Citizen Expectations in Telecenter Services

Janette C. Toral DigitalFilipino.com

Telecenters, Community e-Centers, Others

- COMMUNITY TELESERVICE CENTER
- MULTIPURPOSE COMMUNITY CENTER
- VIRTUAL VILLAGE HALL
- MULTIPURPOSE COMMUNITY INFORMATION AND COMMUNICATION CENTER
- TELEKIOSK
- COMMUNITY e-CENTER

CeC Minimum set of Facilties

- access to telephone, fax, ICT equipment
- access to email, internet and voicemail
- training in the use ICTs and user support
- access to government information, library services, distance education, health information, etc.
- web development and hosting

Sources of Revenue

- Computer Time
- Internet Surfing, e-mail, chat, etc.
- Computer Tutorial
- Telephone Usage
- Fax Usage
- Web hosting and Consultancy
- Others

CATANDUANES INTERNET NETWORK





5.5 kms. fiber optic underground cable network





The CATNET Project

- Submission of SISP Plan to the NCC and DBM in 1996 and CHED in 1997 by then ITC Director Prof. Exequiel A. Mariano Jr.
- Submission of the ISP to Cong. Verceles for funding support out of his CDF and CIA funds.
- Exchange of notes between DR. Bagadiong, Dr. Rodulfo, Congressman Verceles and Prof. Mariano for the ISP implementation.
- The initial concept of CATNET is access, connectivity and linkages with other government and non-government agencies locally, nationally and internationally through fiber optic loop system and microwave repeaters in every municipality of the Province and a central hub to be located in downtown Virac.
- Initial funding request for DOST was set to P 2,000,000 with CSC counterpart in the amount of P2,165,633 as a requirement equity but was funded by Verceles' CDF in the amount of 2,260,000 (1966).

[Next Page]

