November 3, 2016

MEMORANDUM CIRCULAR
NO. 2016-161

TO : **ALL CITY AND MUNICIPAL MAYORS, DILG REGIONAL DIRECTORS, AND ALL OTHERS CONCERNED**

SUBJECT : **E-READINESS SURVEY FOR CITIES AND MUNICIPALITIES 2016**

In line with the objectives of the Nationwide Streamlining of Business Permits and Licensing System (BPLS) Project of the current administration, the Department of the Interior and Local Government (DILG), the Department of Information and Communications Technology (DICT), and the Department of Trade and Industry (DTI) shall conduct a nationwide "e-Readiness Survey for Cities and Municipalities."

The objective of this survey is to gauge the preparedness of LGUs to embrace information and communications technology (ICT) as a strategic tool for streamlining their business processes and for enhancing the delivery of public services to their constituents.

For the 2016 survey, Cities/Municipalities shall have the option to accomplish the data capture form through the following:

- Online submission of the survey at:
  http://ereadiness.southeastasia.cloudapp.azure.com

- Paper-based submission of the accomplished questionnaire to the nearest DILG Provincial Office (signature of the Mayor would be affixed, and attested by the concerned DILG City/Municipal Local Government Operations Officer).

Pertinent to this, all Regional Directors are enjoined to submit the names of city/municipal focal persons and their contact details (email address and mobile no.) to DILG-BLGD at email address blgd_lfrdd@yahoo.com and to coordinate closely with the concerned LGUs on the implementation of this survey.
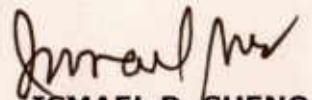
"Matino, Mahusay at Maaasahan"

DILG

Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

Attached herewith is the Survey Questionnaire together with the Survey Guide in accomplishing the online survey. Deadline of submission of the accomplished forms is on or before **9 November 2016**.

For queries, you may contact Ms. Delia Basada and Ms. Kristine Tiamzon of the DICT at telephone no. (02) 920-7411, (02) 920-0101 local 1503 and 1506 or email at bpls.surveyadmin@dict.gov.ph, and Mr. Bong Vergara of the DILG-BLGD at telephone no. (02) 925-0356 or email at blgd_lfrdd@yahoo.com.

For compliance.

ISMAEL D. SUENO
Secretary, DILG

DILG-8SEC 07012016-3586

"Matino, Mahusay at Maaasahan"

DILG NAPOLCOM Center, EDSA cor. Quezon Ave., Quezon City
http://www.dilg.gov.ph

2016 e-READINESS SURVEY

for Cities and Municipalities

DILG — DEPARTMENT OF INFORMATION AND COMMUNICATIONS TECHNOLOGY — **dti**

SURVEY GUIDE

Deadline of Submission. The online survey shall be made available until the deadline date specified in the DILG Memorandum Circular. Please make sure to submit the responses and **Finalize Submission** on or before the set deadline.

I. CONTACT US

For assistance and inquiry, please contact the following:

Department of the Interior and Local Government

Bureau of Local Government Development (DILG-BLGD)

Mr. Bong Vergara
Email: blgd_lfrdd@yahoo.com
Telephone Number: 632 + 925 0356

Department of Information and Communications Technology (DICT)

Ms. Delia Basada and Ms. Kristine Tiamzon
Email: bpls.surveyadmin@dict.gov.ph
Direct Line: 632 + 920 7411
Trunk Line: 632 + 920 0101 local 1503 and 1506

II. COPY OF THE QUESTIONNAIRE

The copy of the survey questionnaire is provided to Cities and Municipalities by the City/Municipality Local Government Operations Officer (C/MLGOO) of the Department of the Interior and Local Government (DILG).

The survey is composed of three (3) parts which has to be consulted with the concerned units of the city/municipality.

- **Part I** is the **LGU Profile** and the **number of registered businesses** has to be discussed with the **Business Permits and Licensing Office**
- **Part II** has to be discussed with the **Human Resource (HR) Office**
- **Part III** has to be discussed with the **Management Information System (MIS)** or any unit performing the function of managing the information and communications technology (ICT) resources of the LGU

It is recommended that printed copy of the questionnaire be accomplished prior to responding to the online survey.

