

Stakeholder Engagement Plan (SEP)

Philippine Civil Service Modernization Project

1. Introduction/Project Description

The Philippine Civil Service Modernization Project (PCSM) aims to improve the efficiency and quality of human resource management (HRM) and payroll management in selected government agencies in the Philippine civil service.

Specifically, it aims to:

1. Enhance organization effectiveness and efficiency of the Civil Service Commission (CSC) through better information systems and capacity to apply its whole-of-bureaucracy mandate;
2. Centralize and integrate Human Resource Management Information System (HRMIS) and payroll system to be developed and rolled out across some government agencies;
3. Reduce time taken to complete key HRM actions by CSC (e.g. attestation process, promotional appointments);
4. Reduce number of payroll-processing Implementing Units (IUs); and
5. Elevate the maturity level of the government agencies under the Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME HRM) Framework.

The components of the project are as follows:

1. Component 1 supports the strengthening of individual and agency level HRM capabilities including the capacity of the CSC to lead and coordinate the reform process.
2. Component 2 supports the introduction of the much-needed technological infrastructure and technical assistance to improve efficiency by automating HR and personnel data and processes, and digitizing HR records and payroll to enable more effective workforce planning and strategic HRM.
3. Component 3 supports the implementation of the project through the creation of a Project Management Unit (PMU), targeted technical assistance designed to manage the change process, and the development and implementation of change management and communication strategies to inform and build awareness of the far-reaching reforms being pursued among all relevant stakeholders, including fellow Filipino citizens.

The PCSM Project is being prepared under the World Bank's Environment and Social Framework (ESF). Per Environmental and Social Standard ESS10 on Stakeholder Engagement and Information Disclosure, the implementing agencies should provide stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination, or intimidation. Towards this end, CSC has prepared this SEP.

2. Objective/Description of SEP

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle. The SEP outlines the ways in which the project team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or lodge complaints about project activities or any activity related to the project. It also includes mechanisms to ensure data privacy of civil servants and protocols in the event that data privacy is breached.

3. Stakeholder identification and analysis

3.1 Methodology

In order to meet best practice approaches, the project will apply the following principles for stakeholder engagement:

- *Openness and life-cycle approach:* Public consultations will be arranged during the whole life cycle, carried out in an open manner, free of external manipulation, interference, coercion, or intimidation.
- *Informed participation and feedback:* Information will be provided to and widely distributed among all stakeholders in an appropriate format. Opportunities will also be provided for communicating stakeholder feedback, and for analyzing and addressing comments and concerns.
- *Inclusiveness and sensitivity:* Stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders at all times are encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods.

Special attention is given to vulnerable groups that may be at risk of being left out of project benefits, particularly women, the elderly, persons with disabilities, displaced persons, and migrant workers and communities, and the cultural sensitivities of diverse ethnic groups.

- *Flexibility:* The methodology should adapt to other forms of engagement, including various forms of internet- or phone-based communication.

3.2. Affected parties and other interested parties

Affected parties encompass local communities, individual community members, and any other groups that may experience direct impacts from the project. Specifically, this category includes:

Stakeholder Identification	Level of Interest/Influence and Participation
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<p>Implementers: CSC Central and 16 Regional Offices</p>	<p><u>High Interest, High Influence</u> The CSC, as the implementer of the project, needs to ensure successful, well-sequenced, and timely delivery of project outputs, and proper dissemination of knowledge and provision of services to stakeholders.</p>
<p>Partner Agencies:</p> <ul style="list-style-type: none"> • Department of Budget and Management • Department of Information and Communications Technology • Department of Science and Technology • National Economic Development Authority • Department of Finance • World Bank 	<p><u>High Interest, High Influence</u> The partner agencies will provide CSC with technical assistance. They are involved and informed throughout the project's conceptualization, implementation and evaluation. Activities with partner agencies will foster collaboration, alignment, and learning among stakeholders.</p>
<p>System Users: 39 pilot agencies</p>	<p><u>High Interest, Moderate Influence</u> The agencies shall be change agents and champions to ensure engagement, and delivery of goals, objectives, achievements, and successes of the project.</p>
<p>Civil servants/government employees who will be affected by and benefit from the proposed changes</p>	<p><u>High Interest, Low Influence</u> All government employees who will be administrators and users of the system need to be trained and oriented on the use of the system for the successful implementation of the project.</p>
<p>Technology-challenged government employees/users; persons with disabilities</p>	<p><u>High Interest, Low Influence</u> This sector shall be considered in the development of the system.</p>

The project' stakeholders also include parties other than the directly affected communities, including the entire Philippine civil service.

3.3. Disadvantaged/vulnerable individuals or groups

Vulnerable or disadvantaged groups in the project include but, are not limited to, government employees with limited grasp of technology, and persons with disabilities. Extended learning and development interventions shall be conducted for this group. In the development phase of the system, inputs from this sector shall be collected and incorporated in the development of the system.

4. Stakeholder Engagement Program

4.1. Summary of stakeholder engagement done during project preparation

Details of the public consultation meetings conducted are provided in Annex A.

