DICT
DEPARTMENT OF INFORMATION AND COMMUNICATIONS TECHNOLOGY

IBPAP®
IT & Business Process Association
PHILIPPINES

digital cities 2025

digitalcitiesph™ roadmap

TACLOBAN CITY

→ A Digital Industries Guide to Invest in Tacloban City

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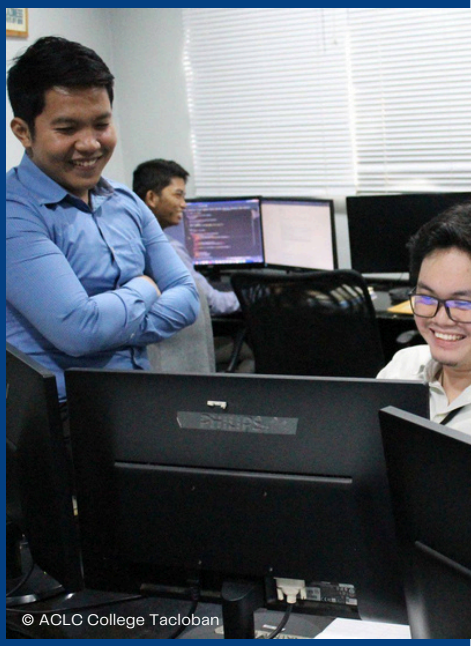

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Executive Summary

More than an international case study on resiliency, having risen from the ruins and debris of the tragedy that is Supertyphoon Yolanda, Tacloban City, which serves as the strategic link between the islands of Leyte and Samar, has defied all challenges to solidify itself as the premier commerce, trade, investment, and services hub of Eastern Visayas, with continued growth that is bound on its role as the main transport gateway to other key areas including Manila, Cebu, and Davao.

Moving forward, the city looks to capitalize on the rich pool of talent produced by colleges, schools, and training institutions to catalyze a major development of the IT-BPM sector in the region. The immediate objective is to kindle an atmosphere that would encourage skilled and enterprising graduates to devote their productivity locally, which will reverse the mass siphoning of manpower towards the metro cities.

The primary component is to establish a decentralized system of Knowledge, Innovation, Science, and Technology (KIST) Parks throughout the city's growth nodes, with particular emphasis on the Tacloban North district which is touted as a new township high in potential and capacity for further development. The city is already in an advantageous position for investment because of competitive costs across vital factors such as land, power, water, and human resources. It also looks to improve the connectivity infrastructure by working closely with telecommunications companies already active locally such as Globe and PLDT, and by attracting further competition to stimulate privately-led development.

On the qualitative side, the number and quality of graduates in three areas of education (senior high school, technical-vocational, and college) will be continuously upgraded by replicating the best practices of the two IT Centers of Development with the end goal of having ten colleges offer IT and IT-related programs, and all senior high schools and technical-vocational training center offer ICT tracks that over the near term can cumulatively generate 12,000 skilled and technically-adept individuals annually.

The State of the Philippine IT-BPM Industry

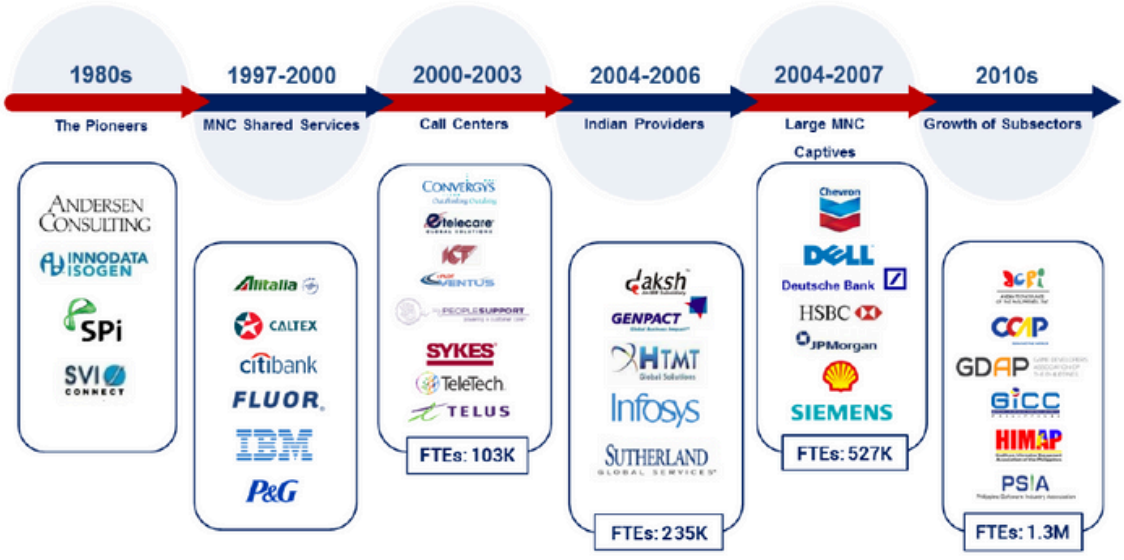
The Philippines is a top tier destination for Information Technology – Business Process Management (IT-BPM) services, and is counted among the leaders in the market. In a span of four decades, the sector has achieved significant growth and progress, in terms of expanding its share of the global market. Today, it is the number one destination for voice-related services, and rapidly growing its capability and potential to offer non-voice BPM and IT services to an increasingly broader set of clients worldwide. The Philippine IT-BPM sector has grown rapidly with a potential market revenue growth of 5.5% and headcount growth of 5.0% per annum from 2020 to 2022.

History

The Philippine IT-BPM industry started as early as the 1980s with companies like Andersen Consulting and Innodata providing software development and document processing services. In the next decade, multinational corporations like Citibank and Procter & Gamble set up their back office operations in the Philippines to support their operations in the US.

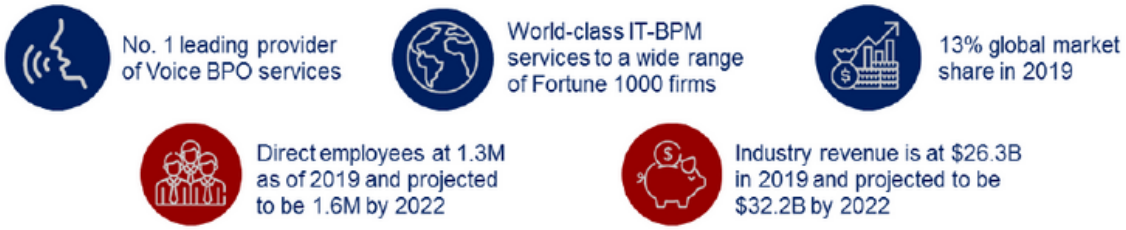
The new decade saw the entry of the major call center outsourcing companies like Sykes and Convergys. This was the start of a massive growth trajectory over the next ten years, with the major providers from India also joining the fray.

The start of the millennium also saw the different subsectors growing such that each started organizing themselves into their own organizations, following the lead of the software subsector.



The IT-BPM Subsectors

Since 2010, the Philippines has been the leading voice BPM services provider surpassing all other markets. Today, the industry has proven its ability to evolve by expanding to multi-tower and higher-value services that have attracted investors and locators globally. Offering more complex and digitally-enabled non-voice services, the Philippine IT-BPM industry has transformed into an omnichannel delivery model and continues to provide niche business process services to various industries.



The Philippines offers a diverse range of services to global buyers beyond its traditional strength in voice-based services: contact center and BPO, IT services, health information management services, animation and game development services, and global in-house centers.

These subsectors are organized under their respective organizations:

- Animation Council of the Philippines (ACPI)
- Contact Center Association of the Philippines (CCAP)
- Game Developers Association of the Philippines (GDAP)
- Global In-House Center Council (GICC)
- Healthcare Information Management Association of the Philippines (HIMAP)
- Philippine Software Industry Association (PSIA)

All these organizations fall under the umbrella of the Information Technology and Business Process Association of the Philippines or IBPAP.

The Philippine Advantage

The success of the IT-BPM industry is the result of several factors:

- Robust and diverse talent – the Philippines has a 95% literacy rate, with most people able to speak in English. More than 50% of the population is between the ages of 15 and 49. They possess good communication skills and a high service orientation, characteristics vital to success in the industry.

