

CITY INFORMATION TECHNOLOGY CENTER
HIGHLIGHTS OF ACCOMPLISHMENTS
(JANUARY-MARCH 2025)

I.SYSTEM DEVELOPMENT and MAINTENANCE DIVISION

1. General Fund (GENFUND)

a. IS DEVELOPMENT

The IS projects are categorized as new developments. For January-March, the office has ongoing development of (14) information systems (IS) under this category. Out of the IS categorized under Development, (4) for Public Governance, (3) for Revenue Generation, (7) and for Social Services. Of the above ISs, (14) departments/offices were recipients of the system.

Highlighting some of the activities/tasks accomplished from (14) out of the (14) IS mentioned with identified issues and concerns encountered in some of these ISs:

1. Centralized Livestock and Slaughterhouse System (CLASS)

- a. System users: City Economic Enterprise Office - Slaughterhouse Operations and City Veterinarian’s Office
- b. A web-based IS project which is designed to improve efficiency, data collection and optimization of slaughterhouses owned and operated by the City Government of Davao
- c. A series of meetings for system investigation were conducted on January 14 and 24, 2025 and February 3, 2025.
- d. Status: On-going Development



2. Housing Management Information System (HMIS)

- a. Development of systems:
 - i. Iteration 3 - Payment and Statement of Accounts (SOA) Process
 - 1. Purpose: Process and Generate a Statement of Account (SOA) and a Ledger table for beneficiary-80% completed
 - 2. Status: Ongoing development

- b. The Team conducted System Investigation (SI) to Accounts Division last January 22, 2025 to investigate on the process of generating a Statement of Account (SOA) to show the beneficiary's current financial status generated monthly or upon client's request and the process of tracking financial transactions and balances of a beneficiary's amortization payments, interest, penalties, balances and payment history
 - c. The Team prepared a System Process Workflow for the Resettlement Division's existing processes presented and to be validated by the client. This was conducted last February 14, 2025 and serves as the basis for the creation of a proposed system process flow.
 - d. Status: On-going development



3. **Human Resource Mgt Information System (HRMIS) - electronic Payroll System (ePAYS)**

- a. Conducted cut-over orientation for Phase 2 offices on January 3, 2025.
- b. Implemented ePAYS cut-over starting February 2025 for all offices except district offices.
- c. Held user orientation sessions with CTTMO from February 17–21, 2025 to support the pilot implementation of the mobile attendance system
- d. Met with CENRO in March 2025 to discuss issues related to the use of the HRMIS attendance system
- e. Discussed requested revisions to the employee card design and issues identified during initial testing with Land Bank of the Philippines (LBP).
- f. Agreed to release a new batch of 120 employee cards incorporating fixes to address the issues encountered during testing
- g. Status: On-going development

4. **Integrated Real Property Tax Administration System (iRPTAS)**

- a. The system parallel run was terminated in February 2025 due to recurring issues.
- b. The Technical Working Group (TWG) conducted a series of meetings to review and align the implementation approach with the revised cut-over/go-live timeline.
- c. Both offices compiled a list of unresolved items that need to be addressed prior to system turn-over.
- d. A separate list of requirements for the cut-over/go-live phase was also prepared
- e. Provided assistance to CASSO in preparing the supporting documents for the payment of the 2024 Real Property Tax Administration System (RPTAS) Service Maintenance Agreement (SMA).
- f. Technical specifications and service level guidelines for the 2025 SMA renewal were prepared and submitted to CASSO.
- g. Status: On-going development

5.

Museo Dabawenyo

a.

Fixed programs based on the beta testing conducted by client (2nd phase deployment)

b.

Created Dashboard with components such as No. of artifacts in museum, guest distribution by region, visitor counts, and gender distribution).

c.

Created Reports Module by Gender, Region, Age Groups, Type of Guest (Walkin/Reservation), Periodic Reports Generation (All Time Periods, Daily, Monthly, Quarterly, Semi-Annual and Annual Reports)

d.

Creation of Guest Form (Walkin, Reservation)

e.

Status: Ongoing development
6.

Cooperative Mgt. Info. System (CMIS)

a.

On February 07, 2025, a project status meeting was conducted to review the work plan and deliverables for the first semester. It was agreed that manual payment records in the ledger will be digitized. For 2025, the development targets include the completion of the CFAP, CTAP, and TechVoc modules. The CMIS will be hosted on the CCDO server with proper internet setup to ensure access across districts.

b.

Issue/Concern:

i.

CCDO Team was not able to provide the total number of payment records for encoding under the CFAP module as agreed during the meeting.

ii.