Network Center

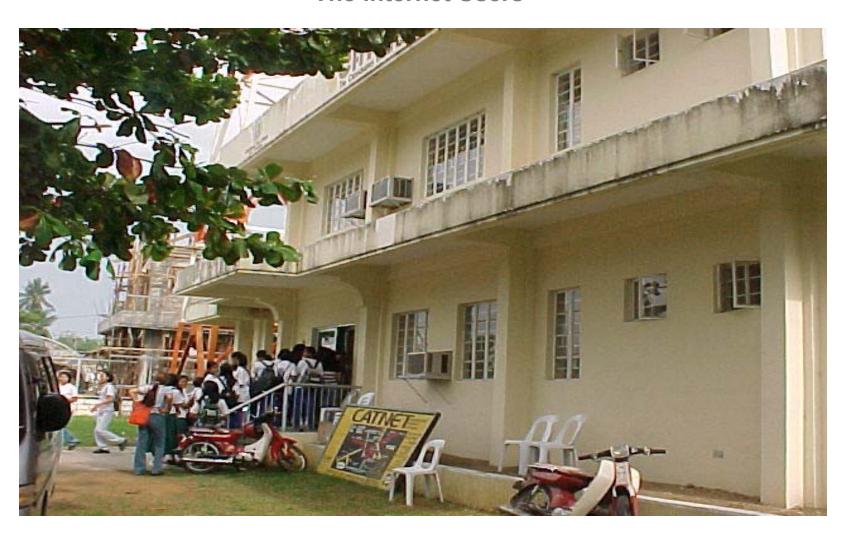


CATNET Building





The Internet Users



The Fiber Optic Loop System

CATANDUANES INTERNET NETWORK





5.5 kms. fiber optic underground cable network



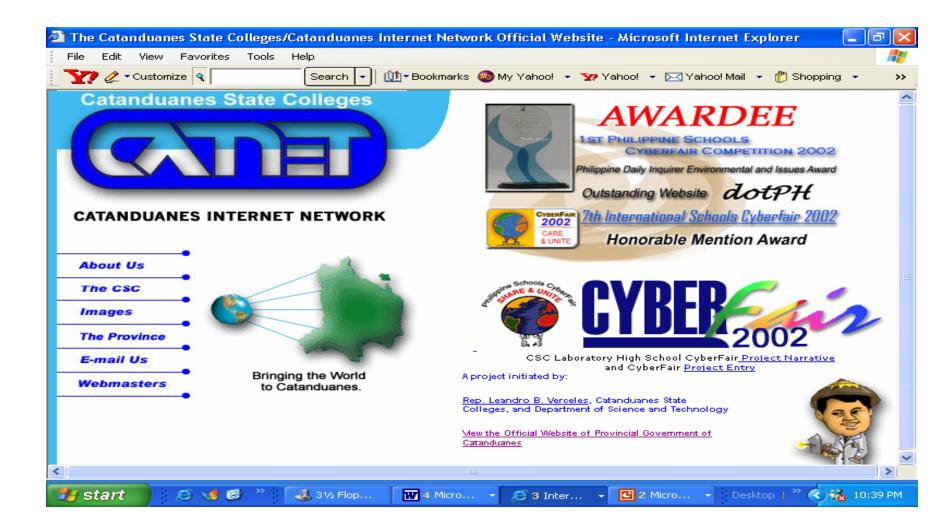


Provincial Website

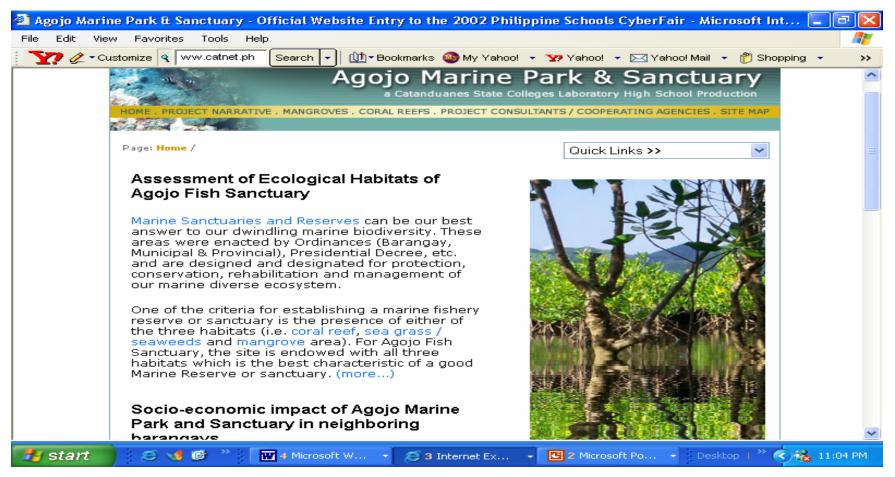




CATNET Website



Agojo Marine Park Website





Implementation Phase

			1
PHASE	DURATION	PROJECT DESCRIPTION	REMARKS
I	1996-1998	Conduct of feasibility study on the network configuration in Catanduanes	Setting up of plans and specification for Networking
II	1999-2001	Layout of Fiber Optics Loop Infrastructure in downtown Virac	5.5 Kms underground cable
III	2002-2003	Enhancement of Networking Capabilities in Catanduanes	Acquired complete Networking Equipments
IV	2004-2005	Out-Sourcing/ Sustainability of Operation Plans/ Activities	Project Proposals Submitted to concern agencies.

CATNET SITE



Inventory of Resources

ITEM	QTY	UNIT	DESCRIPTION	REMARKS
NW Servers	3	Sets	PDC, BDC, Proxy	From DOST
Workstations	90	Sets	Pentium III PC Computers	From DOST
Operating System	1	Set	Windows NT 4.0	From CHED
Air-Conditioning	8	Pcs	1.5 HP Condura Window Type	From DPWH
Power Source	1	Set	50KVA Electric Generating Set	From DPWH
Office Tables	5	Pcs	Narra Office Table	From DPWH
Executive Chairs	1	Pcs	Gas Lift Executive Chairs	From DPWH
Clerical Chairs	60	Pcs.	Clerical Chairs	From DOST
Conference Chairs	10	Pcs.	Conference Chair	From DPWH
Vehicle	1	Pc	Multi-Cab Brand	CSC Bldgs/Grounds
Computer Table	60	Pcs	Computer Table (Glass)	DOST

Accomplishments

- Established Linkages with other local/ national office in Virac (EBMC, PNP, PIA)
- Conducted IT clinic Summer 2000 and Summer 2001 (2,700 and 7,0706 recepients)
- Served the daily usage of various sectors at CATNET and offices at CSC/ and others)
- Conducted Various academic classes at CATNET Laboratory and Conference room.
- Conducted/ Sponsored Seminars (E-commerce, html/ xtml, macromedia, visual basic, DataCom, and Networking
- Sponsored various student peer training, Saturday classes (free) for local professionals.
- Participated in <u>Cyberfair competition (national/ international) coaching and development</u>
- Web development and web hosting (CSC/CATGOV)
- Provided faculty and various colleges services (ex. Accreditation, Program, etc...
- Provided Internet access to (8hrs \times 180 users \times 3 yrs) + (8hrs \times 360 users \times 2 yrs) to approximately 21,000 public and private users.
- Served / response to On-line public queries on various topics/sites.
- Hosting of seminars, training, conference, sponsored by other agencies in the province of Catanduanes.
- Provided professional/ technical consultancy/ counseling to various private and government sectors

Future Plans/ Activities

- Extend expert services to various offices re: data banking and other IT compliance (E-commerce, E-governance, E-procurement, ETC and other IT- related provincial agenda).
- Expansion via micro-wave repeaters to other municipalities (as of now independent IT packet thru VSAT administered by CATNET thru provincial funds and donations from connected learning community (CLC) of Microsoft Corporation.
- Continued support to R&D thru infra and expert services/ consultancy and statistical software use and deployment.
- Periodic maintenance/ consulting of web pages and web sites, hosting of CSC and other Local Government Agencies in the different municipalities.
- Completion of CATNET building II (3rd/ 4^{th floor}) with a budget of P 5,000,000
- Construction of Landscaping / parking Space of CATNET building II with a budget of P1,200,000
- Rent -out of CATNET building II canteen.
- Continue providing training to various sectors through Extension Services and Revenue Generation for sustainability of CATNET Operations.
- Decisive out-sourcing, fund raising and submission of project/ funding proposals.
- Continuing Study on the Optimum Networking Configuration in relation to Cost of delivering
 Internet information to the people of Catanduanes

About CATNET 1

• The CATNET (or Catanduanes Internet Network) is a test –bed project under the GISNET (or Government information Sharing Technology Network) which is, a program within the telecomunications component of the National information Technology Plan (NITP) 2000. This project started implementation in October of 1996 and nearing its Phase III completion by October 30, 2003.

[Next]

Duties and Responsibilities of CSC

- Operate and maintain the CATNET/GISNET Project.
- Determine and pilot test the optimum networking configuration.
- Monitor and study the performance and level of utilization of the network.
- Examine and make appropriate recommendations on the management and administration of the network.
- Assess manpower requirements and other concerns related to the sustainability and improvement of the network.
- Coordinate with DOST the setting up and assessment of the network.
- Provide consultancy to other government agencies that will connect to the network.
- Design and manage over-all database requirements of the province for the purpose of <u>projecting capabilities</u>, <u>products and other information that will expand its</u> opportunities for accelerating economic and social growth.
- Provide opportunities for students, government and private employees, researchers and other residents to acquire computer literacy and set up knowledge-based enterprises.

Objectives and Operations

- To improve access to and dissemination of information specifically among Science and Technology (S&T) researchers in the Province of Catanduanes;
- To develop manpower capability in networking; and
- To catalyze Research and Development activities in the area.
- The Project is being undertaken by the CSC in accordance with the approved project proposal.