4.2. Summary of project stakeholder needs and methods, tools, and techniques for stakeholder engagement

Stakeholder engagement methods in this project include the following: (i) structured agendas, (ii) focus group meetings/discussions/orientation, (iii) community consultations, (iv) formal meetings, (v) one-on-one interviews, and (vi) site visits.

4.3. Stakeholder engagement plan

Project Stage	Estimated Date/Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
Preparation Stage	2 hours 2 hours	<ul style="list-style-type: none">• Presentation of Project Brief• What's in it for them• Benefits of the Project	Orientation (online or face-to-face)	<ul style="list-style-type: none">• Project Users including partner agencies, pilot agencies, and CSC's regional offices• Vulnerable Groups (separate orientation for each group, 2 hours each)	PMU
Project Milestones	2 hours 2 hours	<ul style="list-style-type: none">• Presentation of project milestone			
Implementation Stage	2 hours 2 hours	<ul style="list-style-type: none">• Walk-through of the system			
Evaluation Stage	2 hours 2 hours	<ul style="list-style-type: none">• What went well and what needs improvement			

4.4. Reporting back to stakeholders

Stakeholders will be regularly updated throughout the project's implementation. This includes providing monitoring reports on environmental, social, health, and safety performance. Reports will cover the implementation of the Environmental and Social Commitment Plan (ESCP), progress on environmental and safety measures outlined in the ESCP, stakeholder engagement activities, the effectiveness of grievance mechanisms, and the allocation of resources and responsibilities for stakeholder engagement efforts.

5.1. Resources

The PMU will be in charge of stakeholder engagement activities. The budget for the SEP is integrated in the 5-year budget of Project Component 3.

5.2. Management functions and responsibilities

The PMU is responsible for carrying out stakeholder engagement activities.

The stakeholder engagement activities will be documented through minutes of the meeting, photo and/or video documentation.

6. Grievance Mechanism (GM)

The main objective of a GM is to assist to resolve complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved.

6.1. Description of GM

As all major stakeholders are part of the Philippine civil service, the Project will utilize the existing GM of the government.

Step	Description of Process	Time Frame	Responsibility
GM implementation structure	The mechanism, pursuant to CSC Memorandum Circular No. 02, s. 2001, shall be applied.	NA	PMU
Grievance uptake	Grievances can be submitted via the following channels: <ul style="list-style-type: none">• SMS Messages• E-mail• Letter to grievance focal points• Complaint form• Walk-ins may register a complaint in a grievance logbook at a facility or suggestion box	NA	PMU

Step	Description of Process	Time Frame	Responsibility
Sorting and processing	Any complaint received is forwarded to the PMU official communication lines and categorized according to the following complaint types: <ul style="list-style-type: none"> • Human Resources • Service Quality • Long Waiting Time 	Upon receipt of complaint	PMU
Acknowledgment and follow-up	Receipt of the grievance is acknowledged to the complainant by the same means of its receipt.	<ul style="list-style-type: none"> • Within 3 working days from receipt (simple) 	PMU
Verification, investigation, and action	Investigation of the grievance is led by the PMU to be elevated to appropriate authorities with the proposed resolution and communication to the complainant.	<ul style="list-style-type: none"> • Within 3 working days from receipt (simple) • Within 7 working days (complex) • Within 20 working days (highly technical) 	PMU and appropriate authorities
Monitoring and evaluation	Data on grievance are collected, stored in a database and reported to the overall in-charge every month.	Every end of the month	PMU
Provision of feedback	Feedback from complainants regarding their satisfaction with complaint resolution is collected through a feedback form.	Feedback to be attach on the resolution of the complaint	PMU
Training	Training needs for staff/consultants in the PMU, on the following: <ul style="list-style-type: none"> • Change Management • Communication Plan • Conflict Resolution 	To be scheduled	Subject Matter Experts
If relevant, payment of reparations following complaint resolution	These information are included in the resolution of the complaint.	NA	NA

The GM will implement an appeals mechanism to elevate the grievance to a higher level if the complainant is not satisfied with the proposed resolution.

Once all possible means to resolve the complaint have been proposed and if the complainant is still not satisfied, then they should be advised of their right to legal recourse.

When relevant, the project will have other measures in place to handle sensitive and confidential complaints, including those related to Sexual Exploitation and Abuse/Harassment (SEA/SH) in line with the World Bank ESF Good Practice Note on SEA/SH.

Implementation of the grievance machinery shall be pursuant to CSC Memorandum Circular No. 02, s. 2001 – Revised Policies on the Settlement of Grievances in the Public Sector.

The World Bank and the CSC do not tolerate reprisals and retaliation against project stakeholders who share their views about Bank-financed projects.

7. Monitoring, Reports, and Disclosure

7.1. Summary of how SEP implementation will be monitored and reported

The SEP will be monitored through the project's milestone. The stakeholders will be informed through different means and an open feedbacking mechanism shall be established.

