



**Clark International Airport Corporation  
MIS / GIS Department**

**REPORT ON THE DIGITALIZATION INITIATIVES OR DIGITAL TRANSFORMATION  
OF EXTERNAL AND INTERNAL SERVICES  
As of 31 December 2023**

	Digitalization Initiatives / Digital Transformation	Description	Action Taken / Status	Timeline
1	<b>Online Harmonized Client Satisfaction Measurement (CSM)</b>	The Online Harmonized CSM tracks the customer experience of the government offices' clients – internal and external. The facilitation of the CSM is in compliance with the requirement of R.A. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.	The feedback form was originated from ARTA and was converted to an online survey by the MIS/GIS Department for easy tracking, contactless transaction and part of ease of doing business.	Implemented last September 2023 by the Strategy and Corporate Management Department – Management Systems Improvement Division (SCMD-MISD)
2	<b>Records Management Information System (RMIS)</b>	A record-keeping system to track, store, and arrange documentation of the offices. It helps offices on risk management, regulatory compliance, and information governance by managing records from the time of creation until disposal.	<p>The MIS/GIS Department conducted an orientation last 28 Dec 2023 to CIAC Administrative Assistants for the implementation of the system on 02 January 2024.</p> <p>Deployment of Table Top Scanners to CIAC Departments.</p> <p>Updated the system to reflect changes (users and departments) due to the implementation of the new Organizational Structure and Staffing Pattern (OSSP)</p>	<p>28 December 2023</p> <p>2<sup>nd</sup>-3<sup>rd</sup> week of December 2023</p> <p>3<sup>rd</sup>-4<sup>th</sup> week of December 2023</p>




	Digitalization Initiatives / Digital Transformation	Description	Action Taken / Status	Timeline
3	<b>MIS Help Desk Enhancement</b>	An online filing system/tool that helps the MIS/GIS Department in managing customer service-related problems and of maintaining track of user requests.	<p>The system was updated due to the changes brought by the CIAC Reorganization/New OSSP (updating of departments and employees).</p> <p>The MIS/GIS Department conducted an orientation last 28 Dec 2023 to CIAC Administrative Assistants for the implementation of the system on 02 January 2024.</p>	<p>3<sup>rd</sup>-4<sup>th</sup> week of December 2023</p> <p>28 December 2023</p>
4	<b>CIAC Email Upgrade and Migration</b>	Transition to a cloud-based email service which will benefit the CIAC's mode of communication with its internal and external clients.	<p>The CIAC switched to a cloud-based email system replacing CIAC's 18-years open-source email system.</p> <p>Acquired the Microsoft 365 License last December 2023.</p>	1 <sup>st</sup> week of January 2024

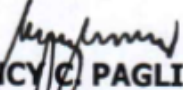
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