Linkages/ Collaborating Agencies

- Catanduanes State Colleges
- Provincial Government of Catanduanes
- Congressional Assistance Center
- Catanduanes National High School
- Catanduanes Colleges
- Department of Science and Technology
- Department of Trade and Industry

- Philippine Information Agency
- Department of Education
- Philippine National Police
- Eastern Bicol Medical Center
- Department of Public Works and Highways
- Department of Interior and Local Government
- First Catanduanes Electric Cooperative

Fund Sources/ Allocations

SOURCE OF FUNDS	PHASE I	PHASE II	PHASE III	PHASE IV
PCASTRD	1,000,000	10,000,000	10,000,000	5,000,000*
CSC	(2,165,633)	(40,000)	0	0
CDF	900,000	20,040,000	10,190,000	850,000
CDF (Bldg)	(3,500,000)	(4,500,000)	0	(3,000,000)
CDF (Vehicle)	0	200,000	0	0
PGCatanduanes	0	0	1,500,000	1,500,000
DTI	0	0	0	725,000
TOTAL	1,900,000	30,240,000	21,690,000	8,075,000

Project Physical Components

- Network Center
- Laboratory Rooms
- Network Simulation Room
- Fiber Optics Loop System Infrastructure
- Microwave Repeaters
- Satellite Modem/ Hubs and Switches,
- Routers
- Bandwidth Manager
- Database Management System Server
- Project Vehicle

- System Development Conference Room
- VSAT Radio and Satellite Disc Equipment
- Network Administrator/ Manager Office
- Air-conditioning Units
- Power Generating Set (50 KVA)
- PDC, BDC, Proxy, Mail Server, DNS Servers
- Web Server, File Server and Workstations

Project Stakeholders

- Government and Private Schools
- Local Government Units
- National Government Offices in Catanduanes
- DOST- PCASTRD
- Philippine National Police
- Provincial Government of Catanduanes
- Private Sectors and Business Sectors
- Students, Teachers, Administrators
- The Community

FAQs H

How About its Sustainability of Operation?

It can sustained itself!. A project proposal was initiated and submitted to the CSC president outlining the sustainability of operation of CATNET in terms of Out-sourcing, fund raising and adoption of the Corporatization Plan of the Colleges.

A proposal for Phase IV also reflects the CATNET's project request to expand the project to the next phase as its building II is not yet completed (3rd and 4th floors) by requesting DOST to extend additional funding support. (deffered by the CSC President)

Problems Encountered

- Lack of Administrative Staff support
- Political Interference/ Political indifferences
- Lack of Personnel and Institutionalized Budget allocation
- Lack of Education, Information, Dissemination and Awareness among the People on the role of CATNET in the Academic development of CSC and the Socio-economic development of the Province of Catanduanes as a whole.
- Absence of Functional IT organization at CSC that would professionally manage, administer and integrate CATNET facilities to the IS requirements of CSC to its advantage.
- Lack or inadequate Executive Leadership or IT champion among Top Level management personnel.

Community e-Center Program (CeCP)



Vision For ICT[1]

"ICT will be our leading sector for growth..We expect ICT to be the key to finding our proper niche in the global village in the 21st century"

--- Pres. Gloria Macapagal-Arroyo

DOTC's CeC Program Objectives

- To bridge the digital divide between the informationhave- communities and information-have-notcommunities
- To provide universal access to ICT services particularly to unserved rural areas
- To link communities together
- To empower rural communities socially, economically and politically
- To serve as vehicle in the electronic delivery of critical government services (national and local)

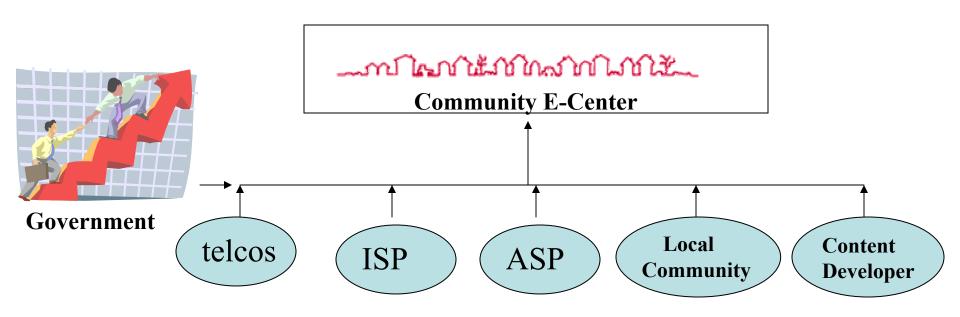
CeC Program

- ORGANIZATION
 - ITECC Information Infrastructure
 Committee thru the Sub-committee on
 Community E-Center Projects
 - DOTC Community E-Center Program's
 Oversight and Coordinating Committee

CeC Program

IMPLEMENTATION STRATEGIES (POLICY on Participation)

• Encourage private sector participation, with government as enablers and facilitators.



CeC Program

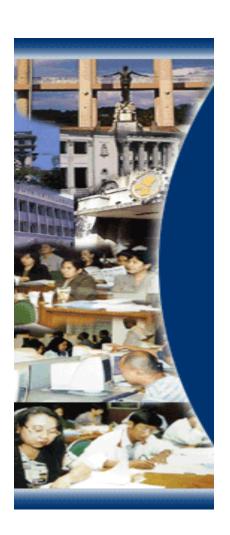
- Policy on sustainability
 - Share available government space with private sector operator.
 - Establish Point-Of-Presence
- Operationalization Policy
 - Mobilize effective community interest and participation.
 - Participation of LGUs.
 - NGOs as excellent vehicles for reaching target groups.
 - Government as Enablers and Facilitators

BENEFITS OF Cec IN HEALTH SECTOR

- Access to different Hospitals and other Health Institutions
 - General Information
 - Specialization and facilities
 - Fees and charges
- On-line consultation
- Address shortage of doctors
- Access to health-related information
- Advisory on how to control/prevent diseases and epidemics

Benefits Of CeC In Education

- Access to different schools and universities
 - General Information
 - Courses offered
 - Curriculum
 - Fees and charges
 - Research
- On-line distance learning for teachers and students
- Access to information for research and development
- Provide informal education in very remote communities without any school



Role Of Communities In CeCP

The local community is a key stakeholder in CeC

- It helps identify needs and opportunities, provides resources and helps plan for growth and sustainability
- It can mobilize effective community interest and provides awareness of the CeC as being:
 - a business opportunity with community service objectives
 - an exercise in local capacity building
 - a tool that can help the community address its problems

Role Of Local Governments In CeCP

- Formulate and facilitate implementation of a Community E-Center project
- In some cases contribute to funding.
- Involve grassroot organizations and NGOs for reaching target groups and are effective in short-term actions directed at specific objectives.