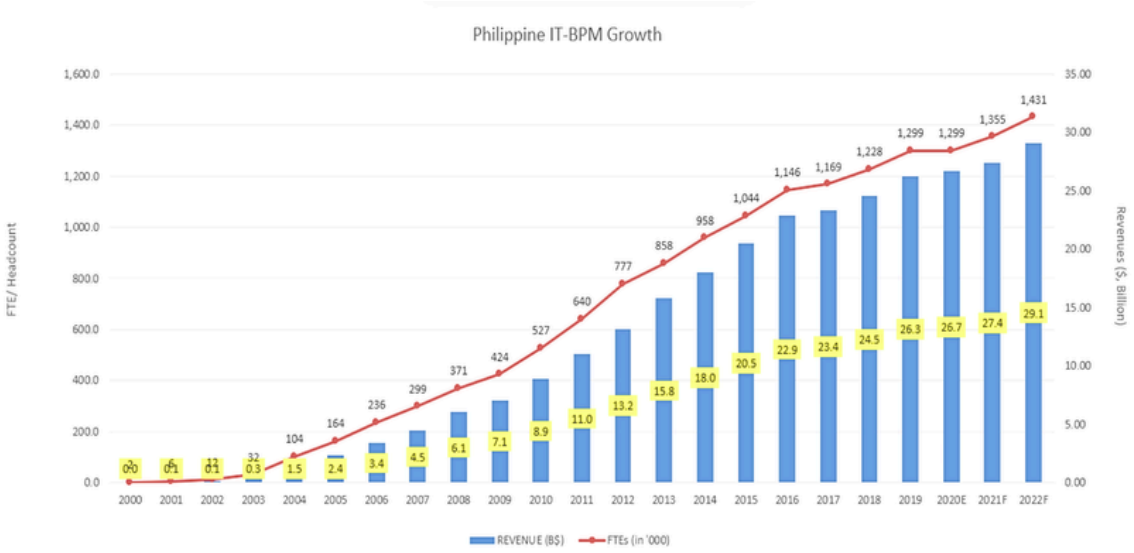
- Cost competitive – the Philippines provides high-quality talent at very competitive rates.

- Expanding infrastructure – the availability of IT parks has helped IT-BPM companies expand very quickly. In addition, the Digital Cities program (and prior to this, the Next Wave Cities program) has helped cities outside the National Capital Region to develop and attract IT-BPM locators.

- Strong linkages with the government, the academe, and industry – through the leadership of IBPAP, the industry has maintained a close working relationship with its partners. The government has been supportive in providing fiscal incentives to investors. IBPAP is working closely with the academe to help bridge any skills gaps that may exist.

- Leading in voice capabilities and growing in IT and non-voice business processing.

Economic Impact



The Philippine IT-BPM industry has shown tremendous gains in the last 15 years. From revenues of US$3.45B in 2006, the industry is forecasted to contribute US$29.11B to the economy by 2022. This represents about 8% of the country's gross domestic product (GDP).

More significantly, the industry has grown from 236,000 full time employees in 2006 to a forecasted employment of 1.432 million in 2022.

Biggest generator of jobs with 1.3 million direct jobs and 4.2 million indirect jobs

Significant contributor to the local economy with US$ 26.3 billion in revenues (with 13% global share)

Advocate of countryside development with 345K jobs in over 20 provinces

Enabler of support industries

- Food: PHP 138 Billion
- Banking: PHP 87 Billion
- Real Estate: PHP 74 Billion
- Hospitality: PHP 64 Billion
- Transportation: PHP 54 Billion
- Other Industries: 550 Billion

Aside from its direct employment of 1.3 million (as of 2019), the industry also generated about 4.2 million indirect jobs. The industry works 24 hours a day, 7 days a week and as such, required support industries like transportation and food services on a full time basis. This accounts for the additional jobs created by the industry.

The industry, in partnership with the Department of Information and Communications Technology (DICT), is a strong advocate of providing jobs in the countryside. The Next Wave Cities program has so far generated 345,000 jobs outside the National Capital Region. With the Digital Cities Program, the industry is aspiring to grow the countryside contribution to about 30% of total employment.

Government Partnership and Support

The IT-BPM industry has been working closely with, and gaining support given by government agencies such as:

- Department of Labor and Employment (DOLE)
- Department of Education (DepEd)
- Department of Transportation (DOTr)
- Department of Tourism (DOT)
- Commission on Higher Education (CHEd)
- Department of Trade and Industry (DTI)
- Department of Science and Technology (DOST)
- National Economic Development Authority (NEDA)
- Department of Public Works and Highways (DPWH)
- Department of Interior and Local Government (DILG)
- Technical Education and Skills Development Authority (TESDA)
- Philippine Economic Zone Authority (PEZA)

The Philippines continues to make considerable progress in the areas of ease of doing business and country competitiveness. For the next phase of IT-BPM, the Philippines will see joint initiatives for talent attraction and development, country marketing, policy shaping, and inclusive growth.

The Digital Cities Program

The Department of Information and Communications Technology (DICT), together with the IT and Business Process Association of the Philippines (IBPAP) and Leechiu Property Consultants (LPC), has been advocating for inclusive growth and development around the Philippines through the Next Wave Cities™ program since its inception in 2009.

In 2018, with the help of the National ICT Confederation of the Philippines (NICP), DICT and IBPAP rebranded Next Wave Cities into Digital Cities as a response to the findings of research firm Tholons when it comes to innovation, the startup ecosystem, and digital transformation.

The digitalcities PH Portal was also launched that year with the goal of providing current and prospective locators with a comprehensive overview of the investment landscape and offer them strategic insights on cities and municipalities across the country.

In 2020, DICT, IBPAP, and LPC launched Digital Cities 2025 to further highlight the value of countryside development and the capability of key locations outside Metro Manila to become thriving business districts and viable investment hubs for IT-BPM services. These Digital Cities will hopefully motivate existing players to expand beyond the National Capital Region and encourage new ones to set up shop in the Philippines.

The Digital Cities 2025 Scorecard

The Digital Cities scorecard is a four-point evaluation system that assesses possible IT-BPM locations against factors that make a city attractive to investors and locators. These four factors are: talent availability, infrastructure, cost-effectiveness, and business environment.

The criteria used to measure talent availability include number of graduates of higher education, senior high, and technical vocational courses within a 25-kilometer radius of the location's center; presence of educational institutions deemed as Centers of Excellence (COEs) or Centers of Development (CODs); and the location's share in the region's pool of professionals—an indicator of talent density.

Considerations for infrastructure were: expanse of commercial real estate; accessibility by air, land, and sea; capacity of the power and telecommunications grid; number of hotels and other accommodations; presence of major shopping malls; sufficient health facilities; and quality of road networks.

For cost-effectiveness, the scores were based on: wage, power, and rental rates.

Lastly, the following were taken into account for business environment: availability of PEZA IT Ecozones; existence of a local ICT Council; scope of the IT-BPM industry's footprint; vulnerability to natural disturbances; as well as security issues like travel advisories and crime rates.

The "ideal" Digital City, one that would score 100 percent, would require to meet the following parameters (by importance per metric):

Talent

- Over 12,000 higher education graduates a year
- Over 14,000 higher education enrollees a year
- Over 90% regional employment rate
- More than 4 Centers of Excellence or Centers of Development
- Over 12,000 senior high graduates a year
- Over 8,000 technical vocational course graduates a year

Infrastructure

- Availability of commercial real estate
- Distance of 0-5 km of air, land, and sea terminals from the city hall
- Digital Fiber Optic Network
- Grade AAA Power Infrastructure
- Availability of DOT-accredited hotels and other accommodations

Cost

- Competitive rates relative to existing minimum wage guidance for the location
- Less than PHP 300 per sqm/month of commercial real estate rental
- Less than PHP 5.00 per kwh of commercial power rates
- Less than PHP 10.00 per cu.m of commercial water rates

Business Environment

- Presence of PEZA IT Ecozones
- Presence of ICT Councils
- Presence of IT-BPM company or workforce
- Very low vulnerability to natural disturbances
- Zero travel advisories issued against the city

By category, the talent-related metrics make up 40% of the weighted scores, infrastructure-related metrics 30%, cost-related metrics 10%, and business environment 20%. The scores for each Digital City reflect how close or far it is from the ideal scenario based on predetermined points and weights for each metric. As much as possible, only the latest data from single, credible sources are used to determine the score for each metric for all Digital Cities.

BACKGROUND

Why Tacloban?

Tacloban City, as the regional capital of Eastern Visayas, showcases a remarkable asset in the IT-BPM industry: talent. Information technology has long been a cornerstone program of the education sector in the region, not only in academic tertiary institutions but also in the basic Senior High School and technical-vocational areas, together producing tens of thousands of graduates who, faced with no local opportunity, are forced to migrate to mainstream IT-BPM metro cities.

Coupled with its advantages in terms of real estate and human resources cost and a highly adaptive system of supportive infrastructure such as telecommunications and power, Tacloban City is bannered as a prime location for IT-BPM companies who aim to garner immediate gains on its competitors while simultaneously gearing up for long-term sustainability and profitability.

Establishments that wish to set up operations in the Central Business District will find the mixed-use zoning appropriate for employee housing. Rental rates on land and cost of living are also lower compared to Manila, Davao, Cebu, and Iloilo. The transport infrastructure is also robust with 24/7 service provided by PUVs and tricycles and the DZR Airport and two bus terminals providing diverse options for inter-LGU and inter-region travel. The entire grid is supported by the highly compliant and effective Leyte II Electric Cooperative.