III. ACCESS TO THE ONLINE SURVEY

Open any web browser, type in the survey URL at the address bar, then enter the LGU Access Token and click Login.
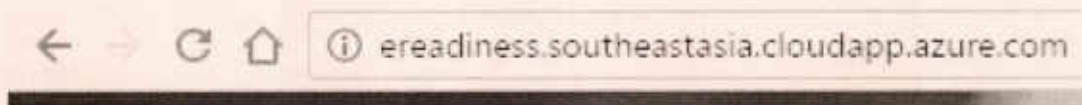
The online survey is accessible at this link (URL):

http://ereadiness.southeastasia.cloudapp.azure.com

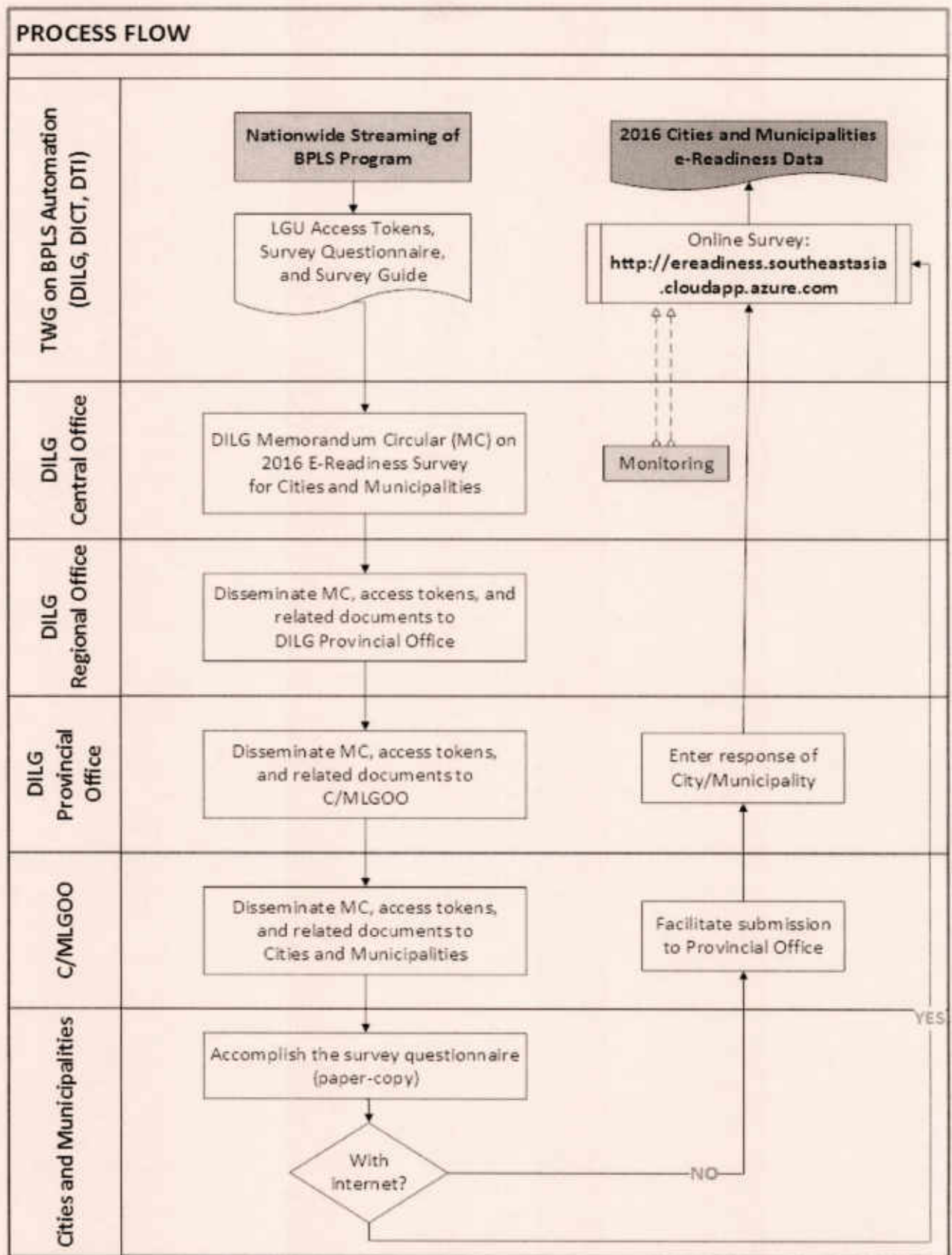The **access token** is the authentication or password required to access the online survey which is **exclusively** assigned to each cities and municipalities. It is a combination of unique characters, **case sensitive**, and cannot be altered or replaced.