The newly assigned developer is still reviewing the codebase so that he can continue the development for CTAP and TechVoc modules.

c.

Status: On-going Development
7.

Special Office for Children Concern (SOCC)

a.

Development:

i.

Developed 75% of the overall system, with ongoing QA testing for the CRSA Data Entry, Accomplishment Report, and User Management modules.

ii.

Developed and presented an Audio-Visual Presentation (AVP) to SOCC for demonstration and orientation last March 20, 2025.

b.

Status (as of March 31, 2025)

i.

Development of modules is ongoing, with some already completed. Quality Assurance testing is in progress, and ongoing fixes are being applied based on QA results and presentation feedback.

c.

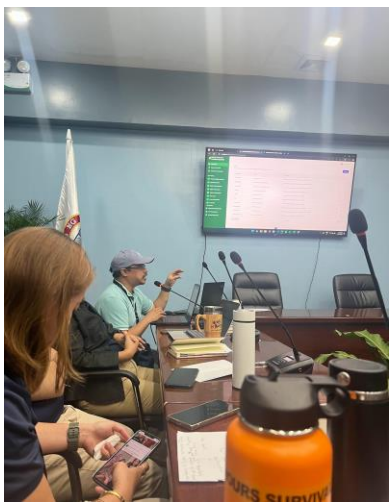


Next Steps

i.

Staging server setup and beta testing with agency users are scheduled. The team will finalize fixes, gather feedback from users, and plan for the next development iteration.

d.

Status: On-going development

		
System Presentation January 14, 2025	CRSA Data Entry - Iteration Review Meeting February 21, 2025	SOAR System Audio-Visual Presentation - presented on March 20, 2025.

8.

Davao City Special Needs Intervention for Children Center (DCSNIICC)

a.

Design and Analysis

a.

A site visit was conducted on January 08, 2025, to inspect the server location,

review the building’s floor layout, and assess the distribution of telephone and data cabling in each room.

b. The validated BPMN was digitally transformed to align with the system's workflow, covering eligibility to parent orientation. A UI/UX mock-up was also presented on March 31, 2025. After the review, DCSNICC began reviewing process requirements, especially for eligibility, and is requesting technical specs for required devices.

b. Status (as of March 31, 2025)

a. CITC is currently waiting for DCSNICC to submit the finalized forms and workflows for each stage of the client eligibility and registration process.

b. Once the final requirements are submitted, CITC will review and analyze the updated forms and workflows. These will then be translated into a revised BPMN diagram and accompanied by updated UI/UX mock-up designs for system development.

c. Status: On-going development

		
Server Site Ocular Visit - January 08, 2025	Existing Process BPMN presentation - February 06, 2025	Digital Transform - BPMN and mockup presentation - March 31, 2025

9. CSWDO Data Management System (CDMS)

a. The modules addressing the needs of various sectors (e.g., Women, Children, Senior Citizens, and Persons with Disabilities) have already been completed.

b. Issue/Concern: The modules have not yet undergone testing due to current infrastructure limitations. The City Social Welfare and Development Office (CSWDO) is awaiting the procurement of a larger server by the CITC to support full system deployment and testing.

c. Status: Ongoing development

10. Davao City Citizen’s ID System (DCCIDS)

a. System User: General Public

b. The Davao City Citizens ID System (DCCIDS) is a web-based platform designed to manage and store essential information about residents and non-residents, streamline access to public services, and promote efficient governance.

c. The team attended the TWG Coordination Meeting on January 21 at the DCIPC Conference Room, where they presented the Citizens ID system process flow and the integration of the Davao ID into the City Public Assistance Management System v2 and the Occupational Permit System. The team also attended the meeting on February 27 at the CMO Conference Room.

d. Status: On-going development



System Presentation at DCIPC (01/21/2025)



TWG Meeting @ CMO Conference Room (02/27/2025)

11. City Vet Inspection System (CVIS)

- a. System User: City Veterinarian's Office
- b. The City Vet Inspection System (CVIS) is a web-based platform developed to enhance the inspection processes of the City Veterinarian's Office, ensuring the safety and quality of meat products through rigorous inspections at various slaughterhouses.
- c. Key developments include the implementation of the Dressing Plant Ante and Post-Mortem module, and the user orientation conducted on March 14 at the Ma-a Slaughterhouse. An ocular inspection was also conducted on January 22 to observe the post-mortem process.
- d. Status: On-going development and user testing



Post Mortem Inspection @ Ma-a Slaughterhouse (01/22/2025)



