CITY INFORMATION TECHNOLOGY CENTER
HIGHLIGHTS OF ACCOMPLISHMENTS
(JULY 2023-MAY 2024)

A. SYSTEM DEVELOPMENT and MAINTENANCE DIVISION

1. General Fund (GENFUND)
   a. IS DEVELOPMENT

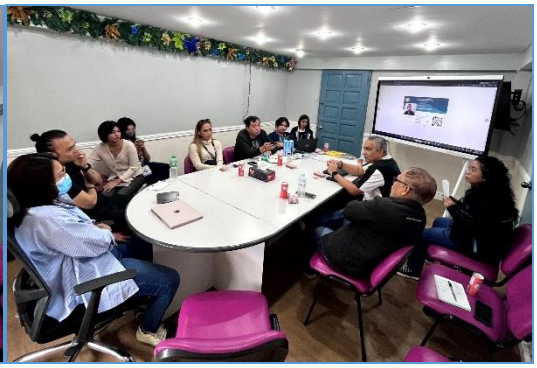
The IS projects are categorized as new developments. From July 2023 to May 2024, the office has ongoing development of (18) information systems (IS) under this category. Out of the IS categorized under Development, (3) are considered under Revenue Generation, (9) for Public Governance, and (6) for Social Services. Of the above ISs, (18) departments/offices were recipients of the system.

Highlighting some of the activities/tasks accomplished from (17) out of the (17) IS mentioned with identified issues and concerns encountered in some of these ISs:

1. Davao City Citizen's ID System (DCCIDS)
   a. Accomplishment:
      - Developed
        - Develop UX/UI Design (FIGMA): Desktop View and Mobile View
        - Develop UX/UI(PHP, CSS): Registration Module, Landing Page, Steps Page - Mobile View;
        - Admin: Desktop View, Verification, Online Forms Verification; Approval; Capture photo and signature; Print ID
        - Create online user accounts in walk-in registration
        - Code Template
        - Login, Accounts, Roles, Profile
        - Login UI and navbar;
        - ID Generation HTML and CSS
        - Registration of Walk-in Application
        - Client: Upload Documents; Login Form with enforced change password on first login; Registration;
        - Create profile page and integration with CPAMS
        - Citizen's ID System Logo
        - Filter QR Code link
        - Integrate to CPAMS demo
        - Integrate Occupational Permit System in DCCIDs;
        - API
        - Dashboard
      - Documents
        - Create Presentation: Project Breakdown
        - Project Design
        - Prepared printed FIGMA prototype

    - Created Video Presentation for the Phase 1 Process Workflow to be submitted to CMB
    - Letter to Atty. Presto re: specific details to be included on the front and back of the ID
    - Letter to CIO Harvey re: ID design and emailed CIO the sample design
    - Printed sample Citizen's ID in all categories – Resident (General), Resident (Senior Citizen), Resident (PWD), and Non-Resident.
    - Create AVP (System Presentation)
    - Position Paper for Citizen Card and Financial Card
    - Presentation
- System Testing
    - Testing and simulation of the system workflow and printing of Citizen's ID using a Retransfer ID card printer (Proof of Concept from Hive/AllCard).
- Deployment
    - Deploy opsdemo.davaocity.gov.ph
- Presented the mock-up design to Atty. Jonah Presto at BAC Conf. Room (9:30-11:30 am)

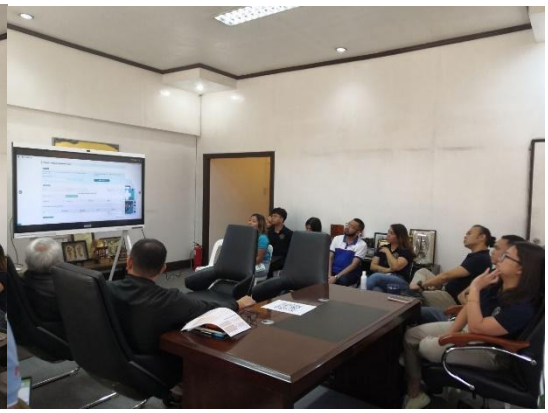
- Presented the Phase 1 Process Workflow (Application, Verification, Approval, Printing of ID) to Atty. Presto at CADO Conf. Room - Nov. 24, 2023 (10:00 am-12:00nn)



- Attended meeting with CMO and CBO re: Project Design Specifications at City Mayor's Office - Dec 5, 2023 (3-4pm)
- Attended meeting with suppliers Smart Tech, Philcopy, and Hive re: Printer and ID specification at CITC - Dec 6 and 7, 2023 (9am- 12:30pm)

- Attended meeting with Atty. Jonah Presto and Sir Harvey Lanticse re: ID Design discussion – January 04, 2024 (10:15am – 11:00am).
- Meeting with Hive re: DCCIDS printer and ID - February 5, 2024 (3:30pm-4:00pm)
- Attended meeting with Smart Tech Solutions re: Printer and ID specifications at CITC – February 16, 2024.
- Presented the printed sample Citizen's ID to Atty. Jonah Presto at Mayor's Office – March 06, 2024.
- Attended meeting with Atty. Presto re: printing of EMV ID – March 20, 2024 (04:00pm – 04:30pm)

- Meeting with AllCard; Committee Hearing re: CCRO with Councilor Militar
- Conducted a system presentation and live demonstration to Atty. Presto (May 08, 2024 at 10am -12nn;



- Conducted a system presentation and live demonstration to City Mayor Sebastian Z. Duterte at Arcadia Events Center (May 09, 2024 at 1-3pm);

b. Status: On-going development

2. Davao Bus – Grievance Redress Management System
   a. Accomplishment:
      - Revised
        - Admin User Interface
        - Viewing access of approval
        - Anonymous access
        - Add mobile no. for registration
        - Email notification
        - Add ReCaptcha v3
        - Optimize Dashboard
      - Documents
        - Prepared Presentation
        - Created Video Presentation for the GRM-IS launching
      - Catered 13 User Requests
   b. Attended Grievance Redress Mechanism Online Meeting thru Zoom - Oct 10, 2023 at 9am to 10am;
   c. GRM-IS Orientation for DPTMP-GRM Team and Social Development Members, Partners and Stakeholders @ DPTMP Conference Room, Old CHO Bldg, - Nov 9, 2023 (1:30-3:45 pm)

   d. GRM-IS Direct Users Orientation @ CPDO Conference Room - Nov 10, 2023 (9:00-11:45 am)

e. Attended Finalization Meeting at DPTMP Office - Nov. 23, 2023 (1:30-3:00pm)
f. Attended the Davao Bus - Grievance Redress Mechanism IS Launching at DPTMP Office - Nov. 28, 2023 (9:30 am-12:00 nn)

g. Status: For user testing

3. DAVRAA 2024 Information System (DAVRAA 2024 IS)
   a. Accomplishment:
      - Developed
        - Created DAVRAA IS Assets
        - Registration Portal, Participants Registration Module, Car Pass Registration Module
        - Forced Change Password for first time login of users
        - Uploading of attachment
        - Admin: Login, Division Module, Category Module, Accounts Module, Roles Module
        - Admin Dashboard: Statistics of Applied, Approved, Denied of all Divisions
        - Verification and Approval of Participants Application
        - Verification and Approval of Car Pass Application
        - Printing of DAVRAA ID in PVC format and A4 format
        - Printing of Car Pass in A4 format
        - Privacy Policy of Registration
        - Printable Participant QR Code and Car Pass QR Code for Registration
      - Documents
        - System User Manual

- Sent email to all users for their user credentials.

b. Presented the DAVRAA 2024 IS to the 76th Regional Management Committee Meeting at Apo View Hotel – March 11, 2024 (10:00am – 01:00pm)

c. Attended Executive Committee Meeting at DepEd XI – March 12, 2024 (01:30pm – 05:00pm)

d. Conducted a virtual user orientation to Division Coordinators through Google Meet on March 13, 2024 (03:00pm – 04:30pm).
e. Presented the DAVRAA 2024 IS to the DAVRAA Coordination Meeting at NEAP XI – March 18, 2024 (08:30am – 12:30pm)

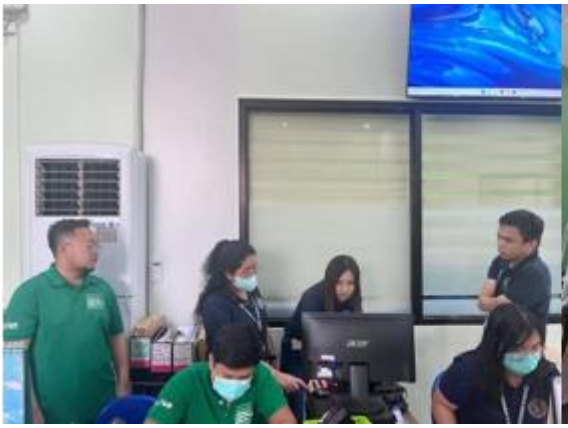
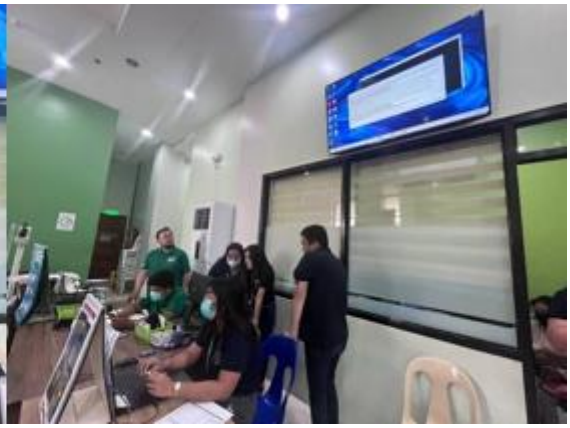
f. Conducted user orientation to PSSO users on March 19, 2024 (03:00pm – 03:30pm).
g. Status: Deployed and fully functional.