The viability of the city for IT-BPM is already being enjoyed by 16 establishments, a mere speck compared to the true capacity of the locale. Tools such as the Public Employment Information System is at hand to help prospective employers discover individuals who can match their need skillset and expertise.

Within a span of 10 years, the city pledges to develop a decentralized system of Knowledge, Innovation, Science, and Technology (KIST) Parks in the growth nodes scattered across the city, with focus on the emerging Tacloban North district.

© CSWDO Tacloban

ICT SCALA, a basic programming course provided by the City Government

Talent

Region 8 - EASTERN VISAYAS
TACLOBAN CITY

6,032	Tacloban City Graduates of Higher Educational Institutions (HEIs) under CHED (2022)
32,379	Eastern Visayas Graduates of Higher Educational Institutions (HEIs) under CHED (2022)
36,417	Tacloban City Enrollees of Higher Educational Institutions (HEIs) under CHED (2023)
207,625	Eastern Visayas Enrollees of Higher Educational Institutions (HEIs) under CHED (2023)
451	Tacloban City Senior High School Graduates of Technical-Vocational Learning/ICT track under DepEd (2022)
6,757	Eastern Visayas Technical-Vocational Graduates under TESDA (2022)

Tacloban City stands as a beacon of IT-BPM potential, driven by several key strengths that make it attractive for talents and businesses alike. As the regional center for education, spurred by the presence of three SUCs—Leyte Normal University, Eastern Visayas State University, and University of the Philippines Tacloban College—along with other PHEIs, it has a constant supply of a well-educated workforce.

The diversity of courses offered is a significant asset that can cater to the varied demands of the IT-BPM sector. With the six HEIs (three SUCs and three private HEIs) offering BSIT, BSCS, and BSCE degree programs, including Asian Development Foundation College as a Center of Development for Information Technology, the city boasts a pool of graduates well-versed in IT and other related skills.

Talent

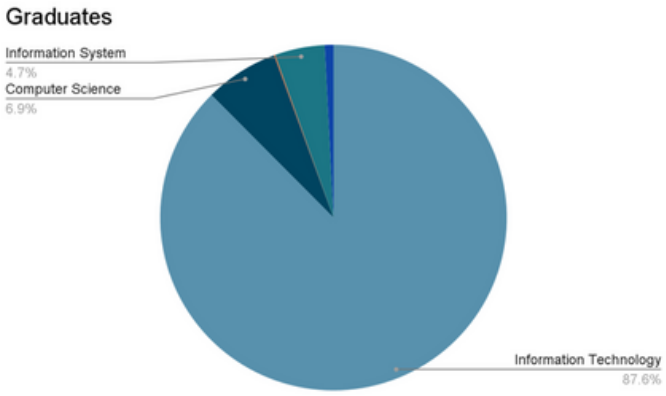
Region 8 - EASTERN VISAYAS
TACLOBAN CITY

226

Tacloban City College Graduates of IT Education Programs under CHED (2022)

2,051

Eastern Visayas College Graduates of IT Education Programs under CHED (2022)



Tacloban City is also enriched by a multicultural environment, with graduates fluent in English, Waray-waray, Cebuano, Tagalog, and other languages. This linguistic diversity is an advantage in the IT-BPM sector, enhancing communication and understanding in a globalized market.

Moreover, the city houses the TESDA Regional and Provincial Training Centers, providing avenues for specialized skill training. The city's accessible database through the Public Employment Information System streamlines the job-matching process, fostering efficient connections between employers and skilled talents.

As of October 2022, the city has an employment rate of 97%, which translates to 2.03 million employed workers out of the 2.09 million people in Region 8's labor force.

JobStart Philippines (JSP) Program, a job enhancement and facilitation program of the City Government in partnership with DOLE

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Talent

Despite these strengths, Tacloban City acknowledges its weakness in the talent landscape. IT-BPM jobs remain hard to fill, calling for strategic interventions. Limited academe-industry partnerships hinder the transition of graduates into the workforce. The absence of databases profiling skilled graduates and the lack of organized IT-BPM professional entities further underscore the city's weakness.

However, the city can take advantage of a number of opportunities to strengthen its talent ecosystem. Tacloban City can tap into its large population, which provides a vast pool of individuals available for specialized skills training, that will address the specific needs of employers, making job seekers more competitive. The city, as a prime destination for employment-driven migration, attracts a number of professionals in the region seeking promising careers.

Sixteen IT-BPM corporations and establishments have found a home in the city, and relocation incentives coupled with an emergent work-from-home culture further enhance the allure of working in the IT-BPM sector. Embracing the emerging work-from-home culture will not only cater to the changing work dynamics but also attract remote workers to the city.

Yet, competitive employment packages from nearby metropolitan cities and abroad pose a significant threat. Strengthening the city's competitive edge in terms of employment packages and benefits will help retain talent and attract professionals, countering the allure of rival cities.

Tacloban City has the potential to have a vibrant IT-BPM landscape, marked by its diverse educational offerings, multicultural workforce, and promising opportunities. By aligning academe-industry needs, investing in specialized skills training, and strengthening its competitive edge, the city can become a leading hub of the IT-BPM industry, overcome challenges, and thrive in the evolving digital landscape.

Senior High School Education

Under the K-12 framework, senior high school students complete their basic education by ensuring graduates well-equipped for work, entrepreneurship, or higher education. Senior high school students can choose from three tracks: Academic, Technical-Vocational-Livelihood, and Sports and Arts. In Tacloban City, there are four ICT Strand under the Technical Vocational Livelihood Track, producing 451 senior high graduates in 2022.

A. Computer System Servicing

Preparing senior high graduates equipped with the required skills to install, maintain, and repair computer systems and networks, ensuring business and institutions operate seamlessly in the digital landscape.

B. Computer Programming

Preparing senior high graduates equipped with advanced skills in computer systems, programming, creating web pages, and basic animation, propelling technological advancements in diverse sectors.

C. Animation

Preparing senior high school graduates equipped with visual creativity through sketches, drawings, and other visual media using computer technological enhancements, producing captivating visuals for entertainment, education, and various industries.

C. Medical Transcription/ Contact Center Services

Preparing senior high school graduates equipped with the required skill in medical transcription, ensuring precise medical documentation. Simultaneously, they are adept in contact center services, delivering efficient customer support in the digital domain.

These senior high graduates emerged from the following public and private institutions in the city:

Public Schools

- Leyte National High School
- San Jose National High School
- Sto. Niño Senior High School

Private Schools

- ABE International College of Business and Economics
- ACLC College of Tacloban
- Colegio De La Salle Fondation De Tacloban Inc.
- Holy Virgin of Salvacion School, Inc.
- JE Mondejar Computer College, Inc.
- St. Therese Educational Foundation of Tacloban, Inc.
- TIE-Tacloban Institute of Electronics, Inc.

Technical Vocational Education

The Technical Education and Skills Development Authority (TESDA) sets direction, promulgates relevant standards, and implements programs geared towards a quality-assured and inclusive technical education, skills development, and certification system. TESDA is mandated to carry out direct technical education and skills training activities supported by its TESD sector, providing opportunities for human capital investment for inclusive growth through its top-notch training programs and services.

In Eastern Visayas, TESDA 8 oversees technical vocational education and training in the region. The office sets the direction, establishes standards, and implements programs to ensure quality and inclusive technical education and skills development in the region. Tacloban City houses the TESDA Regional and Provincial Training Centers, providing avenues for specialized skill training.

In 2022, TESDA 8 produced a total of 6,645 graduates in supervised training centers under the following IT-related programs:

1. Computer Systems Servicing NC II - 181
2. Web Designing and Programming - 125
3. Contact Center Services NC II - 3,532
4. Creative Web Design - 970
5. Diploma in IT - 263
6. Diploma in Web Applications Development - 249
7. Telecom OSP Installation NC II - 235
8. 3D Animation NC III - 11
9. Computer Application Software - 165
10. Configuration and Performance Testing of Network Services - 377
11. Empowerment Technology - 120
12. Media and Information Literacy - 120
13. Performing Computer Operations - 65
14. Programming Application Software - 120
15. Set-up User Access - 112

© TESDA Regional Training Center

© TESDA 8

University of the Philippines Tacloban College

Established as a regional unit under the UP System on 23 May 1973, the University of the Philippines Visayas Tacloban College (UPVTC) was initially known as the University of the Philippines at Tacloban.

In 1986, the unit was put under the administrative supervision of UP in the Visayas, along with three other satellite campuses, namely, Miag-ao campus, Iloilo City campus, and Cebu College. The unit then became known as UP in the Visayas Tacloban College (UPVTC). When the name 'UP in the Visayas' was changed to 'UP Visayas,' UPVTC's name was changed to UP Visayas Tacloban College.

A new campus is planned to be constructed in Barangay Santa Elena, which is in Tacloban North.