Role Of Private Sector In CeCP

- Work with the Government and local communities to establish and sustain CeCs
- Provide access points for CeCs
- Provide content that would be beneficial to communities
- Provide internet-based services for communities
- Provide ICT training for CeCs

Role of Community SMEs

- The SME sector is the backbone of the Philippine economy. It
 - comprises about about 99.6% of all registered firms nationwide
 - employs 69.9% of the labor force, and
 - contributes 32% to the economy.

SMEs

- help ensure a more equitable distribution of income,
- disperse economic activities to the countryside, and
- are a potent force in the war against poverty.

Role of National Government

- Develop and conduct a public information and communications program for the promotion of the benefits and use of Community e-Center, publicize the program and reach out to potential participants
- Institute plans and programs supporting the establishment and sustainable operation of Community e-Centers
- Issue policy and regulatory guidelines that would create an environment supporting the increase in use of internet and the Community e-Center
- Identify and resolve bottlenecks and hindrances to the efficient and effective delivery of government services on-line
- Coordinate the location of targeted communities to ensure wider access to ICT services and content

Incentives for BMBE

- Through Republic Act No. 9178, otherwise known as the Barangay Micro Business Enterprise (BMBE) Act of 2002, the Philippine government has set a policy to promote the establishment of BMBEs by providing various incentives and benefits to entrepreneurs.
- DTI has already been able to assist thousands of SMEs nationwide in their endeavor to take their enterprises to a higher level.
- Targeted and collaborative interventions in financing, marketing, training, product development/technology intervention, and advocacy have resulted in higher business performance for many of these companies, as measured in their assets, employment, and sales.

Investment in CeC Suitable for SME

- Multimedia computers (3)
- Software Package
- Printer (1)
- Fax (software or hardware)
- Copier
- Renovation of office space
- Telephone and Internet Access Account
- Initial Investment P150Tup

E-government Services- some examples

- Government EPS
- SSS online
- E-Census
- BIR Online
- DFA Online
- Others

Electronic Procurement System

Department of Budget and Management (DBM)

Where can I register online and gain access to a vast list of bid opportunities?



Is there a way i could check online my SSS contributions, work history and loan eligibility?





National Statistics Office (NSO)

Where can I apply online for civil registry documents (birth, marriage and death)?



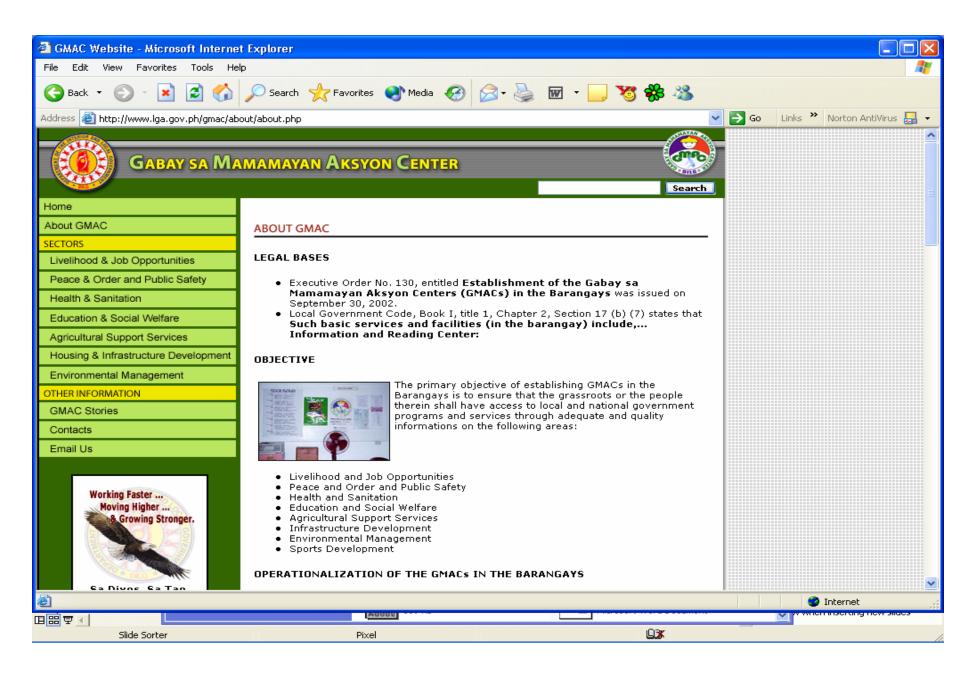
Bureau of Internal Revenue (BIR)

