**PhilHealth**
*Your Partner in Health*

# INFORMATION MANAGEMENT SECTOR

## EXTERNAL SERVICES
### Volume 3

OFFICE OF THE SENIOR VICE-PRESIDENT AND CHIEF INFORMATION OFFICER
INFORMATION TECHNOLOGY MANAGEMENT DEPARTMENT
PROJECT MANAGEMENT OFFICE - PHILHEALTH IDENTITY MANAGEMENT SYSTEM

**LIST OF SERVICES**

**EXTERNAL SERVICES**                                                   **PAGE**

**INFORMATION MANAGEMENT SECTOR**

# OFFICE OF THE SENIOR VICE-PRESIDENT AND CHIEF INFORMATION OFFICER

### 1. MANAGEMENT OF DOCUMENTS

*Facilitates the processing of memorandum/letter/request/queries/issues and concerns of external clients*

| Office/Division | Office of Senior Vice-President and Chief Information Officer | | | |
|---|---|---|---|---|
| **Classification** | Simple | | | |
| **Type of Transaction** | G2G | | | |
| **Who may avail:** | Other Government Agencies | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| None | | None | | |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE (Position of Supervisor)** |
| 1. Receiving, releasing, and processing of documents. | 1.1. Receive and acknowledge the memo/invitation/request thru email | none | 1 minute | Clerk III/SIA-1 |
| | 1.2. Encoding and assigning of codes of documents to the DTS google sheet. | none | 5 minutes per document | Clerk III |
| | 1.3. Initial Review of documents | | 30 minutes | EA IV |
| | 1.4. Forward to SVP-CIO's table for review | | 3 seconds | EA IV |
| | 1.5. Document to be reviewed by the SVP-CIO | | 30 minutes | SVP-CIO |
| | 1.6. For instruction of SVP-CIO | | 5 minutes | SVP-CIO |
| | 1.7. Encode to the DTS Google Sheet the instruction/action on the documents | | 5 minutes per document | Clerk III |
| | 1.8. Prepare outgoing of the documents thru DTS Google Sheet; if applicable | | 1 minute | Clerk III |
| | 1.9. Route documents to the concerned office; if applicable | | 30 minutes | Clerk III |

| | 1.10. Expect actions of the concerned office/s on the instructions of the SVP-CIO concerning the documents; if applicable | | | |
|---|---|---|---|---|
| | 1.11. Provide response to the external client thru email after receiving actions from concerned office/s | | 1 minute | Clerk III/SIA-1 |
| | **TOTAL** | **None** | **1 hour, 48 minutes, 3 seconds** | |

# INFORMATION TECHNOLOGY MANAGEMENT DEPARTMENT

### 1. CONDUCT OF QUALITY ASSURANCE TESTING

*The service facilitates the quality assurance testing of system developed by PhiLhealth*

| Office/Division | IT Management Department - Project Management Team Information System Management |
|---|---|
| Classification | Highly Technical |
| Type of Transaction | G2G; G2B |
| Who may avail: | Healthcare institutions, government agencies, other external partners |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Request form | CLient |
| Signed system requirement specification | ITMD-ISMD |
| Signed Product Feature Specification | |
| System Acceptance Form Signed by Development Team | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE (Position of Supervisor) |
|---|---|---|---|---|
| 1. Endorse completed application documents through IT Ticketing System | 1.1. Receive system documentation of endorsed project for quality assurance testing | None | 1 day | QA Lead Arthur M. Maramag |
| | 1.2. Review completeness of the system documentation | | | |
| | 1.3. For incomplete documentation, return to the development team and close the ticket advise to create new ticket compliance | | | |
| | | | | |
| 2. Assign endorsed application quality assurance personnel | 2.1. Review/analyse application docuument | | 5 days | QA Lead Arthur M. Maramag |
| | 2.2. Prepare test cases and scenarios | | | |
| | 2.3. Prepare Test data | | | |
| | 2.4. Conduct quality assurance testing | | | |

| | | | | |
|---|---|---|---|---|
| | 2.5. Prepare quality assurance checklist and screenshot | | | |
| | 2.6. Update ticket for quality assurance result and closed ticket | | | |
| | 2.7. If the application passed, the quality assurance sign software acceptance form. Else, return to the development team, with findings | | | |
| | **TOTAL** | **None** | **6 working days** | |

