactions by providing the following feature:

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1. Authentication to prevent unauthorized disclosure of information;

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4. Non-repudiation to ensure non-deniability of actions by any party.

2. Confidentiality to ensure that a message shall remain unmodified

3. Integrity to validate that the senders are exactly who they say they

6 **SEC. 12.** *Privacy Impact Assessment.* – A mandatory Privacy Impact 7 Assessment (PIA), in accordance with relevant NPC guidelines shall be conducted on 8 the proposed systems involved in processing personal data included in the EGMP prior 9 to its publication to identify privacy risks and establish the appropriate controls 10 framework, in line with existing data privacy and cybersecurity standards.

during transmission;

are; and

SEC. 13. *Minimum Information Security Standards Compliance.* – The DICT shall establish and implement minimum Information Security Standards that are aligned with internationally accepted standards as well as relevant laws, rules and regulations including the information security standards and policies promulgated by the DICT, shall be established and implemented. Such standards shall cover all ICT systems used for E-Government.

SEC. 14. *Protection of Government Critical Information Infrastructure* (*CII*). – The DICT, in coordination with relevant government agencies and stakeholders, shall issue guidelines for the protection of government Critical Information Infrastructure (CII) identified in the EGMP. All government CIIs shall be subjected to Vulnerability Assessment and Penetration Testing (VAPT) before deploying such infrastructure. Further, an annual risk and security assessment shall be conducted at least once a year.

SEC. 15. *Public Service Continuity Plan.* – All ICT systems and infrastructure covered in the priority programs of the EGMP as well as ISSPs shall be included as part of the Public Service Continuity Plan (PSCP) of all government agencies and instrumentalities, for the purpose of ensuring the continuous delivery of essential agency functions, notwithstanding any emergency or disruptions, consistent with the existing issuances of the National Disaster Risk Reduction and Management Council (NDRRMC) and Civil Service Commission (CSC).

31 SEC. 16. National E-Government Index and E-Government Maturity
 32 Survey. – The DICT shall, in coordination with other government agencies, establish

a national E-Government Development Index which provides globally competitive E Government indicators, definitions and statistical standards. A manual for measuring
 e-government indicators shall be also developed to institutionalize the framework of
 measurement.

5 To support the establishment of this index and to assess the ICT readiness and 6 maturity level of government agencies, an E-Government Maturity survey shall be 7 conducted annually. The results of this survey shall primarily be used for the 8 formulation and updating of EGMP.

9 SEC. 17. Free Access to the Internet for the Public. – Republic Act No.
10 10929 or the "Free Internet Access in Public Places Act" shall complement this Act.

To further promote knowledge-building among citizens and enable them to participate and compete in the evolving information and communications age, the Free Public Internet Access Program shall likewise provide, through its Free Public Internet Access Fund (FPIAF), the associated or related computer systems and programs, databases and/or management and information systems, including the provisions of core transmission and distribution networks to support the said programs, subject to compliance with existing laws, rules and regulations.

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CHAPTER IV

THE GOVERNMENT WEBSITES AND E-BULLETIN BOARDS

SEC. 18. *The Government E-Bulletin Board.* – The government and all its agencies, offices, and instrumentalities, including local governments, shall continuously improve their existing website and establish an e-Bulletin Board for purposes of information dissemination. The website shall be interactive, welldesigned, functional, and mobile-friendly. Security and accessibility of the website shall be ensured. Website content shall be regularly updated.

SEC. 19. Information Dissemination Through the Website and Board. - All government offices, agencies, and instrumentalities which are mandated by the laws or rules to publish or otherwise disseminate notices, documents, or other information intended for public consumption and information shall, in addition to the traditional modes of publication, publish such notices, documents, or other information on the website and e-bulletin board and other verified official government social media accounts.

1 Notwithstanding the provisions of this Act and other relevant laws, publication 2 of notices, documents, or any other information on the website and e-bulletin board 3 shall be construed as sufficient notice to the public for purposes of compliance with 4 laws and rules requiring publication: Provided, That such website or bulletin board is 5 accessible at such point in time where accessibility is claimed. For purposes of this 6 provision, the start of publication shall be the date on which the notice, document, or 7 information was first uploaded and made accessible to the public.