On April 17, 2023, during his opening remarks at the Climate Talks Philippines forum at the UP Tacloban Multi-Purpose Building, UP President Angelo A. Jimenez announced the approval of the Presidential Advisory Council (PAC) to elevate UP Tacloban as an autonomous college of the UP System. In its 1380th meeting, held on 27 April 2023, the UP Board of Regents approved the elevation of UP Tacloban College from being one of the campuses of UP Visayas to an autonomous unit of the University under the Office of the UP President.

Through the years, the College has endeavored to offer degree programs that are relevant to the needs of Eastern Visayas. The current degree program offerings include eight undergraduate programs and two graduate programs.

University of the Philippines Tacloban College

UPTC Undergraduate Programs

Division of Humanities	BA Communication Arts
Division of Social Sciences	BA (Economics)
	BA Psychology
	BA (Social Sciences) Political Science
Division of Natural Sciences and Mathematics	BS Biology
	BS Computer Science
	BS Applied Mathematics
Division of Management	BS Accountancy
	BS Management

UPTC Graduate Programs

Division	Academic Program
Division of Natural Sciences and Mathematics	MS Environmental Science (with specialization in Coastal Resource Management)
Division of Management	Master of Management (with specialization in Business Management and Public Management)

Eastern Visayas State University

The Eastern Visayas State University had its humble beginnings in 1907, as a part of the Provincial school. It became a separate educational entity in 1915 and was renamed as the Leyte Trade School funded by the Provincial government. In 1953, after thirty-eight years, it was renamed as the National Provincial Trade School by virtue of R.A. 406 funded jointly by the National and Provincial Government to cover a wider curricular area.

In 1961, the Congress of the Philippines passed Republic Act 1516 converting it into the Leyte Regional Arts and Trades and authorizing it to become a training institution, for vocational and industrial education in Eastern Visayas. Finally, Republic Act 4572 enacted by the congress of the Philippines which took effect in the school year 1965-1966 further converting the school into a chartered college. It was renamed the Leyte Institute of Technology, an institute of higher learning committed to the service of a larger academic area of responsibility.

For SY 1999-2000, LIT has its satellite campus, the Ormoc satellite Campus. In 1999, pursuant to the provisions of RA 7722, 8292 and 8745 and Board Resolutions No. 59, Series of 1999, two CHED Supervised institutions (CSIs) in Leyte, namely the Leyte College of Arts and Trades and the Burauen Polytechnic College were integrated to LIT. The LIT Dulag Campus started in SY 2000-2001. The Carigara School of Fisheries was integrated to LIT, the second phase of CSIs institution to SUCs.

In 2002-2003, LIT had continued accomplishing its significant role and responsibility to the people in the region. The introduction of new programs, technological and business, the realignment of courses, and high-passing percentage of the engineering and other professional programs established a great challenge and gigantic responsibility to the institution.

Finally, in 2004, Republic Act 9311 converted the Leyte Institute of Technology, into Eastern Visayas State University, a challenge to serve Eastern Visayas, through academic excellence and technological development.

Eastern Visayas State University

EVSU Undergraduate Programs

College	Academic Program
College of Architecture and Allied Discipline	Bachelor of Science in Architecture (BSAr) Bachelor of Science in Interior Design (BSID)
College of Arts and Sciences	Bachelor of Science in Economics Batsilyer ng Sining sa Filipino Bachelor of Arts in English Language (BAEL) Bachelor of Science in Mathematics (BSMath) Bachelor of Science in Environmental Science (BSES) Bachelor of Science in Chemistry (BSChem) Bachelor of Science in Statistics (BSStat)
College of Business and Entrepreneurship	Bachelor of Science in Entrepreneurship (BSE) Bachelor of Science in Office Administration (BSOA) Bachelor of Science in Accountancy (BSA) Bachelor of Science in Marketing (BSM)
College of Education	Bachelor of Secondary Education (BSEd) major in: *Mathematics* *Science* Bachelor of Culture & Arts Education (BCAEd) Bachelor of Physical Education (BPEd) Bachelor in Elementary Education (BEED) Bachelor of Technical-Vocational Teacher Education (BTVTEd) major in: *Food and Service Management (FSM)* *Civil and Construction* *Automotive Technology (AT)* *Electrical Technology (ET)* *Garments, Fashion & Design (GFD)* *Heating, Ventilating, Air-Conditioning and Refrigeration Technology* Bachelor of Technology & Livelihood Education (BTLEd) major in: *Industrial Arts (IA)* *Home Economics (HE)* Diploma in Teaching Secondary (DTS)

Eastern Visayas State University

EVSU Undergraduate Programs

College	Academic Program
College of Engineering	Bachelor of Science in Chemical Engineering (BSChE) Bachelor of Science in Civil Engineering (BSCE) Bachelor of Science in Electrical Engineering (BSEE) **Bachelor of Science in Electronics Engineering (BSECE)** Bachelor of Science in Geodetic Engineering (BSGE) Bachelor of Science in Mechanical Engineering (BSME) Bachelor of Science in Industrial Engineering (BSIE) **Bachelor of Science in Information Technology (BSIT)**
College of Technology	Bachelor of Science in Hospitality Management (BSHM) Bachelor of Science in Nutrition & Dietetics (BSND) Bachelor of Science in Industrial Technology with major in: Civil Construction Clothing and Fashion Design Graphics Arts and Printing Refrigeration Air Conditioning Electricity Culinary Arts Electronics Bachelor of Science in Mechanical Technology with major in: Automotive Metallurgy Machine Shop Welding and Fabrication

Eastern Visayas State University

EVSU Graduate Programs

Program	Specialization
Doctorate Programs	Doctor in Management Technology (DMT) majors in: Business Management Public Resource Management Doctor in Philosophy (Ph.D.) with major in: Educational Programs Management
Master's Program	Master of Arts in Education (MAEd) majors in: Administration and Supervision Guidance and Counseling Home Economics Industrial Education Language Instruction Mathematics (Elementary) Mathematics (Secondary) Physical Education Basic Science Education Advanced Science Education Master in Rural Development: Thesis (Plan A) Non-Thesis (Plan B) Master in Engineering Master in Public Resource Management: Thesis (Plan A) Non-Thesis (Plan B) **Master of Science in Information Technology**

EVSU Diploma Program

College	Academic Program
College of Education	Diploma in Teaching Secondary (DTS)

Leyte Normal University

Leyte Normal University (also abbreviated as LNU) is a university in Tacloban City. It is mandated to provide higher professional and special instructions for special purposes and to promote research and extension services, advanced studies, and progressive leadership in education and other related fields. Its campus is situated in Tacloban City.

Sometime in April 1996, the university was proclaimed by the Commission on Higher Education (CHED) as the Center of Excellence for Teacher Education in Region VIII from 1996 to 2001. Then in August 2008, CHED again awarded LNU as Center of Excellence for Teacher Education from 2008 to 2011.

LNU Undergraduate Programs

College	Academic Program
College of Arts and Sciences	Bachelor of Arts in Communication (BA Comm) Bachelor of Arts in Political Science (BAPoS) Bachelor of Arts in English Language (BAEL) Bachelor of Science in Social Work (BSSW) Bachelor of Music in Music Education (BMME) Bachelor of Science in Biology (BS Bio) **Bachelor of Science in Information Technology (BSIT)** Bachelor of Science in Library and Information Science (BLIS)
College of Education	Bachelor of Elementary Education (BEED) Bachelor of Early Childhood Education (BECEd) Bachelor of Special Needs Education (BSNEd) Bachelor of Secondary Education (BSED) Bachelor of Physical Education (BPED) Bachelor of Technology and Livelihood Education (BTLEd) Teacber Certificate Program (TCP)
College of Management and Entrepreneurship	Bachelor of Science in Hospitality Management (BSHM) Bachelor of Science in Tourism Management (BSTM) Bachelor of Science in Entrepreneurship (BS Entrep)

Leyte Normal University

LNU Graduate Programs

Programs	Specialization
Doctoral Programs	Doctor of Education (Educational Administration) Doctor of Arts (Language Teaching) Doctor of Philosophy (Social Science Research) Doctor of Management (Human Resource Management)
Thesis Master's Programs	Master of Arts in Teaching (Language Teaching) Master of Arts in Teaching (Reading) Master of Arts in Teaching (Elementary Mathematics) Master of Arts in Teaching (Natural Science) Master of Arts in Teaching (Social Science) Master of Arts in Teaching (Filipino) Master of Arts in Education (Mathematics) Master of Arts in Education (Educational Management) Master of Arts (Pre-Elementary Education) Master in Physical Education Master of Social Work **Master of Science in Information Technology**
Non-Thesis Master's Programs	Master in Education (Elementary Mathematics) Master in Education (Mathematics) Master of Arts (Special Education) Master in English Master in Management **Master in Information Technology** Master of Biology

Proposed upgrading of the DZR Airport into an international airport

© Fuentebella Architects

Infrastructure

Tacloban City boasts several key strengths in terms of infrastructure that make it an appealing location for businesses. The mixed-use central business district facilitates the establishment of mass housing, ensuring proximity between workplaces and residences. The city benefits from a stable power supply, with LEYECO II's green rating by the National Electrification Administration, signifying exceptional performance. Stable power supply with adequate redundancy and the presence of all major telecommunications companies ensure reliable services for businesses.