## 2. ESCALATION AND MONITORING

*Escalation and monitoring of highly technical issues reported to concern Specialized Response Team{SRT}*

| Office/Division: | IT Management Department - IT Helpdesk |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G - Government to Government |
| Who May Avail: | Internal and External |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Request through IT Service Management (ITSM} System, IT Support Ticketing System (OS Ticket) or through corporate email | IT Helpdesk |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE (Position Of Supervisor) |
|---|---|---|---|---|
| 1. For the escalation of highly technical issues reported to concern Specialized Response Team (SRT}: | Received, evaluate and forward/reassigned the request ticket | No Fees Required | 5 Minutes | ISA III |
| a) Receive the request filed through the IT Service Management or OS Ticketing System, | | | | |
| b) Evaluate the request ticket, | | | 5 minutes | |
| c) Forwarded/Re-assigned the request ticket. | | | 5 minutes | |
| 2. For monitoring the monitoring the status of reported highly technical | Monitor the status of request | | 15 Days | |
| issues: a) ITSM system will automatically send email notification to the requesting user, individual resolver and admin ticket Manager on the status of request ticket. | | | | |

| | | | | |
|---|---|---|---|---|
| b) OS Ticket will automatically notification to the PhilHealth IT support group, | | | 1 Day | |
| c) Follow-up the status of the request ticket, | | | 5 Days | |
| d) Add note to the request ticket, and | | | 3 Minutes | |
| e) Closed the request ticket. | | | 1 minute | |
| **TOTAL** | | **None** | **20 days** | |

## 3. MANAGE REQUEST FOR DATA EDITING SERVICE

The service addresses the endorsed request for data editing to achieve correct information. The request will be addressed based on the submitted documentation including but not limited to incident reports, signed and approved data amendment forms and clearance from the respective Business Process Unit (BPU). Complete process is up to 10 days and is dependent on the proximity of requests

| Office/Division: | IT Management Department - ITMD (Database Section) |
|---|---|
| Classification: | Highly Technical |
| Type of Transaction: | G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government |
| Who May Avail: | Any PhilHealth Offices whether PRO Support Office, Branches, LHIO's, external office(gov't and private) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. One {1} Original Copy of Endorsement/ Memo of Approved Request from Business Process Unit (BPU)<br>2. One {1} Original Copy of JOROS/ One (1) issued ITSM | Business Process Unit/ Requesting Office/ IT Helpdesk |
| 3. One {1} Original Copy of Fully accomplished Data Amendment Form<br>4. One (1) Original Copy of Incident Report and other supporting documents for the request | Business Process Unit/ Requesting Office/ IT Helpdesk |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSINGTIME | PERSON RESPONSIBLE {Position Of Supervisor) |
|---|---|---|---|---|
| 1. Request for data editing/correction thru JOROS / ITSM | 1.1 Receive of documents. | NONE | 1 Hour | ITO II |
| | 1.2 Log the document {Incoming) | | | |
| | 1.3 Endorse document to Division Chief | | | |
| | 1.4 Delegates/assign document to the concerned section or staff | | 2 Hours | ASM, ITMD |
| | 1.5 Release document to the concerned section/staff. | | 1 Hour | ITO II |

| | | | |
|---|---|---|---|
| | 1.6 Check existence of request in JOROS. | | |
| | 1.7 Review of the request. | | |
| | 1.8 Return request to the concerned office if submitted document is incomplete. | | |
| | 1.9 Coordinate with the Information System Management Division (ISMD) for the script to be used if scripts not available or request needs further evaluation/ checking. | 9 Days, 4 Hours | ITOI |
| | 1.10 Proceed with the data editing request if submitted document is complete. | | |
| | 1.11 Notify the concerned office once the request is completed /Tag the request as closed/accomplished in the JOROS. | | |
| Repeat Process 1.7 to 1.9 until all request and documents is compiled and addressed | | | |
| **TOTAL** | | **NONE** | **10 DAYS** |

## 4. MANAGE REQUEST FOR DEACTIVATION OF DATABASE ACCOUNT

*The service addresses the immediate deactivation of user accounts in response to leave of absence, suspension and prolonged leave. The access of the personnel is being deactivated momentarily while their suspension and leave of absence is still served. The service can be performed within 2 working days upon request.*

| Office/Division: | IT Management Department - ITMD (Database Section) | | | |
|---|---|---|---|---|
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government | | | |
| Who May Avail: | Any PhilHealth Offices whether PRO Support Office, Branches, LHIO's, external office(gov't and private) | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| One (1) Email request c/o IT Helpdesk (1 Electronic Copy) One (1) issued ITSM Work Order Ticket (1) One (1) Original Copy Clearance Form | | IT Helpdesk | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE (Position Of Supervisor) |
| 1. Request for Deactivation of Database Account | 1.1 Check database account if deactivated in production database | None | 2 days | ITOI |
| | 1.2 Coordinate with IT Helpdesk for account not deactivated in production database | | | |
| | 1.3 Deactivate account in other database. | | | |
| | TOTAL | None | 2 days per account | |