SEC. 20. Minimum Standards for Government Websites and 8 Information Portals. - The following shall be the minimum standards for 9 10 government websites and information portals:

- 11 a) It shall include direct and easily identifiable links to: (i) description of the 12 mission, statutory authority, and the organizational structure of the agency; 13 and (ii) commonly asked questions and the corresponding answers, and other 14 common matters of public concern;
- b) It shall include direct and easily identifiable links to the relevant and applicable 15 16 portals for the delivery of public services;
- c) It shall include the ability to provide access to public information via an API; 17
- d) It shall include an up-to-date government directory containing the contact 18 19 information, such as emails, telephone numbers, and the likes, of the offices 20 and officials within an agency; and
- 21 e) It shall be compliant with the Philippine Web Accessibility policy, or any relevant 22 and updated issuance from the DICT.

CHAPTER V

SECURITY AND PRIVACY

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SEC. 21. Data and Information Security. - All resources, information, or 26 data stored on or transmitted through the government information systems and all 27 networks interconnected to and interoperable with it, the portals, and websites shall 28 be kept secure and free from interference or unauthorized access that can hamper or 29 otherwise compromise the confidentiality, integrity, and availability of the information 30 and communication technology assets.

31 Access to and use of the resources, information, and data on the government information systems shall be limited to the government and its duly authorized officers 32

and agents, in accordance with all relevant laws, rules, and regulations on data and information privacy and the pertinent rules on confidentiality of government information: *Provided*, That the data used by all concerned government agencies, offices, and instrumentalities with access to information systems and used data stored therein shall be destroyed or disposed of in accordance with acceptable standards and guidelines existing under the law for disposal of data upon fulfillment of its purpose.

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Any person who shall knowingly commit an act which results to the compromise of the security and integrity of the government information systems and all networks interconnected to and interoperable with it to the detriment of the government and the public shall incur criminal liability in accordance with the provisions of applicable and/or relevant penal laws.

SEC. 22. *Responsibility of the National and Local Government.* – All
 agencies, offices, and instrumentalities of the national and local government under
 this Act shall be responsible for:

- a) Providing information security protections commensurate with the risk and
 magnitude of the harm resulting from unauthorized access, use, disclosure,
 disruption, modification, or destruction of information collected or maintained
 by or on behalf of the agency; and information systems used or operated by
 an agency or by a contractor of an agency or other organization on behalf of
 an agency;
- b) Determining the levels of information security appropriate to protect such
 information and information systems and implementing the same in
 coordination with the DICT;
- 24 c) Periodically testing and evaluating information security controls and techniques
 25 to ensure that they are effectively implemented;
- d) Complying with the requirements of pertinent laws on information security and
 privacy, related policies, procedures, standards, and guidelines, including
 information security standards promulgated by the DICT and information
 security standards and guidelines for national security systems issued in
 accordance with law and as directed by the President of the Philippines;
- e) Ensuring that information security management processes are integrated withagency strategic and operational planning processes; and

f) Adopting the Privacy-by-Design, Privacy Engineering, and Privacy-by-Default
 principles in developing, implementing, and deploying systems, processes,
 software applications, and services throughout the processing of personal data.

SEC. 23. *Master Data Management.* – In order to have access to the most
updated data, the government shall establish and maintain measures for ensuring that
the parent government agency responsible for a set of data shall own, maintain,
update, and protect the data while giving access via secure Application Programming
Interface (API) to other agencies.

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CHAPTER VI

PARTICIPATION OF THE PRIVATE SECTOR

11 SEC. 24. *Government Cooperation with the Private Sector.* – Nothing in 12 this Act shall prevent the government, both national and local, from entering into 13 contracts, agreements, or partnerships with the private sector to provide various 14 resources, assets, and services in order to comply or enhance compliance with the 15 provisions of this Act.

Any and all contracts or agreements with the private sector within the context of this Act shall be subject to the laws and rules on public accountability and transparency and good governance.

