INFORMATION MANAGEMENT SECTOR

INTERNAL SERVICES

Volume 14

INFORMATION TECHNOLOGY MANAGEMENT DEPARTMENT
PROJECT MANAGEMENT OFFICE - PHILHEALTH IDENTITY MANAGEMENT SYSTEM
TASK FORCE INFORMATICS

LIST OF SERVICES

INFORMATION TECHNOLOGY MANAGEMENT DEPARTMENT

1. 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}: 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 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**

2. ISSUANCE OF IT ADVISORY

Issuance and Posting of IT Advisory for the concerned and affected Phi/Health Offices/Users

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
One (1) original copy of properly filled-up, signed and approved IT Advisory Request Form	IT Helpdesk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Of Supervisor)
1. Receive the request filed through IT Service Management (ITSM) System			2 minutes	
2. Evaluate the request for completeness, authorized, signed, and approved			4 minutes	
3. Process the request by posting it in the Outlook and send to the email account of affected Users,			5 minutes	
4. Add note to the request ticket,			3 minutes	
5. Closed the request ticket			1 minute	
	TOTAL	None	15 minutes	

3. MANAGE AUTO RENEWAL OF SPONSORED MEMBERS

The service addresses the auto renewal of the sponsored member's record in the production database in reference to the endorsed mapped membership record from the Member Management Group. The service can be performed in 14 days depending on the proximity and number of fields and records to update. The service is usually support with a Service Request Form (SRF)

Office/Division:	IT Management Department - ITMD (Database Section)			
Classification:	Highly Technical			
Type of Transaction:	G2C- Government to Citizen, G2B- Government to Business			
Who May Avail:	Member Management Group			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Original Copy of Fully Accomplished Service Request Form (SRF) / Memo 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)
	1.1 Receive of documents.			
	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 Coordinate with BPU and Task Force Informatics (TFI) for the list of members for renewal			
	1.7 Upload List of members for renewal			
	1.8 Validate statistics of members for renewal based on provided report by BPU			

	1.9 Coordinate with the ISMD for the scri to be used for the renewal.			
	1.10 Execute the script for auto renewal created by ISMD.			
	1.11 Prepare and send statistics of auto renewed and excluded members to concerned office.			
	1.12 Email PRO IT the script to extract batch numbers of auto renewed members of their respective PROs.			
Repeat Process may occur in 1.8 to 1.9 until renewal is completed				
	TOTAL:	**None**	**14 Days**	

4. MANAGE REQUEST FOR CLEARANCE OF SEPARATED EMPLOYEES

The service addresses the certification of separated employees to wit that the respective user account is deactivated for clearance due to separation to office. The service can be performed within 2 working days provided that all necessary document requirements is complete.

Office/Division:	IT Management Department - ITMD {Database Section)
Classification:	Simple
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/Routing and Transmittal Slip/ Email (Electronic copy) 2. One {1) Original Copy of Application for Clearance	Requesting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Of Supervisor)
	1.1 Receive of document			
	1.2 Log the document {Incoming)			
	1.3 Release the document to ITRMD			
	1.4 Log the document {Outgoing)			
	1.5 Receive of document			
	1.6 Log the document {Incoming)			
	1.7 Release document to Database Section			
	1.8 Check database account if deactivated in production database			
	1.9 Coordinate with IT Helpdesk for account not deactivated in production database			
	1.10 Deactivate account in other database.			
	1.11 Affix initials			

	1.12 Validate and deactivate network account	3 Hours	ITO I
	1.13 Affix initial		
	1.14 Sign the clearance		
	1.15 Release of documents	1 HOUR	CIO/SVP
	1.16 Log the document (Outgoing)	1 HOUR	ITOII
	1.17 Receive the documents		
	1.18 Log the document		
	1.19 Release the document		
	1.20 Log the document {Outgoing)		
TOTAL		**None**	**2 DAYS**	

5. MANAGE REQUEST FOR CORPORATE EMAIL ACCOUNT CREATION/UPDATE

The service addresses the creation and updating of corporate email account of respective employees in the head office as requested/ assigned. The service can be performed within 2 working days provided that all necessary document requirements is complete.