**5. MANAGE REQUEST FOR DEVELOPMENT/REVISION OF ICT POLICY/SOP AS DIRECTED BY MANAGEMENT**

*The service facilitates the request for development/revision of ICT related policies/standard operating procedures compliant with the existing internal policies and 1*

| Office/Division: | IT Management Department - IT Helpdesk |
| --- | --- |
| Classification: | Highly Technical |
| Type of Transaction: | G2G - Government to Government |
| Who May Avail: | Internal and External |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| --- | --- |
| Any document indicating the instruction to prepare the ICT policy/SOP, such as, but not limited to Memorandum, email, Minutes of Meeting, NCPAR, and Risk Registry.<br><br>Relevant issuances to serve as legal basis. | N/A |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE (Position Of Supervisor) |
| --- | --- | --- | --- | --- |
| "Submit any document indicating the instruction for the development or revision of an ICT related policies/SOPs" | 1. Conduct research/ survey/interviews/ brainstorming of ideas and information of the new policy/SOP to be developed/revised. | No Fees Required | | ITO I |
| | 2.Crafting of new ICT policy/SOP or revision of existing official ICT policy/SOP | | 20 days | ITO I |
| | 3. Conduct risk assessment for proposed ICT policy/SOP | No Fees Required | 7 days | SM |
| | 4.Review of initial draft ICT policy/SOP by next higher | No Fees Required | 7 days | DC IV |
| | 5. Assessment of compliance to corporate issuance standards (for ICT policies only) | No Fees Required | 3 days | SIO II |

| | | | |
|---|---|---|---|
| 6.Sending out of the initial draft for review by the concerned offices | No Fees Required | 2 days | SIO II |
| 7. Revision of the draft ICT Policy/SOP based on initial review | No Fees Required | 7 days | ITO I |
| 8. Revision of the draft ICT Policy/SOP based on final review | No Fees Required | 7 days | ITO I |
| 9. Prepare the Gender and Development checklists | No Fees Required | 2 days | SIO II |
| 10. Endorsement of the revised draft ICT policy/SOP for review by the concerned offices | No Fees Required | 1 day | SM |
| 11. Endorse finalized ICT policy/SOP to concerned offices for document approval | No Fees Required | 2 days | Admin/Clerk |
| 12. Endorsement to PRID-Records for numbering and publication upon approval of Request for Posting Slip | No Fees Required | 1 day | Admin/Clerk |
| **TOTAL** | **None** | **79 days** | |

### 6. MANAGE REQUEST FOR DOCUMENT REVIEW

*The service addresses the endorsed issues, concerns and action needed as requested or described in the endorsed document. This service can be addressed in 5 working days depending on the evaluation of the endorsed concern and the number of offices who can comply with the stated inquiries.*

| Office/Division: | IT Management Department - ITMD {Database Section) |
|---|---|
| Classification: | Complex |
| Type of Transaction: | G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government |
| Who May Avail: | Any PhilHealth Client (external or internal) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. One (1) Original Copy of DRAR<br>2. One {1} Original Copy of Memo<br>3. And other attached documents for references/ as annexes | Any PhilHealth Client (external or internal) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE (Position Of Supervisor) |
|---|---|---|---|---|
| 1. Request for Document Review/ Action address to ITRMD | 1.1 Receive of documents. | None | 1 Hour | ITOII |
| | 1.2 Log the document {Incoming) | | | |
| | 1.3 Endorse document to Division Chief | | | |
| | 1.4 Delegates/assign document to the concerned section or staff | | 2 Hours | ASM |
| | 1.5 Release document to the concerned section/staff. | | 1 Hour | ITO II |
| | 1.6 Conduct review of document | | 3 Days, 7 Hours | ITO II |
| | 1.7 Prepare memo response/ acknowledge receipt | | | |
| | 1.8 Review of memo | | 2 Hours | ASM |
| | 1.9 Approval of Memo | | 2 Hours | CIO/SVP |

| | | | 1 Hour | ITO II |
|---|---|---|---|---|
| 1.10 Log the document | | | | |
| 1.11 Release of Memo | | | | |
| **TOTAL** | | **None** | **5 DAYS** | |