User Orientation @ Ma-a Slaughterhouse (03/14/2025)

12. Online BPLS: PSSO Inspection

- a. System User: Public Safety Security Office
- b. The Online BPLS: PSSO Inspection is a web application developed to streamline and digitize the inspection process conducted by PSSO inspectors. It is specifically designed for mobile use, allowing inspectors to perform on-site evaluations of business establishments directly from smartphones. The system supports real-time data entry of inspection details, generation of inspection reports, inquiries, and monitoring for enhanced efficiency during inspections.
- c. A meeting with the inspectors was held on February 11, 2025 at PSSO Conference Room to discuss the standard procedure and workflow for conducting inspection to business establishments.
- d. Status: On-going development



Meeting @ PSSO (02/11/2025)

13. Health Card Information System (HCIS)

- a. System User: City Health Office – Dispensary Section, General Public
- b. The Health Card Information System (HCIS) is a web-based application developed for the City Health Office's (CHO) Dispensary Section, following the termination of the previous system in 2022. The system streamlines the health card application process by enabling applicants to apply online, allowing the Dispensary Section to efficiently review and assess applications.
- c. Key developments include the implementation of modules for Accounts, Roles and Permissions, Online and Walk-in Applications, Health Card Generation, Company Verification, Reports, and the uploading of attachments using BLOB storage. A Data Dictionary was prepared as part of the system documentation. Additionally, the CHO Azure Application, Storage, and Database Servers were configured, and both the application and database were successfully deployed to the cloud.
- d. Status: On-going development

d. IS ENHANCEMENT

CITC also engaged in the enhancement of eight (8) existing application systems. For January-March, Out of the IS categorized under Enhancement, (2) are considered under Revenue Generation, (5) for Public Governance, and (1) for Social Services. Of the above ISs, (8) departments/offices were recipients of the system.

Highlighting some of the activities/tasks accomplished from (8) out of the (8) mentioned with identified issues and concerns encountered in some of these systems:

1. City Records Management System (CRMS) v2.0

- a. Offices continued to utilize the system, with CARO providing support for any issues encountered during regular use.
- b. The system provider extended technical assistance in resolving reported errors to ensure uninterrupted operations
- c. Held discussions with the provider to clarify the requirements and technical details for the requested additional features.
- d. Assisted CARO in drafting the technical specifications needed to initiate the development of these additional features.
- e. Status: Deployed and fully functional

2. Senior Citizen Data Management System (SCDMS)

- a. The OSCA main and satellite offices continue to utilize the system in their daily operations.
- b. Completed the data consolidation of senior citizens in coordination with CSWDO.
- c. The consolidated database will need to be aligned and integrated with other senior citizen profiling initiatives, such as the CDMS and the Citizen ID System, to ensure consistency and data integrity across platforms
- d. Status: Deployed and fully functional

3. Driver's Information Management System v2

- a. System User: City Transport and Traffic Management Office
- b. The Driver's Information Management System is an enhanced web-based application developed for the City Transport and Traffic Management Office to automate the storage of Public Utility Vehicle (PUV) drivers' basic information and facilitate ID renewals. Key features include user login, functionalities for new PUV entries, updates, renewals, ID printing, and a comprehensive dashboard.
- c. System documents prepared include the Requirement Analysis Report and Project Requirement Report.
- d. Status: Deployed and fully functional.

4. Pay Parking System v2

- a. System User: City Transport and Traffic Management Office
- b. The Pay Parking System version 2 is an enhanced web-based application developed for the City Transport and Traffic Management to automate the operation of storing the data of the vehicle owners and/or driver and vehicle information for the issuance of parking stickers.
- c. This system was created in relation to the implementation of City Ordinance No. 052, Series of 2013, entitled an Ordinance imposing Parking Fees on all vehicle owners/drivers for using certain streets in Davao City as Parking Spaces and for other purposes.
- d. Key features include user login, functionalities for new sticker entries, updates, renewals, sticker printing, and a comprehensive dashboard.
- e. Status: Deployed and fully functional.

5. Tourism Information and Management Enquiry System v2 (TIMESv2)

- a. System User: City Tourism Operations Office

- b. The Tourism Information and Management Enquiry System version is an enhanced web-based application designed for the City Tourism Operations Office's Licensing Division to manage the data of tourism-related business establishments.
- c. Key developments include modules for business renewal and new business establishments.
- d. Status: On-going enhancement

6. Electronic Stall Management System v2 (eSMS v2)

- a. System User: City Economic Enterprise Office - Markets
- b. The Electronic Stall Management System Version 2 is an upgraded and more efficient iteration of the previous system, designed to provide faster performance, improved interface and ensure real-time, up-to-date functionality.
- c. The main objective of the enhancement is the improvement of the Billing Module that will include the creation of the orders of payment for transient and makeshift vendors.
- d. Status: Ongoing enhancement.