Office/Division:	IT Management Department - ITRMD Network Section
Classification:	Simple
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/Request for Email Account Creation 2. One (1) issued ITSM Work Order Ticket as endorsed by IT	Requesting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Of Supervisor)
	1.1 Receive of document			
	1.2 Log the document {Incoming}			
	1.3 Release the document to ITRMD			
	1.4 Log the document {Outgoing}			
	1.5 Receive of document			
	1.6 Log the document {Incoming}			
	1.7 Release document to Network Team			
	1.8. Check domain account and details of request			
	1.9 Coordinate with IT Helpdesk issues/concerns domain account creation/update			
	1.10. Create Email account base on email account details			

	1.11 Notify/close ticket once the request is completed			
	1.15. Release of documents		1 Hour	CIO/SVP
	1.16 Log the document (Outgoing)		1 Hour	ITO II
	1.17 Receive the documents			
	1.18 Log the document (Incoming)			
	1.19 Release the document			
	TOTAL	**None**	**1 DAY AND 5 HOURS**	

6. 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) 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 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	PROCESSIN GTIME	PERSON RESPONSIBLE {Position Of Supervisor)
	1.1 Receive of documents.			
	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.			
	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**	

7. MANAGE REQUEST FOR DATABASE UPDATE

The service addresses updates needed in the production database in reference to update/enhancement and development of application/systems. The service is performed after office hours in coordination with the requesting office.

Office/Division:	IT Management Department - ITMD (Database Section)				
Classification:	Simple				
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government				
Who May Avail:	IS Management Division/ Business Process Unit				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
One {1} Original Copy of Fully accomplished System/Database Update Request Form {SDURF} and necessary scripts for the database update request One {1} Original Copy of Notice of System Availability (NSA) to Database Group			IS Management Division/ BPU		
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Of Supervisor)
	1. 1 Receive of documents.				
	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 Check existence of request in Ticketing System.				
	1.7 Implement/execute the script				
	1.8 Notify requester should there be error encountered during the execution of the scripts				
	1.9 implement/execute the script in the replication if applicable				

	1.10 Configuration of the replication database if applicable			
	1.11 Notify/close ticket once the request is completed.			
	1.12 Log the outgoing document		1 Hour	ITO II
Repeat Process 1.8 to 1.10 until all request and documents is compiled and addressed				
TOTAL:		**None**	**1 day**	

8. 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)
	1.1 Check database account if deactivated in production database			
	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	

9. 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. Relevant issuances to serve as legal basis.	N/A

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Of Supervisor)
	1. Conduct research/ survey/interviews/ brainstorming of ideas and information of the new policy/SOP to be developed/revised.			ITO I
	2.Crafting of new ICT policy/SOP or revision of existing official ICT policy/SOP			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**	

10. 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 2. One {1} Original Copy of Memo 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)
	1.1 Receive of documents.			
	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			
	1.7 Prepare memo response/ acknowledge receipt			
	1.8 Review of memo		2 Hours	ASM
	1.9 Approval of Memo		2 Hours	CIO/SVP

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

11. 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) 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)**
	1.1 Receive of documents.			
	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			
	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**	

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

The service facilitates the request for review of ICT-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)
	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	

13. MANAGE REQUEST FOR REVIEW OF POLICIES/SOPS FROM OTHER OFFICES FOR INPUTS/COMMENTS

The service addresses the request for review of policies/SOPs compliant with the related SOP and Quality Procedure

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			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Draft document (CO, SOP, PC, Wins) Policy Routing Slip/DRAR Instruction from Supervisor/Head				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position Of Supervisor)**
	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**	

14. 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 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)
	1.1 Receive of documents.			
	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.			ITOII
	1.6 Validate the file format/structure		1 Hour	
	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**	

15. MANAGEMENT OF NEW SERVER CREATION/PROVISION

The service addresses the creation of server as requested for testing and deployment of new software/application. The service shall be address within 8 working days and may vary based on the needed requirements and applications on the server for creation.