## 7. MANAGE REQUEST FOR REPLICATION OF NEW TABLES

*The service addresses the need for up-to-date data record in relation to the extraction and preparation of reports for PhilHealth EMO as basis for decision making. The service i: in relation to the production database updates in accordance to software update/enhance and development. The service can be performed within 7 working days and dependent on the proximity of the needed tables for updating.*

| Office/Division: | IT Management Department - ITMD {Database Section) |
|---|---|
| Classification: | Complex |
| Type of Transaction: | G2C - Government to Citizen, G2B - Government to Business |
| Who May Avail: | Any PhilHealth Offices whether PRO Support Office, Branches, LHIO's, |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. One (1) Original Copy of Memo/ Service Request Form (SRF)<br>2. One {1} issued ITSM Work Order Ticket | TFI / IS Management Division |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE (Position Of Supervisor) |
|---|---|---|---|---|
| 1. Request for replication of new tables | 1.1 Receive of documents. | None | 1 Hour | ITO II |
| | 1.2 Log the document {Incoming) | | | |
| | 1.3 Endorse document to Division Chief | | | |
| | 1.4 Delegates/assign document to the concerned section or staff | | 2 Hours | ASM |
| | 1.5 Release document to the concerned section/staff. | | 1 Hour | ITO II |
| | 1.6 Identify the constraints | | 6 days and 4 hours | ITO I |
| | 1.7. Coordinate with ISMD if constraint is not existing | | | |
| | 1.8. Configure the replication | | | |
| | 1.9. Perform initial loading of requested data for replication | | | |

| | 1.10. Start the replication | | | |
|---|---|---|---|---|
| | 1.11. Gather statistics | | | |
| | 1.12. Notify the concerned office once the replication is completed | | | |
| Repeat Process 1.6 to 1.11 until all request and documents is compiled and addressed | | | | |
| | **TOTAL:** | **None** | **7 days** | |

**8. MANAGE REQUEST FOR REVIEW OF ICT-RELATED DOCUMENTS (MOA, MOU, JMC, CPO, DPNS, /SSA, CBA, JAO, AND THE LIKES) FROM OTHER OFFICES OR OTHER GOVERNMENT AGENCIES**

*The service facilitates the request for review of /CT-related documents from other Phi/Health departments/offices and other government agencies.*

| Office/Division: | IT Management Department - ICT Planning, Policies and Standards Division |
|---|---|
| Classification: | Highly Technical |
| Type of Transaction: | G2G - Government to Government |
| Who May Avail: | Internal or External |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|---|---|---|---|---|
| Draft document (MOA, MOU, JMC, CPO, DPNS, ISSA, CBA, JAO, and the likes)  Instruction from Supervisor/Head | | N/A | | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE (Position Of Supervisor) |
|---|---|---|---|---|
| Submit ICT-related documents (MOA, MOU, JMC, CPO, DPNS, ISSA, CBA, JAO, and the likes for review to the IMS | 1. Conduct initial review and draft response memo to provide comments, if any. | No Fees Required | 15 days | ITO I |
| | . 2. Endorse draft response memo for review and approval of next higher supervisor | No Fees Required | 2 days | SM |
| | 3. Endorse response memo to the proponent/requesting office | No Fees Required | 1 day | Admin/Clerk |
| | **TOTAL** | **None** | **18 days** | |

## 9. MANAGE REQUEST FOR UPLOADING OF EXTERNAL DATA

*The service address the uploading of external data as requested for mapping and project implementation of clients whether external or internal. The service can be performed 14 days depending on the proximity and number of records for uploading. The service is performed with clearance and authorization from the BPU and the CIO.*

| Office/Division: | IT Management Department - ITMD (Database Section) | | | |
|---|---|---|---|---|
| **Classification:** | Highly Technical | | | |
| **Type of Transaction:** | G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government | | | |
| **Who May Avail:** | Any PhilHealth Offices whether PRO Support Office, Branches, LHIO's, external office(gov't and private) | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| One (1) Original Copy of Fully Accomplished Service Request Form (SRF) / Memo<br>One (1) issued ITSM Work Order Ticket assigned to Database Group | | Requesting Office | | |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE (Position Of Supervisor)** |
| 1. Request for uploading of external data | 1.1 Receive of documents. | None | 1 Hour | ITOII |
| | 1.2 Log the document (Incoming) | | | |
| | 1.3 Endorse document to Division Chief | | | |
| | 1.4 Delegates/assign document to the concerned section or staff | | 2 Hours | ASM |
| | 1.5 Release document to the concerned section/staff. | | 1 Hour | ITOII |