© LEYECO II

The city's accessibility to other Metro cities through land, sea, and air transportation networks further enhances the city's geographical appeal. Its robust intra-city and inter-LGU public transportation system, along with regular island routes via motor bancas, ensures seamless connectivity within the city and across Eastern Visayas. Key transportation hubs are conveniently located near the central business district, enhancing logistical efficiency. In addition, Tacloban City has a well-established disaster and emergency infrastructure, ensuring safety and security of residents and businesses.

However, the city does face some weaknesses that need attention. The water infrastructure is underdeveloped, impacting the availability of clean water in certain areas. Scheduled power interruptions as part of the stride to develop better power infrastructure pose short-term disruptions and require reliable stop-gap power solutions. Internet connectivity, in comparison to other metro cities, needs improvement. In addition, ICT and telecommunications infrastructure in Tacloban North are still in the early stages of development. Urban road networks also require further expansion and regulation, and public transport services do not operate 24/7. Lastly, there is a lack of facilities for ICT development.

Looking forward, Tacloban can seize opportunities for its infrastructure component. The availability of multiple telecommunications service providers offers the potential for improved connectivity. The untapped real estate market in the Northern area presents an opportunity for targeted development initiatives. Moreover, the development of additional road networks and the upgrading of Tacloban Airport into an international one can significantly enhance the city's connectivity and accessibility.

Tacloban City's infrastructure is susceptible to natural hazards. The central business district and other lots in the city are particularly vulnerable to typhoons, floods, liquefaction, storm surges, tsunamis, and ground shaking, posing a significant threat to existing infrastructure. To secure its infrastructure, Tacloban City should continue to invest in climate change mitigation and adaptation measures and infrastructure to prepare for the threats posed by its location.

There are 182 active cell sites in Tacloban City as of 2022

Tacloban Cargo Port

© HJ Hubilla Photography

Tabuan National Highway, the southern gateway to the city, and a major growth node

© HJ Hubilla Photography

Business Environment

Tacloban City boasts several key strengths that position it favorably as a prime location for businesses. The presence of a one-stop-shop for processing permits and competitive wages streamlines the process of starting and operating businesses. One of the city's major assets in the business environment is its competitive wage structure in comparison to other metropolitan cities, which attracts human capital.

As a regional hub of trade, commerce, and social services, Tacloban City is also the gateway to Eastern Visayas, drawing in a number of commercial, industrial, and government entities. The presence of institutional ICT components, including the Information and Communication Technology (ICT) Board and Management and Information Information (MIS) Office, highlights the city's commitment to technological advancements.

Furthermore, the efficiency of the local Philippine National Police contributes to the low crime rate, fostering a safe environment for businesses. In addition, the City Investment and Incentives Code provides fiscal incentives, encouraging businesses and start-ups to thrive.

However, Tacloban City does face certain weaknesses that require attention for sustained growth. Traffic congestion poses a challenge during rush hours, posing a hurdle to efficient mobility. The lack of adequate parking spaces in the commercial business district further contributes to the issue. Additionally, water insufficiency during peak hours in certain areas is a concern. The absence of Philippine Economic Zone Authority (PEZA) Zone is also a limitation.

Despite these challenges, Tacloban City holds promising opportunities for further development. The efforts of the Tacloban ICT Council in finalizing the location of an IT Park and the potential establishment of a Knowledge, Innovation, Science, and Technology Park (KIST) offer the potential to attract technology-focused businesses and foster innovation. Ongoing grants, particularly under the Technology for Economic Development Program (Tech4ED), support local communities by providing IT Equipment, enhancing digital literacy and empowering residents.

To safeguard its growth prospects, Tacloban City needs to address the threats it faces. The city's geographical location exposes it to natural hazards (typhoon, storm surge, flooding, tsunami, rain-induced landslide, earthquake-induced landslide, ground shaking, liquefaction). Preparing for the recurrent risk of natural disasters is essential, and the city should continue to invest in disaster-resilient buildings, early warning systems, and comprehensive disaster preparedness and response mechanisms.

By capitalizing on its strengths, addressing weaknesses, seizing opportunities, and preparing for threats, Tacloban City can solidify its advantage as an attractive location for businesses. Through proactive measures and collaborative efforts, the city can continue to foster a thriving business environment for the next four years and beyond.

Number of IT-BPM Companies	16 (BPLD, 2022) 1. ACTRAN TeleCom Solutions, Inc. 2. Avril Labs Software Development Services 3. Boldr PH, Inc. 4. Chadori Virtual Game Development Services 5. Choose Coffee or Code, Inc. 6. Ethos Innovations, Inc. 7. Gathakad Information Services 8. IFTP IT Solutions 9. Intechsive Software Development 10. Mancao E-Connect Business Solutions 11. MMC Tele Solutions, Inc. 12. Optixor, Inc. 13. PRM Hub Solutions Corporation 14. SciBiz Informatics 15. TelMo Solutions 16. Virtual Staffing Solutions OPC
Vulnerability to Natural Disturbances	8 (typhoon, storm surge, flooding, tsunami, rain-induced landslide, earthquake-induced landslide, ground shaking, liquefaction)

Cost of Doing Business

Tacloban City exhibits an inviting landscape for businesses aiming for a competitive advantage in terms of cost-efficiency. The city boasts low cost of living in terms of housing, food, and basic services compared to other metro cities, not only benefiting residents but also attracting businesses seeking affordable labor costs. Moreover, the city stands out due to the availability of affordable commercial spaces and underpriced real estate options. Accessible spaces are crucial for startups and growing enterprises, which will enable them to invest more in their operations.

Fiscal incentives are provided to both local and foreign business entities under the Tacloban City Investment and Incentive Code, fostering a business-friendly and competitive environment. Moreover, Tacloban City benefits from low provided rates provided by LEYECO II, which are among the lowest among electric cooperatives in Region 8. Similarly, water rates offered by the LMWD/Primewater are significantly lower compared to other metro cities, reducing operational costs for businesses.

However, the city has weaknesses, which the local government unit is committed to addressing in the coming years. Tacloban City is faced with a limited agglomeration of IT-focused industries, leading to relatively high capital costs and low accessibility to technologies. To overcome this challenge, strategic steps are needed to promote local entrepreneurship and encourage the agglomeration of IT-related businesses to lower costs.

In terms of opportunities, Tacloban City possesses opportunities that can further enhance its cost advantages. The city has access to a large pool of low cost, semi-skilled labor available for specialized training. Additionally, available lands in Tacloban North are priced lower than those in the city proper, providing an opportunity for businesses to position themselves strategically. Early positioning in underdeveloped areas, particularly Tacloban North, will also guarantee long-term benefits as investment continues to be poured into the development of a new urban township.

Cost of Doing Business

The city must continue to be proactive in the face of potential threats. Graduates of technology and IT courses are compelled to migrate to Cebu City or opt for online jobs due to the lack of local employment opportunities. With increasing competition from nearby cities, strategies must be taken to retain graduates within the city. Increasing transportation costs and competition driven by the rise and migration to communities far from the city proper pose challenges for businesses seeking cost-effective operations.

Overall, while Tacloban City offers significant cost advantages, addressing its weaknesses and leveraging the available opportunities are crucial. By capitalizing on opportunities such as fostering the growth of technology-focused industries and preparing for potential threats, Tacloban City is positioned as an ideal business destination for cost-effectiveness and a supportive environment for growth.

Minimum Wage Rate per Day

Sector/ Industry	Minimum wage as of Dec 2022	New minimum wage as of Jan 2023
Non- agriculture	Php 350	Php 375
Agriculture	Php 320	Php 345
Retail/ Service:		
Establishment employing 10 workers and below	Php 320	Php 345
Establishments employing 11 workers and above	Php 350	Php 375
Cottage and handicraft	Php 320	Php 345

Satellite Business Permit application.
© CIO Tacloban

Cost of Doing Business

Commercial Real Estate Rates

Commercial Real Estate Rates	Central Business District: Php 30,000/sqm Malls: Php 40,000/month Public stall: Php 1,000/month

Power Rates per kWh

Power Rates per kWh	Commercial: Php 9.8913/kwh Residential: Php 10.1812/kwh (Q1 2023)

Water Rates per Cubic Meter

Water Rates per Cubic Meter	Commercial and Industrial: Php 33.26/cu.m. Residential: Php 16.63/cu.m.