Office/Division:	IT Management Department - ITRMD Network Section
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government
Who May Avail:	IS Management Division/ Business Process Unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One (1) Original Copy of Notice of System Availability (NSA)	
One (1) issued OSTicket/ITSM Work Order Ticket assigned to Network Team	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Of Supervisor)
	1. 1 Receive of documents.			
	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 Check existence of request in Ticketing System.			

	1.7 Review requested Server applications for installation			
	1.8 Notify requester for unavailable license or application (if any)			
	1.9 Create/Provision Server			
	1.10 Installation of requested application in the new server as requested (OS, Antivirus, etc.)			
	1.11 Notify/close ticket once the request is completed.			
	1.12 Log the outgoing document		1 Hour	ITO II
Repeat Process 1.8 to 1.10 until all request and documents are complied and issue are addressed				
	TOTAL	**None**	**7 days and 5 hours**	

16. MANAGEMENT OF OPERATING SYSTEM REPAIR AND INSTALLATION

The service addresses the repair and installation of operating system to corporate issued equipment that was accounted to respective PhilHealth Employees in the Head Office.

• The service shall be addressed within 7 working days per equipment.

Office/Division:	IT Management Department - ITRMD Network Section			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business			
Who May Avail:	Head Office Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Original Copy of Service Request Form (SRF) One (1) Original Copy of Property Accountability Request Form (PARF) One (1) issued ITSM Work Order Ticket		Requesting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Of Supervisor)
	1.1 Receive of document			
	1.2 Log the document (Incoming)			
	1.3 Release the document to ITRMD			
	1.1 Check request details			
	1.2 Coordinate with IT Coordinator regarding issues/concerns domain account creation/update			
	1.3 Repair and Install the Operating System			
	1.4 Notify/close ticket once the request is completed.		1 Hour	ITO I
	TOTAL	None	5 Hours	

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17. 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	
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,			2 minutes	
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. Close the request ticket.			1 minute	

	TOTAL	None	15 minutes	

18. MANAGEMENT REQUEST FOR APPLICATION SERVER/ SYSTEM UPDATE

The service addresses the updates needed in the server in reference to the update/enhancement and deployment of software/applications. The service is performed after office hours in coordination with the requesting office.

Office/Division:	IT Management Department - ITRMD Network Section
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business
Who May Avail:	IS Management Division/ Business Process Unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One (1) Original Copy of Network Request Form/ S_DURF One (1) Original Copy of Supporting documents (files indicating path/ location Of new executable AppServer/API/WebApp)	Requesting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Of Supervisor)
	1. 1 Receive of documents.			
	1.2 Log the document (Incoming)			
	1.3 Endorse document to Division Chief			
	1.4 Delegates/assign document to the concerned section or staff		1 Hour	ASM
	1.5 Release document to the concerned section/staff.		1 Hour	ITO II
	1.6 Check existence of request in Ticketing System.			
	1.7 Checks availability of Server Updates			
	1.8 Notify requester should there be error encountered during the execution of the scripts			
	1.9 Update/Configure the Server			

	1.10 Notify/close ticket once the request is completed.			
	1.11 Log the outgoing document		1 Hour	ITO II
Repeat Process 1.8 to 1.9 until all request and documents is compiled and addressed				
	TOTAL	**None**	**1 DAY**	

19. REVIEW OF INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) TERMS OF REFERENCE (TOR)/ TECHNICAL SPECIFICATIONS (TECH SPECS)

This process provides the procedures on the request for TOR or Tech Specs for the procurement of ICT resources, starting from receiving of the request up to transmittal of the result of the evaluation to the requesting office.

