



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF SCIENCE AND TECHNOLOGY
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MAKING ICT SERVE THE PEOPLE

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NCC MEMORANDUM CIRCULAR NO. 2002-01

FOR : ALL HEADS OF THE NATIONAL GOVERNMENT DEPARTMENTS/AGENCIES/BUREAUS, GOVERNMENT OWNED AND CONTROLLED CORPORATIONS, GOVERNMENT FINANCIAL INSTITUTIONS, STATE COLLEGES AND UNIVERSITIES, LOCAL GOVERNMENT UNITS, CONSTITUTIONAL OFFICES, HOUSE OF REPRESENTATIVES, THE SENATE, AND THE JUDICIARY

SUBJECT : GUIDELINES ON CREATION OF THE AGENCY'S OFFICIAL WEBSITE AND COMPLIANCE TO E-COMMERCE LAW AND STAGE ONE OF THE UN-ASPA STAGES OF E-GOVERNMENT

RATIONALE : During the 13th ITECC meeting on April 8, 2002, President Gloria Macapagal-Arroyo directed all government agencies to be at least in Stage One of the UN-ASPA Five Stages of e-Government, by June 30, 2002. This means that all agencies must have a website that serves as a source of basic public information. "Annex A" describes the UN-ASPA Five Stages of e-Government.

To ensure compliance with the directive of President Arroyo, the National Computer Center (NCC) was tasked to coordinate with various government departments and agencies, and ensure uniformity in content of their websites, as well as provide technical assistance to government agencies which have no websites yet. Thus, this NCC Memorandum Circular 2002-01 is being issued.

Further, there is a need for government to comply with the provisions of Section 28 of R.A. 8792 or the E-Commerce Act of 2000 which states that *"Within two (2) years from the effectivity of this Act, there shall be installed an electronic online network in accordance with Administrative Order 332 and House of Representatives Resolution 890, otherwise known as the RPWEB"*.

COVERAGE: This circular shall prescribe guidelines to ensure uniformity of agency website content, as well as the necessary coordination and technical assistance that the NCC shall provide to agencies in order to comply with the UN-ASPA Stage 1 of e-Government. The NCC shall continue to issue guidelines to assist government agencies to reach UN-ASPA Stage 2 and onwards. The NCC shall also issue technical guidelines to identify requirements for complying with the succeeding stages of website development.

SECTION 1. Agencies are advised to adopt the basic content of the official agency website listed below. Agencies who have already created their websites should however ensure that their websites contain the minimum content prescribed. The legislative, judicial and the constitutional offices are enjoined to consider the prescribed standard content in their websites.

BASIC CONTENT OF THE OFFICIAL AGENCY WEBSITE:

1. Philippine national flag graphics image
2. Agency Name and Logo
3. Mandate and Main Functions
4. Organizational Aims and Objectives (Vision, Mission, Objectives)
5. Write Up About the Agency (historical background)
6. Organizational Structure and the Responsibilities of Each Unit
7. List of Key Officials and their Responsibilities
8. Plans / Programs / Projects
9. Policy pronouncements / Official Statements / Rules and Regulations Issued
10. Products, Services, Reports, Publications and Statistical Information
11. Agency Contact Details - postal and email addresses, telephone and fax numbers
12. A Link to Philippine Government Portal and Other Government Offices

A template on the above website content is available from the NCC. Interested agencies are advised to coordinate with NCC regarding use and adoption of such.

Websites of the Departments are required to provide a link to the websites describing their regional offices. Regional Offices are encouraged to coordinate with their departments on the content and design of their websites.

SECTION 2. The NCC shall assist government agencies to create their own official agency website and ensure uniformity in content of all government websites. Agencies may request for technical assistance from NCC.

The NCC shall extend technical assistance on the use of the website template, relevant ICT training and other ancillary services necessary in the setting up of the agency's website.

For agencies who have no funding for their Internet connection and web hosting services for the year 2002, the NCC shall arrange for a technical alliance with the private sector for web hosting services until December 31, 2002. For sustainability, agencies are hereby advised to include in their agency budget for Fiscal Year 2003 onwards, enough funds to maintain their websites.

