



**15<sup>TH</sup> NATIONAL  
CONVENTION  
ON STATISTICS**

03-05 OCTOBER 2022

*Organized by the Philippine Statistical System  
Spearheaded by the Philippine Statistics Authority*



## **The Importance of Data Generation, Challenges and Issues in the IT-BPM Sector, and How These Influence Policy Formulation**

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ICT Industry Development Bureau  
Department of Information and Communications Technology

Information Society Statistics  
Crowne Plaza Manila Galleria  
October 5, 8:44-8:55AM

## IT-BPM LANDSCAPE OVER THE YEARS

### MAJOR CONTRIBUTIONS TO NATION-BUILDING



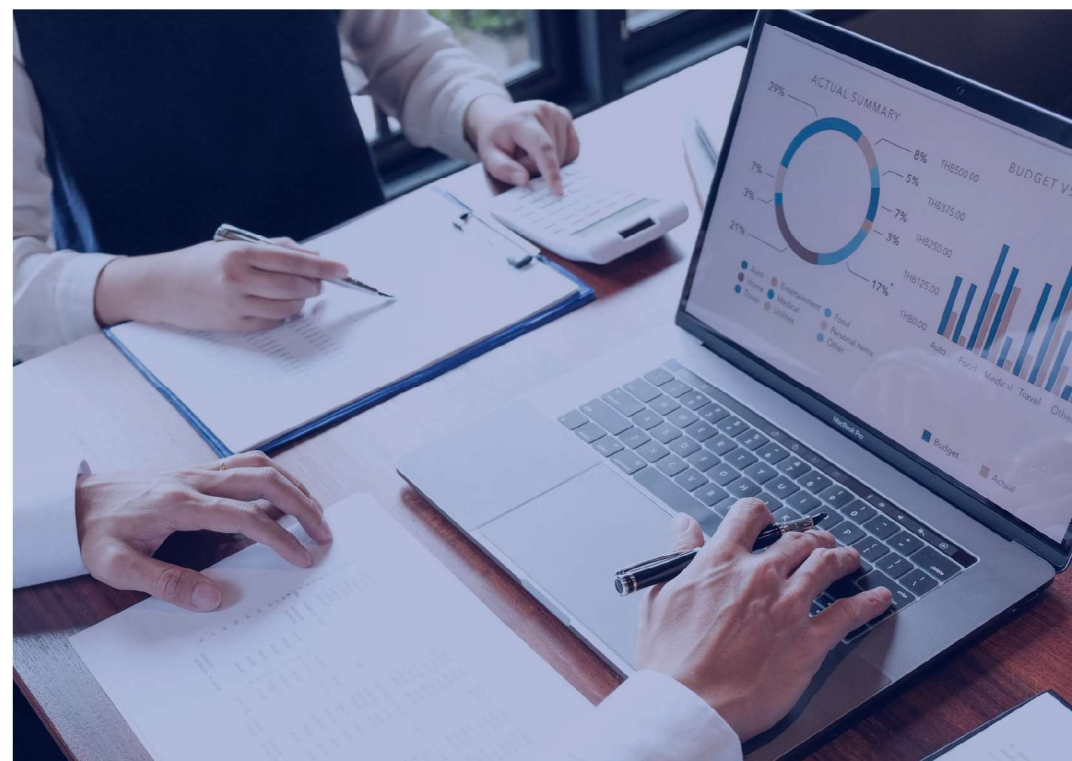
Investments



Countryside  
development



Jobs generation



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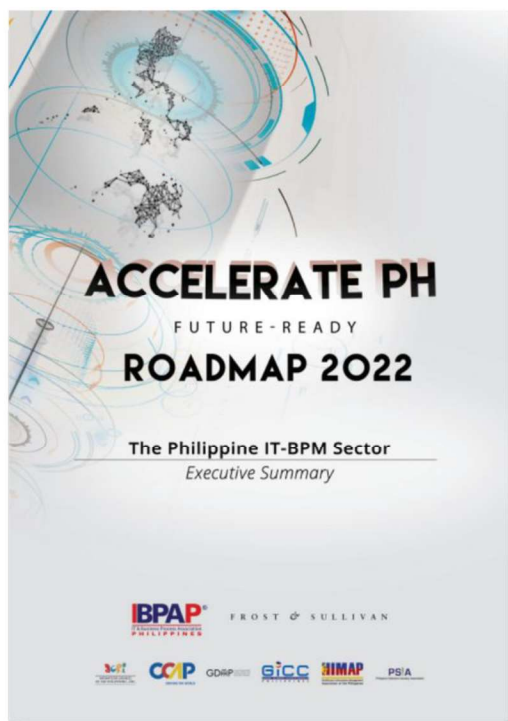