| | | | |
|---|---|---|---|
| | 1.6 Validate the file format/structure | 12 Days, 6 Hours | ITO I |
| | 1.7 Return to the concerned office, if the file format/structure is incorrect | | |
| | 1.8 Upload data, if file format is correct | | |
| | 1.9 Notify the concerned office of all uploaded & invalid data | | |
| | 1.10 Prepare endorsement/reply memo | | |
| | 1.11 Review of memo | 2 Hours | ASM |
| | 1.12 Approval of memo | 2 Hours | CIO/SVP |
| | 1.13 Release memo | 1 Hour | ITO II |
| | 1.14 Give access on the uploaded data to the concerned office | 1 Hour | ITO I |
| Repeat Process 1.6 to 1.9 until all request and documents is complied and addressed | | | |
| | **TOTAL** | **NONE** | **14 DAYS** |

## 10. MANAGEMENT OF USER ACCOUNTS

*Manage the creation, updating, deactivation and password resetting of user accounts for Application/Systems, Network Accounts, Internet Accounts, Outlook, Email Accounts and Remote Access*

| Office/Division: | IT Management Department - IT Helpdesk |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2G - Government to Government |
| Who May Avail: | Internal and External |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. One (1) Original Copy of Properly Filled-up, signed and approved 3AF/C_3AF Form for Application Account | From IT Helpdesk or form stipulated in the Coporate Issuances |
| 2. One (1) Original Copy of Filled-up and signed NDA for - A | |
| 3. One (1) Photocopy of employee company ID | |
| 4. One (1) Photocopy of Supervisors ID for COA Account Request. 5. One (1) Original Copy of Properly Filled-up, signed and approved DARF Form for Network, Internet, Outlook and Email Accounts. 6. One (1) Original Copy of Properly Filled-up, signed and approved Remote Access Request Form for Remote Access | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE (Position Of Supervisor) |
|---|---|---|---|---|
| 1. Receive the request filed through the IT Service Management (ITSM) System, | Receive evaluate, process and closed the request ticket | None | 2 minutes | ISA III |
| 2. Evaluate the request for completeness, signed and approved. | | | 4 minutes | |
| 3. Process the request. | | | 5 minutes | |
| 4. Add note to the request ticket, and | | | 3 minutes | |

| | | | |
|---|---|---|---|
| 5. Closea tne request ticket. | | 1 minute | |
| | **TOTAL** | **None** | **15 minutes** |

## 11. PROCESSING OF ENGAGEMENT REQUEST

*The service facilitate the registration of client engagement to the system passing the PhilHealth integration requirements*

| Office/Division | IT Management Department - Project management Information System Management (PMT-ISM) |
|---|---|
| Classification | Highly Technical |
| Type of Transaction | G2G; G2B |
| Who may avail: | Healthcare institutions, government agencies, other external partners |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Accomplished Engagement Forms | CLient |
| Letter of Disengagement (if applicable) | |
| Request Cipher Key or PKI | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE (Position of Supervisor) |
|---|---|---|---|---|
| 1. Submit Engagement form with documentary attached to the IT Ticketing system | 1. Receive ticket engagement request including attachments | None | 3 working days | Emma R. Ilagan Head, OSST |
| | 2. Check completeness of documents and information | | | |
| | 3. Coordinate with clients on any issues and concerns with their requests | | | |
| 2. Submit documentary requirements as required for registration | 4. Validate if client is accredited or has formal engagement with PhilHealth | | 3 working days | Emma R. Ilagan Head, OSST |
| | 5. For clients without formal engagements, the client would need to submit formal engagement request | | | |
| | 6. For client with existing engagement, the client would need to provide a copy of the received disengagement letter for their existing service provider | | | |
| | 7. Register the client and indicate if they engage with a service provider for with in-house developed system | | | |

| | | | 2 working days | Emma R. Ilagan Head, OSST |
|---|---|---|---|---|
| 3. Register the issued CK/PKI to the system | 8. Generate CK/PKI | | | |
| | 9. Issue the CK/PKI to the client's authorized representatives email address in the submitted engagement form | | | |
| | 10. Inform the client that CK/PKI has been sent to the email of the authorized representative through the IT ticketing system | | | |
| | 11. Update the ticket as "Closed" | | | |
| | **TOTAL** | **None** | **8 working days** | |