The list of terms used all throughout the survey and this guide are available in the **Definition of Terms** found in the latter part of this document.

IV. This figure illustrates the procedures involved and the responsibilities of the agencies/entities concerned in the execution of this survey.

PROCESS FLOW

TWG on BPLS Automation (DILG, DICT, DTI)
- Nationwide Streaming of BPLS Program
- LGU Access Tokens, Survey Questionnaire, and Survey Guide
- 2016 Cities and Municipalities e-Readiness Data
- Online Survey: http://ereadiness.southeastasia.cloudapp.azure.com

DILG Central Office
- DILG Memorandum Circular (MC) on 2016 E-Readiness Survey for Cities and Municipalities
- Monitoring

DILG Regional Office
- Disseminate MC, access tokens, and related documents to DILG Provincial Office

DILG Provincial Office
- Disseminate MC, access tokens, and related documents to C/MLGOO
- Enter response of City/Municipality

C/MLGOO
- Disseminate MC, access tokens, and related documents to Cities and Municipalities
- Facilitate submission to Provincial Office

Cities and Municipalities
- Accomplish the survey questionnaire (paper-copy)
- With Internet? — YES / NO

V. SURVEY COMPONENTS

a. **Part I: LGU Profile**

This part deals with the basic information of the city or municipality such as the region, province, level, income class, website, name and term of the Mayor, and number of business registrations according to the type of business as of **31 December 2015**. The responses that needs validation from the LGU will be communicated with the LGU contact person.

b. **Part II: Human Resource (HR) Capacity**

This part deals with the information on the number of personnel based on job status, office, and position, and the ICT-related training of the said personnel.

c. **Part III: Information and Communications Technology (ICT) Environment**

This part deals with the ICT environment of the city or municipality in terms of the availability of hardware/computing devices, operating systems, software/application systems, network facilities, security schemes, and ICT plan.

VI. ACCOMPLISHING THE ONLINE SURVEY

Before proceeding to the online survey, make sure that the accomplished copy of the survey is available. This would serve as reference in providing the answers.

a. **Navigating the online survey**

The three (3) parts of survey can be navigated by clicking the icons or images pertaining to each parts.

Before proceeding to the subsequent parts of the survey, the responses will be validated for each part. The respondent will be notified if there are invalid or missing entries which has to be corrected and supplied (e.g. numerical values are required but the answer provided is alphabetic characters; improper format of email address, website address/URL, etc.).

b. **Answering of the Survey Questions**
   Submit. For each parts of the survey, click the submit button to save the responses. Until not finally submitted, the responses may still be reviewed and updated.

   Finalize Submission. Click this button to complete and finalize the survey. With this action, the responses can still be viewed by the LGU but cannot be modified. If the LGU access has to be reactivated, please contact or email the DICT focal person.

c. **Part I. LGU Profile**
   The LGU information such as its region, province, city/municipality name, and LGU level are already provided. Should the displayed information are outdated or incorrect, please contact the DICT/DILG focal persons.

   The following information are already provided in the online survey and has to be validated or confirmed by the LGU: *income class, name of the Local Chief Executive (LCE), term of office of the LCE, and LGU website.*

   The following are the required information that will be **provided** by the LGU:
   - Number of **new** and number of **renewed** business registrations as of **31 December 2015** according to type of business such as *corporation, cooperative, partnership,* and *single proprietorship*. If the breakdown of figures are not available, please contact the DICT/DILG focal persons.
   - Name, designation, division/section (unit of assignment), contact number, and email address of the LGU **Contact Person**
   - Upload the softcopy of the **Local Revenue Code** of the City or Municipality to the online survey or email to the DILG/DICT focal persons.

d. **Part II. HR Capacity.** It is recommended that the Personnel Officer of the city/municipality be consulted in accomplishing this part.