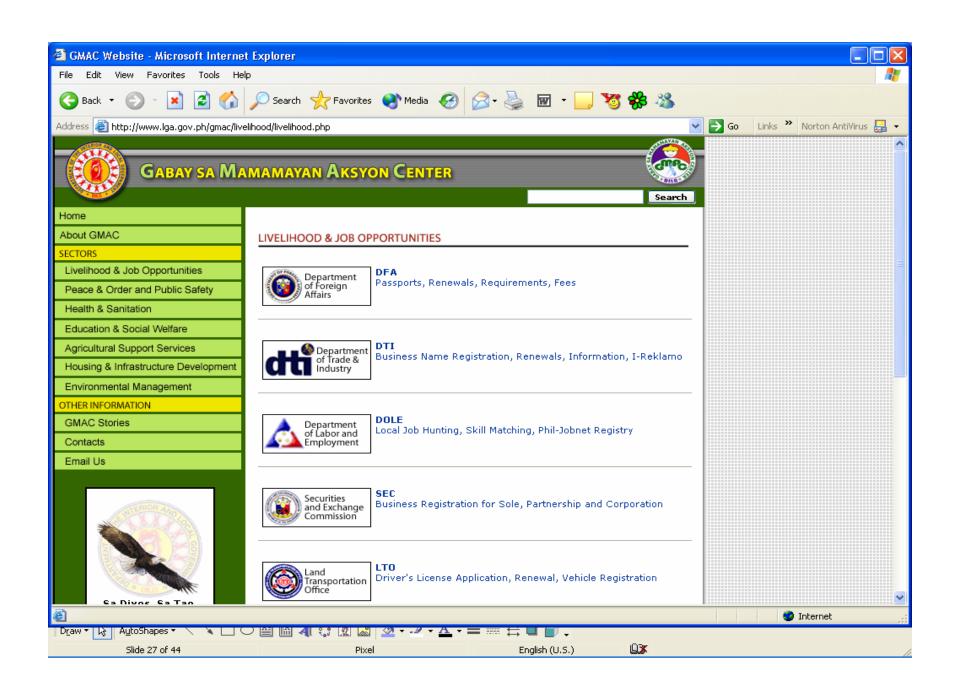
Where can I file and pay my taxes online?

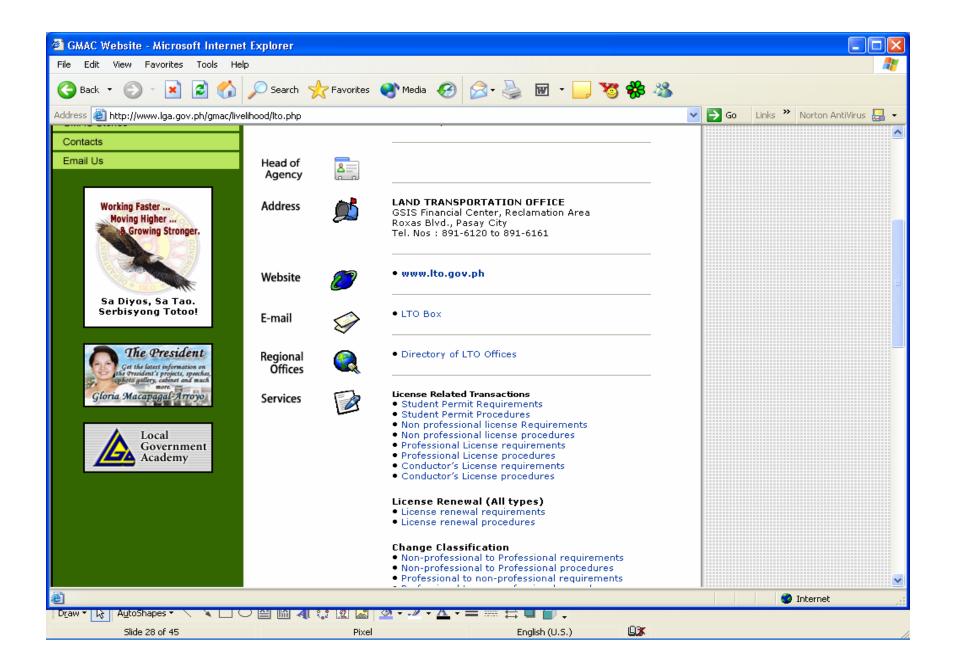


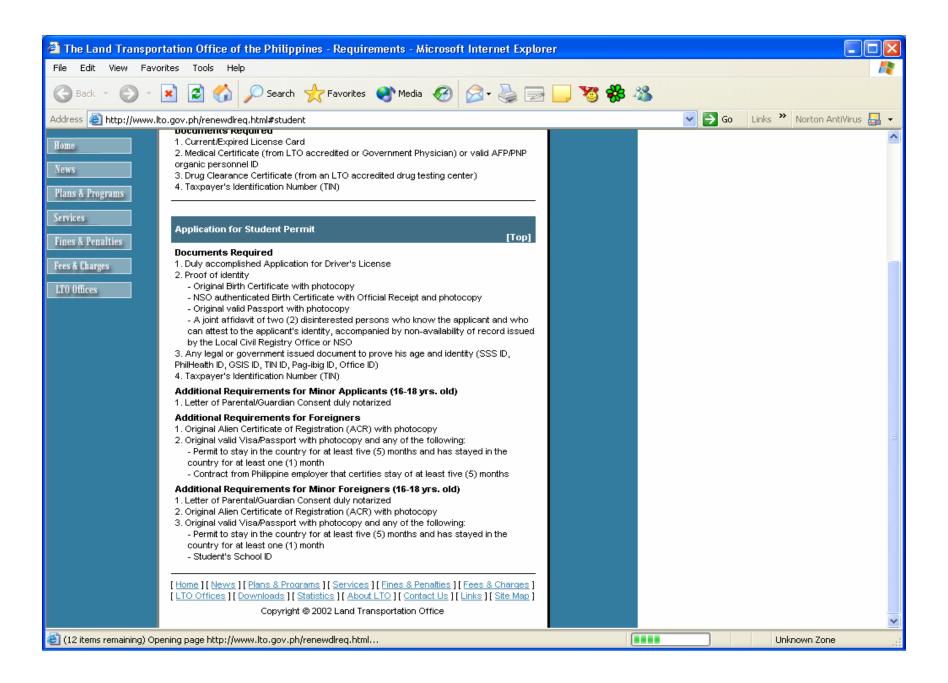
Department of Foreign Affairs (DFA)