**12. PROCESSING OF INITIAL SOFTWARE INTEGRAION ASSESSMENT REQUEST**

The service is used to ensure that the requester's system complies with the funcational requirements reflected in the software validation test form (SSVTF) as validated by the PRO

| Office/Division | PhilHealth Regional Office - IT Management Section | | | |
|---|---|---|---|---|
| Classification | Highly Technical | | | |
| Type of Transaction | G2G; G2B | | | |
| Who may avail: | Healthcare institutions, government agencies, other external partners | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| One copy of accomplished software certification application form (SCEF) | | Forms downloadable in corporate website | | |
| | | Accomplished form from client | | |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE (Position of Supervisor)** |
| 1. Submit application for software certification with attached documents using the IT Ticketing system | 1.1.receive fully accomplished NDA, SCAF, and SCA | None | 3 working days | PRO IT Head |
| | 1.1. Check completion of supporting documents | | | |
| | 1.2. Prepare and provided test data for the test if applicable | | | |
| | 1.3. Set and coordinat schedule of software application test | | | |
| 2. Conduct of the schedule software ceritification test | 2.1. COnduct initial three (3) cycles of testing to ensure compliance to the system to the software validation test form (SSVTF) | | 5 working days | PRO IT Head |
| | 2.2. Prepare, finalize and signed in the SSVTF | | | |
| | 2.3. Prepare the software validation test form (SSVTF) reflecting the result validation conducted with an attached memo for formal endorsement to UPECS EMR for the stage 2 testing | | | |

| | | | | |
|---|---|---|---|---|
| | 2.4. Close the ticket request for the conduct of an initial assessment | | | |
| | 2.5. Submit ticket request with attachments for the conduct of final software compliance certification to IT Management Department wth collaboration of the requester upon passing the initial software assessment | | | |
| | **TOTAL** | **None** | **8 working days** | |

## 13. PROCESSING OF REQUEST FOR SYSTEM INTEGRATION

*The service schedule clients requesting for their system to integrate with PhilHealth using webservices or application programming interface (API)*

| Office/Division | IT Management Department - PMT-ISM |
|---|---|
| Classification | Complex |
| Type of Transaction | G2G; G2B |
| Who may avail: | Healthcare institutions, government agencies, other external partners |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | | |
|---|---|---|---|
| Letter of intent | Client | | |
| Request for system integration | IT Ticketing System | | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE (Position of Supervisor) |
|---|---|---|---|---|
| 1. Create a ticket request and submit letter of intent/interest for system integration using the IT ticketing system. | 1.1.receive or encode ticket request for system integration | None | 2 working days | Emma R. Ilagan, OSST Section Head |
| | 1.2. Schedule for the conduct of integration orientation to discuss the integration and software validation testing process. | | | |
| | 1.3. Notify the client on the orientation schedule | | | |
| 2. Confirm schedule for the system integration | 2.1.COnduct the process orientation to client representatives | | 5 working days | Nelson de Vera |
| | 2.2. Document the conducted orientation | | | Chairman, UPECS-EMR Team |
| | 2.3. Release the development kit (devkit) through the ticket | | | |
| | **TOTAL** | **None** | **7 working days** | |

### 14. PROCESSING OF SOFTWARE COMPLIANCE CERTIFICATION REQUEST

*The service ensures that the requester's system complies with the standard data transmission and integration request provided by the corporation.*

| Office/Division | IT Management Department - Project management Information System Management (PMT-ISM) |
|---|---|
| Classification | Highly Technical |
| Type of Transaction | G2G; G2B |
| Who may avail: | Healthcare institutions, government agencies, other external partners |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
|---|---|---|---|
| Ticket number of 1st stage software compliance certification request | IT Ticket system | | |
| Accomplished and signed software integration assessment report | | | |
| Accomplished software validation test for (SSVTF | | | |
| Encrypted PhilHealth data files | Client | | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE (Position of Supervisor) |
|---|---|---|---|---|
| 1. Submit additional documents for the software certification request in the IT Ticketing system | 1.1.receive ticket request and attached supporting documents | None | 3 working days | Nelson S. de Vera

Chairperson, UPECS-EMR Team |
| | 1.2. Check completion of supporting document | | | |
| | 1.3. if the request is for initial assessment, endorse to PRO IT section for the processing of the initial software integration assessment | | | |
| | 1.4. If the request no longer need second pass software validation, proceed with 2.4 prepare the software certificate and/or notice of system compliance | | | |
| | 1.5. Prepare and provide test data for the conduct of the software validation test if applicable | | | |
| | 1.6. Set and coordinate schedule of the second stage software certification test, if applicable | | | |