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### RECALIBRATED TARGETS FOR 2022



**1.43 million** direct jobs/FTEs



**USD 29.1 billion** in revenues

### 2021 INDUSTRY FIGURES



**1.44 million** direct jobs/FTEs  
(additional 120,000)

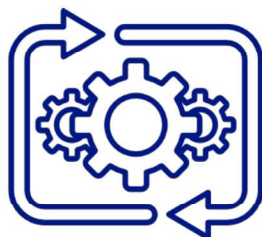


**USD 29.49 billion** in revenues

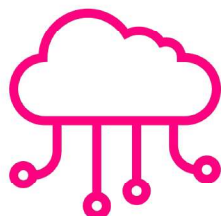
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## GROWTH OF DIGITAL TRENDS AND DEMAND FOR NICHE SKILLS



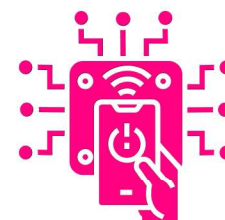
Automation and  
artificial  
intelligence



Cloud  
computing



Big data  
and analytics



Internet-of-Things





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### IT-BPM INDUSTRY ROADMAP 2028



Launch at the International  
Innovation Summit last  
September 29

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### 2028 TARGETS



**2.5 million** direct jobs/  
FTEs (additional 1.1  
million, 54% from  
non-Metro Manila  
locations)  
**USD 59 billion** in  
revenues



**8.5 percent**  
contribution  
to GDP

### PRIORITIES/ACCELERATION LEVERS



Government  
support



Talent  
development



Infrastructure  
expansion



Marketing  
and brand  
repositioning

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## CHALLENGES AND OPPORTUNITIES IN THE IT-BPM SECTOR



Business  
environment



Human capital  
development



Marketing and  
promotions



Cybersecurity



Collaboration

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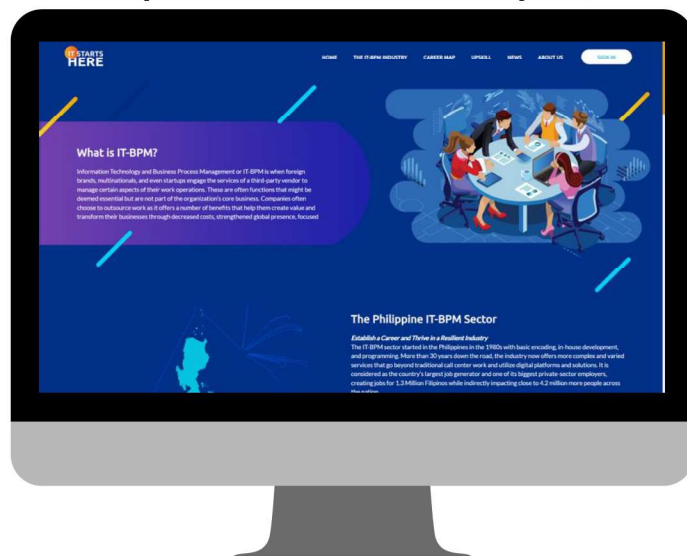
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## DATA SOURCES FOR THE IT-BPM INDUSTRY

<https://itstartshere.ph/>



<https://www.digitalcitiesph.com/>



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## INITIATIVES BY THE ICT INDUSTRY DEVELOPMENT BUREAU



- Aims to strengthen the ICT industry in the countryside and to promote the cities as viable locations for IT BPM business opportunities locally and internationally

### INTERVENTIONS



Institutional  
development



Talent  
development  
and attraction



Infrastructure  
development



Marketing  
and promotion



Policy  
development

### INDUSTRY PARTNERS



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*Cont.*



Twenty-five (25)  
high-potential areas for  
IT-BPM operations were  
identified for Digital Cities  
2025