   Question No. 1, the total number of employees according to sex (male, female) and employment status of being regular, casual/contractual/job order, and co-terminus is asked. All of these are required information, if not known or there is absence, write zero (0) on the space provided.

   Question No. 2, the total number of personnel assigned per office.

   Question No. 3, the number of personnel based on the listed ICT positions or performing the ICT functions and according to status of being permanent, casual/contractual/job order, and co-terminus.

Question No. 4, this refers to the training/s attended by the identified personnel in question No. 3. The training courses being asked are as of the previous five years only, which is from **2011 to 2015**. Provide the number of personnel who attended the training and the sub-topics of the training.

e. **Part III. ICT Environment.** It is recommended that the ICT or MIS personnel be consulted in accomplishing this part.

1. Hardware
All list of possible hardware equipment such as computing devices and servers are provided. From the list, choose the devices being used or utilized in the city/municipality and input the number of **working** or **operational** units. For the number of server by capacity and by location, indicate the storage capacity and the number of units per location.

2. Software
Operating systems (OS). The list of OS used for the workstations such as the desktops, laptops, mobile PCs and OS for the servers are provided. From the list, choose the OS being used or utilized by the LGU for the workstations and for the servers.

Application systems. All list of possible applications systems for the internal systems (internal use of the LGU only) and frontline services of the LGUs are provided. Check all the application systems that are computerized and operational in the LGU. If not found on the list, provide the necessary information in the 'Others' field.

For the frontline services, identify if the service is available **on-premise** or **online**; or both. On-premise are the available within the premise of the LGU office only and online means that the service(s) is available and accessible in the internet. If available online, provide the URL or the reference address to access the service in the internet.

3. Network
All possible resources are listed. Select all applicable resources being used or utilized by the LGU. Supply the required information such as the internet service provider (name the primary and secondary provider), internet bandwidth, and number of employees who have access to the internet and with official emails.

Security, Disaster, Recovery and Back-up

Select the applicable resources, schemes, and/or strategies adopted or utilized by the LGU.

Information Systems Strategic Plan (ISSP)

If the LGU has an approved ISSP, indicate the date the ISSP was endorsed or approved.

VII. REFERENCES

Relevant documents such as the DILG Memorandum Circular, copy of the survey questionnaire, survey process flow, and survey guide are available at the **References** section of the online survey.

The previous responses of the LGUs from the 2012 and 2014 BPLS Compliance and e-Readiness Survey are also available here.

VIII. DEFINITION OF TERMS

Access Token – is a combination of unique characters assigned to responding cities and municipalities and will be used as authentication or password to gain access to the online survey.

Application – or application program, is a software program that runs on the computer. Web browsers, e-mail programs, word processors, games, and utilities are all applications. The word "application" is used because each program has a specific application for the user.

Application Server – is a component-based product that resides in the middle-tier of a server centric architecture. It provides middleware services for security and state maintenance, along with data access and persistence.

Corporation – is an artificial being created by operation of law, having the right of succession and the powers, attributes and properties expressly authorized by law or incident to its existence.

Cooperative – refer to one that promotes and undertakes savings and lending services among its members. It generates a common pool of funds in order to provide financial assistance and other related financial services to its members for productive and provident purposes.

Database Server – is a computer program that provides database services to other computer programs or computers, as defined by the client–server model.

Desktop Computer – is a computer that is designed to stay in a single location.

Dial-up – refers to an internet connection that is established using a modem. The modem connects the computer to standard phone lines, which serve as the data transfer medium.

Digital Subscriber Line (DSL) – is medium for transferring data over regular phone lines and can be used to connect to the internet. Like a cable modem, a DSL circuit is much faster than a regular phone connection, even though the wires it uses are copper like a typical phone line.

