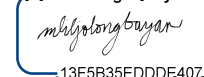
 <b>UNITED NATIONS DEVELOPMENT PROGRAMME PHILIPPINE COUNTRY OFFICE</b>		<b>ONE PAGE MISSION REPORT SUMMARY</b> <b>Date: 19 August 2022</b>	
DocuSigned by:			
<b>Name and signature:</b> Marilyn Castino <small>C7A88EB01FE3485</small>		<b>19-Aug-2022</b>	<b>Team:</b> I&P
		<b>Tel No.:</b> +63.915.625.7196	<b>Travel Authorization #:</b>
<b>Approved Mission Itinerary:</b>		<b>List of Annexes:</b> Approved TA; Activity Design	
<b>From</b> Manila Davao City	<b>To</b> Davao City Manila	<b>Date</b> 7 Aug 2022 13 Aug 2022	<b>Key Counterpart(s) in each location:</b> Abdullah U. Lingga, Division Chief, Information Technology and Systems Management Division, MILG-BARMM
<b>Type of Mission:</b> <input checked="" type="checkbox"/> Project Monitoring <input type="checkbox"/> Advocacy and Outreach <input type="checkbox"/> Training		<input type="checkbox"/> Regional/Global Meeting <input type="checkbox"/> Resource Person <input type="checkbox"/> Others (specify): Documentation, admin, and logistics support	
		<b>Purpose/Objective of Mission:</b> To attend and provide oversight support to the Digital Service Design Lab (DSDL) Training of Trainers (TOT) Workshop for BARMM LGUs and Ministries.	
<b>Brief Summary of Mission Findings:</b> <ul style="list-style-type: none"> <li>- The DSDL Season 3 Batch 2 was successfully completed with two public services simplified - (1) LGU Taraka – Issuance of Disability IDs for indigent persons; (2) LGU Talipao: Issuance of Facility-Based Delivery Cash Incentive from the Office of the Grant Incentive Officer;</li> <li>- Representatives of the Members of the Parliament (MPs) were also present as observers. They were very interested to learn about LeAPS Program and very supportive of the digitalization of public services. However, they expressed the need to understand the details of the program such as: <ul style="list-style-type: none"> <li>o Implementation experiences and challenges of the pilot LGUs – Butig and Piagapo;</li> <li>o LeAPS Program’s plan to ensure internet connectivity, and plans to help improve digital literacy of citizens who will use the e-services;</li> <li>o How can digitalization benefit the BTA? Is this exclusive for LGUs and ministries with frontline services?</li> </ul> </li> <li>- Representatives of the MPs also expressed their interest to be provided with hands-on experience on DSDL by simplifying and digitizing their services.</li> </ul>			
<b>Recommendations/Actions to be Taken and by Whom and by When:</b> <ul style="list-style-type: none"> <li>- After the DSDL Season 3, it is highly recommended to organize a meeting between the LeAPS Core Team and the MPs and their representatives who attended the training/workshops to harvest their reflections and address remaining issues or questions that they may have. This could also be an avenue to encourage them to lobby the institutionalization of the LeAPS Program in BARMM among other MPs.</li> <li>- Continue engaging the MPs by (1) ensuring that representatives are continuously invited to participate in LeAPS activities such as in DSDL; (2) providing opportunities for dialogues to understand how MPs could contribute to the institutionalization of LeAPS Program.</li> <li>- It is suggested for the LeAPS Core Team to consider inviting other CSOs (aside from Moroprenuer Inc.) or HEIs in BARMM to be part of DSDL pool of facilitators.</li> <li>- To cover more LGUs and ministries and to expedite the process, LeAPS PMO may consider undertaking parallel runs of DSDL given that there is already a pool of facilitators trained to provide support.</li> <li>- During DSDL runs, ensure that a representative from the LeAPS Core Team, is at least, remotely observing sessions so that the LeAPS Program related questions are immediately addressed.</li> </ul>		<b>Distribution: (Copies to)</b> <ul style="list-style-type: none"> <li>▪ LeAPS PMO / I&amp;P Team</li> </ul>	

Approved by:



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Maria Luisa Isabel Lim - Jolongbayan

Team Leader, Institutions &amp; Partnerships Programme

Date: 19-Aug-2022