Office/Division:	IT Management Department - ICT Planning, Policies and Standards Division
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who May Avail:	Offices and departments within PhilHealth with ICT-related procurement (Internal Clients)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One (1) Original Copy of Draft TOR / Tech Specs (including its Annexes, if applicable) approved by the head of office/department requesting the TOR/Tech Specs review	(Prepared by Internal Client/s)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Of Supervisor)
	1.1 Receives and logs the document(s) in the receiving logbook	None	5 minutes	
	1.2 Forwards the draft TOR/Tech Specs for review to assigned personnel	None	5 minutes	
	1.3 Records details of the TOR/Tech Specs received in the TOR/Tech Specs Review Monitoring, assigns a TOR/Tech Specs Evaluation Clearance No.	None	10 minutes	
	1.4 Reviews the draft TOR/Tech Specs and prepares the TOR/Tech Specs Evaluation Checklist and/or memorandum on the result of the evaluation	None	14 days	
	1.5 Records the TOR/Tech Specs Evaluation Checklist completion details in the TOR/Tech Specs Review Monitoring and forwards to the IPPSD-Div. Chief the reviewed TOR/Tech Specs and/or memorandum	None	10 minutes	

	on the result of the evaluation together with the client's submitted documents.		
	1.6 Reviews the TOR/Tech Specs Evaluation Checklist and/or memorandum and returns to ITO I for revision/finalization.	None	3 days
	1.7 Finalizes the TOR/Tech Specs Evaluation Checklist and/or memorandum and returns to OIC-DC for approval and signature.	None	2 days
	1.8 Checks the final TOR/Tech Specs Evaluation Checklist and/or memorandum, (returns to the ITO I for revision/correction or) signs and forwards these to the Clerk together with the client's submitted documents for outing back to the client.	None	15 minutes
	1.9 Records the documents in the outgoing logbook, endorses it to the Client for receiving, and secures the receiving copies for hard copy and digital file	None	15 minutes
	TOTAL	**None**	**20 days**

20. 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				
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)
	1.1. Acknowledge receipt of the incidence complains inquiries and issues			
	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) 4-7 days (moderate) 8-20 days (complex)	Nelson de Vera Chairperson UPECS-EMR
	1.4. Provide feedback to the UPECS-EMR team or escalate issues to concerned office			
	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 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) 4-7 days (moderate) 8-20 days (complex)	
	1.4. Provide feedback or resolution to the concerned office			
	1.5. Update the ticket as closed or resolves			
	TOTAL	**None**	**External: 5-7 days (Simple)** **8-11 days (moderate)** **12-24 days (complex)** **Internal: 3-5 days (Simple)** **6-9 days (moderate)** **10-22 days (complex)**	

PROJECT MANAGEMENT OFFICE – PHILHEALTH IDENTITY MANAGEMENT SYSTEM

1. CONDUCT PROBLEM MANAGEMENT

Problem Management is a process by using analysis techniques to identify the cause of the problem/issue as reported by the operations/business process owners to the information management sector for resolution

Office/Division	PMO-PIMS
Classification	Complex
Type of Transaction	G2G; G2B
Who may avail:	All Information Management Sector

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Report from a certain office/BPO concerning the system application/s, IT services, et. al		Office of the Information Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
	1. Acknowledge the receipt of report of the encountered issue/problem		15 minutes	Admin OCIO proper
	1.2. Once assessed, OCIO will forward the report to PMO-PIMS for proper action and further investigation		30 minutes	Admin OCIO proper
	1.3. Conduct Investigation and assessment		2 days	SIA I, SSIS PMO-PIMS
	1.4. Facilitate series for meetings with Subject Matter Experts (SME) to assess the root cause of a certain problem		2 days *depends on the number of the concerned office/s	Head, PMO-PIMS
	1.5. Consolidate all related documents and issuances		2 days	SIA I, SSIS PMO-PIMS
	1.6. Craft Report (TOP-SET) with corresponding recommendation/s to mitigate or to solve the issue once all necessary documents has been provided by the concerned office/s.		1 day	SIA I, SSIS PMO-PIMS