4. Health Card Information System (HCIS)
   a. Accomplishment:
      - Developed
        - Reports: User Interface, print application list by status, User Accomplishment and Approved Health Certificate

        - Applicant Page: Add badge(clickable) to generate healthcard without adding entry to 'completed' table - for viewing only (approved applicant), button restrictions if applicant is not equal to completed; uploading of attachments toastr not showing: image successfully uploaded; ID photo viewer set to - no repeat
        - Added requirements file to mask the URL
        - New: Uploading of Attachments
        - Schedule Page: refresh table after closing of modal
        - Remove Chart from Dashboard page
        - Added Watermark in printable healthcard
    - Revised
        - Removed button when status is equal to Approved/New;
        - Removed 'Job Category' field in online appointment form
        - Update User Interface: Report Page Form
    - Fixed
        - Generate Printable ID
        - Attached QR code and Check return QR code
        - Applicant Page: Upload ID picture and attachments, add ID image for default, update UI, filter in Search (1) card type (2) status
        - ID in iFrame not reflecting data
        - Saving to 'completed' table after clicking Generate Health ID button
        - Create return page for QR code;
        - Access Level Restrictions;
        - User Profile: Update/Change Password; Update Access Level Function; Update Reset Password Function;
        - Admin Side: Only 'Active' Account can login;
        - Select Time to Select Date in Online Appointment
    - Documents
        - Functional Testing Report
        - User Manual

b. Status: For deployment and user testing

5. City Health Office Queuing System (CHO-QS)
    a. Accomplishment:
        - Developed
            - Serve Module
            - Transfer Module
        - Installed pre-requisite applications (Dot Net Framework, Printer Driver) and Queuing System
        - Catered user requests.
            - Changed date format

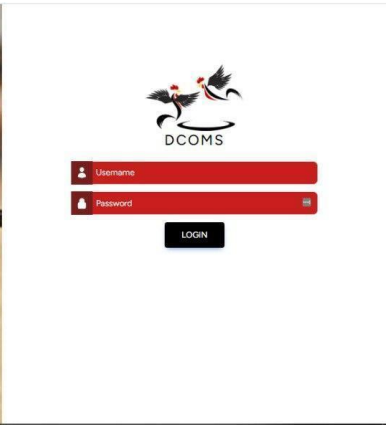
b. Status: Deployed

6. VetInspect app
   a. Accomplishment:
      - Meeting with CVO for VetInspect app turnover May 11, 2024

7. Vices Regulatory Information System (VRIS)
   a. Accomplishment:
      - System development;
        - System development
        - Data entry form UI
        - Login/Authentication and Validation for users
        - Conditions for forms according to apprehension and apprehension types
        - created database for data entry form
        - implemented barangay and district dropdown
      - Conceptualization meeting on July 12, 2023.
      - Updates on the July 2023 conceptualization meeting on March 20, 2024.

b. Status: On-going development

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



a. Accomplishment:
   - System fixes/updated
     - Setup SSL on DCOMS cloud staging server
     - Event - fixed bug found on derby schedules
     - Game match utility - Fixed the issue when adding matches
     - Fixed bugs (Senior ID verification)
     - Set on-premise git server to public to allow DCOMS cloud to connect from the repository
     - Events - fixed bug when closing event
     - Fully migrated DCOMS to cloud
     - Utility Module - allow CITC user to add/edit/remove game matches
   - Development of the new DCOMS was completed on December 22, 2023, for a presentation with the top management.

- Full system implementation to four cockpit sites (Agdao, Bunawan, Calinan, Matina) on January 26, 2024.

b. Status: Deployed, Ongoing client support

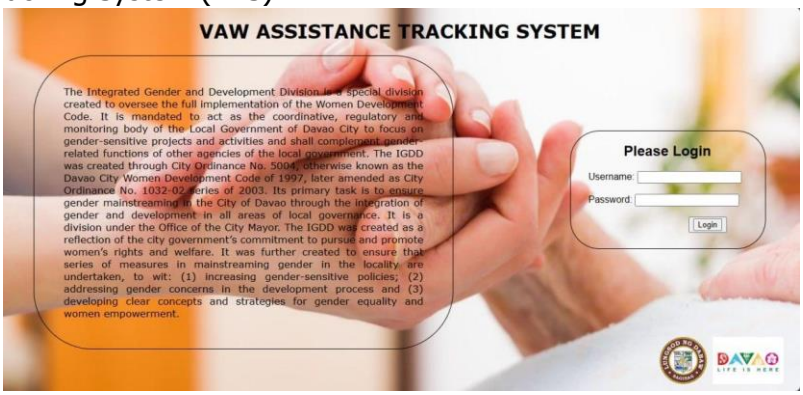
9. Davao Museo Data Banking System (DMDBS)
   a. Accomplishment:
      - Meeting with new Museo Dabawenyo OIC Jason Arceo on October 19, 2023 to discuss the updates required for the system.

   b. Issues and concerns:
      - Not able to continue the development for the 2nd iteration, Audit Log Trail, due to the absence of a developer who resigned.
      - Users discontinue use of the system due to its lagging. Museo also awaits the requested set of computers. The system requires a re-design.
      - Already hired Programmers but Museo Head advised that they will wait until their hardware resources are available. In the meantime, the team already

started initial front-end development correcting on the design flaw previously encountered.

c. Status: On-going development

10. VAW Tracking System (VTS)



a. Accomplishment:

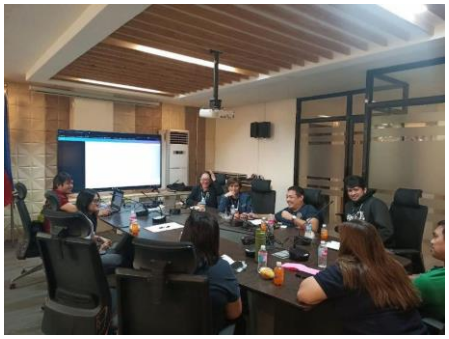
- Development:
  - Prepared mockup design on the login page.
  - Developed APIs (Authentication, Barangay, Case Categories, Case Logs, Case Profile, Case Subcategories, Clients Children, Dashboard, Referral Agency, and Service Controller).
  - Developed UI designs (Authentication, Dashboard, Client list, Case Profile list, Client information Intake, Client profile, Client child intake, Case data entry, Case Profile information, Case Log Intake, Paginations, and Search features).
  - Created VTS-full-stack repository. Created Dev branch, staging branch, Auto module, Dashboard, Client Module, and Client Intake.
  - Quality Assurance (QA) testing of Case Logs and Assistance modules.
- Document:
  - Prepared Proposed System Process Flow of IGDD transactions (Walk-in, By Phone, and By Referral)
  - Prepared Database Schema and Project Dictionary documents.
  - Updated the System Development Workplan and Meeting Brief.
  - Prepared a web design for the IGDD VAW system using an HTML application.
  - Prepared design of Assessment Form using pencil application
  - Prepared a system design (Database Schema) based on the requirements given by the client
  - Conducted System Analysis and Design (SAD).
  - Prepared Project Dictionary documents (Product Backlog List).
  - Conducted functional testing on iterations.
  - Conducted and prepared User Acceptance Testing.
  - Prepared Project Dictionary - BCR
- Research and Development:
  - R&D on HTML applications

- R&D on making design tools and prepared mockup design for VTTS's Log-in Page and Dashboard.
- R&D on Laravel development application
- R&D on CRUD and database management using Laravel framework.
- R&D on User Story application
- R&D on Nuxt framework
- R&D and database management using Laravel (Routes and Authentications)

- Conducted meeting with client on office system process flow and to confirm user requirements on January 15, 2024.

- Conducted system presentation with IGDD and stakeholders on the system created on February 5, 2024.

- Conducted VTS presentation with IGDD and stakeholders at DCIPC on February 22, 2024.



- Conducted a validation meeting with IGDD on the additional request of WCPD on April 22, 2024.

- Attended a meeting with DCPO to discuss the VTS system on May 8, 2024.

- Attended a meeting with CSWDO to present the VTS system to the Center and District Heads, highlighting its features on May 14, 2024.

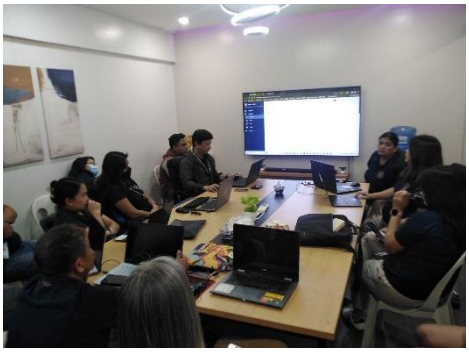
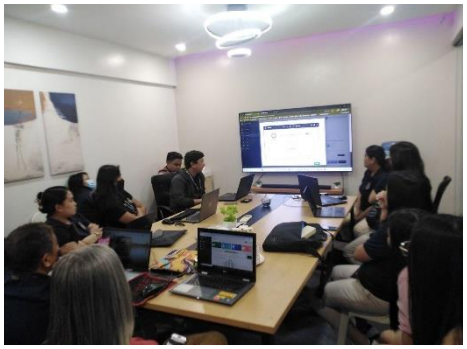
b. Status: Deployed, Ongoing testing with the client.

11. Housing Management Information System (HMIS)
    a. Accomplishment:
        - Development:
            - User Authentication Module (Front End & Back End)
            - Dashboard (Front and Back End)
            - Developed Modules (Beneficiary, Resettlement, Occupants, User Management and Data Importing)
        - Documents:
            - Prepared the following documents: meeting brief of previous meeting discussion dated March 25, 2024, document mapping of DCHO office functions, Development Workplan, Database schema of HMIS, mockup design of Dashboard and User Management, Workplan & Backlog List
        - Attended the DCHO-HMIS Conceptualization and System Investigation (SI) meeting at the CPDO Conference room on February 29, 2024.

- Conducted a DCHO meeting for the HMIS application on April 3, 2024.

b. Status: Ongoing Development

12. City Records Management System (CRMS) v2.0
    a. Accomplishment:
        - CARO selected 5 pilot offices (CADO Main, CADO Admin, CADO Optn, CMO Records & HRMO) for the conduct of the Trainor's Training orientation.
        - Attended meeting for CRMSv2.0 Trainor's Training Orientation on February 20, 2024

- Conducted CRMS v2.0 user orientation, facilitated by the CARO team on February 22, 2024.

b. Status: Deployed, ongoing pilot testing.

13. Human Resource Management Information System (HRMIS) - electronic Payroll System (ePAYS)
    a. Accomplishment:
        - Cut-over of payroll transactions for 20 offices on their JO/COS payroll processing and 1 plantilla office.
        - The HRMO client support team conducted user orientation in different offices upon the deployment of additional kiosk units (CASSO, OCBO, CTTMO)
        - Finalized HRMIS-ePAYS workplan inclusive of the employee card printing and testing.
        - Landbank released 20 units of employee cards for testing. Based on testing the cards were functioning perfectly. The next phase would be the rollout of the next batch of cards which will be released to identify phase 1 offices (CITC, CAO, CBO, HRMO, CADO Admin).

- Reviewed the user guide for payroll hybrid implementation.

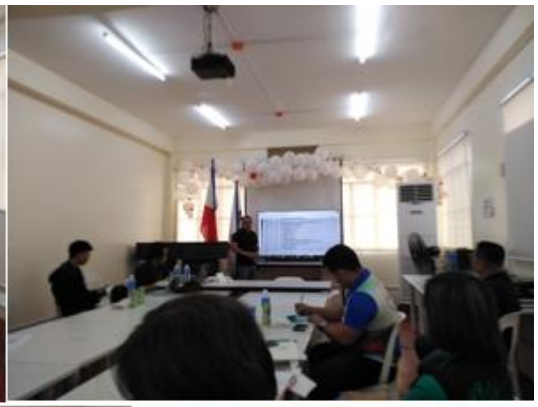
- HRMIS-ePAYS: Conducted orientation on February 8, 2024, for use of 10 JO/COS cut-over on March 2024

b. Status: Deployed, ongoing implementation

14. Cooperative Management Information System (CMIS)
    a. Accomplishment:
        - Deployed at the staging server but not yet implemented, for roll-out to 9 administrative districts.
        - Conducted meeting Aug 31, 2023, revisited mapping requirement. The developer agreed to create the mapping script in the 4th quarter of 2023.
        - Completed coding of CTAP for QA on August 31, 2023.
        - Server set-up already completed by the HRMO on Jan 10, 2024.
    b. Issues & Concerns:
        - Challenge in setting up the server due to an outdated version of the Ubuntu server.
        - The CCDO Head advised that their assigned lead developer has already resigned. They have a new developer, but he is still a newbie on the programming side.
        - The HRMO Developer, who was the Lead Developer of the CMIS before, requested that the resigned Lead Developer conduct a turnover of all the programs developed for assessment of the development direction.

c. Status: On-going development

15. CCD-Student Information Management System (SIMS)/Learning Management System (LMS)
    a. Accomplishment:
        - Procurement under alternative mode, on-going review of canvass of 3 interested suppliers. SIMS will be through subscription for one year on a per enrolled student basis
        - Changes in the procurement document due to an additional number of students added to the budget
        - Provider already conducted user training to CCD Administration staff and CCD Faculty staff (Nov-Dec 2023)
        - On-going client support by the Provider to serve minor system adjustments based on user needs.
        - Conducted inspection for the CCD SIMS/LMS with CCD, GSO, and CITC team last February 7, 2024.