| 2. Conduct of the schedule software ceritification test | 2.1. COnduct three (3) cycles of testing to ensure compliance to the system to the software validation test form (SSVTF) | | 5 working days | Nelson S. de Vera<br><br>Chairperson, UPECS-EMR Team<br><br>Arthur Manaramag, Head QA Team |
| | 2.2. Prepare, finalize and signing of the SSVTF | | | |
| | 2.3. Update the ticket as resolved pass/failed | | | |
| | 2.4. Upload the copy of test result if failed or SSVTF if pass. PRO IT section update | | | |
| | 2.5. Prepare the software certification and/or notice of system compliance application passing the software validation testing | | 12 working days | Nelson S. de Vera<br><br>Chairperson, UPECS-EMR Team<br><br>Arthur Manaramag, Head QA Team |
| | 2.6. Route the software certificate and/or notice of system compliance to signatories | | | |
| | 2.7. Submit/upload the signed software certificate and/or notice of system compliance to the ticket request | | | |
| | 2.8. Update the ticket as closed | | | |
| | 2.9. Prepare and submit request for update of the list of certified SP in the corporate website to corporate communication department | | | |
| | **TOTAL** | **None** | **20 working days** | |

**15. PROCESSING OF SOFTWARE DEVELOPMENT REQUEST**

*The service facilitates the software development for systems requested to IMS*

| Office/Division | IT Management Department - Project Management Team Information System Management |
|---|---|
| Classification | Highly Technical |
| Type of Transaction | G2G; G2B |
| Who may avail: | Healthcare institutions, government agencies, other external partners |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Updated signed sector project prioriity list | CLient |
| Prioritize product feature list | |
| Approve service request form (SRF) | Office of the SVP-Chief Informations Officer, Information Management Sector (IMS) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE (Position of Supervisor) |
|---|---|---|---|---|
| 1. Submit an updated sector priority project list and proritize product feature list | 1.1. Prepare and release of notice of meeting for the conduct of spirit planning for the project in the priority project list | None | 1 day | Manuel Manlangit<br><br>Head Development Team<br><br>Seneca Balchez, Head SA Team |
| | 1.2. Conduct the spirit planning and feature refinement seesion | | | |
| | | | | |
| 2. Attend the Spirit Planning | 2.1. Prepare minute sof meeting and route for signature of attendees | | 5 days | Systems Analyst and Design Section |
| | 2.2. Prepare system requirements specification (SRS) | | | |
| | 2.3. Prepapre product features specifications and endorse for approval | | | |

| | | | | |
|---|---|---|---|---|
| | 2.4. Prepapre quality assurance requirements | | | |
| | 2.5. Submit the SRS to the client for approval | | | |
| 3. Review, approve and submit SRS to ITMD and/or other required documents and participating in the daily stand up meeting | 3.1. Receive the signed of SRS and product backlog specification | | 10 days | Development Section Head<br><br>Frontend Development Unit Head<br><br>Backend Development Unit Head |
| | 3.2. Conduct Product design | | | |
| | 3.3. Prepare development environment | | | |
| | 3.4. Develop the front-end application | | | |
| | 3.5. Develop the back-end application | | | |
| | 3.6. Schedule and prepare stand up meetings for progress reporting | | | |
| | 3.7. Prepare minutes of meeting or route to signatories for signing | | 4 days | Development Section Head<br><br>Frontend Development Unit Head<br><br>Backend Development Unit Head |
| | 3.8. Prepare and submit request for provisioning of the test environment to IT resource management division of the IT management department | | | |
| | **TOTAL** | **None** | **20 working days** | |

### 16. RECEIVING OF SOFTWARE DEVELOPMENT REQUEST

*The service introduces how request will be validated and received*

| Office/Division | IT Management Department - IT Helpdesk |
|---|---|
| Classification | Complex |
| Type of Transaction | G2G; G2B |
| Who may avail: | Healthcare institutions, government agencies, other external partners |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Updated signed sector project priority list | CLient |
| Accomplished and signed service request form (SRF) | |
| PhilHealth Circular, policy, general guideliness, standards, and other issuances related to the request | |
| Standard operating procedures (SOP) | |
| Business user requirements for terms of reference | |
| Blank with sample data of forms, slips and reports to be recorded or proceed by the system | |
| Accomplished and signed risk assessment certificate (RAC) | |
| Accomplished and signed IT work clearance | ITMD-IPPSD |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE (Position of Supervisor) |
|---|---|---|---|---|
| 1. Submit service request form and supporting documents to the IT Ticketing system | 1.1. Receive ticket request for software development or enhancement | None | 3 working days | Oscar Gambala