7. Public Cemetery Information Management System v2 (PCMIS v2)

- a. System Users: City Economic Enterprise Office - Cemeteries
- b. The Public Cemetery Information Management System version 2 is an upgraded version of the previous system, utilizing a new platform designed to keep pace with current technological advancements.
- c. The Columbarium module has been integrated as a new feature within the system, expanding its capabilities to better manage columbarium-related operations.
- d. Status: Ongoing enhancement

e. IS MAINTENANCE

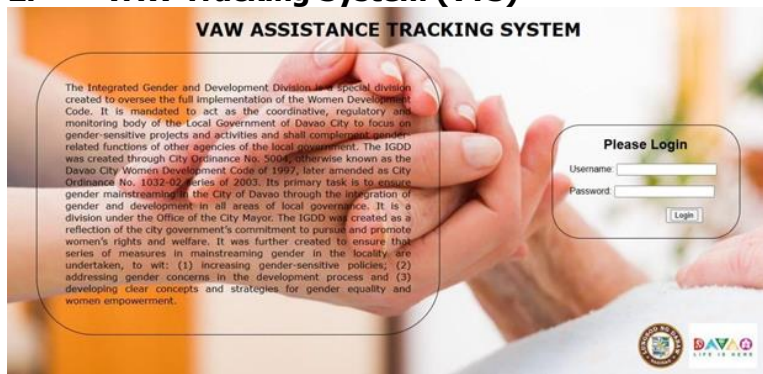
The IS Projects that have been developed by CITC and are already implemented and utilized by the beneficiary office are still being maintained and supported. For January-March 2025, the office maintained (23) information systems (IS) under this category. Out of the systems for maintenance (12) is under Revenue Generation, (8) for Public Governance, and (3) for Social Services. Of the above ISs, (23) departments/offices were recipients of the system.

Highlighting some of the activities/tasks accomplished from (23) out of the (23) mentioned with identified issues and concerns encountered in some of these systems:

1. Davao Cockpit Operations Management System (DCOMS) v2.0

- a. System Users: City Treasurer's Office and Davao Cockpit Operators
- b. The Davao Cockpit Operations Management System is an upgraded version of the previous system, now fully web-based and powered by cloud infrastructure for enhanced scalability and performance.
- c. It is designed to monitor the admission of tickets, Sultada and Plasada of all cockpit arenas of Davao City; and to ensure the collection of taxes due to the city from the cockpit operators.
- d. Status: Deployed and fully operational
- e. User requests are addressed promptly, including corrections for human errors, as well as simple updates and fixes.

2. VAW Tracking System (VTS)



- a. System Users: Integrated Gender Development Division (IGDD)
- b. Development: VAW Tracking System (VTS)

i. Version 2

- o Purpose: An enhanced version of VAW application system to conduct VAW transactions
- o Status: Maintenance Phase
- o Currently Monitoring of clients usage on system:
- o Total complainants 823, Total respondents 840 Total cases 636
- o The client has requested additional features to the Complainant's and Respondent's sections to separate the children's list last March 26, 2025

3. CCD-Student Information Management System (SIMS)

- a. System Users: City College of Davao (CCD)
- b. The CCD continues to utilize the system.
- c. The Provider extended assistance through bug fixes and feature revisions as requested by CCD.
- d. Provided assistance to CCD in the renewal of subscription for 2025.

4. Online Building Permit System (OBPS)

- a. System users: Office of the City Building Official and the general public
- b. The Online Building Permit System is the modern version of the original desktop application. It is now an online application that offers enhanced tracking and scheduling capabilities.
- c. Status: Deployed and operational
- d. Continued testing of Occupancy and Ancillary modules.