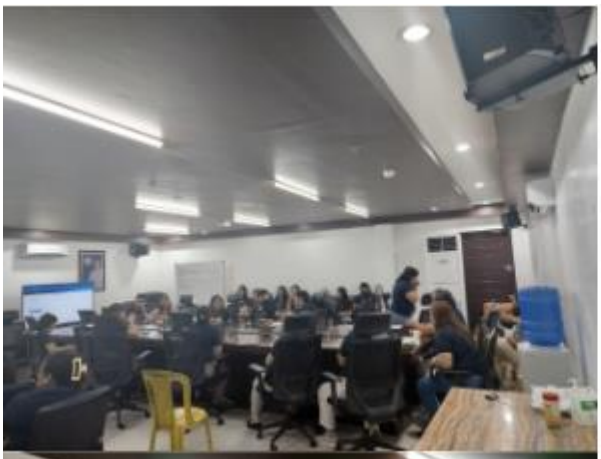


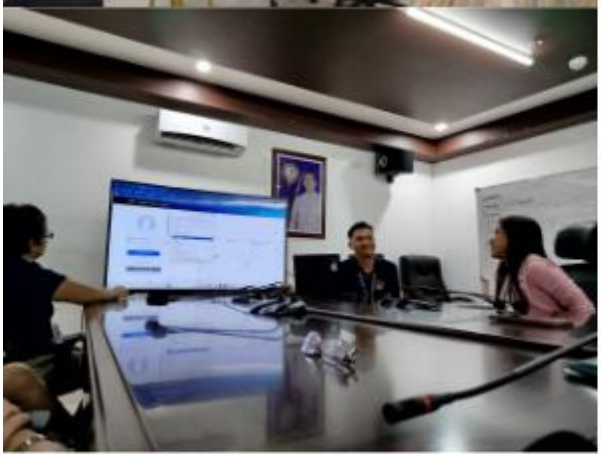
    b. Status: Deployed, ongoing implementation

16. CSWDO Data Management System (CDMS)
    a. Accomplishment:
        - Conducted project status meeting with CSWDO, CITC, and PWD team on February 7, 2024 and discussed system design with CSWDO team.

- CDMS project status meeting with CSWDO on April 4, 2024,

- CDMS project status meeting with CSWDO and focal persons on April 11, 2024



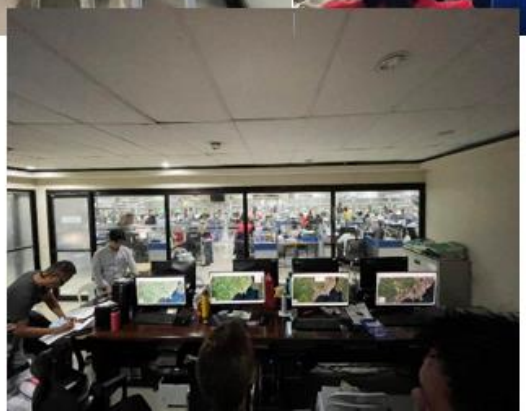


- CSWDO: Project Status Meeting with the focal persons (Presented the updated status of CDMS) on May 8, 2024,

b. Status: On-going development.

17. integrated Real Property Tax Administration System (iRPTAS)
    a. Accomplishment:
        - iRPTAS Benchmarking in Bataan and Quezon City on September 04-06, 2023

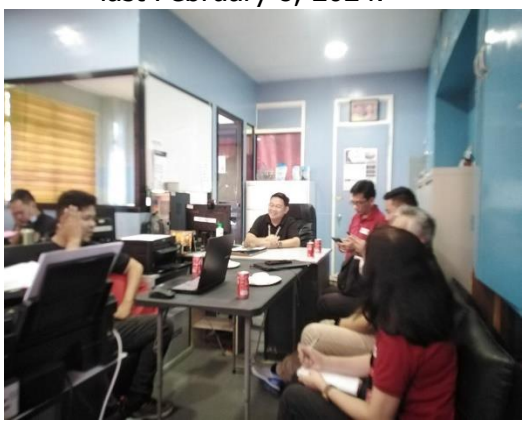
        - Attended the orientation on GIS Tax mapping CASSO & Aboitiz on November 23, 2023.



- Prepared overall work plan and presented to top management during the TWG meeting last April 18, 2024,
- Conducted site visit last May 20-22, 2024 at Amellar Solutions Inc. and discussed the data migration concerns. The meeting was also attended by a CASSO representative and the Aboitiz Dev Team.

b. Status: On-going development

18. Educational Benefit System Unit (EBSU)
    a. Accomplishment:
        - EBSU cloud agreement with DOST ended last December 2023 and the city prepared its cloud subscription to house the EBSU system.
        - Attended a meeting with CMO, UM, and CITC Team for the cloud deployment last February 8, 2024.



    b. Issues & Concerns:
        - The EBSU system was put on hold until full transfer to the city's cloud platform has been completed. The target schedule will be on June 2024 in time with the new batch of scholarship applications.
    c. Status: On-going development

b. IS ENHANCEMENT

CITC also engaged in the enhancement of existing application systems which are not a part of the regular work plan of the office but were executed due to the exigency of the IS to the office it supports. For the July 2023-May 2024, the office enhanced (1) information systems (IS) under this category. Out of the systems enhanced (1) is for Public Governance. Of the above ISs, (1) departments/offices were recipients of the system.

1. Driver's Information Management System
    a. Accomplishment:
        - Developed
            - Login
            - New Entry, Update and Renew
            - ID printing
            - Dashboard
    b. Status: On-going development

c. 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 the July 2023-May 2024, the office maintained (23) information systems (IS) under this category. Out of the systems for

maintenance (10) is under Revenue Generation and (11) for Public Governance, and (2) for Social Services. Of the above ISs, (34) 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. City Public Assistance Management System v2
    a. Accomplishment:
        - Developed
            - Uploading of Files to File Server
            - HTML versioning
            - Patient Correction Module
            - Allow regenerate documents on specific RAF
            - Added new Report: User Accomplishment Reports, Masterlist of Cancelled Assistance, Masterlist of Override Assistance, Number of Clients Served per User, List of Clients per User, Client List with Time of Service per User
            - Print certificates
            - Requestor Module
            - RAF encoding: Filter funeral assistance, Middle name
            - Reports: Added Dialysis-Related Reports (List of Deceased Dialysis Patients), Total Number of Diagnoses per Barangay; Number of Assistance per Platform (Online/Walk-in)
            - Provider: add tag received GL, new stored procedure and date received GL, Providers can view the Guarantee Letter and tag it as received. This will serve as the basis for generating the Statement of Account if the admin is agreeable.
            - Temporarily disabled RAF to allow new RAF
            - Printing of certificates;
            - Number of Diagnoses per Barangay
            - Save and upload single print documents;
            - Transmittal Module
        - Revised
            - Added a loader feature into the buttons associated with the process of Saving and Approving RAF to prevent accidental double-clicks
            - Added loader in saving of Override
            - Dashboard new layout: add new cards, allow team leaders to view
            - Changed remarks for Override RAF
            - Signatory on GL and Certificate of Eligibility
            - Print all certificates in one FPDF
            - RAF encoding
            - Override-Approved Requests: Add Regenerate Documents, Re-printing of Certificates
            - Load approved details only

    - Revised queries: added Status is equal to 'APPROVED' in the following reports:
        - Clients Catered by Barangay
        - Approved Assistance by Beneficiary
        - Masterlist of Approved Assistance – Dialysis
    - Removed datatables in Approved Assistance by Beneficiary
    - Changed signatory per processing location with status is equal to 'Active' and Role is equal to 'Team Leader' or 'Supervisor'
    - Added number of Catered Clients by Barangay if Assistance Type is equal to 'PROCEDURE' and 'MEDICINE'
    - Revised layout in Approved Assistance by Provider Report
    - Set fields to required when generating reports: added toastr error
    - Reapprove to Override - loader, confirmation;
    - Changed Signatory from Atty. JL Esparcia to Atty. Domingo
    - Daily Encoded Report: added total encoded and total canceled applications; optimized query
    - Masterlist by Provider: Set fields to required and added toastr error
    - Allow regenerate docs within 5 days upon approval and reissuance;
    - Approved Assistance by Provider
    - RAF encoding: Added RAF number format validation, RAF javascript
    - Override: added note to Stored Procedure
    - Toastr notification changes
    - RAF correction
    - Added requestor in Verify Patient; removed buttons in datatables
    - RAF corrections: removed restrictions
    - RAF encoding: add platform (walk-in/online), contact no and address can be edited, intake details will be displayed upon searching of patient; Prompts alert if patient already availed funeral assistance; Prevent user to encode existing patient information.
    - Dashboard: added approving officer in cash flow, added chart for platform statistics.
    - Send email to supervisors during override.
    - Reports: Masterlist of Approved Assistance by Provider and Clients Served by Barangay: Users can now generate a detailed list of approved assistance categorized by provider and specific assistance.
    - RAF changes in Medicine Assistance.
    - Approved Requests: Disabled Cancel, Override and Reissue on RAFs approved from previous year;
    - Change stored procedure for modify assist details;
- Fixed
    - Deployed fixed stored procedure for Approval of RAF
    - Override-Approved Requests: Add Regenerate Documents, GL Re-issuance
    - Medicine Amount not showing for similar providers: Stored Procedure