7.2. Reports

The SEP will be periodically revised and updated as necessary in the course of project implementation. Quarterly summaries and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventive actions, will be collated by responsible staff and referred to the senior management of the project. The quarterly summaries will provide a mechanism for assessing both the number and nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner. Information on public engagement activities undertaken by the Project during the year may be conveyed to the stakeholders in various ways: CSC press releases; posting in the project website, conduct of orientations and meetings, and dissemination of IEC materials using the English and Filipino languages.

7.3. Disclosure

The SEP and other ESF documents will be made publicly available on the Project/CSC and World Bank websites before appraisal. They will also be updated and re-disclosed as necessary to reflect any significant changes during implementation.

8. Data Privacy

The Philippine civil service is governed by the Republic Act No. 10173, otherwise known as the Data Privacy Act (DPA) of 2012 which protects personal information in information and communication systems in the Philippines, related provisions of Republic Act 9470 known as the National Archive Act of 2007 (NAA) and Executive Order No. 2, series of 2016 on the Freedom of Information, to protect personal data against

unauthorized access, use, disclosure, modification, destruction, storage, retention, and unauthorized disposal of public records pertaining to sensitive personal information.

8.1 Use, Disclosure and Access to Sensitive Personal Data

Under the Project, personal data encompasses all types of personal or sensitive information. This includes, but is not limited to, employees' contact details, addresses, birthdates, age, ethnicity, sexual orientation, health records, salaries, and information about family members. The definition also extends to similar personal or sensitive data about employees' dependents that may be collected, generated, or maintained by government agencies, including those at sub-national levels.

The CSC shall ensure that the personal data are:

- a. Used only for the declared, specified, and legitimate purposes for which it was collected;
- b. Used or processed only to the extent made known to the data subject at the time of collection;
- c. Used only for such a time as may be necessary to accomplish the declared, specified, and legitimate purposes; and
- d. Not used once the data subject has withdrawn their consent.

The data subject shall have the right to suspend, withdraw or order the blocking, removal or destruction of his or her personal data from the personal information controller's filing system.

1. This right may be exercised upon discovery and substantial proof of any of the following:

- (a) The personal data is incomplete, outdated, false, or unlawfully obtained;
- (b) The personal data is being used for purpose not authorized by the data subject;
- (c) The personal data is no longer necessary for the purposes for which they were collected;
- (d) The data subject withdraws consent or objects to the processing, and there is no other legal ground or overriding legitimate interest for the processing;
- (e) The personal data concerns private information that is prejudicial to data subject, unless justified by freedom of speech, of expression, or of the press or otherwise authorized;
- (f) The processing is unlawful; and
- (g) The personal information controller or personal information processor violated the rights of the data subject.

2. The personal information controller may notify third parties who have previously received such processed personal information.

Personal data will be disclosed only to authorized persons or organizations, and only for the purposes for which they were collected or as otherwise permitted by law.

CSC will not disclose personal data without the consent of the data subject, unless otherwise required by law or authorized under the DPA. A corresponding notification to the data subject will be given every time their data will be disclosed to any authorized persons or organizations to avoid misinformation.

Access to personal data shall be made only based on the type of personal information processed

and level of risks allowed.

Non-disclosure agreement shall be executed by parties (e.g. PMU, HR Focal Persons, project developers, and consultants) who have access to the data or information to ensure that these will not be disclosed or used for any purpose other than the purpose of the project.

8.2 Access, Storage, Retention and Disposal of Personal Information

The retention and disposal of CSC printed, and electronic records and documents are governed by the CSC Records Disposition Schedule (RDS) duly approved by the National Archives of the Philippines. CSC Documents/Records specified in the RDS with permanent retention period will not be disposed of as these records are CSC's reference for the conduct of its internal and external services. CSC Documents/Records with no permanent retention period will be disposed of by shredding or through other appropriate methods to ensure that personal data will not be reconstructed or accessed by unauthorized individuals.

8.3 Security Measures

CSC will implement appropriate technical, physical, and organizational measures to protect personal data in accordance with industry best practices and international standards against unauthorized access, use, disclosure, modification, or destruction. CSC shall conduct regular risk assessments to identify vulnerabilities and implement appropriate controls to mitigate risks.

In the event of a data breach, CSC will promptly notify the affected data subjects and the National Privacy Commission in accordance with the following procedures:

1. Identification and Containment

- a. Upon discovery of a potential data breach, the employee or office responsible for the information must immediately notify the Computer Emergency Response Team (CERT) of Information and Communications Technology Office (ICTO), Data Protection Officer (DPO), Compliance Officer for Privacy (COP), Office for Legal Affairs (OLA) and/or Regional Office-Legal Services Division (LSD) but not later than two (2) hours from such knowledge.
- b. The CERT, DPO and COP would verify if the breach occurred, what information was affected, and the extent of the damage.
- c. The affected system or device will be immediately disconnected from the network and isolated to prevent further damage.

2. Investigation

- a. The CERT, DPO and COP, OLA and/or RO-LSD will work with relevant departments to investigate the breach and determine the cause.
- b. They will assess the impact of the breach and determine the severity of the incident.
- c. They will document all relevant information, including how the breach was discovered, when it occurred, and what information was affected.