5. electronic Stall Management System (eSMS)

- a. System user: City Economic Enterprise Office - Markets
- b. Provided support for user needs

6. Public Cemetery Management Information System (PCMIS)

- a. System user: City Economic Enterprise Office - Cemeteries
- b. Accommodated user requests

7. Vices Regulatory Information System (VRIS)

- a. System user: Vices Regulatory Unit
- b. An online IS project designed to record and monitor the violators of the Sobriety Ordinance of Davao City that includes Anti-smoking-Establishment and Individual; and Liquor Ban-Establishment and Individual.
- c. User Acceptance Certificate was signed on December 18, 2024.
- d. Status: Deployed and fully operational.
- e. User requests are catered for occasional human errors and fixes


8. Online Payment

- a. From January to March 2025, the CITC team reported (23) miscellaneous payments that were posted in the MPI but not reflected in the City's Gateway. These cases were reported to the LBP Tech Team, and the payments were reflected in the Gateway within 0–2 days.

b. During the 1st quarter, the CITC team reported two(2) Business Tax payment issues: one was posted in the MPI but not reflected in the City’s Gateway, and another showed a zero amount despite an OR being issued. As of January 30, 2025, the client raised a concern that the payment had not been debited from their account. The CTO confirmed on January 31 that the transaction was still not processed and opted to cancel the issued OR.

9. Legislative Information Support System Project (LISSP Phase 2)

- a. System Users: SP Administrative Staff & City Councilors
- b. Conducted simulation runs of LISSP Version 2 at the SP Session Hall January 22, 2025, testing role-based login for admin, councilors, secretariat, and staff.
- c. Prepared the local staging environment and aligned it with the provider’s staging for parallel simulation. Cloud setup was completed in collaboration with CITC Network, Globe, and SP IT.
- d. Provided technical assistance during the system cut-over on March 4 during the council session.

	<p>LISSP v2 System Simulation with the Provider, SP, and CITC team at Sangguniang Panlungsod</p>
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10. City Public Assistance Management System v2

- a. The web-based application for the Lingap para sa Mahirap Program has been successfully developed to automate the management of medical and hospitalization assistance data for indigent residents of Davao City.
- b. The system catered to 10 user requests, including changing provider names, adjusting amounts, fund replenishment, and user deactivation. A total of 11 ICT assistance requests were also addressed. Additionally, a system revision was implemented to accommodate the cancellation of RAFs for 2024.
- c. Status: Deployed and fully functional

11. Davao Bus Information System – Social Development Package

- a. System User: Davao Bus Project – SDP
- b. The Davao Bus Project's web-based application for the Social Development Package (SDP) has been successfully developed to automate the storage of data related to public utility vehicle drivers and operators affected by the implementation of the Davao Public Transport Modernization Project (DPTMP).
- c. Key developments include the revision of reports such as the List of Allied Workers, List of Pending Allied Workers, and List of Qualified Allied Workers, as well as the addition of a feature for archiving operators’ and drivers’ records.
- d. Status: Deployed and fully functional

12. Business Permit Licensing System (BPLS)

- a. System User: Business Bureau, City Treasurer’s Office, Bureau of Fire Protection, City Tourism Operations Office, City Planning and Development Office, City Environmental

and Natural Resources Office, Office of the Building Official, City Health Office, City Veterinarian's Office

b. The web-based information system for processing business permits has been successfully developed and deployed, serving multiple city offices, including the Business Bureau and the City Treasurer's Office. Key accomplishments include addressing 65 user requests, providing 235 ICT assistance responses, and conducting site visits to district offices on various dates in support of the Business Permit Renewal.

c. Status: Deployed and fully functional



Business Permit Renewal 2025

13. Online Business Permit Licensing System (Online BPLS)

a. System User: Business Bureau, Bureau of Fire Protection, Taxpayers

b. The Online Business Permit and Licensing System (BPLS) has been successfully developed to automate the processing of new and renewal business permits, enabling applicants to submit forms and track their application status online.

c. The system was enhanced with the development of the Unblocking of Blocked Businesses module for PSSO users, which was presented to the PSSO on February 11, 2025, at the PSSO Conference Room. Revisions included the addition of a Business Tracking module for new applications linked to the City Government of Davao website, a redesigned user interface for the Dashboard and statistics, and an added notation in the Mayor's Permit. ICT assistance was provided to system users, and new user accounts were created for the Online BPLS: Inspection module.

d. Status: Deployed and fully functional

14. Online Special Permit System

a. System User: Business Bureau, CTTMO, DCPO, IGDD, CTO, PSSCC, CENRO, CTOO, OCBO, DRRMO, Sports Dev't Division, CEE, General Public

b. The Online Special Permit System has been successfully deployed to automate the application process for special permits at the Business Bureau, enabling applicants to submit requirements online and print approved permits.

c. The system catered to three user requests, including record updates and the removal of CENRO as a regulatory office in 1 permit application, along with four ICT assistance requests. A sitemap was added to improve navigation. Revisions included the addition of a new signatory in the print layout for specific dates, and a fix was implemented to resolve the "No payment selected" error during CTO approval.

d. Status: Deployed and fully functional.