SECTION 3. The head of the agency shall be responsible in ensuring the sustainability of its website. Each agency shall form a Web Team to be headed by a Webmaster. The Web Team shall be responsible for the overall management, maintenance and regular update of the agency web site. The Webmaster shall be designated by the head of agency whose name shall be submitted to NCC for information and coordination. The Webmaster can be the designated Information Officer of the agency or one who is experienced in using a browser.

SECTION 4. All agencies are enjoined to register for their domain name under .gov.ph through http://dns.gov.ph or through the domain name administrator of their respective mother agency. For purposes of identification and subject to .gov.ph policies, all agency online sites should have the form

http://www.(descriptive name or initial of the agency).gov.ph

SECTION 5. This NCC Memorandum Circular 2002-01 shall take effect on the 11th day of July 2002.

(signed July 11, 2002)

DELFIN JAY M. SABIDO IX, Ph.D.
Director General

UN-ASPAs Five Stages of E-Government

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STAGE	UN-ASPAs Stage Description	Specific Characteristics / Features To Look For
Stage One	Emerging Web Presence <ul style="list-style-type: none"> Sites serve as a public information source Static information on the government is provided FAQs may be found Contact information is provided 	<input type="checkbox"/> Telephone Numbers <input type="checkbox"/> Postal Address <input type="checkbox"/> Email Address <input type="checkbox"/> Services Offered <input type="checkbox"/> Mandate, Organizational Structure, FAQs, Related RAs
Stage Two	Enhanced Web Presence <ul style="list-style-type: none"> Access to specific information that is regularly updated A central government homepage may act as a portal to other department sites Useful documents may be downloaded or ordered online Search features, e-mail and areas for comments are accessible 	<input type="checkbox"/> Updated in the past 1.5 months <input type="checkbox"/> Forms are available (html, word, sometimes zip, pdf) <input type="checkbox"/> Search function / Site Map <input type="checkbox"/> Message Board / Feedback Form <input type="checkbox"/> Newsletters or Publications / Purchase Information
Stage Three	Interactive Web Presence <ul style="list-style-type: none"> A National government website frequently acts as a portal Users can search specialized databases Forms can be downloaded and/or submitted online Secure sites and passwords begin to emerge 	<input type="checkbox"/> Downloadable Forms (pdf, zip) <input type="checkbox"/> Specialized Databases <input type="checkbox"/> On-Line Forms Submission <input type="checkbox"/> Interactive Elements e.g. Chatroom / Forum / Discussion Board <input type="checkbox"/> User Log-in and Password (internal use or public)
Stage Four	Transactional Web Presence <ul style="list-style-type: none"> Users will be able to conduct complete and secure transactions online The government website will allow users to customize a portal in order to directly access services based on specific needs and priorities Sites will be ultimately secure 	<input type="checkbox"/> Public Use Log-in and Password (NOT exclusive for internal use) <input type="checkbox"/> Secure ¹ <input type="checkbox"/> On-Line Payment <input type="checkbox"/> Confirmation of request (e-mail confirmation / acknowledgment receipt) <input type="checkbox"/> Display of Security and Privacy Policy
Stage Five	Fully Integrated Web Presence <ul style="list-style-type: none"> Country provides all services and links through a single portal No defined demarcation between various agencies and departments All transactional services offered by government will be available online 	<input type="checkbox"/> All Department Information and Services may be accessed through the Department Portal <input type="checkbox"/> Cohesive interface covering all attached agencies, concerned agencies and all services <input type="checkbox"/> Frontline Services are fully-transactional online <input type="checkbox"/> User may Customize his Department Portal page <input type="checkbox"/> Search Engine Encompasses attached websites

¹ Secure = padlock or solid key security icon appears at the bottom of browser; URL starts with https instead of http

Reference: Secure Sockets Layer - <http://www.webopedia.com/TERM/S/SSL.html>