



Office of the President of the Philippines
COMMISSION ON INFORMATION AND COMMUNICATIONS TECHNOLOGY

CERTIFY-IT 2007: CERTIFY-IT FOR IT SERVICE MANAGEMENT

7 November 2007

Grand Ballroom, Hotel Intercontinental Manila

Keynote Address

SECRETARY RAY ANTHONY ROXAS-CHUA III

Chairman, Commission on Information and Communications Technology

AMENITIES.

IT IS AN HONOR TO BE WITH YOU IN THIS YEAR'S **CERTIFY-IT CONGRESS** AND TO HAVE BEEN INVITED TO DELIVER THE KEYNOTE ADDRESS. ALTHOUGH THIS IS MY FIRST TIME AS CHAIRMAN AT THIS ANNUAL EVENT, I DO KNOW THAT THE COMMISSION ON INFORMATION AND COMMUNICATIONS TECHNOLOGY (CICT) HAS ALWAYS BEEN SUPPORTIVE OF THE CERTIFY-IT MISSION TO STRESS THE IMPORTANCE OF HAVING IN PLACE, INTERNATIONALLY-RECOGNIZED ICT STANDARDS AS WELL AS TO PROMOTE AND ADVOCATE CERTIFICATION AND CONTINUOUS EDUCATION OF FILIPINO ICT PROFESSIONALS. THE CICT SEES THE CERTIFY-IT'S OBJECTIVE AS ESSENTIAL TO ITS COMMITMENT TO EMPOWER THE FILIPINO THROUGH ICT AND TO BUILD AN ICT-ENABLED NATION.

THE PHILIPPINE GOVERNMENT, THROUGH THE CICT, COMMITS TO FULLY EXPLOITING THE BENEFITS OF ICT TOWARDS NATIONAL PROGRESS. IT RECOGNIZES THE STRENGTH OF ICT TO CREATE EMPLOYMENT OPPORTUNITIES FOR THE CITIZENRY, TO PROVIDE QUALITY EDUCATION AND PROMOTE GREATER BROADBAND ACCESS, TO ACHIEVE ELECTORAL REFORMS THROUGH AUTOMATION, TO STRENGTHEN VARIOUS SOCIETAL PROCESSES THROUGH DIGITAL INFRASTRUCTURES, AND TO ENABLE WIDER ACCESS TO KNOWLEDGE AND INFORMATION. OUR GOVERNMENT IS WORKING TOWARDS THE IMPROVEMENT AND EFFECTIVENESS OF GOVERNANCE AND PUBLIC SERVICE, AS WELL AS IN ENABLING TRANSPARENCY IN GOVERNMENT TRANSACTIONS.

IN THE PRESENT ERA WHERE ICT PENETRATES THE EXISTENCE OF EVERY INDIVIDUAL, ORGANIZATION AND NATION, KNOWLEDGE AND TECHNOLOGY TAKE CENTER STAGE IN DEVELOPMENT. WITH THE INCREASED FOCUS ON KNOWLEDGE AND TECHNOLOGY COMES THE RENEWED INTEREST IN PEOPLE, PARTICULARLY IN ICT PROFESSIONALS AND KNOWLEDGE WORKERS WHO WILL MAN ICT NETWORKS AND SYSTEMS, HANDLE INFORMATION MANAGEMENT AND DEVELOP APPLICATION SOFTWARE. THUS, CONTINUOUS HUMAN RESOURCE DEVELOPMENT BECOMES THE PRIORITY. THIS NOTION IS AFFIRMED BY THE PHILIPPINE GOVERNMENT WHEN IT IDENTIFIED HUMAN CAPITAL DEVELOPMENT AS ONE OF THE MOST CRITICAL ELEMENTS IN REALIZING OUR NATIONAL ICT AGENDA, AND BY THE CICT WHEN IT ESTABLISHED HUMAN CAPITAL DEVELOPMENT AS ONE OF ITS MAJOR STRATEGIC INITIATIVES IN ITS PHILIPPINE ICT ROADMAP. FILIPINO ICT WORKERS ARE ALREADY RECOGNIZED IN THE GLOBAL ICT LANDSCAPE AS BEING ENGLISH PROFICIENT, HIGHLY-SKILLED IN ICT AND CUSTOMER SERVICE ORIENTED. RECOGNIZING THIS COMPARATIVE ADVANTAGE, GOVERNMENT SEES THE NEED TO CONTINUALLY ENHANCE THE KNOWLEDGE AND SKILLS OF OUR ICT WORKFORCE IN ORDER TO MAINTAIN THE COUNTRY'S COMPETITIVE EDGE IN THE GLOBAL ICT SCENE.