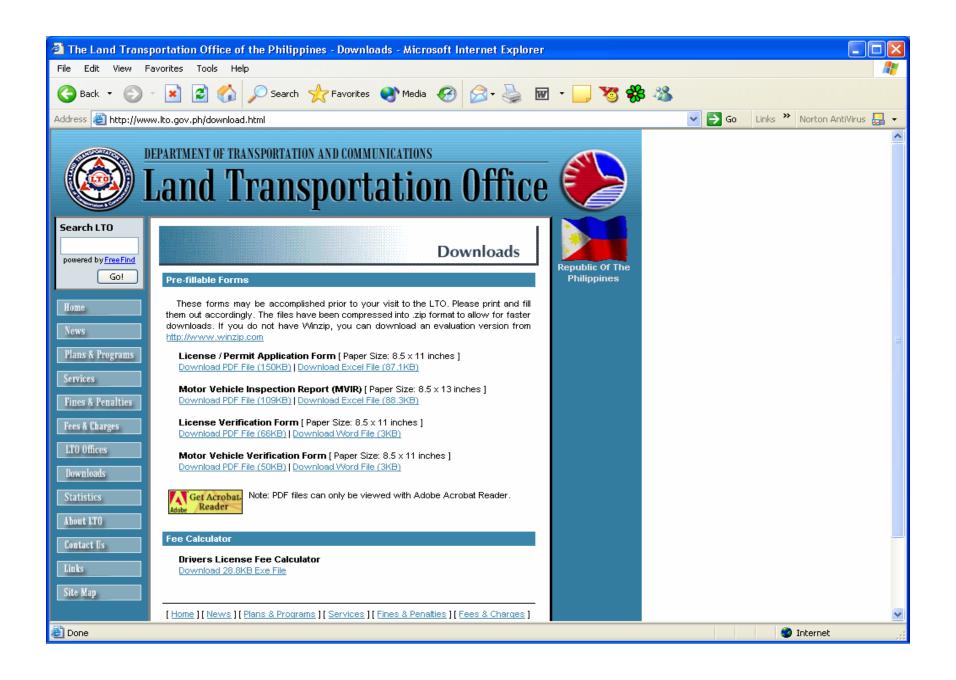
Where can I apply online for Passport Renewal? Where can i verify the status of my application?

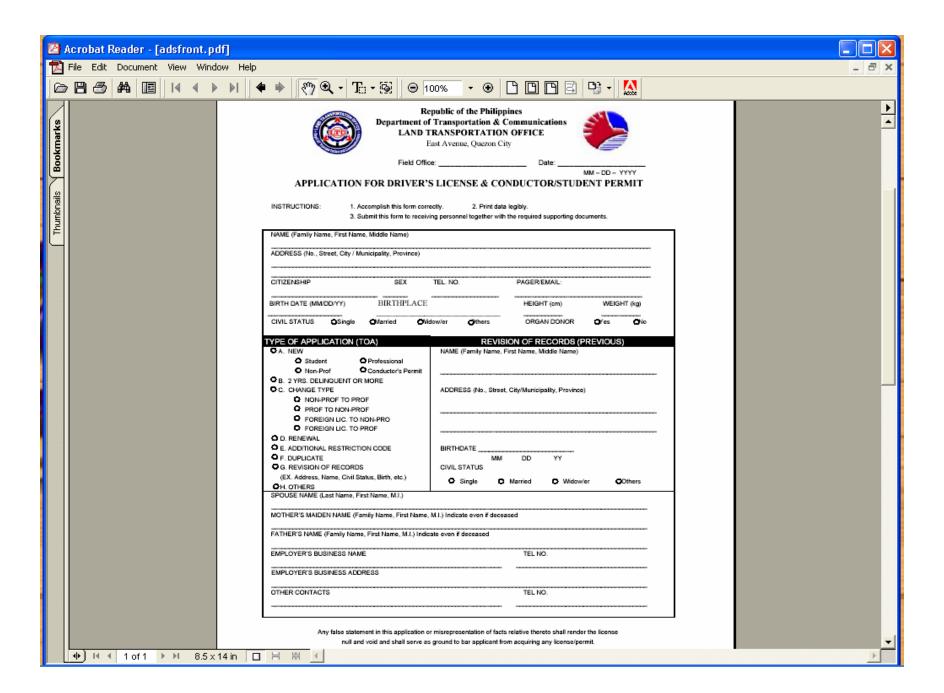












DOTC/TELOF Pilot CeC



Project of PCHRD-DOST in cooperation with DOTC/TELOF

LOCATIONS

- BGY. JALIOBONG, KITCHARAO AGUSAN DEL NORTE
- BRGY. MAGUINDA, BUTUAN CITY AGUSAND DEL NORTE
- BRGY. MALINGA, TUBOD LANAO DEL NORTE
- BRGY. TAGUITIC, KAPATAGAN LANAO DEL NORTE

APPROACH USED

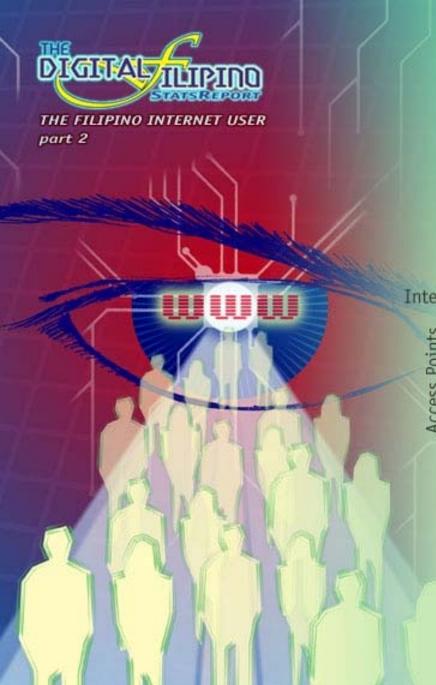
- SET-UP THROUGH THE BARANGAY COUNCIL
- USE EXISTING TELEPHONE INFRA OF TELOF
- PROJECT STARTED WITH CONSULTATIONS ON INFOCOM REQMTS.
- LGU PARTICIPATION IN STAFFING THE MCT