15. Online Occupational Permit System

- a. System User: Business Bureau, General Public
- b. The Online Occupational Permit System has been successfully deployed to automate the application process for occupational permits at the Business Bureau, allowing applicants to submit requirements online and print approved permits.
- c. A sitemap was added to enhance system navigation, and a fix was implemented in the Entertainer Module to resolve issues related to attachment uploading.
- d. Status: Deployed and fully functional.

16. City Apprehensions Management System (CAMS)

- a. System User: City Transport and Traffic Management Office
- b. The City Apprehensions Management System (CAMS) is a web-based application designed to automate the record-keeping of violations committed by Public Utility Vehicle (PUV) drivers and pedestrians, including citation ticket details and payment information. Significant accomplishments include enhanced reporting features for speed limit violators to support the implementation of the Speed Limit Ordinance.
- c. The system catered to 4 user requests along with 1 ICT assistance request, including adding, activation, and deactivation of user accounts, further improving system usability and support.
- d. Status: Deployed and fully functional.

17. Botika ng Bayan Inventory System (BBIS)

- a. System User: Botika ng Bayan
- b. The Botika ng Bayan (BNB) system is a web-based application designed to manage the inventory of medicines procured and dispensed by the recipient office, while also automating the storage of patient information and medication profiles.
- c. User requests addressed include the addition of a new health station, renaming of a requested health station, and resetting of inventory details for specific health stations. ICT assistance was also provided to system users.
- d. Status: Deployed and fully functional.

18. Attendance Management System (AMS)

- a. System User: City Government Offices
- b. The Attendance Management System (AMS) is a web-based information system designed to streamline the generation of Daily Time Records (DTR) for employees, providing a user-friendly and flexible tool for managing attendance.
- c. As requested by the City Veterinarian's Office, the application and its prerequisites were installed. ICT assistance was also provided to system users from both the City Agriculturist Office and the City Veterinarian's Office.
- d. Status: Deployed and fully functional.

19. Tourism Information and Management Enquiry System

- a. System User: City Tourism Operations Office
- b. The Tourism Information and Management Enquiry System is a web-based application designed for the City Tourism Operations Office's Licensing Division to manage the data of tourism-related business establishments.
- c. The system-generated Tourism Certificate was revised to align with the 2025 Tourism Certificate layout. System fixes were also performed for the Establishment Masterlist Report, Tour Guide Masterlist Report, and Licensing Report. Additionally, ICT assistance was provided to system users.
- d. Status: Deployed and fully functional.

20. Business Permit Queuing System

- a. System User: Business Bureau
- b. The Business Permit Queuing System (BPQS) is a computer-based information system designed to automate and streamline the queuing process for transactions at the

Business Bureau. This system enhances queuing efficiency by allowing clients to select their required transaction type via a touch screen monitor, issuing a ticket number accordingly.

c. The system layout for the Monitor was revised to accommodate additional windows and subsequently deployed to all system users. ICT assistance was also provided to support system users.

d. Status: Deployed and fully functional

21. Business Permit Application Tracking System (BPATS)

a. System User: Business Bureau

b. A computer-based IS designed for the Office of the City Mayor's Office – Business Permits Licensing Office (Business Bureau) to track and monitor the status of the business permit applications.

c. User requests were catered, including the installation of .NET and Doctrack on two units, and the deployment of the system in the BB Receiving section.

d. Status: Deployed and fully functional

22. Point of Payment System (POPS)

a. System User: City Treasurer's Office

b. The Point of Payment System (POPS) is a web-based miscellaneous tax payment system used by the City Treasurer's Office to streamline public payment transactions, including capturing payment entries, generating official receipts, and producing daily reports.

c. The POPS underwent system enhancement, this includes the development of 4 new modules, 36 revisions and fixes, and the preparation, review, and finalization of 2 system documents. Additionally, the team conducted 3 user trainings, served 233 ICT technical assistance and held 1 meeting to ensure the system's efficiency and user satisfaction.

d. Status: Deployed and fully functional

23. Electronic Order of Payment System (EOPS)

a. System User: City Treasurer's Office, Other income generating offices

b. The Electronic Order of Payment System is a web-based miscellaneous tax order of payment system designed to capture and print billing entries and generate reports. The system is used by various offices within the City Government for tax assessment purposes.

c. The system underwent 25 revisions and fixes. It catered to 43 ICT technical assistance, and conducted 2 user trainings, ensuring the system's functionality and responsiveness to user needs.