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## About the Digital Cities 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

Business  
Environment

Cost

Infrastructure



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Leveraging the IT-BPM Industry and  
Fostering Local Talents

- Promotes careers in the industry and ensures the country's stature as the leading destination for globally outsourced services

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## PROGRAM OBJECTIVES



Talent  
development  
and attraction



Networking,  
marketing,  
and promotion



Deliver  
industry-specific  
assistance

## INDUSTRY PARTNERS



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*Cont.*



- Shall serve as a guide in enhancing the competencies and skills of the country's workers in the select IT-BPM industry and in the Data Analytics and Artificial Intelligence Industry



Analytics  
& AI



Software  
Development



Contact Center  
& BPM



Healthcare  
Information  
Management



Global In-House  
Center







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## Thank you!

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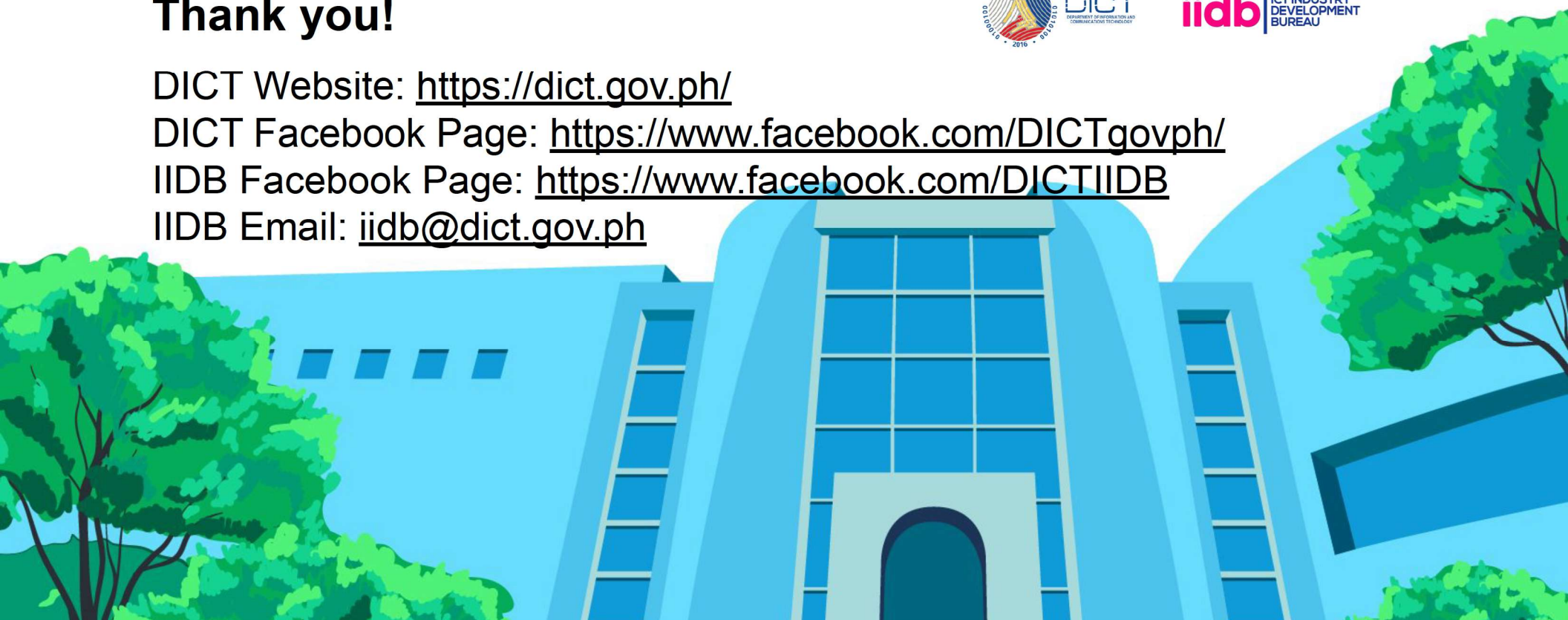
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