3. Notification

- a. The DPO and COP will inform the CSC management and stakeholders about the breach.
- b. They will inform the affected individuals, agencies or organizations, as well as the NPC, as required by law.
- c. The notification will provide details of the breach, the steps being taken to address it, and measures that affected individuals can take to protect themselves.

4. Containment and Recovery

- a. The CERT, DPO and COP will work with relevant offices to contain the breach and recover any lost or stolen information.
- b. They will determine what steps need to be taken to prevent future breaches.
- c. They will implement new security measures to strengthen the system and prevent further breaches.

5. Evaluation and Remediation

- a. The DPO and COP will evaluate the response to the breach, including how the situation was handled and how effective the response was.
- b. They will review policies and procedures to ensure that they are up-to-date and effective.

- c. They will provide recommendations for any changes or updates to be made to policies, procedures or systems to prevent similar incidents from happening in the future.

6. Documentation and Reporting

- a. The CERT, DPO, and COP will document all aspects of the data breach and response in a report.
- b. The report will include a summary of the incident, the cause, the response, and any measure taken to prevent future incidents.
- c. The report will be submitted to the CSC management, stakeholders, and the NPC, as required by law. By following this data breach response plan, the CSC can quickly and effectively respond to a data breach and protect the personal information of its employees and clients.

Attachment:

Annex A – Summary of Stakeholder Engagements for the PCSMP

Summary of Stakeholder Engagements for Philippine Civil Service Modernization Project

Meeting	Date	Description	Key Issues Discussed
CSC–BSP Digital Mindset Competency Meeting	01 March 2023	The meeting was held to gather insights on the development of <i>Bangko Sentral ng Pilipinas'</i> (BSP) Digital Mindset Competency and EDGe (BSP eLearning Portal) and to explore how the CSC and BSP could partner in validating the digital mindset competency for the entire Philippine civil service.	<ul style="list-style-type: none"> • Digital Mindset Competency • EDGe eLearning Portal • Possible CSC–BSP partnership re digital mindset competency for the bureaucracy
DOF Pipeline Meeting	08 March 2023	The CSC presented updates on the PCSMation Project.	<ul style="list-style-type: none"> • Updates on the PCSM Project
World Bank (WB) Consultants On-boarding	April – June 2023	The WB Consultants were on- boarded the PCSM Project.	<ul style="list-style-type: none"> • On-boarding of WB Consultants: Ms. Ma. Catherine Joson-Mendoza, Mr. Marte Pocholo D. Lacson, and Ms. Gilda de Leon-Salud
Quick Seminar on Procurement on WB Projects	05 May 2023	This seminar was conducted along with an engagement with potential bidders for the project.	<ul style="list-style-type: none"> • Principles; process; benefits of selling to Bank-financed projects; technological complexity; and early market engagement (EME)
CSC–WB Alignment Meeting	19 May 2023	In this meeting, the CSC shared with the WB the ICC Evaluation and Recommendations of the 2019 iteration of the PCSM Project Proposal.	<ul style="list-style-type: none"> • NEDA ICC Evaluation and Recommendations on the 2019 Proposal • Possible early engagement with Partner Agencies • Early discussions between CSC and DICT for the project

Meeting	Date	Description	Key Issues Discussed
CSC–DICT Meeting on ICT Framework and Qualification Standards for ICTO	15 June 2023	This meeting was conducted to initiate early discussions between CSC and DICT relative to the ICT Framework and the Qualification Standards for ICT positions in the (ICTO).	<ul style="list-style-type: none"> • ICT Framework and Qualification Standards for ICTO
CSC–DBM Meeting on the Whole-of-Government HR Database and Payroll Integration	22 June 2023	This session was conducted with DBM Director Gerald Janda to discuss the Whole-of-Government HRMIS and Payroll System relative to the PCSM Project.	<ul style="list-style-type: none"> • Whole-of-Government HR Database and Payroll System
Brainstorming Discussion with CSC and WB	23 June 2023	The brainstorming discussion was held to identify and map the end-to-end processes involved in the different systems available, used, and developed in the Commission.	<ul style="list-style-type: none"> • End-to-end processes of CSC systems
Presentation of Insights from the Brainstorming Discussion	30 June 2023	In this session, the WB Consultants presented their initial observations / insights / recommendations; key challenges; and the proposed ways forward relative to the same brainstorming discussion.	<ul style="list-style-type: none"> • Initial observations, insights, recommendations; key challenges; and proposed ways forward relative to the end-to-end processes of CSC systems
Meetings with WB Consultants	11 and 13 July 2023	These sessions were conducted to clarify certain issues and finalize the presentation of WB Project updates before being presented to the Commission.	<ul style="list-style-type: none"> • Presentation of WB Consultants’ updates relative to the PCSM Project
Presentation of the WB Project Updates	17 July 2023	This presentation was held to apprise the Commission of the project updates. Guidance was also requested from the Commission on issues requiring their decision.	<ul style="list-style-type: none"> • WB Project Updates • Issues needing Commission decisions
Brunch Conversation	02 August 2023	This was conducted to apprise the Office of the Assistant Commissioners (OACs) and the CSC Central Office (CO) Heads of Offices of the project updates and the forthcoming WB Mission.	<ul style="list-style-type: none"> • WB Project Updates • Upcoming WB Mission for the PCSM Project