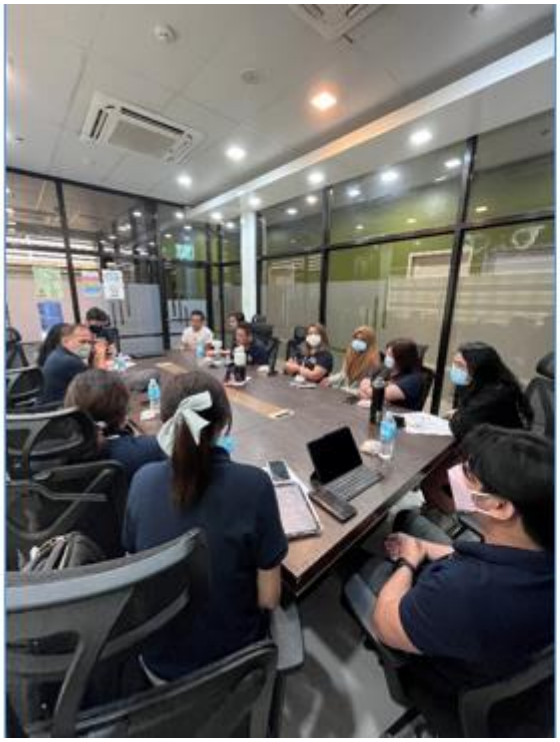
    - Added Status is equal to 'APPROVED' in Approved Assistance by Provider
    - iFrame error on loading in all reports
    - Sending of SMS - API consumption
    - Pending View Bug
    - Verify Requestor controller: added Approved status.
    - Report: List of Deceased Dialysis Patients
    - Approved Requests: special characters
    - Print all certificates header;
    - RAF encoding: patient validation added status in query for 'Funeral';
    - Approved View, Override View
    - Transmittal Printing
- Database Inspection
    - Bulk encoding of Dialysis Assistance
    - Duplicate entries in Lingap fund due to multiple clicks
    - RAF Correction Function
    - Patient information changed during the erroneous data encoding of Mr. Jacob Valendez
    - Remaining fund balance computation
    - Set 'Cancel Received' status to old data for pending; Set 'Cancel Override' status to old for override status
    - Discrepancy of Lingap Fund, Stored Procedure for Computation
    - Adjust Lingap Fund; Merged similar requestor.
    - Query for diagnosis request;
    - Install MSSQL 2008 and restore old CPAMS database, inspect old RAF for patient who already availed funeral in 2022;
    - Changed status of imported data to 'IMPORTED_OLDDB'
    - List of Transactions after the availment of Funeral, billed assistance and RAF corrected patient - revised the report submitted;
    - Check billing from SPMC;
    - RAF corrected and Patient ID was changed;
- Deployment
    - Deployed RAF Correction Module - team leaders can modify dependents, requestor info, type of assistance, provider and bill amount. If Assistance is Medicine, pharmacy and bill amount
    - Deployed ApproveRAF Stored Procedure: saving of lingap fund for concurrent users
    - Requestor Module, RAF encoding, Dashboard, Reports, Transmittal Module
- Documents
    - Incident Report: Data Entry inaccuracy for Sept 11-12 entries
    - Incident Report: Connection Issues - users unable to login Sept 19, 2023 at 5:45-6:06pm
    - Meeting Brief for Sept 14, 2023 Meeting at Lingap
    - Certificate of Participation for User Orientation

        - Request Letter
        - Created Entity Relationship Diagram;
    - Catered 98 user requests

b. Issues and Concerns:
    - Problems Encountered
        - LOGIN: Users have trouble accessing the system. (August 15, 2023)
        - RAF APPROVAL: Concurrent access in the system resulting to negative balance
        - System encountered 'File not found' error in Azure Application Service
        - System lag
        - Users encountered system access issues ranging from slow to complete unavailability due to insufficient fund - fund balance (Php 867)
        - System encountered difficulty in connecting to the database server
        - Users unable to access system: restarted the application service – October 13, 2023 at 9:51-10:02 am
        - No internet in Lingap Toril – October 23, 2023 (referred to CMO)
        - The davaocity.gov.ph domain's SSL certificate has expired, leaving all systems without security (November 17, 2023 at 8am-4:30pm)
        - Slow connection: restarted the Azure PHP service (November 28, 2023 – 10am)
    - Solutions/Action Taken
        - Requested NFMG to reboot the database server, revealing that the server's allocated resources consist of 1 core and 1 GB of memory with utilization nearly reaching 100%. Developers then asked NFMG to increase the allocation to 2 cores and 8 GB of memory. Refraining the developer from revising the code.
        - Implemented a Locking Mechanism within the Stored Procedure to mitigate data inconsistency issues. This mechanism ensures exclusive access to data during critical operations, enhancing data integrity and preventing concurrent access conflicts
        - Revise the stored procedure for Approving RAF
        - Code Adjustment to Align with PHP 8.0 and NGINX on the CMO Cloud Server
        - Rebooted the application server to clear the notification sending queue
    - Recommendations
        - Monitor the utilization of the database server.
        - Low-level access of the cloud server for the developers to monitor the utilization, as well

c. Meeting with Mr. Celis at CITC (Sept 12, 2023 at 3:00-3:45 pm) re: CPAMSv2 issues; formally turned-over the Project Management to the Development Team

d. Attended meeting at Malasakit Center Conference Room (Sept 14, 2023 at 2:00-4:00 pm) re: Erroneous data from Bulk encoding of Dialysis Assistance, Possible System Enhancement and the Standard Operating Procedure for User Requests



e. Meeting with CMO Lingap and IT Team at CADO Conference Room re: Feedback on the Enhancements made in the system since Sept 14, 2023 and additional requests from Lingap (Oct 27 at 3:50-4:45 pm)
f. Attended meeting at SPMC Malasakit Center re: Clarifications on CITC backlogs and test internet connection (Nov 15, 2023 at 2:00-5:30 pm)
g. Oriented Ms. Ledesma (Sir Sboi's secretary) re: Lingap Fund and system functionalities - Nov 22, 2023 (1:15-1:45 pm)
h. Oriented system users at SPMC Malasakit Center (2 batches) - Nov 29, 2023 (9am-4pm)

i. Oriented system users at Lingap Calinan and Marilog on Dec 1, 2023 (9am-4pm)

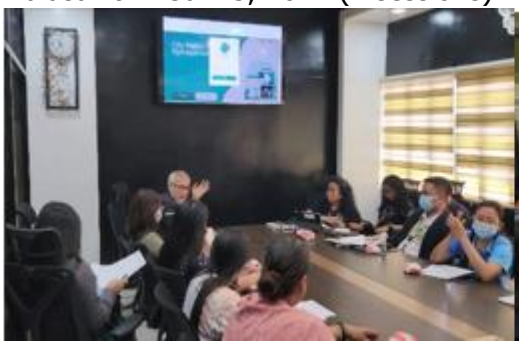
j. Oriented system users at Lingap Toril on Dec 5, 2023 (9am-11:30 am)

k. Oriented system users at Lingap Bunawan and SPMC Malasakit Center on Dec 13, 2023 (9am-4pm)

l. Oriented system users at Lingap Paquibato on Dec 14, 2023 (9am-4pm)

m. Registered Sir Sboi's device for Fund Administration; added default password.
n. Oriented Sir Sboi on System's Function (Dashboard, Fund Administration); Adjust and Replenish Lingap Fund.
o. Meeting with Ms. Ren Ledesma re: List of Deceased Dialysis Patients - Jan 8, 2024;
p. Meeting with Ms. Ledesma, Sir Mon and Sir Uyanguren re: List of Deceased Dialysis Patients at Arcadia - Jan 10, 2024;
q. Meeting with Sir Mon and Sir Uyanguren re: List of Deceased Dialysis Patients at CMO - Jan 11, 2024 (10:30 am to 3pm);
r. Meeting with Ms. Ledesma and Sir Mon re: List of Deceased Dialysis Patients, billed assistance and RAF corrected patient at CMO - Jan 12, 2024;
s. Attended meeting re: Integration of CPAMS to CAOs doctrack, providers access and Statement of Account at City Accountant's Office (Feb 6, 2024 - 1:30 to 3:30 pm); Attended by CAO Maam Vingelyn Bajan, Val, Gian, CMO Lingap OIC Ytalia Bohol, Lady and Lingap staff, CMO IT Sherwin Estacio and COS secretary Ms. Ren Ledesma;

t. Attended meeting and presented the Provider Module to Dialysis Providers at SPMC Malasakit - Feb. 13, 2024 (2 sessions) from 10am to 12nn and 1 to 3:30pm;



u. Attended meeting at City Accountant's Office - Feb. 19, 2024 10am.
v. Attended Meeting with CMO-Lingap and SPMC Accounting re: Medicine Assistance and Transmittal Module - May 22, 2024 at 8:30 am to 12:30 pm;
    - Issues and Concerns:
        - Lack of IT Personnel in Accredited Pharmacies
        - Additional Workload for SPMC Murang Gamot
        - Lack of Memorandum of Agreement (MOA) between CMO-Lingap, SPMC Murang Gamot and Pharmacies
        - Accreditation of Pharmacies is with SPMC Murang Gamot and not with CMO-Lingap
        - City Accounting consumption of API for Transmittal
        - City Accounting still receives documents and Statement of Accounts (SOA) from SPMC, despite the agreement in the previous meeting that only the CMO-Lingap should submit the documents with the Transmittal created in CPAMSv2
    - Agreements:
        - CMO-Lingap to search for the MOA between SPMC Murang Gamot and CMO
        - CMO-Lingap to draft a new MOA
        - Schedule a meeting between City Accounting, CMO Lingap, CITC and SPMC regarding the new workflow for submitting documents and SOA

w. Status: Deployed and fully functional

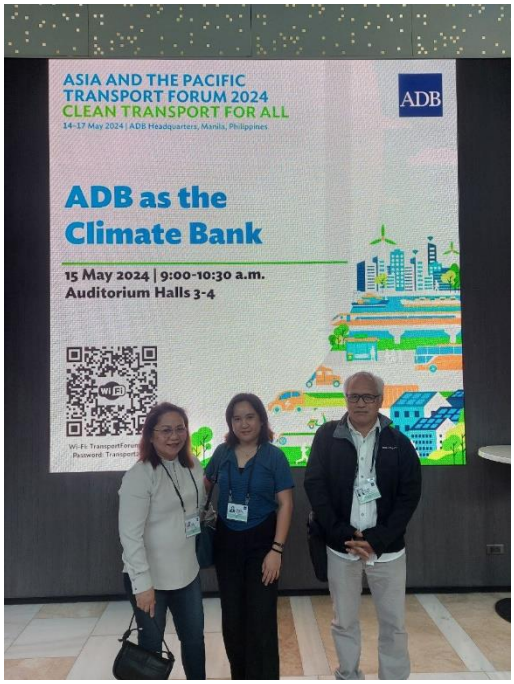
2. Davao Bus Information System – Social Development Package

a. Accomplishment:
    - Developed
        - Report: List of Applicants per Subpackage
        - Allied Worker Form: database, new form, form info update, assistance and beneficiary (new/update)
        - Allied Worker Reports
        - Transport Cooperative Utility
        - Operator Cooperative, Driver Cooperative
        - Transport Cooperative: Operator, Driver
        - Report: List of Applicants for Cooperative
        - SAP Application Form Operator
        - Operator and Driver Module: Add and Update Attended Training
    - Revised
        - List of Operators and Availed Packages
        - SDP Application Form Update in FPDF
        - Operator Module; Allied Workers Module
        - Allied Worker Module;
        - Utilities Module - Cooperative;
        - Operator Module;
        - Driver Module
        - Report view
    - Fixed
        - Remove operator info; driver info
        - Driver: Info - update dimsid and cttmoid;
        - Driven Unit - clear all form input in success
        - List of Beneficiaries per Social Package
        - Operator Module: Fix empty documents
b. Attended the Face-to-Face and Online meeting re: SDP Application Form updates at BAC Conference Room (Oct. 16, 2023 at 3:09 to 5:15pm)
c. Attended meeting re: Concerns on DIMS, LTFRB database and other reports - January 24, 2024 (1:30-3:00pm)

d. Attended DOTr Automated Fare Collection System and Kentkart Live Demonstration at Davao Bus Office - February 5, 2024 (10am-12:45pm)

e. Attended two-day Strategic Planning for Davao Bus Project - Feb 14 and Feb 16, 2024;
f. Attended Davao City Comprehensive Transport and Traffic Master Plan and Aerial Urban Corridor of Metropolitan Davao Kick-off Meeting at Davao Bus Project Conference Room – March 21, 2024 (10:00am – 12:00pm).
g. Attended meeting with Atty. Esparcia re: SDP Form Revisions

h. Attended Asia and the Pacific Transport Forum 2024 Clean Transportation for All at Asian Development Bank Headquarters, Manila – May 14 to 17, 2024

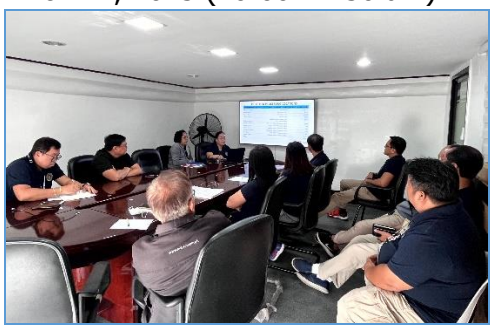


i. Status: On-going enhancement.