TELOF PILOT CeC IN BOHOL

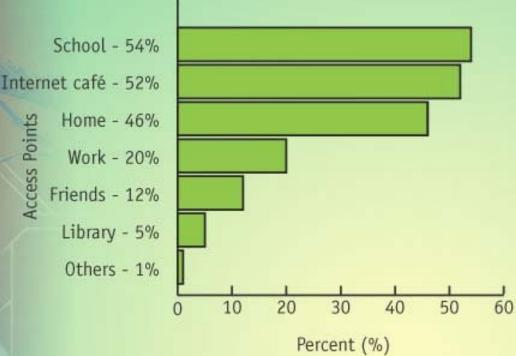


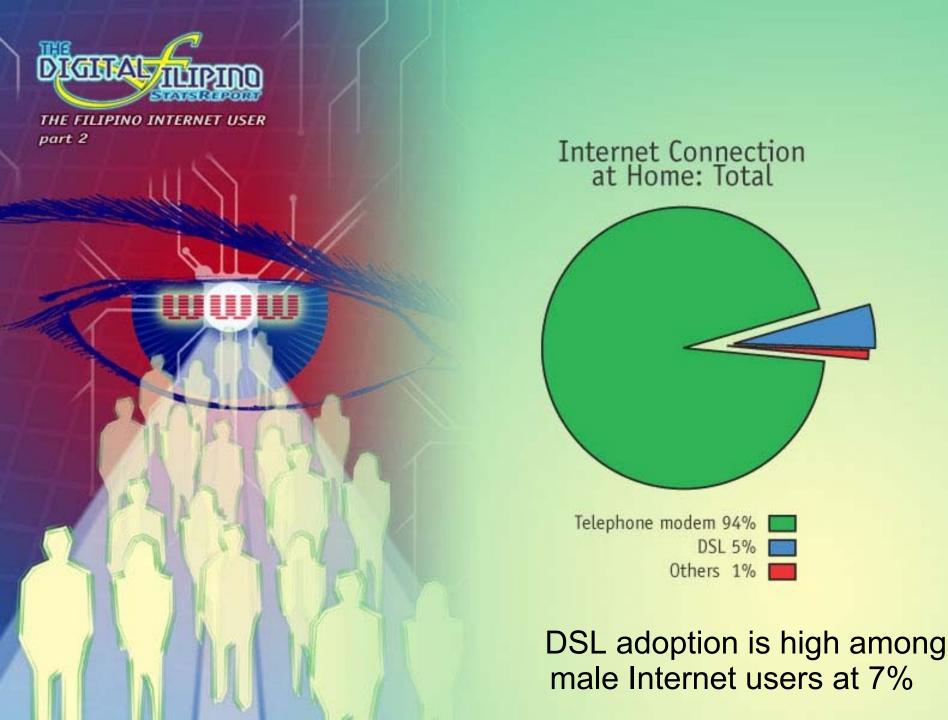
TELOF PILOT CeC IN BUKIDNON





Most Common Access Points to Internet Users





Home Internet Use 2003

- 78% use prepaid Internet cards
 - Infocom leading prepaid card
- 23% of postpaid Internet subscribers are using DSL
 - PLDT
 - PT&T
 - Destiny
- PLDT and Globe tied on dial-up postpaid Internet subscription. Sky Internet leads on male segment.

What citizens' want from telecenters?

- Fast and reliable Internet access
 - Downtime discourages users
- Knowledgeable personnel
 - E-commerce, Internet security, ICT, Internet use, business correspondence, marketing
- Secured and updated (software and infrastructure)
- Value-added services
 - Training, VOIP, website creation, business center.
- Flexible operating hours (evenings and weekends)

Sustainability

- Donation / voucher system
- Limited free hours (E-Lounge)
- Services
- Outsourced projects



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CHANNELS

- Web Design & Development
- Software & Technology
- Business & Strategy
- Graphic Design & Multimedia
- Writing & Translation
- Administrative & Support
- **●** E-Commerce
- Press

SERVICES

- Outsourcing Directory
- Internet Directory
- Forum
- Mail

TOP 10 WEBSITES

- Greendot
- DATASTREAM Chikka
- Global Filipinos: Mga
- Pandaigdigang Pilipino
- Portal Universal Prepaid
- **Avon Cosmetics**
- Merck Sharp & Dohme Philippines Official Website
- The e-Writer's Place
- **Multinational Investment** Bancorporation
- 10. E-YellowPages.ph

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Top Stories:

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by: Jherlie Cheng

Discover you can use the Internet to market your product and services online with industry practitioners and DigitalFilipino.com.

This workshop is being offered in response to requests by micro-entrepreneurs to be trained in this area. Full Story >>

October 5-6 (Manila) / November 16-17 (Cebu): Accepting Online Payments Workshop

by: Jherlie Cheng



Discover you can use the Internet to accept payments online with industry practitioners and DigitalFilipino.com.

This workshop is being offered in response to requests by micro-entrepreneurs to be trained in this area. Full Story >>

@ Events

 4th Requirements Management & Development Competency Workshop 09/29/2004 to

09/30/2004 Manila: Accepting Online Payments

Workshop 10/05/2004 to 10/06/2004

 Manila: Creating an Internet Marketing Campaign Workshop 10/07/2004 to

 3rd Mindanao ICT Congress

10/08/2004

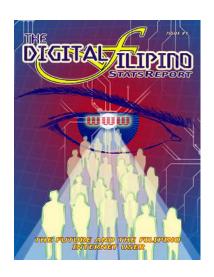
10/08/2004 to 10/09/2004 Manila F.A.M.E.