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CHAPTER VII

THE ICT ACADEMY

SEC. 33. *Establishment of the ICT Academy and Its Purposes.* – The DICT shall reorganize and restructure its ICT Literacy and Competency Development Bureau to establish and develop rules and policies for the operations of an ICT Academy, hereinafter referred to as the Academy that shall have the following purposes:

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a) To be a National Center of Excellence for ICT Education;

- b) To promote education for purposes of enhancing the nation's labor
 capacity in relation to the most relevant and updated data on local and
 international skills supply and demand;
- 30 c) To promote, foster and conduct quality ICT education for the capacity31 development of all citizens;

1 d) To foster and support the strategic goals of the national ICT 2 development agenda, as provided in Republic Act No. 10844 through 3 data collection and globally competitive ICT skills development programs 4 and for other purposes; 5 e) To conduct programs and activities for the capacity development of all citizens to be able to gain globally competitive skills and drive inclusive 6 7 economic growth; 8 f) Create and foster partnerships with different persons, entities, and 9 institutions for purposes of developing and updating the Academy's 10 resources, its ICT curriculum, modules, and pedagogical approaches; 11 g) To promote gender parity through technology education; 12 h) To ensure continuous learning and development of educators on current 13 and emerging ICT trends; 14 i) To promote immersion of learners to industry partners whether it be private or in the public sector; 15 16 i) To establish and implement a scholarship system offered to qualified 17 individuals in training and programs under the Academy or other activities approved by the DICT Secretary; 18 k) To facilitate the screening, admission process and monitoring of all 19 20 admitted scholars; 21 To spearhead academic research and development related to ICT; 22 m) To regularly assess the state of the country in terms of comparative ICT 23 skills, digital competence, and performance and suggest responsive 24 policies to address concerns; and 25 n) To collaborate with the Department of Education, the Commission on 26 Higher Education, the Technical and Skills Development Authority, the 27 Development Academy of the Philippines (DAP), SUCs, LUCs, and the 28 private industry in developing curricula and courses for learners and students on ICT, to upskill the ICT proficiency and competency of 29 30 individuals. SEC. 34. Satellite Units. - The Academy may establish satellite units in the 31 32 existing DICT offices in particular regions, provinces or municipalities in the country.

To ensure broader access to quality ICT training and skills development and to further
enhance the capability of the Academy to attain its purposes, additional satellite units
may be established upon determination of the DICT and in coordination with the
Commission on Higher Education and the Technical Education and Skills Development
Authority.

6 SEC. 35. Access and Admission. - The Academy shall be accessible to all
7 citizens regardless of skill, age, gender, religious belief, economic status, ethnicity,
8 physical disability, political opinion or affiliation.

9 The DICT, through the ICT Academy, shall promulgate an admission process 10 that is fair and inclusive to ensure that citizens shall have equitable access to ICT 11 education and that the broadest base of the citizenry shall have ICT education.

SEC. 36. *Finances.* – The operations of the Academy shall be financially
supported by a budget from the DICT, reasonable fees and dues collected, as well as
through donations, in accordance with applicable laws and rules.

Donations collected shall be held in a fund, to be administered in trust by a Committee created by the DICT for such purpose. The fund shall in no case be impaired. Donations received shall be used only for the purposes for which they were donated.

SEC. 37. *Partnerships.* – The Academy may form partnerships with different
 educational institutions, technical and standards organizations, and private entities for
 purposes of achieving the goals of the Academy.

Partnerships may be in the form of research collaborations, resource sharing,
 module and training development, faculty exchange standards development, training
 collaborations, internships, apprenticeships, and other similar forms.

All partnerships to be entered into by the Academy shall be in accordance with the provisions of this law, and approved by the DICT Secretary. There shall be no disbursement of any funds by the Academy or the government for the purpose of establishing these partnerships.

The ICT Academy shall be empowered to accredit courses offered by educational institutions, private or public, following strict competency standards and guidelines developed by the DICT.

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CHAPTER IX

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GENERAL PROVISIONS

SEC. 38. *Transitory Provisions.* – In accordance with the objectives of this
Act, the DICT, in coordination with relevant government agencies and
instrumentalities, as well as private stakeholders and civic organizations, shall study,
formulate, and implement a master plan for the transition of the government and its
provision of services in the digital age.

All new positions created under this Act shall be prioritized, subject to the review and approval of the DBM. Moreover, until such time that the government shall have completed the transition in accordance with the objectives of this Act, all government activities covered under this Act shall be conducted in the manner provided for under existing laws and rules.