3. Business Permit Licensing System (BPLS)
   a. Accomplishment:
      - Catered 197 user requests
   b. Attended meeting with Business Bureau OIC Ms. Paguican and Ms. Ulac (July 27, 2023 at 2:00-3:45 pm)
      - Implementation of New Zoning Ordinance in Online Business Permit Application
      - BB request for report on Categories of MSMEs
      - Presented the Online Inspection: Compliance
      - Tracking of Status of Business Permit Application
   c. Meeting with BB re: ARTA guidelines on Zoning/OCBO, Business One Stop Shop, Renewal of Business Permit 2024, implementation of PSIC, DICT link, DTI API and blocked businesses at Business Bureau- Nov 10, 2023 (2:00 - 3:30 pm)

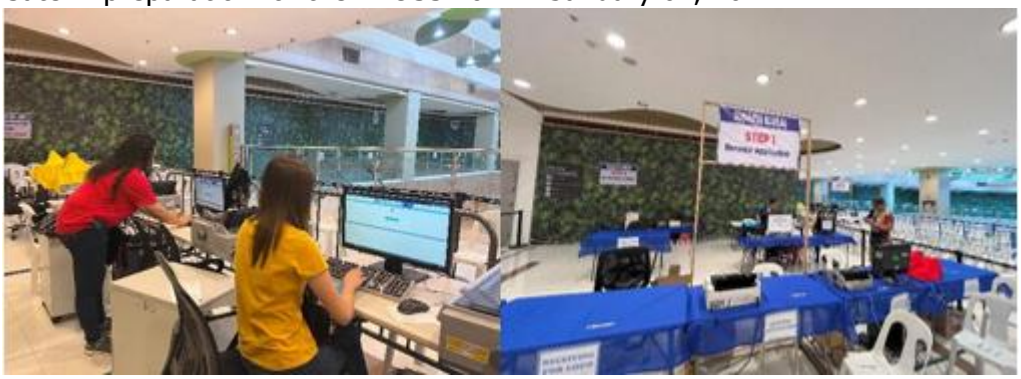
   d. Attended Meeting at BB re: Business Permit Renewal change of process workflow (Nov 14, 2023 at 9:00-11:00 am)
   e. Attended meeting at BB re: Change of Process Workflow for Renewal (Nov 20, 2023 - 9:00-11:30 am)

f. Attended Coordination Meeting for Business Permit Renewal 2024 at CTO Conference Room - Nov 22, 2023 (10:00-11:30 am)



g. Attended Meeting at CPDO Conf. Room re: Request of BB for Zoning to be at BPOSS all year round - Nov. 24, 2023 (2:00-3:00 pm)

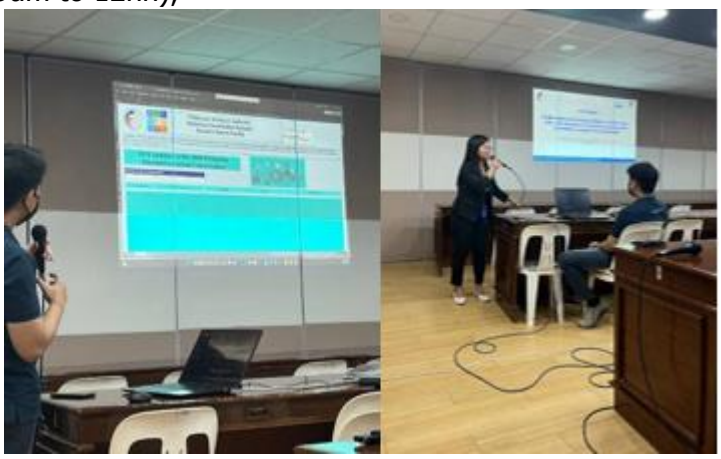
h. Site Inspection at Tugbok, Calinan, Baguio, Almendras, Bunawan, Lasang, and City Gate in preparation for the BPOSS 2024 – January 02, 2024.



i. Site Visit at Calinan, Baguio,and Tugbok Districts for ongoing BPOSS – January 10, 2024 (09:00am – 02:30pm).

j. Site Visit at Toril District and Gaisano City Gate for ongoing BPOSS – January 17, 2024 (09:00am – 01:30pm).

k. Attended Training on PSIC Codes by PSA at Sangguniang Panlungsod Green Room (May 16 - 9am to 12nn);



l. Issues and Concerns:
    - Local BPLS and API servers down – November 24-25, 2023 (7pm -3:30 pm)

- Unable to access online system: breaker was powered off – February 02, 2024
- Intermittent connection experienced by system users (Jan 13, 2024)

m. Documents
- Project Design

n. Status: Deployed and fully functional

4. Online Business Permit Licensing System (Online BPLS)
   a. Accomplishment:
      - Developed
        - Inspection Module:
          - Admin: Inspection Compliance, Dashboard Monthly Graph
          - Compliance information and compliance tag
          - Follow-up inspections
          - Home - added statistics and gallery
          - Notice stub
        - Barangay Clearance PDF
        - Login: Redirect per Role
        - Barangay Module UI: Display uploaded map
        - Application: Barangay Approval
        - Application for Renewal FPDF
        - QR plugin
      - Revised
        - Inspection: Profile list updates, Personal and Team Schedule, Revise UI in records, profile and history, remove schedule console log, Add time in schedules, Dashboard Admin
        - Remove SMS switching
        - Client-Side Renewal: Dashboard
        - Application for renewal form PDF: removed tax due, added barcode, and revised layout.
        - Renewal: Reset application when applicants comply documents, Application status printing of application form, add processing location, remove update of dteapply once approved from local.
        - Alternating SMS port.
        - Application: Add status 'Proceeded to Walk-in', removed RPT in table, added inspection history.
      - Fixed
        - Inspection: Bug fixes in inspection details, inspection records history, inspection form, error on nearby location, prevent capture when camera is not ready
        - Permit PDF QR print;
        - Inspection: QR code in claim stub
      - Research and Development
        - Inspection: Offline Mode
        - Smart POS Printing

        - SERVER MANAGEMENT: Implemented a Centralized Automated Backup System for Remote Database Server - successfully backed up databases for cloud systems
    - Documents
        - Indorsement letter re: Barangay Toril System Users
        - 2nd Indorsement re: User Account
        - Reply to Indorsement
        - Indorsement Letter Reply to BB
        - Incident Report re: Unusual Traffic on Appbts
        - Text for dashboard on procedures for renewal
        - ERD for Online BPLS Inspection
    - Database Inspection
        - Data sanitation of inspection details and cross-checking of 110 records
        - Import CSV file of Business Codes in MySQL
    - Catered 30 user requests

b. Attended Orientation for Barangay Functionaries on the Integration of Barangay Clearance to the BPLS for New Business Permit Application at Sangguniang Panlungsod Violet Room (July 21, 2023 at 2:00-3:45 pm)

c. Meeting with Sir Paul re: Inspection Updates (August 09, 2023 at 9:00-9:30 am)
d. Meeting with BB re: revisions in Inspection Module
e. Oriented barangay functionaries on how to use the Online BPLS: Barangay Module thru Zoom - this orientation was divided into 3 sets (per district) for 2 days (182 barangays) - Sept 06 -07, 2023
f. Inspection Module: System Demonstration using Smart POS (Sept 28, 2023)

g. Presentation of Renewal to BB and Bookkeepers on Dec 27, 2023 (1:30-3pm)
h. Issues and Concerns:
    - Persistent attempts to breach the system by injecting malicious scripts through a specific IP address (August 10, 2023 at 2:00-3:00pm);
    - Unable to send SMS – referred to NFMG October 20, 2023
    - Online BPLS notified unusual traffic on the system and notified developers (Note: Automated blocking of IP address if request is more than 60/second and SMS notification was previously developed on Appbts to immediately inform developers if such attacks occur). – October 18, 2023 at 10:47 am
    - Resolution:
        - Appbts automatically blocked the IP address
        - System monitoring
        - Informed NFMG to block the said IP and asked if an attack on the server occurred on which NFMG responded that the said IP caused nothing.
    - Online Payment Gateway, POPS and Appbts Servers down – October 31, 2023 (8am to 12nn)
    - Backup Server (Full Storage) – unable to saved backup files generated from the automated backup scripts – November 4, 2023
    - Unable to access system: breaker was powered off – February 02, 2024
i. Status: Deployed and fully functional.

5. Online Special Permit System
    a. Accomplishment:
        - Developed
            - Added new report: List of Applications
                - For Verification
                - For Regulatory Offices Approval
                - For Payment
                - For Permit Details
                - For Final Approval
        - Revised
            - Online Payment: changed DBP link
            - Revised login in regulatory offices: added status.

        - Regulatory Office: Added encoder in the list of approved applications and searching by permitID;
        - Admin: Added edit button and searching by permitID;
    - Fixed
        - Reports page
        - Change QR generator for permit.
        - List of Approved Permits: reupload encoding class.
        - Required Account Code.
        - Approval CTO: display error message from API.
        - Fixed account code validation
        - Printing of Permit
        - Regulatory Office: added opnum in manual approval;
    - Database Management
        - Search Order of Payment
    - Catered 39 user requests
        - Generate List of Approved Permits (month of August) - as requested by Atty. Layog thru Ms. Maribel
    - Orient users on system updates
- b. Issues and Concerns:
    - Unable to Post Order of Payment and Check Payment because the IP and configuration were modified during migration of the POPS server from CITC to CTO data server - referred to NFMG and Sir Reno
    - DCOTT POPS Collector unable to verify the Order of Payment Number generated from Online Special Permit
        - Aug 26, 2023 at 7:57am - client opted to pay the Special Permit Fee at DCOTT - referred the issue to the SENIOR STAFF GC
        - Resolution
            - Advised Ms. Villarba to manually collect the payment and send a photo of the Official Receipt to the Business Bureau. The Business Bureau will approve the permit by clicking the 'Paid With OR' button
        - Findings
            - The CTO Server encountered a brownout the previous night, resulting in a configuration reset to default settings. This reset hindered the Local POPS from connecting to the Online POPS, where the Order of Payment was stored. Resolved by NFMG-Paul on Aug 27, 2023 pm
    - Online Payment Gateway Server down: April 24 -25, 2024 - affected systems (Online Occupational Permit System, Tourism Information Management and Enquiry System - BPLS API; Online Special Permit System - POPS API);
    - Unable to access SMS API server at appbts - requested NFMG to whitelist IP addresses for Special Permit, Occu, Tourism and PPS;
- c. Status: Deployed and fully functional.