SWOT Analysis: TALENT

Strengths

- Regional center for education with the presence of three big SUCs– Leyte Normal University, Eastern Visayas State University, and University of the Philippines Tacloban College, along with other PHEIs.
- Diversity in courses offered which can support the IT-BPM sector.
- Six HEIs (three SUCs and three private HEIs) offer BSIT, BSCS, and BSCE degree programs, one of which is (Asian Development Foundation College) is a Center of Development for Information Technology.
- TESDA Regional and Provincial Training Centers are situated in the city.
- Graduates fluent in English, Waray-waray–spoken dialect, Cebuano, Tagalog, and other languages, as the city is a melting pot of different cultures and traditions in the region.
- Accessible database of skills, applicant-employer profiles, and employment opportunities through the Public Employment Information System.

Weaknesses

- IT-BPM jobs continue to be a hard-to-fill occupation in the region.
- Limited academe-industry partnership.
- Limited local opportunities for faculty immersion and development.
- No database of graduates with the skills and expertise to work in IT-BPM.
- No inventory of graduates who passed certification examinations.
- Current government internship programs do not deal with improving IT-BPM skills and expertise.
- IT-BPM professionals are not organized or registered with specific agencies.

SWOT Analysis: TALENT

Opportunities

- Large pool of non-specialized individuals available for special skills training.
- Tacloban City is the prime destination for employment-motivated migration in the region.
- 16 IT-BPM corporations and establishments have offices in the city.
- BPOs and other companies incentivize employees to relocate to Tacloban.
- Availability of IT certification examination.
- Increasing number of enrollees and graduates of IT education programs.
- Emerging work-from-home culture.

Threats

- Competitive employment packages from nearby metropolitan cities and abroad.
- Several BPO companies have already established presence in the city, but none in the city proper.

South Transport Terminal

SWOT Analysis: INFRASTRUCTURE

Strengths

- Mixed-use central business district allows the establishment of mass housing for employees close to places of work.
- LEYECO II is rated as green (highest rating for performance) by the National Electrification Administration.
- Stable power supply with adequate redundancy to prevent long-term outages.
- Accessible to Metro cities by land, sea, and air transportation.
    - 13 regular daily flights by Philippine Airlines (PAL), Cebu Pacific (CEB), and AirAsia to Cebu and Manila from 5:00 AM to 8:00 PM.
    - 750 regular intra-city PUVs catering routes to all residential and commercial areas, and approximately 1,500 inter-LGU PUVs catering routes connected to Eastern Visayas transport hubs, Manila, and Davao.
    - 17 motor bancas catering to regular island routes to the Samar islands.
    - Strategic access to transportation hubs (two bus terminals, Tacloban Port and jetty port, and DZR Airport) from the central business district.
- Disaster and emergency infrastructure and systems are well-established.

Weaknesses

- Underdeveloped water infrastructure.
- Continued upgrading of power infrastructure necessitates scheduled power interruptions.
- Internet connectivity is not at par with Metro cities.
- ICT and telecommunications infrastructure in Tacloban North is still underdeveloped.
- Urban road networks in need of further development and regulation.
- Public transport services not operating on a 24/7 basis.
- Lack of facilities for ICT

SWOT Analysis: INFRASTRUCTURE

Opportunities

- Availability of telecommunications service providers and infrastructure.
- Untapped real estate market in the Northern area of the city offers opportunity for targeted development.
- Availability of government lot in the city proper for further development.
- Development of additional road network and upgrading of Tacloban Airport into an international airport.

Threats

- Central business district and other lots in the city proper are susceptible to natural hazards (typhoon, flood, liquefaction, storm surge, tsunami, ground shaking).

Robinsons North Tacloban in Abucay.

SWOT Analysis: BUSINESS ENVIRONMENT

Strengths

- Presence of a One-Stop-Shop for processing permits and licenses
- Competitive wage in relation to other Metro cities.
- Regional hub of trade, commerce, and social services and gateway to Eastern Visayas.
- Presence of regional offices and hubs of commercial and industrial businesses, and government agencies.
- Institutional ICT components (ICT Board, MIS Office) in place.
- High effectiveness of the local Philippine National Police leading to low crime rate and high crime solution efficiency.
- City Investment and Incentives Code provides fiscal incentives for businesses and start-ups.

Weaknesses

- Traffic congestion during rush hours.
- Lack of spaces for parking in the commercial district.
- Water insufficiency in some areas during peak hours.
- Absence of PEZA Zone.

Opportunities

- Location of IT Park and Knowledge, Innovation, Science, and Technology Park (KIST) will be incorporated in subsequent comprehensive planning documents and infrastructure investments.
- Ongoing grant under the Technology for Economic Development Program (Tech4ED) supporting communities through the provision of IT equipment to capacitate local communities.

Threats

- Location of the city makes it susceptible to natural hazards (typhoon, storm surge, flooding, tsunami, rain-induced landslide, earthquake-induced landslide, ground shaking, liquefaction)
- Unregulated business process outsourcing establishments

SWOT Analysis: COST OF DOING BUSINESS

Strengths

- Lower cost of living compared to Metro cities in terms of housing, food, and other basic services.
- Availability of affordable commercial spaces and cost-effective real estate options.
- Fiscal incentives offered under the City Investment and Incentives Code.
- Power rates of LEYECO II are lowest among electric cooperatives in Region 8.
- Water rates of LMWD/Primewater (Php 16 per cubic meter) is significantly lower compared to Metro cities (Manila - Php 35, Cebu - Php 25, Davao - Php 19).

Weaknesses

- Limited agglomeration of IT-focused industries results in relatively high capital cost and low accessibility to technologies.

Opportunities

- Large pool of relatively low cost, semi-skilled labor available for specialized training.
- Available lands in Tacloban North are priced lower than in the city proper; early positioning could lead to long-run benefits because of continued infrastructure investment to transform the area into a new urban township.

Strategic Initiatives: TALENT

CURRENT STATE	OBJECTIVE/ DESIRED STATE	ACTION ITEMS
• 2,082 graduates of BS Information Technology and related programs in Tacloban City in 2022. • 6,645 graduates of BS Information Technology in Region 8 in 2022. • 451 graduates of ICT tracks of Technical-Vocational Learning/Information and Communications Technology track in Tacloban City in 2022.	• Produce 2,500 graduates of BS Information Technology and related programs by 2025 with an annual increase of 5%. • 8,000 graduates of ICT-related technical vocational education programs by 2025 with an annual increase of 5%. • 600 graduates of ICT-related Senior High School tracks with 80% pursuing IT-related programs in Higher Education Institutions by 2025 with an annual increase of 5%.	• Expand the number of schools offering IT-related programs. • Establish a scholarship program for top-level ICT students as means to spur innovation in the local IT-BPM scene. • Initiate a study to determine the actual percentage of graduates of IT-related courses who migrate to other regions or to other fields. • Create attractive employment incentives to negate the necessity of seeking employment in other regions or fields.
The Public Employment Information System (PEIS) is available, but the registration of individuals is only filled voluntarily. Total labor force that may be employed by the IT-BPM industry is not captured.	The Public Information Information System (PEIS) is converted into a mandatory database of unskilled, semi-skilled, skilled, and technical labor which can be referred to by IT-BPM companies and start-ups by 2025.	• Pass legislation for the mandatory skills registration of graduates in the PEIS. • Regularly conduct tracer of graduates of CHED, TESDA, and DEPED-supervised institutions. • Profile IT-BPM establishments to determine their labor needs in terms of skills or specialization.

Strategic Initiatives: TALENT

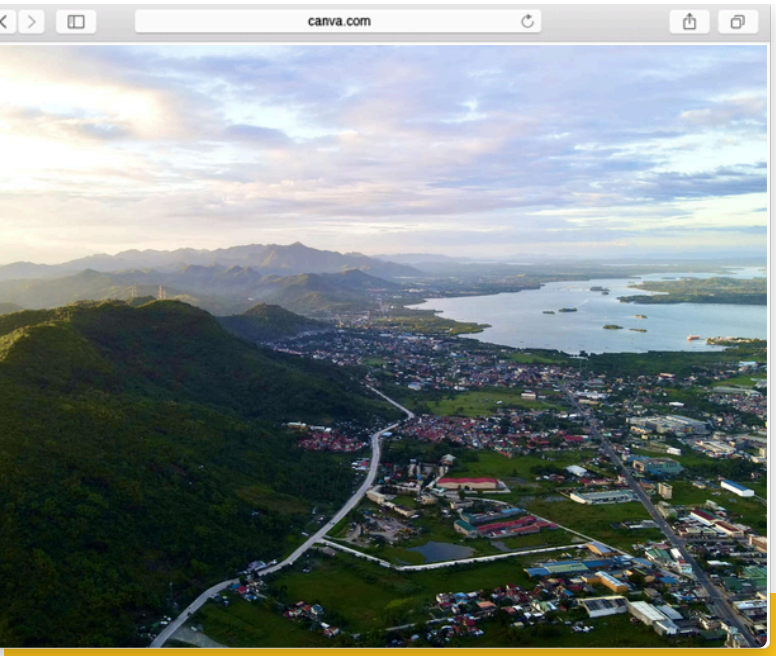
CURRENT STATE	OBJECTIVE/ DESIRED STATE	ACTION ITEMS
• Only six HEIs in Tacloban City out of 17 offer IT-related programs.	• Number HEIs offering IT-related programs increased to 10 by 2028 (annual increase of 1 per year starting 2025, with the rest offering fields of disciplines in support of IT-BPM (management, finance and mathematics, health education, communications). • All schools and training institutions under DEPED and TESDA offer ICT education and technical tracks by 2027.	• Form strong partnership with CHED, TESDA, and DEPED to adapt the curriculum to the needs of IT-BPM establishments. • Conduct regular consultation and inventory with the ICT industry.