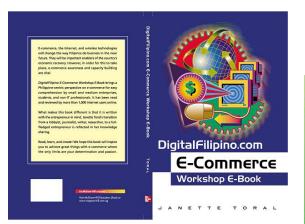
International 10/21/2004 to 10/24/2004 Cebu: Accepting

Payments Online Workshop 11/16/2004 to 11/17/2004

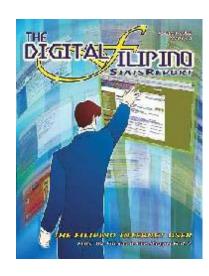
• Cebu: Creating an Internet Marketing Campaign Workshop

11/18/2004 to 11/19/2004

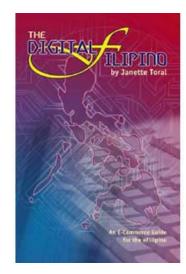


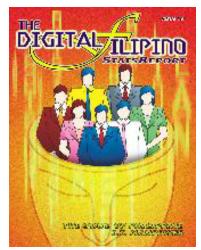






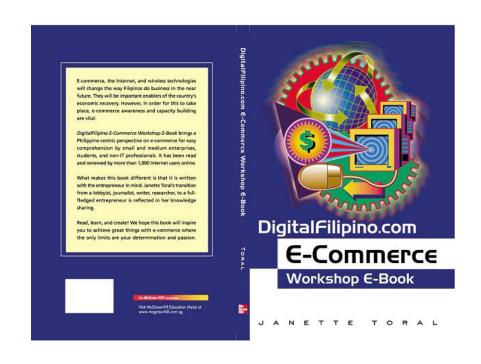






DigitalFilipino E-Commerce Workshop E-Book

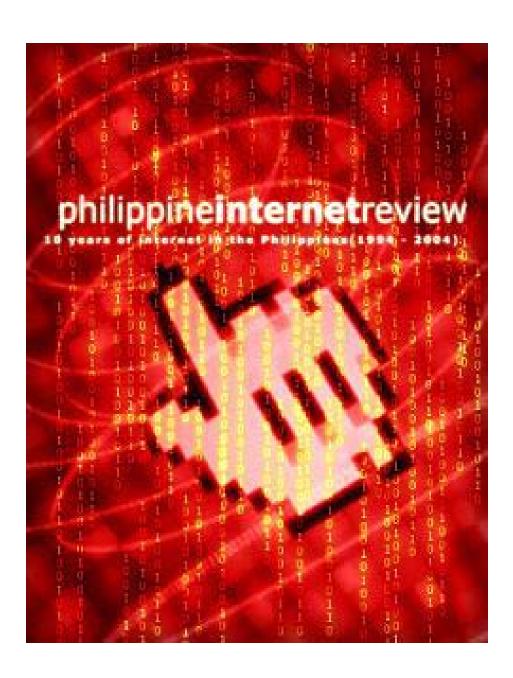
- Launched last May 12, 2004
- Used in educating NGOs, telecenter personnel, SMEs
- To be supported by a twice a year ecommerce trainers workshop.



DigitalFilipino E-Commerce Workshop E-Book

- Intro to E-Commerce
- Guide to Getting Information
- Advantages & Disadvantages of E-Commerce
- E-Banking
- Online Shopping
- E-Learning
- B2B E-Commerce
- Mobile Commerce

- Internet Payments
- E-Commerce Law
- E-Government
- Understanding your market
- E-Commerce Strategy
- Internet Branding
- Internet Advertising & Marketing
- E-Commerce Project
 Plan

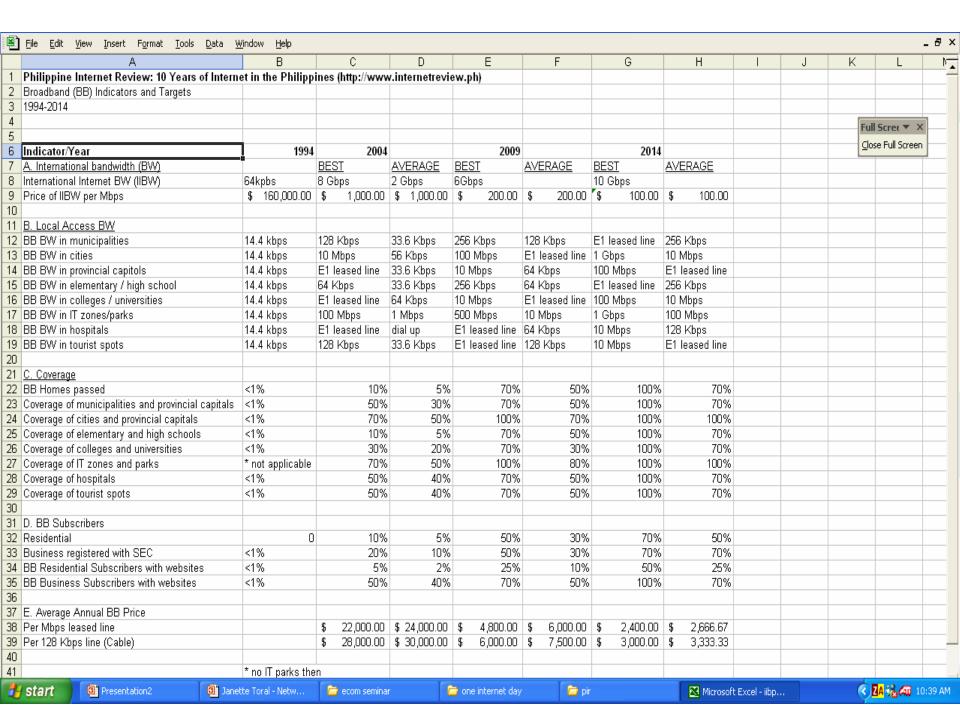


About the book

- Started in March 2002
- Documents Internet developments from 1994 to 2004
- Launched website in November 2004 at http://www.internetreview.ph
- A collector's item to be updated every 10 years or as needed.

Outline

- Introduction: The bigger picture
- Timeline: 1994 2004
- The Filipino Internet User Evolving
- Infrastructure Developing: Building the Bandwidth Map
- People Power
- High-Tech Crimes
- Advocacy & Politics Online
- Blazing Glory
- 1st Internet History Writing Competition Winner
- A Father's Message Dr. William Torres



Future - Philippines

- Wireless fidelity (Wi-Fi)
 - Access anywhere
- Pay as you use broadband
 - For SMEs with tight budget
- Voice over Internet Protocol
 - Serve global markets
- Community telecenters
 - For rural SMEs
- E-Commerce
 - Undeniably the way to go for cost effectiveness