d. Status: Deployed and fully functional

24. Document Tracking System (Doctrack)

a. System User: City Mayor's Office – Correspondence and Records Division

b. Doctrack is a Windows-based information system designed to track the paper trail of documents created and received by the City Government. Its primary beneficiary is the Correspondence and Records Division of the City Mayor's Office (CMO), though it is also utilized by various other offices within the City Government. This system enhances document management efficiency by allowing users to monitor the status and location of documents throughout their lifecycle.

c. The system catered to 3 ICT technical assistance.

d. Status: Deployed and fully functional

II.NETWORK FACILITIES MANAGEMENT DIVISION

A.) Network Administration

- Monitored 92 days the servers / internet activities
- Installed / maintained 8 Network Operating System
- Installed/maintained 3 Internet firewall security

- Configured/maintained 5 Network site transactions connectivity
- Configured/maintained 21 workstations and IP-phones

B.) Database Management

- Backed-up / restored 1,017 network database files
- Managed / maintained 13 network database records
- Maintained 330 file server disk transactions
- Reviewed / served 77 user request transactions

C.) Network Security and Internet Management

- Configured / Maintained 27 network/internet workstations
- Configured / Maintained 3 layout
- Maintained 15 Email Addresses

D.) Technical Support

- Installed/Maintained 26 software
- Conducted 44 application system programs, database structure, & documents back-up
- Resolved/ managed 7 technical assistance services

III.COMPUTER EQUIPMENT MAINTENANCE & SYSTEMS ENGINEERING

A. Computer Hardware (HW), Peripherals and Software (SW) Maintenance Services

- Monitored progress of activities thru 12 Monitoring Reports on maintenance services
- Kept 102 units of equipment (Computer HW & Peripherals) in serviceable condition
- Provided 122 Standard & up-to-date Technical Specifications for ICT Equipment with estimated amount/price per item
- Installed / relocated 115 units of Computer HW & peripherals
- Preventive Maintenance of 75 units that minimized equipment breakdowns
- Installed/maintained 77 licensed SW
- Received/released 190 units of Computer HW & Peripherals for Maintenance Services
- Prepared and submitted 12 Summary Report of List of Requests (Received & Released)
- Prepared 3 Canvass Reports on estimated current market value of ICT equipment

B. Cable Installation / Maintenance

- Prepared/Updated cable layout design of 2 office/s
- Installed/maintained 750 meter/s of cable to Offices connected to the local area network system; internet connectivity; and troubleshoot connectivity error

C. Provided Technical Evaluation / Recommendation thru 2 report/s

D. Carried out research (R & D) on ICT (4 items), applied current ICT Technology and recommended the same

2. Continuing Projects

There are (3) Continuing projects undertaken by the office for CY2025, the ICT Maintenance &

Support Services Program, Installation & Integration of Fiber Optic Cable Backbone and the Davao City Government Citizens Service Portal (DCG-CSP).

A. CICT MAINTENANCE & SUPPORT SERVICES PROGRAM

The City Government of Davao Portal is maintained and monitored by the CITC to provide the public with the latest and most reliable information about Davao City in coordination with the CITC Network team.

For the period for this quarter we experienced a slowdown in our Corporate Internet Access as our Primary Internet connection was affected by the ISPs multiple fiber break. CITC's NFMD Team rendered overtime services by providing technical assistance and network monitoring in the month long Business Permit Renewal last January of this year. Also

coordinated with the CTO Technical Staff on issues relative to the managed SD-WAN Subscription of the City Treasurer's Office with PLDT.

Managed and maintained the 200 Google Work Space accounts and all front facing servers were installed with the newly procured wildcard SSL Certificate.

The Meraki Firewall Appliance License was extended until April 12, 2025 and should be renewed before its expiry date to have an optimum protection from malwares and other cyber malicious threats, as this is included in the bundled services.

Within January-March 2025, this office facilitated requests in terms of content updates on the website, design revisions and security fixes. For the main page update, it coordinated with the CIO who is the content manager.

a. Accomplishment:

i. Updated the design and maintenance of the Davao City Government Website's Main Portal and uploading of website content of office webpages under the Departments page thru the City Information Office (CIO)

ii. The Web Team conducted a meeting with Infsoft provider together with the Network Facilities and Management Division (NFMD) to discuss on the Project Sonar Vulnerability Report sent to us by DICT/CERT-PH of our web portal. The Team followed their recommendation and updated the applications of PHP and Moments.js applications. The Web Team emailed DICT to conduct another set of reassessment.