Head IT Helpdesk |
| | 1.2. Review completeness of supporting document | | | |
| | 1.3. For incomplete document, update the ticket to reflect incomplete document/informaton inform the client to create a new ticket and close the ticket | | | |
| | 1.4. For unsigned SRF, endorse to OSVP-IMS for approval | | | |
| | 1.5. Sign/approve SRF and return the signed document to the IT Helpdesk | | 3 days | OSVP-IMS |

| | 1.6. Completely signed request, endorse to the concerned development team | | 1 day | Oscar Gambala<br><br>Head IT Helpdesk |
|---|---|---|---|---|
| | **TOTAL** | **None** | **7 working days** | |

**17. SUPPORT MANAGEMENT SERVICE**

*The service involves the processing or resolution of incidence, complainant, inquiries, and issues reported by internal and external user of PhilHealth systems*

| Office/Division | IT Management Department - Project Management Team Information System Management |
|---|---|
| Classification | Highly Technical |
| Type of Transaction | G2G; G2B |
| Who may avail: | External or Internal Users of PhilHealth |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|---|---|---|---|---|
| Detailed description of incidence, complaints, inquiries, and issues (1) original copy | | PhilHealth System users | | |
| Screenshot of incidence, complains, inquiries, and issues (1) original copy | | | | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE (Position of Supervisor) |
|---|---|---|---|---|
| External User: 1. Create a ticket indicating the detailed description and screenshot of incidence, complaints, inquiries, and issues via the PhilHealth ticket system URL | 1.1. Acknowledge receipt of the incidence complains inquiries and issues | None | 3 days | Nelson de Vera<br><br>Chairperson UPECS-EMR |
| | 1.2. Endorse the incidence complains, inquiries, and issues to the concerned scrum team and request for additional information or document from client | | | |
| | 1.3. Evaluate the incidence complaints, inquiries, and issues | | 1-3 days (simple)<br>4-7 days (moderate)<br>8-20 days (complex) | Nelson de Vera<br><br>Chairperson UPECS-EMR |
| | 1.4. Provide feedback to the UPECS-EMR team or escalate issues to concerned office | | 1 day | Jocelyn Pablo<br><br>OIC DC-ISMD |
| | 1.5. Update the ticket as closed or resolves | | | |

| | | | | |
|---|---|---|---|---|
| Internal User: 1. Email the detailed description and screenshots of incidence, complaints, inquiries, and issues to IT Helpdesk Unit | 1.1. Acknowledge receipt of the incidence complaints inquiries and issues | | 1 day | Oscar Gambala<br><br>Head IT Helpdesk |
| | 1.2. Endorse the incidence complains, inquiries, and issues to the concerned office/team | | | |
| | 1.3. Evaluate the incidence complaints, inquiries, and issues | | 1-3 days (simple)<br>4-7 days (moderate)<br>8-20 days (complex) | Jocelyn Pablo<br><br>OIC DC-ISMD |
| | 1.4. Provide feedback or resolution to the concerned office | | 1 day | |
| | 1.5. Update the ticket as closed or resolves | | | |
| | **TOTAL** | **None** | **External: 5-7 days (Simple)**<br>**8-11 days (moderate)**<br>**12-24 days (complex)**<br><br>**Internal: 3-5 days (Simple)**<br>**6-9 days (moderate)**<br>**10-22 days (complex)** | |

# PROJECT MANAGEMENT OFFICE – PHILHEALTH IDENTITY MANAGEMENT SYSTEM

*1. FACILITATION OF IT RELATED CONCERNS FROM OTHER PHILIPPINE GOVERNMENT AGENCIES OR EXTERNAL STAKEHOLDERS*
*Collaborate with external agencies (Government Non-government) the request received fro Projects within the sector. Inter-organizational collaboration such as to: mutually achieve goals, share information, resources, and responsibilities, as well as make joint decision and solve problems.*

| Office/Division | PMO-PIMS | | | |
|---|---|---|---|---|
| Classification | Simple | | | |
| Type of Transaction | G2G; G2B | | | |
| Who may avail: | External Agencies/External Offices | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| Request Letter (1 Original Copy or digital copy) | | Requesting Office | | |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE (Position of Supervisor)** |
| 1. Submit Request Letter | 1.1. Receive and identify request | | 5 minutes | SIA I |
| | 1.2. Evaluate and process the request letter | | 20 minutes | Head, PMO-PIMS |
| | 1.3. Provide Further Instructions | | 20 minutes | Head, PMO-PIMS |
| | 1.4. Coordinate with other PhilHealth Offices involve | | 2-3 days | SIA I, SSIS |
| | Prepare response letter | | 45 minutes | SIA I, SSIS |
| 2. Receive Response Letter | | None | 1 day | SIA I |
| | **Total:** | **None** | **2-3 days and 90 minutes** | |