6. Online Occupational Permit System
    a. Accomplishment:

- Revised
    - Validate applicant: added status, validator and date validated and added confirmation upon validation
    - Reports: Added total number of validated entertainers in the following:
        - User Accomplishment
        - Sex Disaggregated Report
    - Added disapproved button in entertainers appointment module
    - Client Module: New, OTP verification, Checking of Application;
    - Admin Module: Approve; Attachment Viewing
    - Bulk transactions and Entertainer Bulk Encoding: added renewal function and edit of permit details.
    - New/Entertainer: Added restriction in uploading of attachments
- Fixed
    - OTP Verification and success page
    - Change QR generator for permit
- Added environmental variables in httpd conf (OPS, SPS, PPS, CAMS, DIMS, TIMES, SEIMS, BLMV, CHIMS, BNB) and revised configuration file;
- Oriented users on system updates
- Catered user requests
    - Added new user account

b. Status: Deployed and fully functional.

7. City Apprehensions Management System (CAMS)
    a. Accomplishment:
        - Developed
            - Added new report: Accomplishment per User
                - Encoded and Settled Other Citations
                - Encoded and Settled Jaywalking Citations
                - List of Apprehended Violators (Speed Limit, Reckless Driving and Careless Driving) along Diversion Road
            - Security: Automatically logs out system user after 30 minutes of inactivity. Added checking of SESSION OF LAST ACTIVITY in all files
            - Audit Trail/System Logs: Automatically records system logout events and the duration of user inactivity in minutes
            - Added new report: List of Apprehended Violators (users can multiple select violations), List of Apprehended Violators along Coastal Road
            - Added class: convert encoding
            - Speed Limit Violators Module
            - Enforcers Module: Login, Search, Update Password
            - Speed Limit Violators: Upload Attachments
            - Report: List of Violators for Speed Limit
            - Citation new entry for Enforcers Module.
            - Attach Files: Using Phone Camera.
            - Checking of Invalid IP; IP blocking; Log failed attempts for invalid inputs and user credentials error; Error 404 file.

    - Encoding: Other Citation by Enforcers.
    - Report: Encoded by Enforcer.
- Revised
    - Audit Trail/System Logs: Implement new security protocols - added device information, IP address, browser, OS and implement browser fingerprinting in the following transactions per Module:
        - System Login and Logout
        - System Users - Create, Edit, Activation and Deactivation
        - Other Citations - Add, Edit, Delete, Settlement
        - Jaywalking Citations - Add, Edit, Delete, Settlement
    - Audit Trail/System Logs: Added username and transaction type when login attempt failed
    - Limit access to the system per user type in all modules; Removed report generation for 'Viewer' user type
    - Set access to the system from 7am-6pm only, in all modules. Access to the system beyond those hours will be Listing of Other Citations and Jaywalking with its citation and settlement details and Report Generation
    - Added validation of required fields when saving Jaywalking and Other Citations entries
    - Added Encoder/Date Encoded, Settled by/Date Settled fields in Other Citations and Jaywalking Modules; Removed Encoder and Settled by column in table listing
    - Added essential fields, revised code in printing of special characters and importing of libraries in all existing reports
    - Change password with the following criteria: Password should be at least 8 characters in length and should include at least one upper case letter, one number, and one special character
    - Revised login with input groupon: added show password
    - Revised reports using the new class: Accomplishment per User, List of Unsettled Citations, List of Settled Citations, List of For Alarm Citations, List of Repeat Violators, List of Apprehended Violators (Reckless Driving,Speed Limit, Careless Driving)
    - Change Other Citations to Traffic Citations
    - Added new fields: vehicle make and type of vehicle in Traffic Citations
    - Traffic Citations: Update details
    - Enforcers Module: added status and sort results by apprehended date, add enforcers password.
    - Login and verifylogin - added maxlength, validity checking of inputs.
    - Update details SLviolator - edit license No, and add update date and updatedby.
    - SL Violator: Revised validation from license No. to First Name, Last Name and Citation No; removed required for License No and time of apprehension.
    - Disable save button, reset form and load page after upload files.

    - Reports: index, add new report option.
    - Change password: add validation of inputs (invalid characters).
    - Data Encoded per User and Settled Citation Ticket per User Reports: added total number of speed limit violators and violations per user and total number of settled tickets per user.
    - Added Speed Limit in the following reports: List of Settled Citations, List of Unsettled Citations, List of Apprehended Violators, List of Apprehended Violators along Coastal Road, and Accomplishment per User.
- Fixed
    - Added validation of required fields when saving new payment for Jaywalking and Other Citations Modules
    - Prevent saving entries and payments in Other Citations and Jaywalking when session expires
    - Fixed display of special characters in all modules
    - Automatic logout for Session Timeout
    - Added event key listeners
    - Eliminated the multiselect JavaScript and opted for the selectpicker multiple class when adding multiple violations for other citations
    - Stub printing; saving of update citation in speed limit violations.
    - UI to responsive view.
    - Enforcer Search: from License No. to Name; Return/Refresh after uploading.
    - SL violations: save update.
- Documents
    - Response letter to CTTMO outlining enhancements made to CAMS - September 01, 2023
    - Letter to CTTMO re: Apprehended Violators along Diversion Road
    - Response Letter to CTTMO re: request
    - Letter to CTTMO re: System Updates (Speed Limit Ordinance implementation, Traffic Citations), Cloud Storage depletion notice and request for user orientation
    - Letter to CTTMO re: agreement during the orientation
- Data Inspection
    - Area Apprehended in Other Citations
    - SQL injection attempts
- Testing
    - Enforcers Module
    - Check error handling: saving function by enforcer.
- Catered 22 user requests
    - Send generated report of List of Apprehended Violators along Coastal Road to CADO official email in 2 instances on Oct 18, 2023 (3:00pm and 8:30pm) as requested by Atty. Layog

b. Issues and Concerns:

- IAS Cloud Server Disk Storage depletion leaving system users unable to login – Nov 28, 2023 (6:30 am to 2:30 pm) and Dec 20-21, 2023 (8:30 am to 9:00 am)
- Affected Systems:
    - Occupational Permit System
    - Special Permit System
    - City Apprehensions Management System
    - Pay Parking System
- Immediate Resolution:
    - Removed files in var/logs and tmp – 14% storage
- Discovered suspicious file labeled 'dadsec1.php' within 'TIMES/uploads' directory – October 13, 2023 at 8:45 am
- Actions Taken:
    - Affected file 'dadsec1.php' was downloaded for analysis and was immediately removed
    - Extracted folder 'configs' were promptly deleted thru CLI command
    - To understand the script's functionality, a dedicated Virtual Machine was configured to scrutinize the script's behavior within a controlled and isolated setting
- Recommendation
    - To conduct a comprehensive security assessment on Cloud Servers. This assessment aims to identify the origin of the issue and evaluate its potential consequences.

c. Attended Clarification Meeting with CTTMO re: On-going investigation of data encoded last 2022 at CTTMO Conference Room presided by PCOL Dionisio C. Abude (ret) - August 22, 2023 (1:00-3:15 pm)
    - Issues
        - Settled Citation Tickets with no Official Receipts
        - User account in question was shared to five individuals causing difficulties in identifying the responsible party
    - Agreements
        - CITC will be the one to create new system users
        - Deactivate all system users on August 22, 2023 at 5:01 pm
        - CTTMO to send letter to CITC requesting for the activation and adding of new users
        - System users assigned as Supervisors have access to the list of users, but can only Deactivate
        - Access to the system will be from 7am-6pm only, after which, users can only access the following:
            - List of Other Citations and Jaywalking
            - Reports

d. Meeting with CTTMO @ CITC for CAMS updates: Implementation of the Speed Limit Ordinance - Oct 26, 2023 (10:00-11:15am)

e. Online System Orientation re updates: Implementation of the Speed Limit Ordinance - Dec 12, 2023 (1:30 - 2:45 pm)
f. Attended coordination meeting at CTTMO re: Speed Limit Implementation – January 4, 2024 (10am-11:am).
g. Meeting with Sir Abude, Atty. Perez, Atty. Bantiding and personnel from CTTMO and CTO re: Speed Limit Implementation - Jan 8. 2024.

h. Presentation of the system was conducted as part of the Speed Limit Ordinance Orientation led by the City Transport and Traffic Management Office (CTTMO) at the City Health Office Roof Deck on January 9, 2024. This event was attended by

enforcers from CTTMO, PNP-Highway Patrol Group and DCPO-Traffic Enforcement Unit.

i. A meeting with Sir Nep, Art's Team, Sir Jun and NFMG was conducted to formally inform them about the incident – Oct 13, 2023 at 1:40-2:30 pm.
j. Status: Deployed and fully functional.

8. Drivers Information Management System (DIMS)
   a. Accomplishment:
      - Revised
        - Added encoder in Driver List
        - Inquiry: Verification of QR code;
      - Fixes
        - Change QR generator for PUV ID.
      - Catered 2 user requests
   b. Status: Deployed and fully functional.
9. City Health Inventory of Medicines and Medical Supplies (CHIMS)
   a. Accomplishment:
      - Revised
        - Pharmacy inventory details
        - Disable access to all modules except Reports
        - Login: disable BNB users
        - Set status of users to inactive
        - Disable login
        - Pharmacy Stock Card: Customized Stock Card - List name of Patients
      - Catered user requests.
        - BNB-Bunawan: Fix inventory quantity
        - Generated Purchase Order (PO) Allocation Reports - for 21 PO numbers
        - Pharmacy: Vaccine Stock Card (3)
        - Generate Allocation Report for Medicine and Medical Supplies PO - 19 POs
      - Documents
        - Meeting Brief for July 04 Meeting
        - Meeting Brief for August 8 Meeting
        - Presentation for CHO meeting
        - 2nd Indorsement re: requests for open access of CHIMS
        - Letter to CHO re: Generated Allocation Report

b. Meeting with Ms. Gemma re: BBIS and CHIMS reports, discussion on eLMIS functionalities
c. Attended meeting re: CHIMS/BBIS updates at CHO Pharmacy (July 04, 2023 at 8:30 – 10:30 am) with the following agreements:
    - To terminate CHIMS and BBIS
    - Develop a new system
    - CHO to submit a request letter for the new system and termination of both BBIS and CHIMS, report list, attached format of reports and recapitulation
    - CHO to submit a list of users per district

d. Attended meeting at CHO Conference Room re: CHIMS and BBIS Termination, Development of New system, Implementation of Queuing System and Presentation of Health Card Information System (HCIS) (August 8, 2023 at 9:00-11:30am)
    - Agreements:
        - Formally terminate CHIMS. CHO may request for Generation of Reports from 2019 to June 2023 only
        - Enhancement of BBIS to cater the Requisition and Issuance Slip generated from DOH-eLMIS
        - Enhanced BBIS deployment will commence once all the health stations have access to eLMIS
        - Implementation of Queuing System and deployment of HCIS are currently on hold due to lack of infrastructure and equipment
        - CHO will send a formal letter requesting the adoption of a Queuing System at the Animal Bite Center

e. Status: Terminated

10. Botika ng Bayan Inventory System (BBIS)
    a. Accomplishment:
        - Revised
            - Login: allow non-BNB system users
            - New PO medical supply details
        - Catered 16 user requests
            - Create 36 user credentials for new users
        - Documents
            - Reply letter re: System Users
            - Letter requesting for meeting with CHO system users
            - Presentation for CHO meeting
            - Workflow for CHIMS and BBIS
    b. Status: Deployed and fully functional.
11. Supplies and Equipment Inventory Management System (SEIMS)
    a. Accomplishment:
        - Revised
            - Personnel load table and personnel update
        - Data Management
            - Import personnel and department file to MySQL
    b. Status: Deployed and fully functional
12. Attendance Management System (AMS)
    a. Accomplishment:
        a. Fixed
            - Saving update in DTR2
            - Flexitime in Print viewer
        b. Document
            - CTTMO: Recommendation Letter for Biometric Device;
        c. Catered 21 user requests
    b. Status: Deployed and fully functional.
13. CTO-Real Property Tax and CTO-Business Tax Queuing System
        a. Accomplishment:
            - Catered 21 user requests

