



CENTER FOR ORGANIZATIONAL DEVELOPMENT

PROJECT ACCOMPLISHMENT REPORT

I. Project Information

Project Code	GWRCP
Project Title	Technical Assistance for the Organizational Development and Transformation Initiative: Crafting the National Telecommunications Commission's (NTC's) Roadmap
Project Start	February 1, 2019
Project End	November 15, 2019
Project Price	PhP 3,850,000.00
Client Organization	National Telecommunications Commission (NTC)

II. Project Team

Project Manager	Abigail G. Fulgueras
Team Members	Winefrida M. Manzo Earl John M. Orio Joyce Camposagrado Wilfred Soriano Vanessa Datumputi Arlene S. tayag
Supervising Fellow	Trygve A. Bolante
Consultants/ Resource Persons	Francis Adrian Comendador

III. Project Details

Project Description

The NTC is an attached agency of the Department of Information and Communications Technology (DICT). The DICT is a recently created agency through Republic Act 10844. With the recent institutional changes to re-align and further strengthen its processes, technology, and systems, the NTC has to align itself with these changes of the DICT as well as with the new Philippine Development Plan and the Ambisyon 2020.

Project Objective

The project aims to provide the necessary technical assistance to initiate the Organizational Development and Transformation Initiative of the NTC through the crafting of the agency's Roadmap to Change. Specifically, it aims to:

1. Rapid Review and Assess (RR&A) of the recent performance of the agency to serve as the starting point for the NTC Roadmap;
2. Define and agree on the important components of the NTC's Roadmap;
3. Conduct workshops with the agency's management and third level officials to craft the NTC Roadmap that is aligned with the DICT; and
4. Discuss the next steps in finalizing the NTC Roadmap.

The following are consequent interventions that the NTC can implement to ensure the successful implementation of the agency Roadmap, but these that are not included in the current proposal:

- Risk Planning
- Communications Planning
- Realizing the Roadmap

Focus Area

Organizational Development starting with the rapid review and roadmap planning.

Project Type

Technical Assistance and Consultancy

Project Beneficiary

National Telecommunications Commission (NTC)

Regional Coverage

Luzon, Visayas and Mindanao

IV. Project Accomplishments

Key Activities Implemented

To realize the project's objectives, the following activities shall be undertaken:

1. Review the strategic direction, progress, projects and targets of the NTC:
 - a. Rapid review data collection: meetings, interview, facilitation of tools prepared by the team
 - b. Pre-assessment Validation
 - c. Consolidation of data, writing of pre-workshop, revisions and finalization of workshop designs and rapid review outputs
 - d. Workshop 1 with NTC's top management, branch heads and regional directors
 - e. Workshop 2 with NTC's division heads and regional technical staffs
 - f. Meetings with the NTC Technical Working Group (TWG)
 - g. Validation meetings with the top management
 - h. Consolidation of outputs, report writing, revisions, presentation and finalization
 - i. Terminal Report
2. The following methods were be used:
 - a. Key Informant Interview
 - b. Focus Group Discussion (FGD)
 - c. Workshops
 - d. Lectures and inputs
 - e. Break out groups
 - f. Validation meetings

Major Outputs

1. Approval of Roadmap Framework and Direction;
2. Final and approved Measures and Targets
3. Initial Performance Indicators for medium term and immediate strategic outcomes;
4. Agreed next steps to write the NTC Roadmap to Change for final approval of the Executive Committee

Project Impact

To date, NTC has identified eight (8) Strategic Objectives (SOs) as articulated in its Roadmap to Change, twenty-six (26) Strategic Measures, and seven (7) Strategic Initiative packages that cut across its strategic objectives.

The NTC officials and management team continued to be very active and dedicated to the process and relentless in delivering the plan that will push for a changed NTC. The Roadmap to Change contains the outputs that were crafted through the two (2) major workshops, TWG and validation meetings. As strategy is not cast in stone, the Roadmap to Change serves as the continuing point for completion, revision, and enhancement as NTC evolves as a public sector organization.

Overall, the NTC Roadmap to Change¹ is more than enough to serve as guide in communications, cascading, and alignment from office, division, to all individuals through a systematic way of cascading using the Strategic Performance Management System (SPMS) templates.

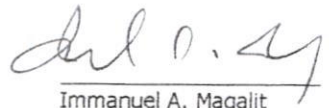
Lessons Learned

1. Contracting Stage: there must be time frame for the validity of the proposals submitted to the client's. The NTC proposal was submitted in October 2017. Finalization and signing of the contract happened in January 2019 under a different head of the NTC Planning unit.
2. The two-stage workshop – top management followed by the division heads and technical people – can be a good practice as the top management gives the strategic direction and framework and the division heads and technical can give the details. This combined with the creation of a TWG and validation meetings enables for gathering of as well as ownership of the Roadmap outputs and commitments by the entire agency. Cascading and alignment may also be easier.
3. Payment of venue and accommodation provider took some time due to the interpretation of ownership of business – difference in the business name and the registered business name with the BIR. It would help if the advice can be facilitated soonest between support and legal to help facilitate clarifications.

Prepared by:


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Noted / Approved by:


Immanuel A. Magalit
Acting Center Head

¹ Annex I: Acceptance of Deliverables