

# LESS POLITICS, MORE TECHNOLOGY

## An open letter to Chairman Virgilio Peña Commission on Information and Communications Technology

Dear Secretary Peña:

In the course of monitoring our own services, it has become apparent that **the Government is unable to provide the most basic ICT service.**

We would like to call your attention to the recent performance of the GOV.Ph and EDU.Ph Registries, both of whom are members on your Domain Advisory Board and gave technical advice in the formulation of the CICT Guidelines on the PH Domain.

### Server Downtime for December 2004

DATE	GOV.ph		EDU.ph		DotPH	
	Down (hrs)	Server	Down (hrs)	Server	Down (hrs)	Server
1-Dec	5:32	GOV3	5:32	EDU1		
2-Dec	5:15	GOV2				
3-Dec	19:38	GOV2	10:04	EDU1		
	10:04	GOV3	9:54	EDU3		
	23:55	GOV1				
4-Dec	13:10	GOV2				
	23:55	GOV1				
5-Dec	10:16	GOV2	5:21	EDU1		
	5:21	GOV3	5:15	EDU3		
	23:55	GOV1				
6-Dec	5:29	GOV2	17:04	EDU1		
	17:04	GOV3	11:36	EDU2		
	11:36	GOV4	16:29	EDU3		
	9:54	GOV1				
7-Dec	9:32	GOV3	8:29	EDU3		
			9:32	EDU1		
8-Dec	9:59	GOV2				
	9:05	GOV1				
9-Dec	8:38	GOV1				
	9:02	GOV2				
10-Dec					1:08	DOTPH1
12-Dec to 13-Dec	35:25	GOV4	35:25	EDU2		
	35:25	GOV3	35:25	EDU1		
			35:30	EDU3		
14-Dec					1:00	DOTPH1
15-Dec	7:51	GOV3	7:51	EDU3	00:58	DOTPH1
			7:51	EDU1		
19-Dec to 20-Dec	28:10	GOV4	28:10	EDU2		
31-Dec to 3-Jan 2005	78:01	GOV3	78:11	EDU3		
			78:01	EDU1		

#### LEGEND

GOV1 = dostmis.dost.gov.ph  
GOV2 = stiidoor.stii.dost.gov.ph  
GOV3 = gomez.ph.net  
GOV4 = gabriela.ph.net

EDU1 = gomez.ph.net  
EDU2 = gabriela.ph.net  
EDU3 = dns.ph.net

DOTPH1 = ns.ripe.net

DotPH manages com.ph net.ph org.ph and .ph

Data was gathered by an independent US firm, which we contract to give feedback on our services.

Secretary Peña, I don't know how else to say this, but **this performance is simply -- unacceptable.**

Your CICT website talks about **the promise of ICT**. But each time someone visits a GOV.ph website, or sends email to the government, or accesses an online Government database, this begins with a query to a GOV.ph nameserver. **When your GOV.ph nameservers are down, all these ICT services that you speak of will be unavailable to the public.**

It is disturbing that **the head of the agency** responsible for promoting Information Technology in the country **seemed unaware that these problems existed** in his own backyard. Or knew, yet did nothing.

For 18 months, you met with the managers of the GOV.ph and EDU.ph Registries to find ways to improve the PH Domain system. Yet **no steps were taken to fix the problems of GOV.ph and EDU.ph.**

Your sole solution was to attempt to shut down DotPh - the most efficient Registry operator.

**No attempts were made to get any technical data about the service you claimed to improve.** You didn't measure server downtimes. You didn't check server response times. Nor did you fix lame delegations on the GOV.ph and EDU.ph nameservers.

We hope that by bringing this matter to your attention, steps can be taken to resolve these problems.

**May we suggest, in the future, that the CICT be more about Technology, and less about Politics?**

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CEO DotPH  
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