File Server – is a device that controls access to separately stored files, as part of a multiuser system.

Frontline Service refers to the process or transaction between clients and government offices or agencies involving applications for any privilege, right, permit, reward, license, concession, or for any modification,

renewal or extension of the enumerated applications and/or requests which are acted upon in the ordinary course of business of the agency or office concerned.

ICT (information and communications technology – or technologies) – is an umbrella term that includes any communication device or application, encompassing radio, television, cellular phones, computer and network hardware and software, satellite systems and so on, as well as the various services and applications associated with them, such as the various services and applications associated with them.

Integrated Services Digital Network (ISDN) – is a data transfer technology that can transfer data significantly faster than a dial-up modem. ISDN enables wide-bandwidth digital transmission over the public telephone network, which means more data can be sent at one time.

Internet Bandwidth – describes the maximum data transfer rate of a network or Internet connection. It measures how much data can be sent over a specific connection in a given amount of time.

Internet Service Provider (ISP) – is a company that provides individuals and other business entities access to the Internet and other related services such as web site building and virtual hosting.

Intranet – is an internal or private network that can only be accessed within the confines of a company, university, or organization.

Laptop/Notebook/Netbook – are portable computers that the users can take with them and use in different environments. This include a screen, keyboard, and a trackpad or trackball, which serves as the mouse. They have a battery which allows them to operate without being plugged into a power outlet.

Local Area Network (LAN) – is a computer network limited to a small area such as an office building, university, or even a residential home.

Mail Server – is an application that receives incoming e-mail from local users (people within the same domain) and remote senders and forwards outgoing e-mail for delivery.

Operating System (OS) – is software that communicates with the hardware and allows other programs to run. It is comprised of system software, or the fundamental files the computer needs to boot up and function.

Partnership – is a business or firm owned and run by two or more partners.

Server – is a computer that provides data to other computers. It may serve data to systems on a local area network (LAN) or a wide area network (WAN) over the Internet.

Server Storage – is a type of server that is used to store, access, secure and manage digital data, files and services. It is a purpose built server used for storing and accessing small to large amount of data over a shared network or through the Internet.

Single Proprietorship – is a type of business entity that is owned and run by one natural person and in which there is no legal distinction between the owner and the business.

Soft copy – a legible version of a piece of data that is not printed on a physical medium, especially as stored or displayed on a computer.

Tablet – is a computer that accepts input directly onto an LCD screen rather than via a keyboard or mouse.

Upload – transfer (data) from one computer to another, typically to one that is larger or remote from the user or functioning as a server.

Uninterruptible Power Supply (UPS) – is an electrical apparatus that provides emergency power to a load when the input power source or mains power fails.

Virtual Private Network (VPN) – is a network that uses a public telecommunication infrastructure such as the Internet, to provide remote offices or individual users with secure access to their organization's network. A VPN can be contrasted with an expensive system of owned or leased lines that can only be used by one organization.

VoIP – stands for "Voice Over Internet Protocol," it is basically a telephone connection over the Internet. The data is sent digitally, using the Internet Protocol (IP) instead of analog telephone lines. This allows people to talk to one another long-distance and around the world without having to pay long distance or international phone charges.

Web browser – is a software application for retrieving, presenting, and traversing information resources on the World Wide Web.

Web Server – is a program that uses HTTP (Hypertext Transfer Protocol) to serve the files that form Web pages to users, in response to their requests, which are forwarded by their computers' HTTP clients.

Wide Area Network (WAN) – is a geographically dispersed telecommunications network. The term distinguishes a broader telecommunication structure from a local area network.

Wi-Fi – short for "Wireless Fidelity," refers to wireless networking technology that allows computers and other devices to communicate over a wireless signal.