12 The government shall complete the transition within a period of three (3) years13 from the effectivity of this Act.

14 SEC. 39. *Regular Status Reports.* – All agencies, offices, and 15 instrumentalities of the national and local governments covered under this Act shall 16 submit to the President, both Houses of Congress, and DICT, an annual report on the 17 status of implementation of this Act. These reports shall likewise be made publicly 18 available on and through the e-portals. The status report shall include the following:

- a) The status of the implementation of electronic government initiatives inaccordance to its approved ICT Plan;
- b) Compliance by the agency with this Act; and
- 22 c) Performance in delivering programs through the e-government to23 constituencies.

SEC. 40. *E-Government Interoperability Fund (EIF).* – There is hereby 24 25 created an E-Government Interoperability Fund (EIF) under the management of the 26 DICT to provide financing for the implementation of the EGMP, E-Government 27 Programs and Government Websites, including ILGU System, among others, which 28 shall be primarily sourced from the Spectrum User's Fees collected by the National 29 Telecommunications Commission (NTC). The EIF may be funded through other 30 sources to be identified by the DBM, as well as grants and loans from development and foreign partners, subject to compliance with applicable laws and regulations, or 31 32 through applicable public-private partnership mechanisms.

SEC. 41. Appropriations and Funding. – The amount necessary to cover
 the initial implementation of this Act in the national government level shall be charged
 against the current year's appropriation of the national government agency, office, or
 instrumentality concerned. Thereafter, such sums as may be needed for its continued
 implementation shall be included in the annual General Appropriations Act.

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The amount necessary to implement this Act in the local government level shall be charged against the funds of the local government unit concerned.

8 **SEC. 42.** *Application of RA No. 11312.* – All ICT employees across all 9 government agencies and instrumentalities, providing technical and administrative 10 support to the implementation of all E-Government Programs in their respective 11 agencies, shall be covered by RA No. 11312, otherwise known as the Magna Carta for 12 Scientists, Engineers, Researchers and other S&T Personnel in the Government, 13 Amending for the Purpose Republic Act No. 8439.

14 **SEC. 43.** *Implementing Rules and Regulations.* – Within one hundred-15 eighty (180) from the effectivity of this Act, the DICT, in coordination with relevant 16 offices, agencies, and instrumentalities of the national and local government, shall 17 promulgate the necessary rules and regulations to properly and efficiently implement 18 the provisions of this Act.

SEC. 44. Joint Congressional Oversight Committee on E-Governance.
There shall be created a Joint Congressional Oversight Committee on E-Governance
(JCOCEG) which shall monitor and ensure the effective implementation of this Act. It
shall determine weaknesses and loopholes in the law, recommend the necessary
remedial legislation or administrative measures and perform such other duties and
functions as may be necessary to attain the objectives of this Act.

The JCOCEG shall be composed of three (3) members from the Senate and three (3) members from the House of Representatives, in addition to the Chairperson of the Senate Committee on Science and Technology and the Chairperson of the House of Representatives Committee on Information and Communications Technology: *Provided,* That one (1) member of each chamber's nominees shall come from the ranks of the minority party.

The Chairperson of the Senate Committee on Science and Technology and the Chairperson of the House of Representatives Committee on Information and

Communications Technology shall act as co-Chairpersons of the JCOCEG. The minority
 members nominated by both the Senate and the House of Representatives shall act
 as co-Vice Chairpersons. The Secretariat of the JCOCEG shall come from the existing
 Secretariat personnel of the Committee on Science and Technology of the Senate and
 the Committee on Information and Communications Technology of the House of
 Representatives. The JCOCEG shall have its own independent counsel.

7 The JCOCEG shall exist for a period not exceeding five (5) years from the 8 effectivity of this Act. Thereafter, its oversight functions shall be exercised by the 9 Senate Committee on Science and Technology and the House of Representatives 10 Committee on Information and Communications Technology, acting separately.

SEC. 45. Separability Clause. – If any part or provision of this Act is declared unconstitutional, the remainder of this Act or any affected thereby shall remain in force and effect.

SEC. 46. *Repealing Clause.* – Any law, presidential decree or issuance,
 executive order, letter of instruction, rule or regulation inconsistent with the provisions
 of this Act is hereby repealed or modified accordingly.

SEC. 50. *Effectivity.* – This Act shall take effect fifteen (15) days from its
 publication in the Official Gazette or in at least two (2) newspapers of general
 circulation.

Approved,

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