Strategic Initiatives:
BUSINESS ENVIRONMENT

CURRENT STATE	OBJECTIVE/ DESIRED STATE	ACTION ITEMS
There is no zone that provides special incentives to the IT-BPM sector, with the added benefit of employment and supply pooling.	Decentralized KIST Parks which will offer special trade incentives to the IT-BPM sector fully-established by 2032.	• Incorporate a KIST Zone in the Comprehensive Land Use Plan by 2025. • Amend the City Investment and Incentives Code to provide more special incentives to the IT-BPM sector by 2024. • Spearhead infrastructure development in the KIST Park with support from national government agencies and the PEZA by 2026. • Encourage suppliers of capital (human and physical) and services to the IT-BPM sector to agglomerate in the KIST Park through special trade incentives in 2027.

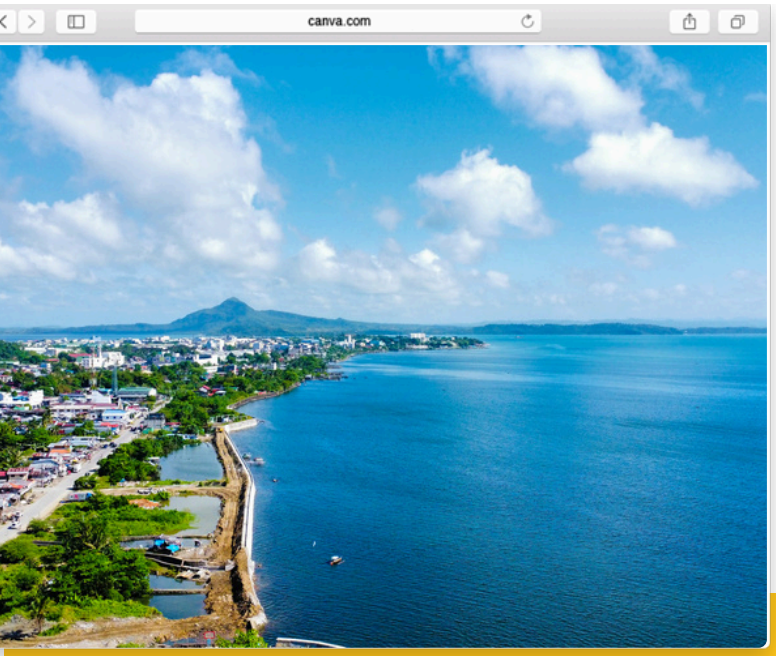
Strategic Initiatives:
INFRASTRUCTURE & COST

CURRENT STATE	OBJECTIVE/ DESIRED STATE	ACTION ITEMS
Internet connectivity is 100 mbps on average, lower compared to Metro cities despite the presence of several telecommunications companies.	Major telecommunications companies established internet infrastructure that can support 10 gbps bandwidth by 2028.	• Overhaul telecommunications infrastructure (remove and replace non-functional telecommunications wiring and towers, upgrade wiring to fiber optics and higher standards) to improve efficiency. • Motivate more telecommunications companies to set up in the city to encourage competition.
Occasional whole-day power interruptions due to repairs of power infrastructure.	Established alternative energy sources by 2026 that can provide continuous power to critical infrastructure if traditional sources are down.	• Develop alternative sources of technology such as solar and wind power. • Establish additional power redundancy to reduce the need for power interruptions whenever construction or repair activities are ongoing.



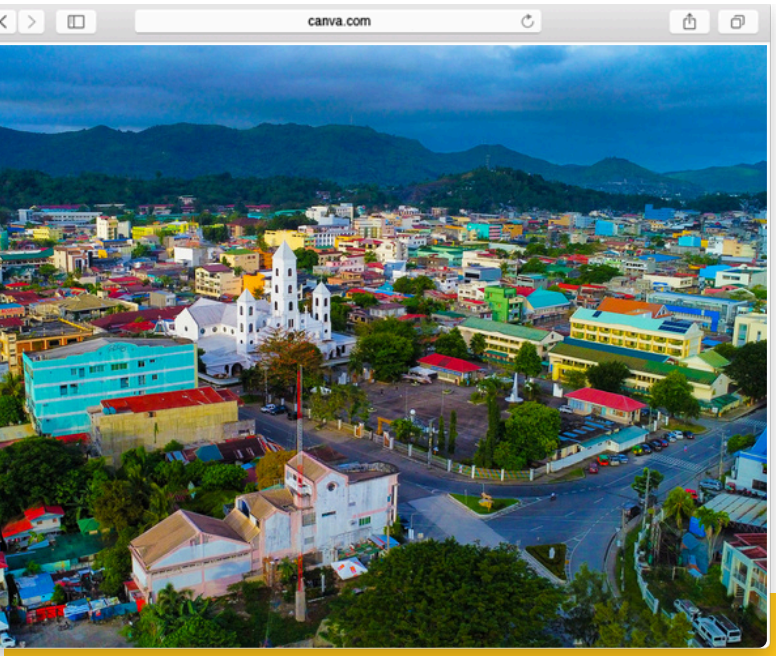
Implementation Plan: Talent

GOAL	ACTION ITEMS	OWNER	TIMELINE
• Produce 2,500 graduates of BS Information Technology and related programs by 2025 with an annual increase of 5%. • 8,000 graduates of ICT-related technical vocational education programs by 2025 with an annual increase of 5%. • 600 graduates of ICT-related Senior High School tracks with 80% pursuing IT-related programs in Higher Education Institutions by 2025 with an annual increase of 5%.	• Expand the number of schools offering IT-related programs. • Establish a scholarship program for top-level ICT students as means to spur innovation in the local IT-BPM scene. • Initiate a study to determine the actual percentage of graduates of IT-related courses who migrate to other regions or to other fields. • Create attractive employment incentives to negate the necessity of seeking employment in other regions or fields.	• CHED • City Government of Tacloban; CHED; TESDA; DEPED • City Government of Tacloban; DOLE; industry stakeholders • City Government of Tacloban; CHED; TESDA; DEPED	2024



Implementation Plan: Talent

GOAL	ACTION ITEMS	OWNER	TIMELINE
The Public Information Information System (PEIS) is converted into a mandatory database of unskilled, semi-skilled, skilled, and technical labor which can be referred to by IT-BPM companies and start-ups by 2025.	• Pass legislation for the mandatory skills registration of graduates in the PEIS. • Regularly conduct tracer of graduates of CHED, TESDA, and DEPED-supervised institutions. • Profile IT-BPM establishments to determine their labor needs in terms of skills or specialization.	• City Government of Tacloban • City Government of Tacloban; CHED; TESDA; DEPED • City Government of Tacloban; DOLE; DTI	2024 2024 2024



Implementation Plan: Talent

GOAL	ACTION ITEMS	OWNER	TIMELINE
• Number HEIs offering IT-related programs increased to 10 by 2028 (annual increase of 1 per year starting 2025, with the rest offering fields of disciplines in support of IT-BPM (management, finance and mathematics, health education, communications). • All schools and training institutions under DEPED and TESDA offer ICT education and technical tracks by 2027.	• Form strong partnership with CHED, TESDA, and DEPED to adapt the curriculum to the needs of IT-BPM establishments. • Benchmark schools which offer IT-related programs. • Conduct regular consultation and inventory with the ICT industry.	• City Government of Tacloban; CHED; TESDA; DEPED • City Government of Tacloban; CHED; TESDA; DEPED	2024

Implementation Plan: Infrastructure / Cost

GOAL	ACTION ITEMS	OWNER	TIMELINE
Decentralized KIST Parks which will offer special trade incentives to the IT-BPM sector fully-established by 2032.	• Incorporate a KIST Zone in the Comprehensive Land Use Plan by 2025. • Amend the City Investment and Incentives Code to provide more special incentives to the IT-BPM sector by 2024. • Spearhead infrastructure development in the KIST Park with support from national government agencies and the PEZA by 2026. • Encourage suppliers of capital (human and physical) and services to the IT-BPM sector to agglomerate in the KIST Park through special trade incentives.	• City Government of Tacloban; DHSUD • City Government of Tacloban • City Government of Tacloban; PEZA; DPWH • City Government of Tacloban; DTI	2025 2026 2030 2032

Implementation Plan: Infrastructure / Cost

GOAL	ACTION ITEMS	OWNER	TIMELINE
Major telecommunications companies established internet infrastructure that can support 10 gbps bandwidth by 2028.	• Overhaul telecommunications infrastructure (establish more poles, untangle overhead power lines). • Encourage more telecommunications companies to set up in the city to encourage competition.	• City Government of Tacloban; DPWH; LEYECO; telecommunications providers	2028 2026
• Established alternative energy sources by 2026 that can provide continuous power to critical infrastructure if traditional sources are down.	• Develop alternative sources of technology such as solar and wind power. • Establish additional power redundancy to reduce the need for power interruptions whenever construction or repair activities are ongoing.	• City Government of Tacloban; DPWH • NAPOCOR; NGCP; industry stakeholders	2025 2026

The Barangay Free Wi-Fi Program was envisioned to spread digitalization and IT literacy to all constituents.