- Installed .Net Framework 3.5 and Serve.exe
- No connection: switch was unplugged

b. Status: Deployed and fully functional

14. Business Permit Application Tracking System (BPATS)
    a. Accomplishment
        - Catered user requests.
            - Install Dot Net and Doctrack in 2 units
    b. Status: Deployed and fully functional
15. Point of Payment System (POPS)
    a. Accomplishment:
        - Developed 2 new modules, 6 revisions and fixes.
        - Prepared, reviewed and finalized 1 system document.
        - Conducted 9 meetings and 1 coaching.
        - Served 140 user requests.
    b. Status: Deployed and fully functional
16. Electronic Order of Payment System (eOPS)
    a. Accomplishment:
        - Served 7 user requests
        - Meeting with CVO for eOPS implementation April 23, 2024

    b. Status: Deployed and fully functional
17. Document Tracking System (Doctrack)
    a. Accomplishment:
        - Conducted 1 system revisions and fixes.
        - Served 1 user requests.
    b. Status: Deployed and fully functional
18. Tourism Information and Management Enquiry System
    c. Accomplishment:

- Developed
    - Tourism Certificate 2024 for online applications (viewing/printing).
- Revised
    - Search and Renew button: added confirmation
- Fixed
    - Change QR generator for printable certificate.
    - License Registration New and Renewal Report: changed query into Business Line Description instead of Busline Code and total fees.
    - Masterlist of Establishment Report.
    - Establishment's Number of Employees Report
    - QR code generation
- Data Management
    - Reset values in Busline Code
- Catered 1 user requests

d. Status: Deployed and fully functional

19. Public Cemetery Management Information System (PCMIS)
    a. Accomplishment:
        - System fixes/updates
            - Added stepson/stepdaughter, godsister/godbrother, stepmother/stepfather to Relationship of the deceased
            - Separated the generation of contracts between rehabilitated and non-rehabilitated cemeteries
            - Updated computation of surcharge and interest for the year 2024-2025 onwards
            - Transaction History - fixed incorrect OR amounts
            - Error in December payment and January of the succeeding year
        - Conducted meeting last March 11, 2024 and discussed the additional module for cremation.

b. Status: Maintenance

20. electronic Stall Management System (eSMS)
    a. Accomplishment:
        - System updates
            - Created new function to clear the Agdao awardee ledger data for seamless generation of Order of Payment.
            - Allowed CEE main users to change stall profile details
            - Updated stall owners and created stall profiles for the new Agdao Market
        - System presentation to the Municipality of Maramag employees for their benchmarking on September 21, 2023.

    b. Status: Maintenance
21. Online Building Permit System (OBPS)
    a. Accomplishment:
        - Bureau of Fire (BFP) is a regulatory office included in the workflow of the system. A meeting with the BFP to settle the Account Codes to be included in the Order of Payment was conducted on December 6, 2023.

b. Status: Maintenance

22. Infrastructure Project Monitoring System (IPMS)-Doctrack
    a. Accomplishment:
        - IPMS-DOCTRACK Process Workflow Presentation on October 27, 2023.

- Coordinated with the City Engineer's Office (CEO) in transitioning to the use of the DOCTRACK version of the infra-monitoring system.
- All stakeholders were now transitioned to the DOCTRACK developed by accounting including the monitoring of infrastructure projects.

b. Status: System already retired.

23. Online Payment
    a. Accomplishment:
        - Attended online a User Orientation for the DBP application system via Zoom on February 21, 2024.
        - Prepared and updated the LBP Online Payment Issues and Concerns Monitoring Sheet, shared with the CTO collector and LBP representative.
        - Conducted testing of DBP Billero, Test OPTN -Business Payment and Miscellaneous Option (Visa Debit-Mobile Phone) on April 17, 2024, and April 26, 2024,
        - Updated Functional Testing based on Test OPTN -Business Payment and Miscellaneous Option (Visa Debit-Mobile Phone) on April 17, 2024, and April 26, 2024,
        - Reviewed and commended on Landbank's Specification Requirements report intended for the enhancement of their online payment system.

- Coordinated with LBP & DBP in setting up the whitelisting of their IPs for testing purposes.

b. Issues/concerns:
   - Coordinated and monitored client issues and concerns regarding (20 records) online payments; records were posted in the LandBank MPI but not posted in the city's gateway, or both records were not posted in both the MPI and the city's gateway, and some issues were reverted payments. Out of 20 records reported, 3 records are still under ongoing checking with the LBP team.

c. Status: Maintenance

2. Annual Development Fund (ADF)

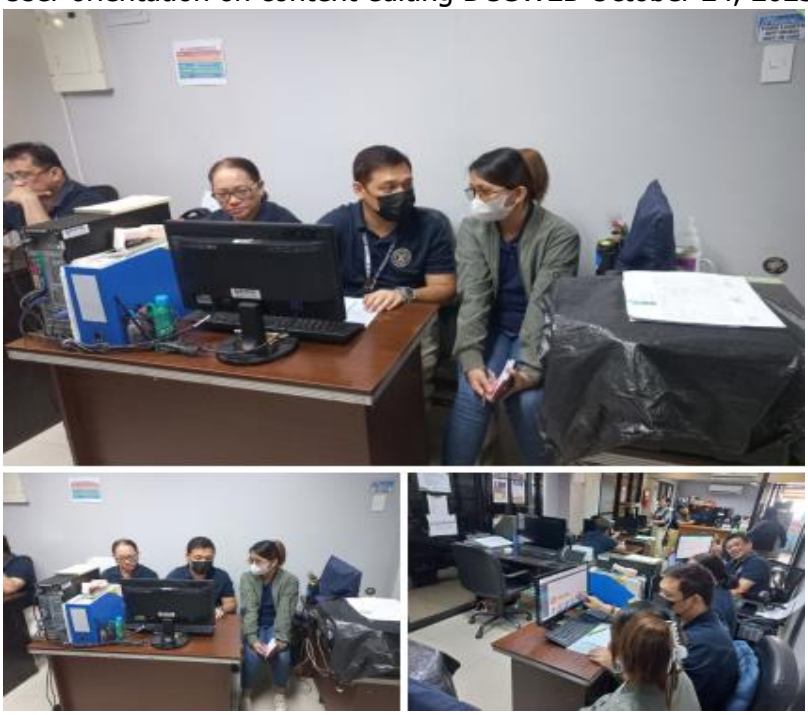
There are (2) ADF projects undertaken by the office for CY2024, the Davao City Government Web Portal (DCGWP) and the Davao City Government Citizens Service Portal (DCG-CSP).

A. City Government of Davao Website (CGD Website)

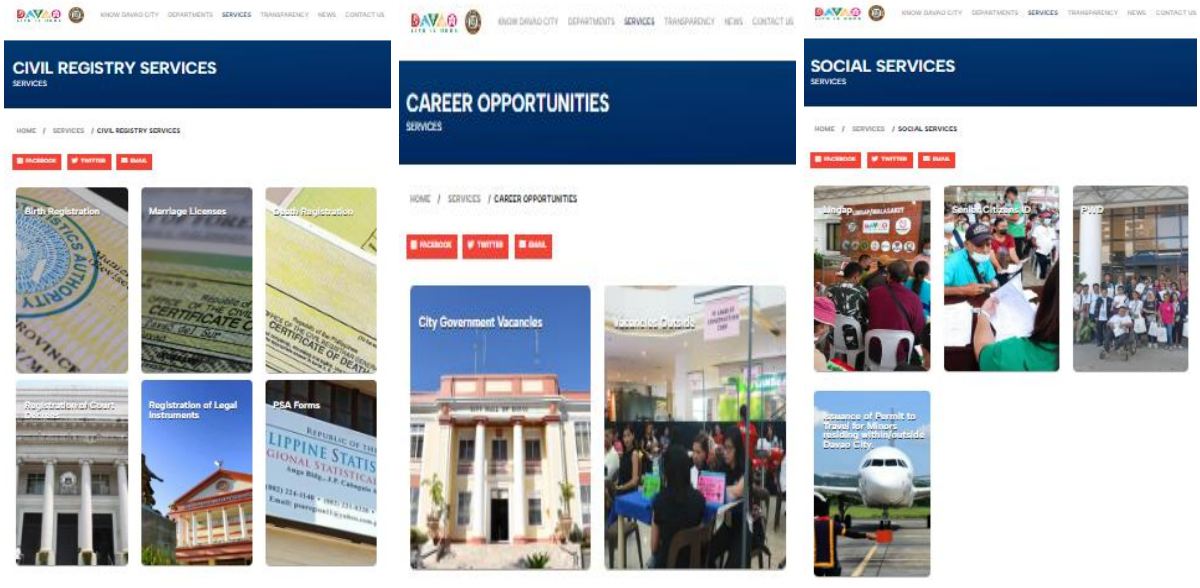
The City Government of Davao Portal is maintained and monitored by the CITC to provide the public with the latest and most reliable information about Davao City in coordination with the CITC Network team.

From July 2023 to May 2024, this office facilitated requests in terms of content updates on the website and updated (1) webpage. For the main page update, it coordinated with the CIO who is the content manager.

a. Accomplishment:
   - User orientation on content editing DCGWEB October 24, 2023.



- Updated the Directory of Davao City Department Heads.
- Updated the Department's page design (in alphabetical order and by category).
- Prepared the design and link of the Web Portal/Services Page.
- Services page coding.
- Monitored the status of the web portal errors.
- Coordinated with Provider (Infosoft) and CIO on the occurrence of errors.
- Coordinated with CIO on the enhancement of the design of the Services page.
- Prepared a content description for the Services Pages (Civil Registry, Social Services, and Career Opportunities)
- Uploaded the new Services page design
- Monitored web portal updates and the Services page implementation.
- Coordinated with NFMG and CIO on the discussion of the GitHub Server application
- Github Server orientation
- Creation of a GitHub Repository for the website.
- Monitored and coordinated with CIO and NFMG in the setup of the GitHub server
- Coordinated and attended a meeting with Infosoft on website development setup and to discuss issues encountered by the Team
- Coordinated with Infosoft provider and monitored the status of the web portal development setup
- Monitored web portal updates in staging server (Quicklinks)
- Installation of CIO Staging Server for website
- Prepared a content description for the Services Pages (Civil Registry, Social Services, and Career Opportunities)



b. Issues/Concerns:
    - Setup a meeting with the Infosoft Provider and Website Team (CITC, NFMG, CIO) to discuss the web portal's intermittent errors encountered like Internal Server error (Error 500) and Error establishing a Database connection and the actions to be taken to address these errors.

c. Status: Implemented, under System Maintenance

B. DCG-CSP

The Citizens Service Portal system development component is anchored with the city's project with Aboitiz.

a. The project has two components: Infrastructure implementation and set-up of a Citizen Service Portal.
    - The infrastructure implementation requires the installation of VSATs that aim to provide internet connectivity to identified GIDA (geographically isolated & disadvantaged areas) in the city.
    - The service portal will carry all the online services that the city offers to the public, one of which is the integrated Real Property Tax Administration System (iRPTAS) which is currently being developed by the Aboitiz group.
b. Accomplishment:
    - The VSAT installation for the 3 Brgys (Tapak, Colosas, Salapawan) was completed last year and was turned over by the Provider. CITC provides ongoing monitoring for these installations.
    - The Online Services portal was already prepared by the CIO Technical Personnel and reviewed by CITC. The Portal is already deployed as one of the pages under the davaocity.gov.ph main portal.
c. Issues/Concerns:
    - VSAT installed at Brgy Salapawan is not yet operational due to challenges in electricity in the said Brgy. The CMO-Peace 911 is coordinating with the said barangay to resolve this challenge and is looking at solar power to support their need. Meantime, the subscription for the VSAT is on brgy. Salapawan is temporarily suspended until the issue has been resolved.
d. Status: Implemented, ongoing monitoring.