THE FACT THAT FILIPINO WORKERS ARE WELL-REGARDED INTERNATIONALLY DUE TO THEIR STRONG CUSTOMER SERVICE ORIENTATION AND FLEXIBLE SKILLS IS RELEVANT TO THIS YEAR'S CERTIFY-IT CONGRESS 2007 FOCUS WHICH IS ***"IT SERVICE MANAGEMENT"***. A BASIC DEFINITION OF "IT SERVICE MANAGEMENT" (ITSM) IN THE WEB IS THAT "ITSM MAKES USE OF A SET OF PROCESSES AND BEST PRACTICES THAT ENABLE AND OPTIMIZE IT SERVICES IN ORDER TO SUFFICE BUSINESS REQUIREMENTS, MANAGE THE IT INFRASTRUCTURE AND FOCUS ON THE RELATIONSHIPS OF ICT WORKERS WITH THE CUSTOMERS". IT IS TIMELY THAT GOVERNMENT, SERVICE PROVIDERS AND OTHER STAKEHOLDERS BECOME AWARE THAT THE USE OF ICT IN SOCIETY AND BUSINESS DOES NOT ONLY REQUIRE MANAGEMENT OF TECHNOLOGIES BUT ALSO THE ALIGNMENT OF THE DELIVERY OF ICT SERVICES ALONG THE REQUIREMENTS OF THE BUSINESS AND THE NEEDS OF CUSTOMERS.

MOREOVER, LITERATURE ON ITSM STATES THAT IT ENCOMPASSES FIVE DISTINCT PERSPECTIVES NAMELY: PEOPLE, PROCESS, TECHNOLOGY, ORGANIZATION AND INTEGRATION. NOTICE THAT "PEOPLE" IS FIRST ON THE LIST WHICH CLEARLY EXPRESSES THE PARAMOUNT NEED FOR IMPROVED QUALITY AND QUANTITY OF KNOWLEDGE AND EXPERTISE IN THE COUNTRY'S ICT WORKFORCE. IN THIS REGARD, WE AT THE CICT ARE CONFIDENT THAT THIS YEAR'S CERTIFY-IT WOULD AGAIN PROVE TO BE A POTENT LEARNING VENUE CONSIDERING THE INTERESTING THEME.

ALLOW ME NOW TO DISCUSS HOW THE CICT ACTIVELY PARTICIPATES IN THE NATIONAL EFFORT ON HUMAN CAPITAL DEVELOPMENT, AND IN CERTIFICATION INITIATIVES. THE CICT CONTINUES TO PURSUE COLLABORATIVE PARTNERSHIPS WITH OTHER GOVERNMENT AGENCIES SUCH AS THE DEPARTMENT OF EDUCATION (DEPED), COMMISSION ON HIGHER EDUCATION (CHED) AND THE TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY (TESDA) IN INTRODUCING REFORMS IN THE SCHOOL CURRICULA, TRAINING METHODS AND QUALITY STANDARDS. THE CICT ALSO WORKS CLOSELY WITH PRIVATE SECTOR STAKEHOLDERS AND GLOBALLY-RECOGNIZED BODIES IN DEVELOPING AND FORMULATING ICT COMPETENCY STANDARDS. THESE STANDARDS SERVE AS GUIDELINES IN PROFESSIONALIZING THE ICT WORKFORCE IN THE PRIVATE SECTOR AND IN GOVERNMENT THROUGH THE CONCEPTION, DEVELOPMENT AND FACILITATION OF COMPETENCY-BASED CERTIFICATION EXAMS.

TO DATE, THE CICT, THROUGH ITS COMPONENT AGENCY, THE NATIONAL COMPUTER CENTER (NCC) HAS THREE MAJOR ICT CERTIFICATION PROGRAMS IN PLACE. THESE PROGRAMS ARE DESIGNED NOT ONLY TO ENHANCE THE ICT COMPETENCIES OF THE FILIPINO WORKFORCE BUT ALSO TO HELP CLOSE THE SKILLS GAP IN RELATION TO INDUSTRY-SET STANDARDS AS WELL AS INTERNATIONAL STANDARDS.

THE FIRST CERTIFICATION PROGRAM IS THE **INTERNATIONAL COMPUTER DRIVING LICENSE (ICDL)**, A CERTIFICATION THAT ALLOWS INDIVIDUALS TO GAUGE THEIR COMPETENCY LEVEL IN THE USE OF PERSONAL COMPUTERS. I AM PLEASED TO SAY THAT THE NCC IS THE COUNTRY'S FIRST ACCREDITED TESTING CENTER FOR THE ICDL, THE WORLD'S LEADING END-USER COMPUTER SKILLS CERTIFICATION PROGRAM. THE ICDL MODULES ENCOMPASS BASIC CONCEPTS OF IT; INCLUDING USING THE COMPUTER AND MANAGING FILES, WORD PROCESSING, SPREADSHEETS, DATABASES, PRESENTATION, AND INTERNET AND EMAIL. THE NCC IS ALSO CONSIDERING PROVIDING REVIEW CLASSES TO THOSE WHO WILL TAKE THE EXAMS.

