



REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF INFORMATION AND  
COMMUNICATIONS TECHNOLOGY

[Kindly replace above with the Agency's logo]

Website: \_\_\_\_\_

## INFORMATION SYSTEMS STRATEGIC PLAN (ISSP)

For the period \_\_\_\_\_ to \_\_\_\_\_

\_\_\_\_\_  
Name of Department/Agency

Prepared by:

Signature: \_\_\_\_\_

Name in Print: \_\_\_\_\_

Position: \_\_\_\_\_

Tel. No.: \_\_\_\_\_ Fax No.: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Scope

Department-Wide

Department - Central Office/Head Office

Central Office only

With Regional Offices/Field Offices

With Bureaus

Agency-Wide

APPROVED BY:

Central Office only

With Regional Offices/Field Offices

\_\_\_\_\_  
Name & Signature of Agency Head



[Kindly replace above with the Agency's logo]

## TABLE OF CONTENTS

- i. COVER PAGE*
- ii. DEFINITION OF TERMS*
- iii. ISSP PROCESS FLOW*
- iv. GENERAL INSTRUCTIONS*

### THE ISSP TEMPLATE

PAGE-/S

#### PART I. ORGANIZATIONAL PROFILE

A. Department/Agency Vision/Mission Statement .....	1
A.1. Mandate	
A.2. Vision Statement	
A.3. Mission Statement	
A.4. Major Final Outputs	
B. Department/Agency Profile .....	2 - 3
B.1. Name of Designated IS Planner	
B.2. Current Annual ICT Budget	
B.3. Organizational Structure	
C. The Department/Agency and its Environment (Functional Interface Chart) .....	4
D. Present ICT Situation (Strategic Challenges).....	5
E. Strategic Concerns for ICT Use .....	6

#### PART II. INFORMATION SYSTEMS STRATEGY

A. Conceptual Framework for Information Systems (Diagram of IS Interface) .....	7
B. Detailed Description of Proposed Information Systems .....	8
C. Databases Required .....	9



[Kindly replace above with the Agency's logo]

	D. Network Layout .....	10
<b>PART III.</b>	<b>DETAILED DESCRIPTION OF ICT PROJECTS</b>	
	A. Internal ICT Projects .....	11
	B. Cross-Agency ICT Projects .....	12
	C. Performance Measurement Framework .....	13
<b>PART IV.</b>	<b>RESOURCE REQUIREMENTS</b>	
	A. Deployment of ICT Equipment and Services .....	14
	B. ICT Organizational Structure	
	B.1 Existing ICT Organizational Structure .....	15
	B.2 Proposed ICT Organizational Structure .....	15
	B.3 Placement of the Proposed ICT Organizational Structure In the Agency Organizational Chart .....	16
<b>PART V.</b>	<b>DEVELOPMENT AND INVESTMENT PROGRAM</b>	
	A. ICT Projects Implementation Schedule .....	17
	B. IS Implementation Schedule .....	17
	C. Summary of Investments .....	18
	D. Year 1 to 3 Cost Breakdown .....	19
<b>ANNEXES</b>		
	A-1 – Sample Diagram of a Department/Agency and its Environment	
	A-2 – Sample Conceptual Framework of Information Systems	
	A-3 – Catalogue of Shared Services	
	A-4 – Sample Network Layout	
	A-5 – ICT Infrastructure Inventory	
	A-6 – ICT-Pertinent Expenditure Items	



[Kindly replace above with the Agency's logo]

## DEFINITION OF TERMS:

The terms and phrases used in the ISSP Template shall be understood to mean as follows:

1. Agency – refers to any bureau, office, commission, authority, or instrumentality of the national government, including government-owned or–controlled corporations (GOCC), authorized by law or by their respective charters to contract for or undertake information and communications technology networks and databases, infrastructure or development projects.
2. Application System - refers to a group of related activities or processes designed to support a very specific function (e.g. Payroll System, Accounting System, etc.). It is referred to as “computer-based information system” prepared for the organization to process tasks that are unique to the particular needs or “tailor fit” for the particular operation.
3. Biometrics - the science and technology of measuring and statistically analyzing biological data. In ICT, it refers to technologies for measuring and analyzing human body characteristics such as fingerprints, eye retinas and irises, voice patterns, facial patterns and hand measurements, especially for the authentication of someone. (*“What is?Com’s Encyclopedia of technology Terms; Que Publishing 2002”*)
4. Business Process- a collection of business transactions between business partners and/or internal activities within one business. These transactions and/or activities together support the objective of the business process.
5. Computing Scheme - may be classified into two, namely stand-alone or independent systems, and networked systems.
  - A. Stand-alone or Independent Systems – a computing scenario wherein a computer system runs an application system or IS independent of other systems. The operating system, application program and database are resident in the same computer and not dependent on other computer systems.
  - B. Networked Systems – a computing scenario wherein computers, printers and other devices are linked together, allowing users to exchange and share information and resources. Networking is classified as follows:
    - B.1. Local Area Networking (LAN) – which is confined to moderate sized geographic areas such as one office, building, warehouse or campus. LAN can operate in different computing scenarios, namely:
      - B.1.1 Centralized - is a networking characterized by:
        - One site supplying all information processing
        - Information integrated at one location
        - Development of software and control are integrated at one location
      - B.1.2. Centralized-Distributed – where the database in a central server is divided into disjoint (non-overlapping) partitions. Each partition (also called a fragment) is assigned to a particular remote site. In this scenario, the data is moved closer to local users and is more accessible.



REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF INFORMATION AND  
COMMUNICATIONS TECHNOLOGY

[Kindly replace above with the Agency's logo]

- B.1.3 Open Systems - can be ported across a wide range of systems and inter-operate with other application on local and remote systems and interact with other users, which facilitates user portability.
- B.1.4 Client-Server – the most recent approach in networking wherein the logic of the application is divided between a front-end computer (called the client) and a back-end computer (called a server). The client generally provides and uses information while the server retrieves, selects, sorts, calculates, sends only needed data and manages the database.
- B.2. Wide Area Networking (WAN) – which usually consists of a series of complex packet switches interconnected by communication lines and spans large geographical distances.
6. Content Management Software – a software used to manage the content of the website and consists of two (2) elements: the content management application (CMA) and the content delivery application (CDA). It enables one to add/or manipulate content on a website. *(p.5 NCC Government Website Workshop Manual)*
  7. Data Warehouse - stores data from current and previous years that has been extracted from the various operational and management databases of an organization.
  8. Data Archiving - an effort to avoid database chaos, intended to let organizations cull old data from their rational databases in a way that allows it to be easily restored if necessary. This could be in the form of: (1) print media like records, photos, films and negatives; (2) electronic media like videos, diskettes, magnetic tape, databases, CD-ROM and Web page snap shots. Archiving, in general, is a process that will ensure that information is preserved against technological obsolescence and physical damage. It will also help conserve very expensive resources and ensure that the research potential of the information is fully exploited. In the Philippines Statistical System (PSS), the adoption of archiving measures has been identified by the NSCB through Resolution No. 11 (s. 1997) as a key policy to ensure the preservation, systematic storage and retrieval of statistical data including records on their methodology, concepts and other metadata.
  9. Database Management System (DBMS) - viewed as a system software package that controls the development, use, and maintenance of the databases of computer-using organizations.
  10. Database (DB) - an organized group or set of inter-related information about a subject that can be processed, retrieved, analyzed and used in drawing conclusions and making decisions.
  11. Firewall – a system designed to prevent unauthorized access to or from a network. Firewalls can be implemented in both hardware and software, or a combination of both. Firewalls are frequently used to prevent unauthorized Internet users from accessing private networks connected to the Internet, especially Intranets.
  12. Hardware - the electronic and physical components, boards, peripherals and equipment that make up a computer system as distinguished from the programs (software) that tell these components what to do. It is the physical component consisting of the input devices, central processor, output devices and storage devices.
  13. Hub – a central connecting device in a star topology network that allows the network to add workstations by extending the transmission signal. A central point of connection between media segment that organizes and transmits incoming signals to the other media segments.
  14. Information and Communications Technology (ICT) - is the totality of the electronic means employed to systematically collect, process, store, present and share information to end-users in support of their activities. It consists of computer systems, office systems, consumer electronics and telecommunications technologies, as



REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF INFORMATION AND  
COMMUNICATIONS TECHNOLOGY

[Kindly replace above with the Agency's logo]

well as networked information infrastructure the components of which include the telephone system, the Internet, fax machines, computers and its accompanying methodologies, processes, rules and conventions. A combination of computer technology, microelectronics applications, and communications and information techniques and methods. It encompasses the use of computers, data communications, office systems technologies, as well as any technology that deals with modern day application of computing and/or communication. It can also be seen as the marriage of information technology and data communication.