Meeting	Date	Description	Key Issues Discussed
Briefing with the Commission	04 August 2023	The Commission was briefed on the PCSM Project in preparation for the WB Mission.	<ul style="list-style-type: none"> • PCSM Project Briefing for the Commission
First World Bank Mission on the PCSM Project	7 – 10 August 2023	<p>The four-day Mission focused on the PCSM Project.</p> <p>First, the OACs, Heads of Offices, and the WB Team prepared for the meeting with the Commission.</p> <p>Next, CSC and WB discussed the Mission itinerary, objectives, and expected outputs. The CSC Internal Working Group (IWG) also met with the WB and NEDA Team for an orientation on the Investment Coordination Committee (ICC) process and for a presentation of updates on the status of the PCSM Project’s Feasibility Study which had been previously submitted by the CSC in the earlier project submission.</p> <p>The CSC IWG and the WB Team met with DICT, DBM, and DOST- PCIEERD to provide them with updates on the PCSM Project and to request updates on DICT and DBM’s current projects and policies.</p> <p>A Wrap- Up Meeting with CSC Chairperson Nograles, the WB Team, and the CSC WG Heads was held during the last day. Presented during this meeting were</p>	<ul style="list-style-type: none"> • PCSM Project Updates • NEDA ICC process • PCSM Project Feasibility Study • Updates on DICT and DBM’s current projects and policies related to the modernization initiative • WB Mission findings, agreements, and targets

Meeting	Date	Description	Key Issues Discussed
		the WB Mission findings, agreements, and targets for the next 100 days relative to the PCSM Project.	
Debriefing Session with CSC IWG	16 August 2023	This debriefing session was conducted by the WB Consultants to impart WB Mission- related updates on the CSC IWG members.	<ul style="list-style-type: none"> • WB Mission Updates
Walkthrough Session with CSC and WB	29 August 2023	This was a walkthrough session between CSC and WB that was held to identify and map the end-to-end processes involved in the different CSC systems.	<ul style="list-style-type: none"> • End-to-end processes of CSC systems
Feedback on the Walkthrough Session (29 August 2023)	11 September 2023	This was an informal feedback session, attended by WB Consultants and CSC representatives from IRMO and Office of the Chairperson, on the walkthrough session last 29 August 2023.	<ul style="list-style-type: none"> • Feedback on the end-to-end processes of CSC systems
Review of CSC Initiatives on Digitization	08, 14, 19 September 2023 and 05 October 2023	These meetings, facilitated by Mr. Lacson, were conducted to review CSC's digitization initiatives and its ICT infrastructure.	<ul style="list-style-type: none"> • Digitization of 201 Files <ul style="list-style-type: none"> • Digitization of records, plans for encoding, database, and data warehousing • CSC ICT infrastructure
Digital Transformation Breakfast Conversation	19 September 2023	The meeting was held to present feedback from the process walkthroughs attended by the OACs, CO Heads of Offices, and CSC RO Cluster Representatives.	<ul style="list-style-type: none"> • Feedback on Process Walkthroughs
Meeting with NEDA Governance Staff	21 September 2023	This meeting was set up to discuss concerns related to the 15 April 2021 Project Evaluation Report (PER) from the ICC Secretariat.	<ul style="list-style-type: none"> • Eight (8) Points for Clarification from CSC relative to the 15 April 2021 PER
HR Planning Workshop / Meeting with OHRMD on PRIME-HRM Leveling Up	10 October 2023	Ms. Salud facilitated a meeting with the OHRMD to discuss the PRIME-HRM Leveling Up of the CSC (from Level 2 to Level 3).	<ul style="list-style-type: none"> • Requirements for PRIME-HRM Leveling Up (for Maturity Level 3) • HR Planning Workshop