Workstation – is a desktop computer terminal, typically networked and more powerful than a personal computer.

e-READINESS SURVEY

2016 for Cities and Municipalities

DILG · DEPARTMENT OF INFORMATION AND COMMUNICATIONS TECHNOLOGY · **dti**

I. LGU PROFILE

REGION _____

LGU _____

LEVEL

☐ City

☐ Municipality

Term of office of the Local Chief Executive

☐ 1st Term

☐ 2nd Term

☐ 3rd Term

TOTAL NUMBER OF REGISTERED BUSINESSES IN 2015
(As of 31 December 2015)

NEW

_____ Corporation

_____ Cooperative

_____ Partnership

_____ Single Proprietorship

Total _____

RENEWED

_____ Corporation

_____ Cooperative

_____ Partnership

_____ Single Proprietorship

Total _____

a. LGU CONTACT PERSON

Name		Contact Number	
Designation		Email Address	
Division/Section		Signature	

b. LOCAL REVENUE CODE. Please submit copies of your Local Revenue Code through <u>any</u> of the following mode:

- To the online survey: **http://ereadiness.southeastasia.cloudapp.azure.com**
- Email to: **bpls.surveyadmin@dict.gov.ph, blgd_lfrdd@yahoo.com**
- Mail to: **Dir. Siegfried Batucan**
  Systems and Infrastructure Development
  Department of Information and Communications Technology
  DICT Bldg., C.P. Garcia Avenue, Diliman, Quezon City

II. HUMAN RESOURCE CAPACITY

1. Total number of employees your LGU:

Total Number	Regular	Casual/Contractual/Job Order	Co-Terminus
Male Employees			
Female Employees			

2. Number of employees per Office:

Total No.	Office/ Unit
	a. Information and Communications Technology (ICT) or Management Information System (MIS) Office
	b. Business Permits and Licensing Office (BPLO)
	c. Assessor or Treasury Office
	d. Cashiering Office
	e. Engineering Office / Office of Building Official

3. Number of personnel performing the following designated roles with their corresponding employment status:

POSITION	NUMBER OF PERSONNEL		
	Regular	Casual/Contractual /Job Order	Co-terminus
a. Information Systems Planner			
b. Information Technology Officer			
c. Database Manager and Administrator			
d. Systems Analyst / Designer			
e. Computer Programmer			
f. Network Administrator			
g. ICT Hardware Technician			
h. Web Master			
i. Web Designer			
j. Computer Encoder			
k. Computer Operator			
l. Other ICT Position			

4. Number of trained personnel:

COURSE	NUMBER OF PERSONNEL	SUB-TOPIC OF THE COURSE
a. Information System (IS)		
b. IT Management		
c. System Analysis and Design (SAD)		
d. ICT Security		
e. Networking		
f. Programming	_____ _____ _____ _____ _____	☐ .Net ☐ Visual Basic ☐ Java (SE, EE) ☐ PHP ☐ HTML
g. Database Administration	_____ _____ _____ _____ _____ _____	☐ MS SQL ☐ Oracle ☐ MS Access ☐ MySQL ☐ No SQL ☐ Postgre

III. INFORMATION AND COMMUNICATIONS TECHNOLOGY ENVIRONMENT

1. HARDWARE

1.a Computing Devices. Please specify the number of working/operational units.

COMPUTING DEVICE	Number of Units
a. Desktop computer	
b. Laptop / Notebook / Netbook	
c. Servers:	
Application server	
Web server	
Database server	
File server	
Mail server	
d. Tablets	
e. Multi-function printer (print, scan, copy, fax)	
f. Printer	
g. Scanner	
h. Uninterruptible Power Supply (UPS)	

	COMPUTING DEVICE	Number of Units
i.	Generator Set	
j.	Fingerprint Scanner (biometric)	
k.	Access Card Scanner	

1.b Number of Servers by Capacity and by Location

Please indicate the total number of hard disk drive/s (HDD), solid state drive/s (SSD), or serial attached SCSI (SAS) per capacity; that is/are located within your locality (In-House) or in a co-location facility (Co-Located).

CAPACITY OF STORAGE	No. of Units by LOCATION	
(e.g. 4TB and above, 2TB to 4TB, 2TB below)	IN-HOUSE	CO-LOCATED

2. SOFTWARE

Please check (✓) which of the following Operating Systems is/are installed in your workstations and servers.