15. ICT Solutions - the various ICT technologies that are currently existing or will be proposed to run the information systems. Examples of ICT solutions are: for Network – Virtual Private Network, Thin Client; Wireless; for Security – Firewall, Public Key Infrastructure (PKI); for Storage – Storage Attached Network (SAN), Imaging, Warehousing; for Data Capture – Biometrics, Finger Scan, Optical Scan, Optical Mark Reader (OMR), Optical Character Recognition (OCR).
16. Information System (IS) - a system of major processes or operations which facilitates the storage, processing, retrieval and generation of information for decision-making, planning, controlling and monitoring purposes. It also refers to a group of related processes (manual or computerized) designed to generate information for the exclusive support of a major functional area of an organization (e.g. Personnel Management Information System, Logistics Management Information System, Financial Management Information System, etc.).
17. Information Systems Planner (IS Planner) – designated by the department secretary/agency head who shall work with the management and Chief Information Officer (CIO) and mainly responsible for the formulation, development and implementation of an Information Systems Strategic Plan (ISSP).
18. Information Systems Strategic Plan (ISSP) - refers to a three (3) to five (5) year computerization framework of an agency which describes how the organization intends to strategically use ICT in pursuit of its mission and functions. A written expression of how an agency intends to use ICT to support its data processing and decision-making processes.
19. In-house Development - the user (within the agency) is involved in the design and operations of IS, actively participates in the change process and the user's knowledge and expertise is incorporated.
20. Internet - a worldwide interconnection of millions of computer networks and databases. It is popularly referred to as the Information Superhighway, the Web, or simply as the Net.
21. Internet Service Provider (ISP) – an entity or company that provides connection services to the Internet. Access to the Internet is provided through its facility linked to the Internet. Such service provider may be a commercial entity, an institution, a university, or any other entity that has already a link to the Internet.
22. Management Information Systems – information systems which include external information in addition to the internal information about the agency's operation. This information will be used for goal setting, and decision-making purposes of the different levels of management in the organization.
23. Mission-Critical Frontline Services - basically transactional, customer-driven business processes designed to provide direct public access to government services, reduce the processing and approval time of government transactions with the public, electronically organize and store vital data/information for easy retrieval or updating, processing, and sharing with government monitoring or statistical agencies; and ensure greater transparency, accountability and integrity of government operations and transactions.



REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF INFORMATION AND  
COMMUNICATIONS TECHNOLOGY

[Kindly replace above with the Agency's logo]

24. Modem – a device that converts digital signals from the computer into analog signals to be transmitted over communication media to be transmitted back to digital signals read by computer. It can be either external or internal. It is an electronic device that makes possible the transmission of data to or from a computer via telephone or other communication lines.
25. Network - a computer-based communication and data exchange systems created by electronically connecting two or more computers/workstations. It is composed of two or more computers that can communicate with each other.
26. Network Layout – the logical or physical diagram of both the existing and proposed interconnection of computers and associated devices to provide end-users with a means of communicating and receiving information electronically without being limited by geographical distance.
27. Office Automation System (OAS) – collect, process, store and transmit information in the form of electronic office communications.
28. Online Systems – real-time processing systems that process data immediately after they are generated and can provide immediate output to users.
29. Operating System – software that supervises and controls tasks on a computer. The software that directs a computer's operations, as by controlling and scheduling the execution of other programs and managing storage and input/output.
30. Outsource – an arrangement in which one company provides services for another company. (*“What is?Com’s Encyclopedia of Technology Terms; Que Publishing 2002*)
31. Personal Digital Assistant (PDA) – refers to wide variety of handheld and palm-sized PCs, electronic organizers, and smart phones.
32. Printer – a device that prints text or illustrations on paper. There are many different types of printers. In terms of technology utilized, printers are categorized into the following: (1) daisy wheel, (2) dot matrix, (3) ink-jet, (4) laser, (5) line printer, and (6) thermal printer.
33. Router – a device that physically connects two networks, or a network to the Internet, converting address and sending on only the message that need to pass to other network.
34. Server – a computer that shares its resources, such as printers and files, with other computers on the network, an example of this is a Novell Network Server which shares its disc space with a workstation that does not have a disk drive of its own. A computer that makes services, as access to data files, programs and peripheral devices, available to workstations on a network.
35. Software - a set of instructions to a computer (and its peripheral equipment) to execute a command or process data. It uses a computer-understandable language. The non-physical components, which maybe an operating system, a development language, database management system, network management software, set of computer tools and utilities, or an application package, as well as the machine coded instructions that direct and control the different hardware facilities.
36. Software License - agreement between a user and a software house, giving details of the rights of the user to use or copy software ([www.petercollin.com](http://www.petercollin.com)); a legal right granted for a company/agency to run a software program. For every software program used, a license is needed and granted to the user (company or agency) and is documented in a license agreement ([www.microsoft.com/indic/licensing](http://www.microsoft.com/indic/licensing)).
37. Software Packages – or “canned program” is a set of programs prepared for applications that are common to the needs of many organizations. This is made available to users by the software manufacturer to include the operating instructions and documentation of the programs as part of the packages.



REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF INFORMATION AND  
COMMUNICATIONS TECHNOLOGY

[Kindly replace above with the Agency's logo]

38. Telecommunication – refers to the transmission of electronic signals; electronic transmission of any type of electronic information (voice, image, video, data, etc.). The movement of information in the form of voice, text, image, video or all of these multimedia using electrical, electromagnetic wave and light technology.
39. Web Hosting – the business of housing, serving, and maintaining files for one or more websites (*“What is?Com’s Encyclopedia of Technology Terms; Que Publishing 2002*).
40. Workstation – a networked personal computing device with more power than a standard IBM PC or Macintosh. Typically, a workstation has an operating system such as UNIX that is capable of running several tasks at the same time. It has several megabytes of memory and a large high-resolution display.





[Kindly replace above with the Agency's logo]

## GENERAL INSTRUCTIONS

1. This Template is prescribed primarily to guide government agencies to formulate and present its ISSP in brief. Government agencies may provide information that could add better clarity to the ISSP. The ISSP Template Revised 2014 contains the basic information that is required by the government and therefore does not inhibit the agency from making their ISSPs more complex for other purposes.
2. The agency must submit one hard copy of the initial ISSP to DICT for review and evaluation, together with a transmittal letter signed by the agency head and addressed to the Secretary, Department of Information and Communications Technology, DICT Bldg., C.P. Garcia Ave., U.P. Campus, Diliman, Quezon City. The ISSP shall also be emailed to [issp@dict.gov.ph](mailto:issp@dict.gov.ph)/[secretariat@mithi.gov.ph](mailto:secretariat@mithi.gov.ph).
3. In the cover page:
  - 3.1 State full name of the agency if the ISSP covers only an attached agency/bureau.
  - 3.2 State full name of the person who actually prepared the ISSP. If it is a technical working group or committee, state the name of the group/committee head. Indicate his/her e-mail address.
  - 3.3 The ISSP must be approved and signed by the Head of Agency, or Chairman of the Board, or SUC President, as the case maybe.
  - 3.4 Indicate the URL/website of the agency.
  - 3.5 Please check appropriate box to describe the scope of the ISSP.
4. Once the ISSP is complete and complied with requirements as per review and evaluation of DICT, then the agency must submit two (2) hard copies of the final ISSP to the DICT for endorsement and a soft copy in CD (pdf or doc file).
5. Agencies are advised to use font size 12 and government sized (A4) bond paper, however, page margin may vary.
6. The ISSP Template Revised 2014 can be downloaded from the DICT website: <http://www.dict.gov.ph>.
7. For clarifications, please contact DICT at telephone nos. 920-01-01 local 3912 or 920-74-21 or send e-mail messages to [issp@dict.gov.ph](mailto:issp@dict.gov.ph); [secretariat@mithi.gov.ph](mailto:secretariat@mithi.gov.ph).
8. DICT may release ICT Advisories on any updates to this Template.