Meeting	Date	Description	Key Issues Discussed
CSC–NPC Project Orientation Meeting	10 October 2023	This was a PCSM Project orientation meeting with the NPC in which the CSC Team provided them with an overview of the project and requesting them to be part of the Project Steering Committee (PSC) for their expertise in data privacy, and to address / mitigate concerns on HR data management and ensure the project’s alignment with the Republic Act No. 10173 or the Data Privacy Act (DPA) of 2012.	<ul style="list-style-type: none"> • PCSM Project overview • Suggested roles for the NPC as part of the PSC for the project
HR Integration Workshop / Writeshop	11 October 2023	Facilitated by Ms. Salud, this workshop / writeshop tackled the integration of all CSC systems and presented the output from the HR Planning Workshop with the OHRMD on 10 October 2023. Towards the end of the session, the CSC representatives participated in the SIPOC Activity.	<ul style="list-style-type: none"> • HR Integration / Linking CSC’s HR systems into other systems (both external and internal) <ul style="list-style-type: none"> • Integration of all CSC systems • The Employee Journey in CSC, from Recruitment to Retirement
Feedback Session on the HR Integration Workshop / Writeshop Outputs	18 October 2023	The outputs from the 11 October 2023 HR Integration Workshop / Writeshop were presented to the CSC CO Heads of Offices for their feedback.	<ul style="list-style-type: none"> • Outputs from the HR Integration Workshop / Writeshop
Deepening Session with OACs	17 November 2023	This meeting was conducted to deepen the understanding of the different Components and Sub-Components of the PCSM project and seek guidance on the ongoing and pending actions relative to the same. During this, a Progress Report from 17 July to 17 November was also presented to the OACs for their vetting before it is presented to the Commission.	<ul style="list-style-type: none"> • Components and Sub-Components of the PCSM Project • Progress Report for 17 July to 17 November 2023 • Guidance regarding Actions Taken on ICC Secretariat PER Recommendations
CSC–DBM Project Orientation Meeting	23 November 2023	This was a PCSM Project orientation meeting with the DBM in which the CSC	<ul style="list-style-type: none"> • PCSM Project overview

Meeting	Date	Description	Key Issues Discussed
		<p>Team provided them with an overview of the project and requested them to be part of the PSC, PRIME-HRM TWG, and the HRMIS TWG. As regards the question of the Payroll System, DBM also presented their Real- Time Gross Settlement (RTGS).</p>	<ul style="list-style-type: none"> ● Suggested roles for the DBM as part of the PSC, PRIME-HRM TWG, and the HRMIS TWG for the project ● DBM's Payroll System and its architecture
<p>Meeting with the Heads and Alternates of the PRIME-HRM TWG and the HRMIS TWG</p>	<p>24 November 2023</p>	<p>This meeting was conducted to provide the Heads and Alternates of the PRIME-HRM TWG and the HRMIS TWG with a discussion on the updates and actionable items for the PCSM Project, and an in-depth discussion on the Components and Sub-Components of the PCSM Project.</p>	<ul style="list-style-type: none"> ● PCSM Project overview ● Progress Report on the PCSM Project
<p>CSC-DBM-DICT Technical Workshop</p>	<p>13 December 2023</p>	<p>This technical workshop was held to provide an overview and updates on the PCSM Project to DICT and DBM.</p> <p>The CSC Team also requested feedback / updates / input from:</p> <ol style="list-style-type: none"> 1. DBM on: <ul style="list-style-type: none"> - An integrated, centralized, web-based HRMIS and Payroll system linked with the Budget and Treasury Management Systems (BTMS), banking system and other digital governance solutions; - The collaboration between CSC and DBM to lead the transition to centralized, integrated HRMIS and Payroll Systems to support decentralized operations. 	<ul style="list-style-type: none"> ● PCSM Project overview ● Inputs from DBM and DICT based on the discussion points presented by the CSC Team

Meeting	Date	Description	Key Issues Discussed
		<p>2. DICT on:</p> <ul style="list-style-type: none"> - Network Infrastructure and Disaster Recovery for the PCSM Project – Redundant setup in three (3) sites (one via cloud, two in on-premise data centers); - Supporting the project’s infrastructure requirements either via existing government initiatives such as GovNet, GovCloud, NGDC, among others; - Sustainability plan of the project as regards the ICT system; and - The proposed network architecture / roadmap of the WoG HRMIS. 	
CSC IWG Meeting on the PCSM Project	19 December 2023	During this meeting, the IWG members were apprised of all updates on the PCSM Project’s progress, along with details of its Components, Sub-Components, and the proposed Partner Agencies.	<ul style="list-style-type: none"> • PCSM Project overview • Proposed Partner Agencies for vetting • Draft Project Proposal routed to CSC IWG Members for their review and comments following this session
PRIME-HRM TWG Project Briefing	04 January 2024	Project Briefing conducted with the Head and Alternate of the PRIME-HRM TWG. In this session, the list of proposed Partner Agencies was discussed in-depth for vetting.	<ul style="list-style-type: none"> • Proposed Partner Agencies for vetting
DOST-PCAARRD HRIS Demonstration	16 January 2024	This demonstration was conducted to understand PCAARRD’s system, which was noted to be patterned after PRIME- HRM and involved different components required by the CSC.	<ul style="list-style-type: none"> • Features and functionalities of PCAARRD’s Human Resource Management System (HRMS)