b. DCG Office Website Maintenance

- i. Creation of the webpage design of requesting offices
- ii. Received requests from City Library and Madrasah Offices to reactivate their websites
- iii. Issues and Concerns: The website designs were already created but the offices were not able to submit their content since they are still in the process of creating their office content.
- iv. Resolution: The Team sent a google link to each office for their content and made a followup to the web content office editors
- v. Reason: Creation of web page content: Completed

c. Promotional Websites

- i. City Tourism Creation
- ii. Conducted meetings on the plan of enhancement and improvement of the existing website
- iii. City Tourism seeks the advise of CITC on the process of the creation of their promotional website since they don't have the budget to procure a website. CITC asks CTOO to create and submit their own design and to coordinate with CITC's designer once they have the design.

d. DCIPC website creation

- i. Conducted meeting to the schedule of creation of the DCIPC promotional website
- ii. Infsoft will create 3 proposal designs to be submitted to DCIPC for selection
- iii. Infsoft prepared a technical specifications to procure services for the design, development and deployment of a commercial website and currently, the processing of the purchase request is ongoing.

e. Status: Implemented websites (8 offices-completed, 2 offices-ongoing creation of web content)

B. Fiber Optic Cable Backbone provision from City Hall Bldg. to DCIPC Bldg. & Multi-purpose Bldg. through existing PSSO Fiber Optic Network Cable @ Peoples Park data cabinet.

- o Installation of Fiber Optic Cable Backbone that will provide connectivity to DCIPC and Multi-Purpose Bldg.
- o Status: Established Fiber Optic Cable backbone network @ DCIPC building.; While the Multipurpose Building remains under construction, the supplier has submitted an affidavit of undertaking, agreeing to complete the installation of the remaining deliverables once permitted to proceed; The payment process for 77% of the completed work by the supplier is currently ongoing.

C. Fiber Optic Cable Backbone provision from City Hall Bldg. to City Library Bldg. through existing PSSO Fiber Optic Network Cable near "Unknown Soldier Monument" Data Cabinet.

- Installation of Fiber Optic Cable Backbone that will provide connectivity to City Library Building.
- Status: PR Still on process.

D. DAVAO CITY GOVERNMENT CITIZENS SERVICE PORTAL

The Citizens Service Portal is anchored in the infrastructure implementation of the VSAT. The accomplishment of said project are as follows:

- a. Citizen Service Portal - Provided assistance to CIO in the page maintenance.
- b. VSAT Satellite Internet
- i. Project Overview
 - The satellite internet initiative aims to provide connectivity to identified Geographically Isolated and Disadvantaged Areas (GIDA) within the city through VSAT technology.
- ii. Current Deployment Status
 - VSAT installations in the following barangays are already operational: (Tapak, Colosas, Salapawan *(with exception; see below)*)
 - The subscription for these sites has been renewed for 2025, and CITC is continuously monitoring the performance and uptime of the installations.
- c. Issues and Concerns
 - i. The VSAT in Brgy. Salapawan remains non-operational due to ongoing electrical supply issues.
 - ii. CMO – Peace 911 is actively coordinating with barangay officials and is exploring solar power solutions to address the power requirement.
 - iii. The VSAT subscription for Salapawan is temporarily suspended until power issues are resolved.
 - iv. Supplier scouting is underway to source a solar power solution within the city's budget.
- d. Expansion Plans
 - i. One (1) GIDA site in the Marilog District is being considered as the next recipient of the VSAT deployment.
 - ii. Peace 911 is currently finalizing the site identification and evaluation process for the deployment.
- e. Subscription Timeline
 - i. The city's VSAT subscription for the three barangays began in 2023 and will run for a 3-year period, ending in 2026. Based on feedback from Peace 911.

E. Data Center Upgrade and Network Security Optimization –Phase 2

- Bidding for this project was already conducted by the Bids and Awards Committee (BAC) sometime on the 1st Quarter of this year and hopefully it will be awarded to the winning supplier and the items be delivered this 2nd quarter.

F. Data Center Upgrade and Network Security Optimization – Phase 1

- Almost all items in this project were already delivered by the winning supplier except for the core network switches and access points. The HCI servers, Next Generation Firewall and UPS were already setup and configured by the winning supplier. CITC's NFMD Team was already oriented and started to explore the new HCI servers. Migration of existing servers to the HCI servers especially those with Linux Operating System encountered an issue in compatibility, still waiting for the appropriate patches to be delivered by the supplier. Meanwhile the NFMD Team has installed some of the complementary endpoints to the servers and workstations.

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