2.a Operating System for Workstations (desktop and laptops)

- [ ] Older than Windows XP
- [ ] Windows XP
- [ ] Windows Vista
- [ ] Windows 7
- [ ] Windows 8 or 8.1
- [ ] Windows 10
- [ ] Solaris
- [ ] HP-UX
- [ ] Linux
- [ ] Mac OS (classic 1984-2001)
- [ ] Mac OS 2016
- [ ] Mac OS X

2.b Operating System for Servers

- [ ] Windows 2000
- [ ] Windows Server 2003
- [ ] Windows Server2008
- [ ] Windows Server 2012
- [ ] Windows Server 2016
- [ ] Novell Netware
- [ ] Solaris
- [ ] OpenSolaris
- [ ] HP-UX
- [ ] Linux
- [ ] FreeBSD
- [ ] OpenBSD
- [ ] Mac OS X Server
- [ ] Centos
- [ ] OS/2
- [ ] IBM/ AIX

2.c Please check (✓) which systems are already COMPUTERIZED and OPERATIONAL in your office

INTERNAL SYSTEMS:

- [ ] Barangay Micro Business Enterprises Registration System (BMBERS)
- [ ] Barangay System
- [ ] Community-Based Monitoring System (CBMS)
- [ ] Human Resource Management Information System (HRMIS)
- [ ] Local Government Performance Measurement System (LGPMS)
- [ ] Payroll System
- [ ] Personnel Information System
- [ ] Procurement System
- [ ] Project Monitoring
- [ ] Records Management System
- [ ] Sanggunian System

Others, please specify:

1. _____
2. _____
3. _____

FRONTLINE SERVICES:

Name of Service	On-Premise	Online	If online, please specify the URL
1. Building Construction Permitting System			
2. Treasury System			
3. Real Property Tax (RPT) System			
4. Business Permits and Licensing System (BPLS)			
If yes (for question no.4 only), please check the available modules:			
Application			
Assessment			
Payment			
Permit Issuance			

Name of Service	On-Premise	Online	If online, please specify the URL
Other, please specify:			
5.			
6.			
7.			
8. Electronic Payment (check if available online, or via mobile, or both)	☐ Online ☐ Mobile		

On-premise – are services available within the locality/on the premises of the LGU only

Online – are services available from the internet

URL – means universal resource locator; it is the reference or address to access the service in the internet
(e.g. www.service.gov.ph)

3. NETWORK

3.a Which of the following network resources does your LGU have?

☐ Intranet
  ☐ Local Area Network (LAN)
  ☐ Wide Area Network (WAN)
  ☐ Virtual Private Network (VPN)
☐ Internet Connection
  If available, please indicate your model/s of access to the internet:
  ☐ Dial-up
  ☐ Leased line
  ☐ WiFi
  ☐ Digital Subscriber Line (DSL)
  ☐ Mobile phone
  ☐ Integrated Services Digital Network (ISDN)
  ☐ Satellite
☐ Internet Service Provider (ISP)
  Primary provider   : _____
  Combined internet bandwidth (voice and data): _____
  (Please specify the unit: e.g. kbps, mbps, gbps)
  Secondary provider: _____
  Combined internet bandwidth (voice and data): _____
  (Please specify the unit: e.g. kbps, mbps, gbps)

  Number of employees with access to the internet : _____
  Number of employees with official e-mail address : _____

3.b Security, Disaster Recovery, and Back-up

a. Does your LGU have a protection scheme for your ICT resources?
  ☐ Yes
  ☐ No

b. If yes, what is/are the security resource/s being used by your office? *(Check all that applies.)*
  ☐ Security Policy / Guideline
  ☐ Disaster Recovery Plan
  ☐ Digital Signatures
  ☐ Encryption
  ☐ Back-up power unit (e.g. UPS, Generator)
  ☐ Hardware firewall
  ☐ Software firewall
  ☐ Subscription to a security service (e.g. anti-virus software, intrusion detection system)
  ☐ E-mail authentication software
  ☐ Off-site back-up
  ☐ Secured servers
  ☐ Storage back-up media in localities other than the operating environment

c. Does your LGU have an Information Systems Strategic Plan (ISSP) or ICT Plan?
  ☐ Yes. Please indicate the date your ISSP was approved
  _____
  ☐ No