Meeting	Date	Description	Key Issues Discussed
DOST-PCIEERD and PGAS HRIS Demonstration	17 January 2024	Similar to the session on 16 January 2024 with PCAARRD, this demonstration was conducted to assess the systems of PCIEERD and PGAS.	<ul style="list-style-type: none"> • Features and functionalities of PCIEERD's HRMIS and PCIEERD Enterprise Resource Portal (PERP), and PGAS's HRIS
Walkthrough of the Employee Journey – Exploring HRMIS Functionalities	24 January 2024	Facilitated by Mr. Lacson, this session featured a detailed overview of the PCSM Project's Component 2 followed by a Visioning and Brainstorming Workshop which discussed the pros and cons of PGAS, PCIEERD, PCAARRD, and NSPIRE HR systems.	<ul style="list-style-type: none"> • HR systems demonstrated by NSPIRE, PGAS, PCIEERD, and PCAARRD • PCSM Project's Component 2
CSC–DBM HRMIS Alignment Meeting	29 January 2024	This alignment meeting was set up in order to clarify the initial top-level agreements between CSC and DBM relative to HRIS initiatives. In addition, DBM Undersecretary Sasa Del Rosario shared an overview of their HRIS initiatives, highlighting key priorities and challenges during their journey.	<ul style="list-style-type: none"> • Alignment between CSC and DBM with regard to HRIS initiatives • DBM's HRIS initiatives • Integration and Alignment between the two agencies
CSC–WB Design Thinking Workshop	31 January 2024	This meeting tackled the HRIS Criteria, which the ORHMD is handling in relation to the purchase of an internal HRIS for the CSC. In addition to this, project proposal updates were also provided to the participants as well as ways of moving forward with the project.	<ul style="list-style-type: none"> • HRIS Criteria for CSC • Presentation of Evaluation Criteria (from Sir Lance / OHRMD)
Special Management Committee (ManCom) Meeting	04 March 2024	PCSM Project approved for discussion at the Commission level.	
Commission Meeting for the PCSM Project	14 March 2024	PCSM Project approved for submission to NEDA ICC Secretariat.	

Meeting	Date	Description	Key Issues Discussed
CSC–DOF Project Orientation Meeting	25 March 2024	This was a PCSM Project orientation meeting with the DOF in which the CSC Team provided them with an overview of the project and requested them to be part of the PSC.	<ul style="list-style-type: none"> • PCSM Project overview • Suggested roles for the DOF as part of the PSC for the project
Second World Bank Project Preparation Mission	05 – 11 April 2024	<p>Following the submission of the PCSM Project Proposal to the NEDA-ICC on 26 March 2024, the WB Team scheduled a Project Preparation Mission to advance preparatory work for the same.</p> <p>This Mission prepares technical clarifications to potential questions on the proposal; advance diagnostic work relative to the project; and plan the initial technical assistance to initiate early procurement under the project.</p> <p>At the end, the findings and updates on the outcomes of meetings with DPWH and DBM were presented to Wrap-Up the Second WB Mission.</p>	<ul style="list-style-type: none"> • Technical assistance to initiate early procurement (for IT and BPR consultation) for the PCSM Project • Designation of CSC Focal Points for Procurement and Financial Management • Findings on meetings with DPWH and DBM
CSC–DAP Project Orientation Meeting	16 April 2024	This was a PCSM Project orientation meeting with the DAP in which the CSC Team provided them with an overview of the project and requested them to be part of the PSC.	<ul style="list-style-type: none"> • PCSM Project overview • Suggested roles for the DAP as part of the PSC, PRIME-HRM TWG, and HRMIS TWG for the project
CSC–DOST Project Orientation Meeting	24 April 2024	This was a PCSM Project orientation meeting with the DOST in which the CSC Team provided them with an overview of the project and requested them to be part of the PSC.	<ul style="list-style-type: none"> • PCSM Project overview • Suggested roles for the DOST as part of the PSC for the project

Meeting	Date	Description	Key Issues Discussed
Clarification Meeting with NEDA Public Investment Staff (PIS)	07 May 2024	This meeting with NEDA was conducted to clarify the documentary requirements identified in the NEDA-ICC Checklist. A status update was also provided as regards the PCSM Project's review followed by the possible schedules of Technical Board (TB) deliberation for the same.	<ul style="list-style-type: none"> • Requisite documents for submission to NEDA based on ICC Checklist • TB deliberation schedule for the PCSM Project
Meeting to Discuss the PCSM Project's Logical Framework	08 May 2024	This meeting was held to discuss the PCSM Project's Logical Framework / ICC Project Evaluation (PE) Form No. 6. During this session, the performance indicators, baselines, and annual targets were discussed by the participants, followed by a workgroup session wherein Groups 1, 2, and 3 talked about their assigned Components and their respective Indicators.	<ul style="list-style-type: none"> • Logical Framework / ICC PE Form No. 6
Pre-Work Sessions on Change Management	15, 22, 29 May 2024	<p>These three (3) sessions served as pre-work for the Change Management Workshop that is scheduled for 9 – 10 July 2024 which will include the top management of the CSC.</p> <p>Workshop activities were also held on these sessions: DICE Model; Stakeholders Analysis Matrix; Communications Plan.</p>	<ul style="list-style-type: none"> • Change Management Plan for PCSM Project
Inter-Agency PCSM Project Orientation Meeting	20 – 21 May 2024	This was a PCSM Project orientation meeting with the remaining 29 agencies in which the CSC Team provided them with an overview of the project and requested them to take part as pilot implementing agencies.	<ul style="list-style-type: none"> • PCSM Project overview • Suggested roles for the DepEd, DPWH, and DOH as part of the PSC, PRIME- HRM TWG, and HRMIS TWG • Suggested roles for pilot implementing agencies

