



**Republic of the Philippines**  
**Department of Social Welfare and Development**

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**MEMORANDUM CIRCULAR**

No. 20

Series of 2012

**SUBJECT: Information and Communications Technology Management Service (ICTMS)**

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The Information and Communication Technology Management Service (ICTMS) [formerly the Management Information Systems Service (MISS)] is the service which strategically supports the Department's social protection and poverty alleviation strategies for improved quality of life. The service supports the achievement of the Department's Reform Agenda in its leadership role in social protection and social welfare and development through development, enhancement and maintenance of management and information and communication technology (ICT) systems.

It is responsible in determining and recommending necessary, cost effective infrastructures and systems that enhance the DSWD's competency for ICT governance. The ICTMS serves as the service manager for the Department- wide ICT systems and infrastructure through a mainstreamed approach.

The ICTMS serves and works across offices, bureaus, services and units (OBSUs) and Field Offices (FOs) of the DSWD to sustain the productive application of ICTs to social protection and social welfare and development programs, projects, administration and services.

ICTMS fosters the efficient and effective use of ICT by the DSWD OBSUs. It provides advice, tools, information and services to help OBSUs and FOs use ICT to improve administration and service delivery – often referred to as e-government. ICTMS also works with other government agencies, non-government organizations, the academe, business, and the citizens and other bodies at various levels to realize and maintain the department's commitment to e-government and e-governance.

Specifically, the ICTMS shall undertake the following:

1. Prescribe and recommends cost effective ICT solutions for and in consultation with OBSUs for social protection and poverty reduction projects.
2. Facilitate ICT capability building for and in consultation with OBSUs.
3. Develop ICT risk management systems for the ICT component of major for social protection and poverty reduction programs and projects;
4. Monitor the implementation of the ICTM systems and procedures of various OBSUs and FOs.

## Key Result Area: ICT Service Management and Governance

The ICTMS aligns its organization following the ITIL standard and is composed of 6 technical divisions and groups.

1. Information Systems Development Division
2. ICT Infrastructure Management Division
3. ICT Service Delivery and Support Division
4. ICT Special Projects Division
5. ICT Planning and Research Division
6. Cyber Security Group

The functions of these divisions/group are as follows:

### **Cyber Security Group**

Directs the development, installation and maintenance of information systems security controls confidentiality, integrity and availability of information. Monitors compliance to ISMS certifiable to ISO 27001

### **ICT Infrastructure Management Division**

Responsible for managing ICT infrastructure of the Department. This includes desktop and mobile computing, IP telephony, wired and wireless networks (LAN/WAN), datacenter facilities management, ICT data storage and disaster recovery management.

### **ICT Service Delivery & Support Division**

Directs the delivery of application system support/software and database management support services to ICTMS operations and provides support desk services

### **ICT Special Projects Division**

Enhancement and Maintenance of the Pantawid Pamilya Information System and its ancillary information systems.

### **ICT Planning & Research Division**

Directs information and communication systems (ICT) planning, information, research and development, ICT standards implementation, ICT quality assurance and quality control.


### **Information System Development Division**

Responsible for development and facilitation of departmental information systems to include Systems Analysis, Design and Development/Enhancement and IT Project management.

Considering that the ICTMS performs support to operation functions, as determined by the EXECOM, the ICTMS is hereby placed under the Policy and Plans Group (PPG).


This Circular takes effect immediately, in support to Memorandum Circular No. 1, Series of 2012.

Issued in Quezon City, this 28th of September 2012.

  
CORAZON JULIANO SOLIMAN  
Secretary, DSWD

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9/28/12

Certified Copy:

  
MYRNA H. REYES  
Officer In-Charge  
Records Unit



RESTRUCTURED ICTMS ORGANIZATIONAL CHART