Innovation Ecosystem

LEARN ABOUT TACLOBAN CITY'S INNOVATIVE PROGRAMS

The capacity of local talents to produce innovative projects is no less exemplified by the Management Information Systems Office of the city, which over the years helped boost bureaucratic efficiency and, at the height of the pandemic, developed systems that safeguarded the public from the threat of coronavirus transmission. The latter is the Tacloban Safe City application initially developed in 2016 as an emergency alert system. Recently, stimulated by the clamor for the digitalization of government services, avenues for payment and processing of various permits and clearances were also developed to fit in the palm of clients' hands.

The net gains in transparency, accountability, and improved services gained the city multiple Seal of Good Local Governance awards in 2017, 2019, and 2021 (in addition to those received in 2012 and 2015), a 2021 Regional Pagasa Award for the MISO Head Randy Calahi, and a coveted place in the DTI Cities and Municipalities Competitiveness Index as 2nd Most Improved Highly Urbanized City in 2021.

AROUND Tacloban

Sangyaw Festival, which is held every June, is the main cultural celebration in the city. A highlight of the festival is the Parade of Lights, where dazzling floats and dancers from the entire region compete in honor of Señor Sto. Niño.

Yolanda Memorial

Sto. Niño Shrine

San Juanico Cruise

View from Calvary Hill

Stakeholders Points

"Tacloban as a symbol of resiliency and strong economic recovery. We should erase the notion that the city is frequented by natural calamities and invite investors to come and benefit from the regions's talent and resilience." - Jocelle Batapa-Sigue, DICT Undersecretary for ICT Industry Development

"The journey towards becoming a digital city was not easy for Tacloban, a city devastated by Yolanda in 2013. Tacloban suffered a major blow, but we have emerged stronger. It took years of recovery, but we are now better than before, and much is happening in Tacloban. - Imelda Angulo-Andales, PSR-ICT, Regional Development Council 8

Either IT-BPO companies will come to Tacloban or we will make homegrown tech innovations global or both. Either way, the next 5 to 10 years is going to be exciting. - Joemar Taganna, CEO-Paytaca

"Talent is definitely present, and more related local grassroots efforts are gradually sprouting, further supporting this growing talent base." Sean Francis N. Ballais, Chairperson of Affairs, Dev8

Tacloban City ICT Stakeholders Directory

Tacloban City ICT Board

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Tacloban City ICT Stakeholders Directory

Tacloban City ICT Board

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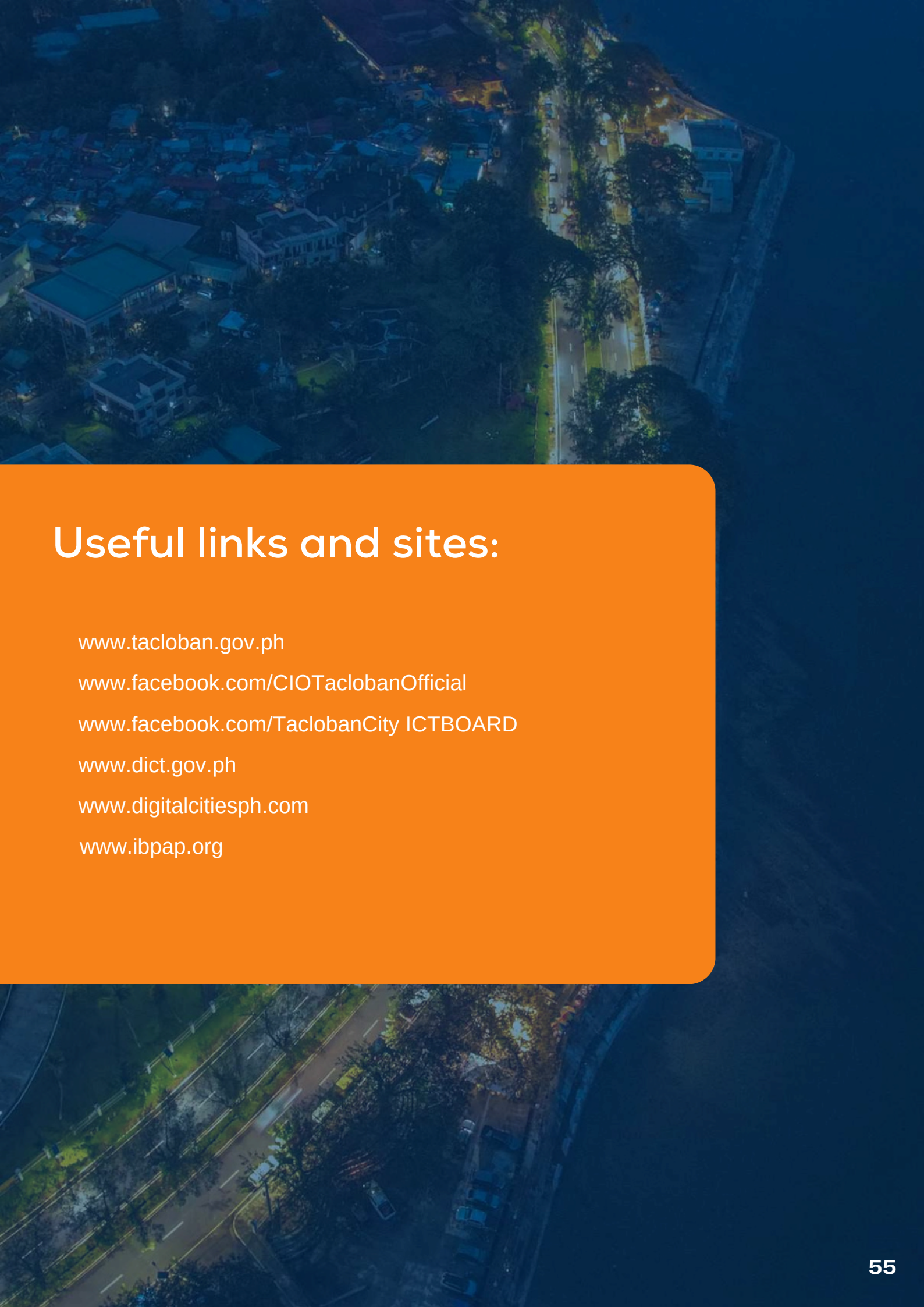
upvtac.upvisayas@up.edu.ph
(053) 832-2897



Useful links and sites:

www.tacloban.gov.ph

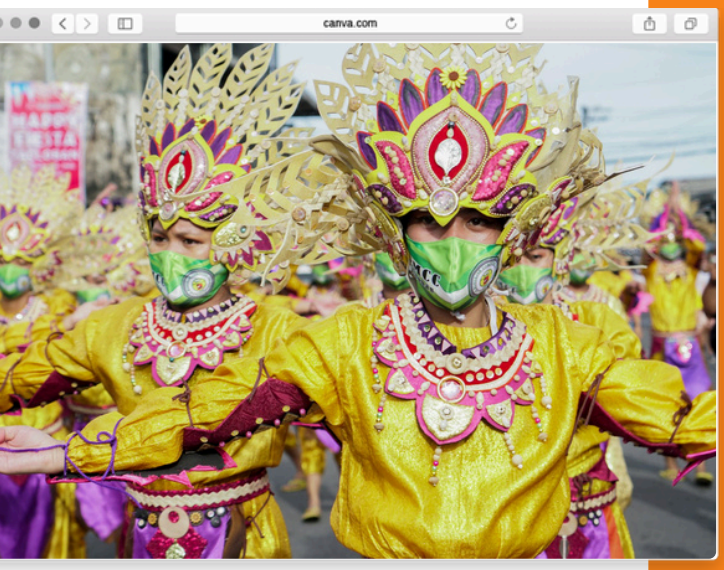
www.facebook.com/CIOTaclobanOfficial

www.facebook.com/TaclobanCity ICTBOARD

www.dict.gov.ph

www.digitalcitiesph.com

www.ibpap.org



Acknowledgments

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Tacloban City ICT Board

DICT Regional Office VIII

TESDA Regional Office VIII

DEPED Regional Office VIII

CHED Regional Office VIII