B.NETWORK FACILITIES MANAGEMENT DIVISION

- ICT Maintenance Upgrade Program

  Continuous daily monitoring of the corporate internet access and redundant direct internet connection were done during this period. Minimal downtime and sometimes intermittent connection was observed as reported on a weekly basis.

  The redundant direct internet access was already renewed last Mach 2024 and requested the BAC for the renewal of the primary direct internet access together with the bundled services stipulated in the Technical Specifications which is set to expire November of this year.

  Services that were bundled in the corporate internet access were running on smoothly such as the email services and the Davao City Website including the redundant direct internet connection from the other Internet Service Provider having a bandwidth of 50 Mbps.

- Citizen Portal Project

  Aside from the application system developed by CITC for this project, another component is the internet connectivity wherein 3 pilot areas in Paquibato District namely Barangays Tapak, Colosas and Salapawan were identified as the beneficiaries this was done in coordination with the Peace 911 0ffice and the Department of Information and Communication Technology (DICT).

  On September 2023 deployment of a satellite Internet connection in the said areas using the Very Small Aperture Terminal (VSAT) technology wherein a satellite dish and a transceiver placed outdoors in direct line of sight of the satellite to receive and sends signal to a satellite transponder in the sky to accesses the internet.

  After it was configured and tested by the supplier, Technical Personnel from DICT conducted a Tech4 Ed orientation for the respective barangay staff and selected participants thereat. A ceremonial turnover was held at Barangay Tapak during their Araw ng Barangay celebration last year by Mayor Sebastian Duterte.

  As of the moment only two sites are up and running as the power supply at Barangay Salapawan is unstable as they are using a small generator set which could not sustain the electrical load being supplied and was very costly on their part because they are using gasoline to power it up. Technical Personnel from CITC advised the barangay captain of the said barangay to request a solar electric power from the City Mayor's Office thru the Peace 911 Office so that they would have a stable source of electricity.

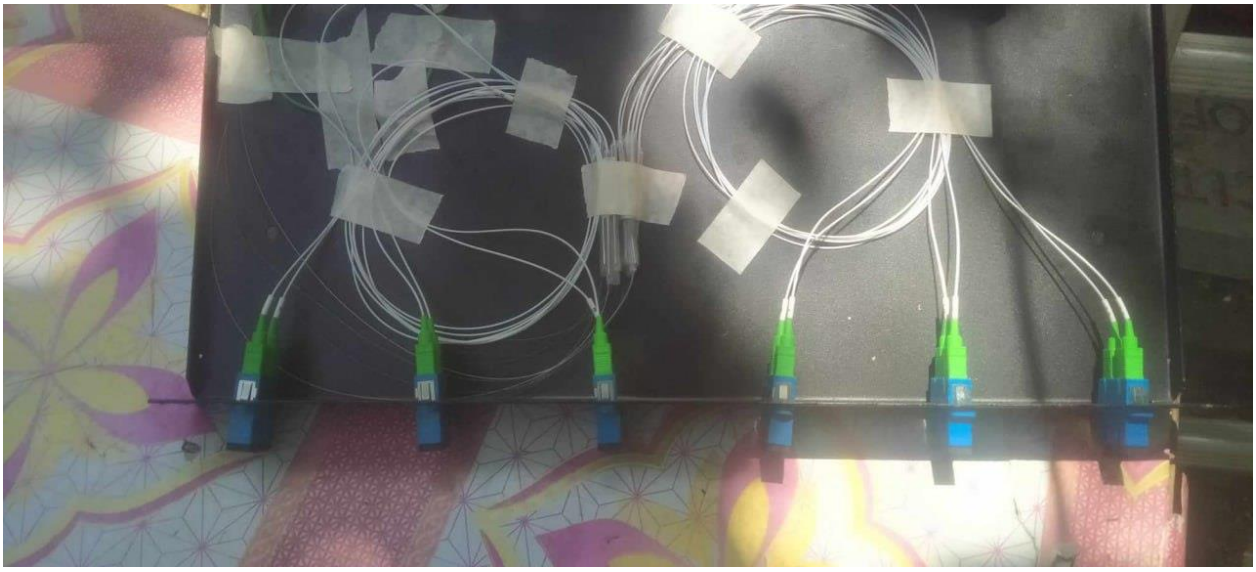
C. COMPUTER EQUIPMENT MAINTENANCE & SYSTEMS ENGINEERING

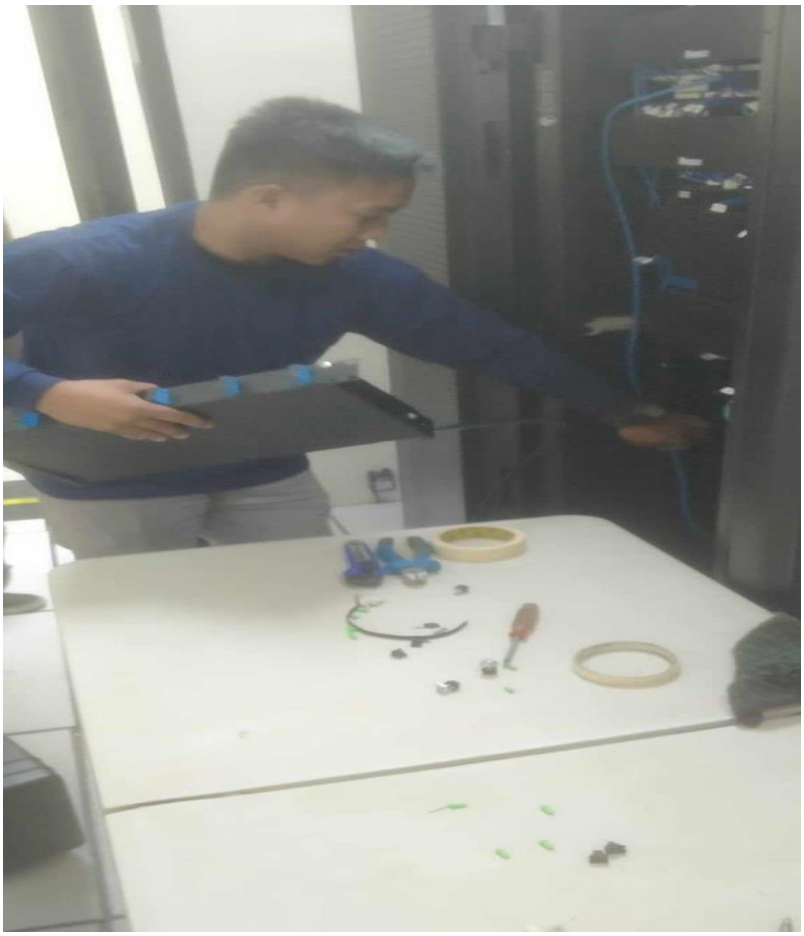
1. **Fiber Optic Cable Backbone Integration/Installation of PSSO - CITC; CITC to CARO through DCOTT- PSSO network.**

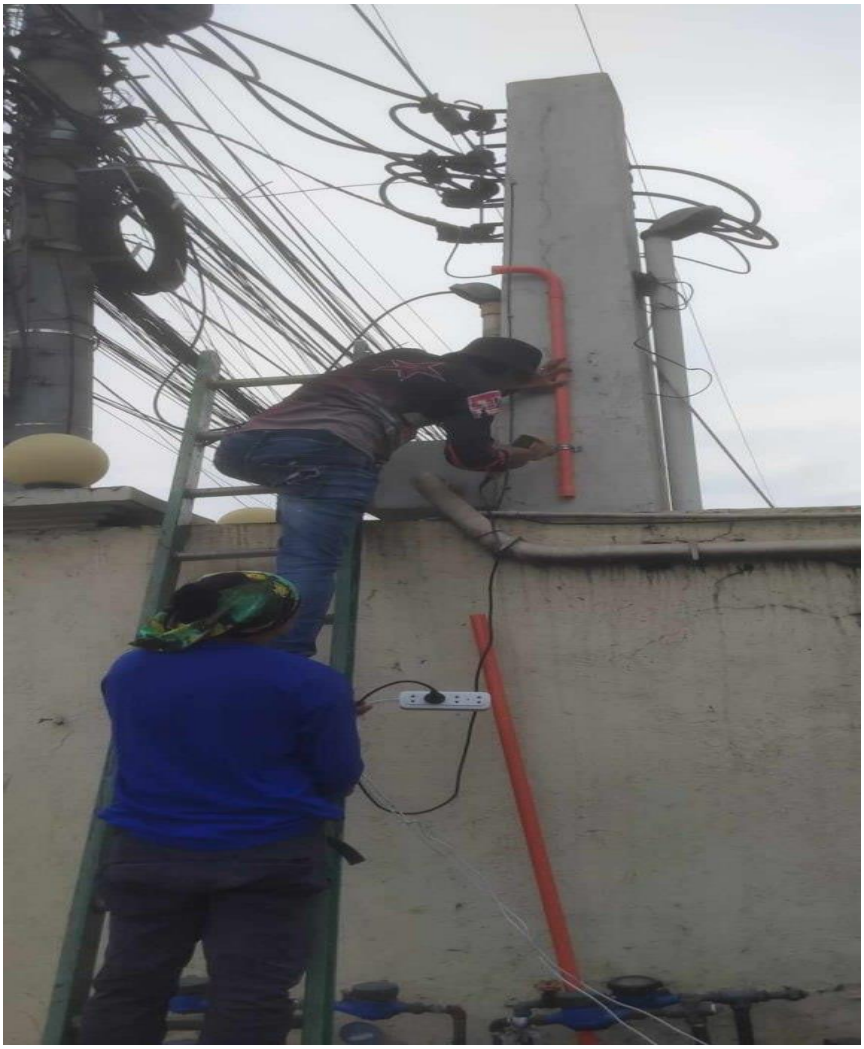
   1a. Fiber Optic Cable Backbone that will provide connectivity to PSSO, CARO and DCOTT.
   1b. Status: 100% completed; payment on process

2. **Fiber Optic Cable Backbone Installation from City Hall Bldg. to DCIPC Bldg. & Multi-purpose Bldg. through existing PSSO Fiber Network Cable Peoples Park Termination.**

   2a. Fiber Optic Cable Backbone that will provide connectivity to DCIPC and Multi-Purpose Bldg.
   2b. Status: Purchase Request on process .







Prepared by:

MYLA C. SANDICO
AO Designate

Submitted By:

NEPTHALY C. TALAVERA
Officer-In-Charge