Meeting	Date	Description	Key Issues Discussed
Meeting with NEDA GovStaff on the Preliminary Report	22 May 2024	This meeting was held to talk about NEDA’s Preliminary Report (PR) on the PCSM Project.	<ul style="list-style-type: none"> • NEDA PR dated 17 May 2024
Meeting with NEDA Secretary Balisacan on the PCSM Project	24 May 2024	During this meeting, the NEDA Team—led by Secretary Arsenio M. Balisacan and Undersecretary Joseph Capuno— explained the project timeline for the PCSM in relation to the DOF Pipeline Meeting on 20 March 2024. The NEDA GovStaff and Infrastructure Staff also provided in-depth explanations as regards the comments on the NEDA PR.	<ul style="list-style-type: none"> • PCSM Project • Project Timeline (TB, Cabinet Committee, Board) • Comments on the NEDA PR dated 17 May 2024
Discussion on GAD for the PCSM Project	05 June 2024	<p>This discussion between the CSC GADvocates and the WB GAD Representative (Mr. Vincent Abrigo) was focused on the Gender and Development (GAD) aspect as regards the PCSM Project. ICC PE Form No. 8—which is concerned about GAD—was also finalized during this meeting.</p> <p>Following this, Ms. Liennefer Penaroyo also provided a brief discussion on the Financial Management aspect of the project.</p>	<ul style="list-style-type: none"> • GAD in relation to the PCSM Project • ICC PE Form No. 8 • Financial Management relative to the same
Meeting with NEDA in Preparation for the Technical Board Deliberation	18 June 2024	This meeting was held to address initial questions from NEDA in preparation for the upcoming Technical Board (TB) Deliberation scheduled for 19 June 2024.	<ul style="list-style-type: none"> • NEDA Comments sent through Viber Groupchat last 14 June 2024
NEDA-ICC 1st Technical Board Deliberation	19 June 2024	This is the first TB Deliberation for the PCSM Project. Here, the Board raised questions on the implementation arrangements; technical/market evaluation;	<ul style="list-style-type: none"> • PCSM Project Packet <ul style="list-style-type: none"> • Implementation Arrangements; • Technical/Market Evaluation; • Economic Benefits;

Meeting	Date	Description	Key Issues Discussed
		<p>economic benefits; roll-out plan; components; and pilot agencies relative to the project.</p> <p>Following this TB Deliberation, the CSC was provided with a copy of the Board's Instructions/Comments.</p>	<ul style="list-style-type: none"> • Project Roll-out; • Project Components; and • Pilot Agencies
<p>Presentation of Pre-Work Outputs on Change Management</p>	<p>25 June 2024</p>	<p>This presentation is the culmination of the outputs derived from the 15, 22, and 29 May Pre-Work meetings on Change Management.</p>	<ul style="list-style-type: none"> • DICE Model • Stakeholder Analysis • Communication Plan
<p>PCSM Project Orientation Meeting with CSC ROs and FOs</p>	<p>26 June 2024</p>	<p>This is a project orientation meeting held to better inform the CSC ROs and FOs of the project's Components, Sub-Components, Benefits, and other intricacies.</p>	<ul style="list-style-type: none"> • PCSM Project
<p>Change Management Workshop for CSCROs, FOs, and other CO Heads of Offices</p>	<p>26 June 2024</p>	<p>WB Consultant Ms. Salud conducted a separate session on Change Management for the CSC ROs and FOs, as they will also play an important role in ensuring the project's sustainability, among other things. Their outputs (DICE, Stakeholder Analysis, and Communication Plan) will also be crucial in the workshop design for the forthcoming Change Management Workshop for Top Management.</p>	<ul style="list-style-type: none"> • DICE Model • Stakeholder Analysis • Communication Plan
<p>Discussion on CSC Responses to 19 June 2024 NEDA TB Results</p>	<p>02 July 2024</p>	<p>This meeting was held to prepare the CSC responses to the 19 June 2024 NEDA TB Instructions/Comments. It was attended by the Heads of the IWG, PRIME-HRM TWG; the Head and Alternate of the HRMIS TWG; the WB Consultants; and the PMO.</p>	<ul style="list-style-type: none"> • PCSM Project Components and Sub-Components • Project Economic Analysis

Meeting	Date	Description	Key Issues Discussed
<p>Informal Meeting with NEDA Evaluating Staff for the PCSM Project</p>	<p>05 July 2024</p>	<p>This brief, informal meeting was conducted to discuss with the NEDA Evaluating Staff the CSC Responses to the NEDA TB Results last 19 June 2024.</p>	<ul style="list-style-type: none"> • CSC Responses to the NEDA TB Instructions/Comments on 19 June 2024 • ICC PE Forms • Economic Analysis (c/o Coach Edwin)