ANOTHER PROGRAM WHICH IS ADMINISTERED IN COORDINATION WITH THE CIVIL SERVICE COMMISSION (CSC) IS THE **IT PROFICIENCY EXAM** COMPOSED OF THE ANNUAL ICT (EDP) PROFICIENCY TESTS FOR COMPUTER PROGRAMMING AND SYSTEMS ANALYSIS AND DESIGN (SAD). SUCCESSFUL EXAMINEES ARE ISSUED A CERTIFICATE OF PROFICIENCY WHICH WILL SERVE AS BASIS FOR GRANTING APPROPRIATE ICT (EDP) SPECIALIST ELIGIBILITY BY THE CSC. THE RATIONALE OF GRANTING THIS ELIGIBILITY IS TO ANSWER THE NEED FOR QUALIFIED ICT WORKERS IN THE GOVERNMENT TO MANAGE ITS INFORMATION SYSTEMS PLANS AND SUPPORT E-COMMERCE AND E-GOVERNANCE INITIATIVES IN THE COUNTRY. THE IT PROFICIENCY EXAMINATION DOES NOT ONLY EQUIP EMPLOYERS,

PROGRAMMERS AND SYSTEMS ANALYSTS WITH CSC ELIGIBILITY BUT IT ALSO ASSESSES AN INDIVIDUAL'S ABILITY TO PERFORM CRITICAL RESPONSIBILITIES SUCH AS PROGRAMMING, SYSTEMS ANALYSIS AND DESIGN FUNCTIONS. MOST IMPORTANTLY, THE NATURE AND SCOPE OF THE EXAMINATION ALLOWS ICT TRAINING CENTERS TO ENHANCE THEIR CURRICULA AND PRODUCE MORE COMPETENT ICT WORKERS AND PROFESSIONALS.

FINALLY, THE **NATIONAL ICT COMPETENCY STANDARDS (NICS)** LISTS AND DEFINES THE MOST BASIC SET OF KNOWLEDGE AND SKILLS THAT ALL NON-PROFESSIONAL OR PROFESSIONAL FILIPINO ICT PRACTITIONERS IN VARIOUS ORGANIZATIONS, INDUSTRIES AND SECTORS CAN AND SHOULD BE ABLE TO DEMONSTRATE AT GIVEN LEVELS OF PROFICIENCY. THE NICS IS ONE OF THE CICT'S MAJOR PROJECTS IN THE ICT ROADMAP WHICH IS GEARED TOWARDS PROVIDING A BASELINE MEASURE FOR THE ICT LITERACY OF HIGH SCHOOL STUDENTS, CIVIL SERVANTS AND THE ENTIRE ICT MANPOWER IN THE COUNTRY. AT PRESENT, THE RESULTS OF THE NICS EFFECTIVELY CAPTURE THE EXISTING INDUSTRY STANDARDS AND SERVE AS A BLUEPRINT FOR ICT CAPABILITY BUILDING AND ASSESSMENT OF BASIC ICT COMPETENCIES AMONG THE WORKFORCE IN ORGANIZATIONS.

I WOULD ALSO LIKE TO CONVEY THAT IN SUPPORT OF CERTIFY-IT'S EMPHASIS ON IT SERVICE MANAGEMENT, THE CICT AND NCC OFFER SEMINARS ON THE TOPICS "MANAGING ICT SERVICES IN GOVERNMENT: USING INFORMATION TECHNOLOGY INFRASTRUCTURE LIBRARY (ITIL) FRAMEWORK" AND "IT AUDITING, SECURITY AND GOVERNANCE" WHICH IS DONE IN PARTNERSHIP WITH THE ISACA-MANILA CHAPTER. THE CICT-NCC, IN COLLABORATION WITH ISACA, CONDUCTED AN IN-HOUSE COURSE ON IT AUDITING, SECURITY AND GOVERNANCE LAST SEPTEMBER.

BEFORE I CLOSE, I WOULD LIKE TO STRESS THAT THE CICT IS COMMITTED TO ADVANCING THE QUALITY NOT ONLY OF OUR ICT INFRASTRUCTURES BUT MORE IMPORTANTLY OF OUR ICT MANPOWER AS WE SEE THE RELEVANCE OF CONTINUOUS HUMAN RESOURCE DEVELOPMENT IN OUR ATTAINMENT OF AN E-PHILIPPINES. THE CICT COMMENDS THE CERTIFY-IT CONGRESS FOR ITS WORTHY UNDERTAKINGS TO UPLIFT THE LEVEL OF COMPETENCY OF OUR ICT WORKFORCE TOWARDS THE ATTAINMENT OF A WORLD-CLASS FILIPINO ICT WORKFORCE.

ON BEHALF OF THE COMMISSION ON INFORMATION AND COMMUNICATIONS TECHNOLOGY, I WISH EVERYONE A FRUITFUL CERTIFY-IT 2007.

THANK YOU AND GOOD DAY!