2. Receive copy of the Problem Management Report	2.1. Submit report				SIA I, SSIS PMO-PIMS
	Total:		**None**	**7 days and 45minutes**	

TASK FORCE INFORMATICS

1. DASHBOARD OR REPORTS

Creation of PCD Dashboard of Reports

Office/Division	Task Force Informatics			
Classification	Highly Technical			
Type of Transaction	G2G			
Who may avail:	All PhilHealth Officers and Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
One (1) Original Copy of Letter of Request		TFI Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
	1.1. Receives and records to logs of TFI Requests		20 minutes	Clerk TFI
	1.2. Reviews and assess requests specification requirements and assignment of developer; updates log of TFI requests		20 minutes	Developer TFI
	1.3. Reviews and drafts design of expected dashboard or report		15 minutes	Developer TFI
	1.4. Sets meeting with Requesting Party		10 minutes	Clerk TFI
	1.5. Present draft and finalizes requirements of the requested dashboard or report		1 day	Developer, Supervisor TFI
	1.6. Generates output, validates results, quality assurance of results and documentation (repeat if needed) for SIMPLE dashboard or reports.		1 day	Developer TFI
	1.7. Generates output, validates results, quality assurance of results and documentation (repeat if needed) for COMPLEX dashboard or reports		5 days	Developer TFI

	1.8. Generates output, validates results, quality assurance of results and documentation (repeat if needed) for HIGHLY TECHNICAL dashboard or reports		20 days	Developer TFI
	1.9. Updates to logs of TFI requests		10 minutes	Developer TFI
	1.10. Informs requesting party of the availability of dashboard of report in PCD		30 minutes	Developer TFI
	1.11. Presents final dashboard or report to requesting party.		30 minutes	Developer TFI
	1.12. Copy to storage devise for large volume of data		30 minutes	Developer TFI
	1.13. Updates to logs of TFI requests		10 minutes	Developer TFI
Total:		**None**	**27 days**	

2. DATA EXTRACTION

Extraction of Raw data

Office/Division	Task Force Informatics
Classification	Highly Technical
Type of Transaction	G2G
Who may avail:	All Philhealth Officers and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Original Copy of TFI Request Form		TFI Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
	1.1. Accepts the data request form thru ITSM and screens the completeness of minimum required information		20 minutes	Developer TFI
	1.2. Assigns control number of the data request		5 minutes	Developer TFI
	1.3. Forwards TFI request form and attachment (if any) to analyst		5 minutes	Developer TFI
	1.4. Review and asses output specification requirements and availability and clarity of data/information and assign to developer; records details of the received data requests for monitoring		20 minutes	Developer TFI
	1.5. If okay, forward to developer		5 minutes	Developer TFI
	1.5. If not okay, call for a meeting with the requesting party to clarify requests requirements		1 hour	Analyst, Developer TFI
	1.6. Review and analyses data and output specification requirements		15 minutes	Developer TFI

	1.7. Creates Simple Script	1 hour	Developer TFI
	1.8. Creates Complex script	1 day	Developer TFI
	1.9. Creates Highly Technical Script	3 days	Developer TFI
	1.10. Test run script, modifies script, generates output, validates results, quality assurance of results and documentation (repeat if needed) for Simple requests	1 day	Developer TFI
	1.11. Test run script, modifies script, generates output, validates results, quality assurance of results and documentation (repeat if needed) for Complex requests	5 days	Developer TFI
	1.12. Test run script, modifies script, generates output, validates results, quality assurance of results and documentation (repeat if needed) for Highly Technical requests	20 days	Developer TFI
	1.13. Prepares Transmittal Letter Indicating the criteria used in data extraction, addressed to the Head of the requesting Office	10 minutes	Developer TFI
	1.14. Release Output to Requesting Office	10 minutes	Developer TFI
	1.15. Updates data request status (completed) thru ITSM	10 minutes	Developer TFI
	Total:	**None**	**30 days**	