

**1.0 PURPOSE**

The purpose of this procedure is to provide guidelines on how to avail services from the Information Systems Unit involving computer hardware, network, software and applications, as well as guidelines on providing maintenance of the agency's ICT resources based on the PSC Information Systems operations manual and policies.


2.0 SCOPE

The scope of this procedure applies to all PSC employees using ICT resources inside and outside PSC premises, which will:

- 2.1.1 Provide assistance and educate employees as necessary;
- 2.1.2 Provide computer hardware, network, software and application support; maintains information and network security and integrity; and
- 2.1.3 Monitors and enhance the development and implementation of the latest information technology which is socially sensitive in meeting the needs of the agency.

3.0 DEFINITION OF TERMS

- 3.1 Application software/Application (app for short) - is a computer software designed to perform a group of coordinated functions, tasks or activities for the benefit of the user.
- 3.2 End User - is the person that a software program or hardware device is designed for. The term is based on the idea that the "end goal" of a software or hardware product is to be useful to the consumer.
- 3.2 Hardware - the electronic and physical components, boards, peripherals and equipment that make up a computer system as distinguished from the programs (software) that tell these components what to do. It is the physical component consisting of the input devices, central processor, output devices and storage devices.
- 3.3 Information and Communications Technology (ICT) - is the totality of the electronic means employed to systematically collect, process, store, present and share information to end-users in support of their activities. It consists of computer systems, office systems, consumer electronics and telecommunications technologies, as well as networked information infrastructure the components of which include the telephone system, the Internet, fax machines, computers and its accompanying methodologies, processes, rules and conventions.
- 3.4 Information System (IS) - a system of major processes or operations which facilitates the storage, processing, retrieval and generation of information for

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decision-making, planning, controlling and monitoring purposes. It also refers to a group of related processes (manual or computerized) designed to generate information for the exclusive support of a major functional area of an organization (e.g. Personnel Management Information System, Logistics Management Information System, Financial Management Information System, etc.).

- 3.5 Network - a computer-based communication and data exchange systems created by electronically connecting two or more computers/workstations. It is composed of two or more computers that can communicate with each other.
- 3.6 Network resources - refer to forms of data, information and hardware devices that can be accessed by a group of computers through the use of a shared connection. These types of resources are also known as shared resources.
- 3.7 Server – a computer that makes services, as access to data files, programs and peripheral devices, available to workstations on a network.
- 3.8 Software - a set of instructions to a computer (and its peripheral equipment) to execute a command or process data. It uses a computer-understandable language. The non-physical components, which maybe an operating system, a development language, database management system, network management software, set of computer tools and utilities, or an application package, as well as the machine coded instructions that direct and control the different hardware facilities.
- 3.9 Website – is a site (location) on the World Wide Web (www). It is a central location of various web pages and data files that are all related and can be accessed by visiting the home page using a browser.
- 3.10 Troubleshooting – is a systematic approach to problem solving that is often used to search for the source of the problem and make the product operational again or correct issues with complex machines, electronics, computers and software systems.

4.0 REFERENCE DOCUMENTS

- 4.1 ISU Operations Manual
- 4.2 ICT Policies



5.0 PROCESS FLOW

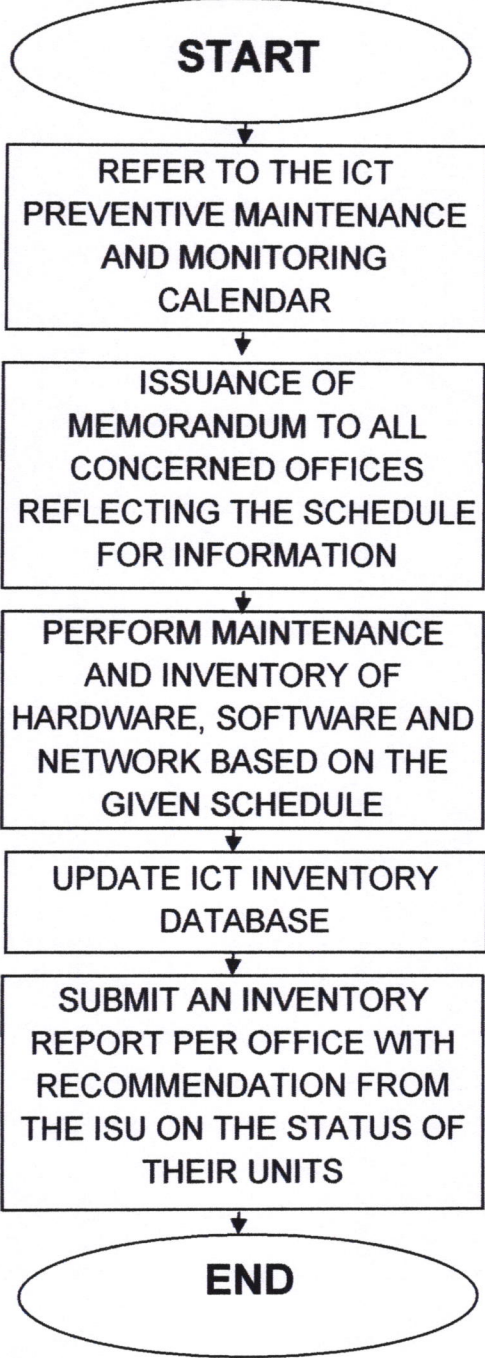
TECHNICAL ASSISTANCE WORKFLOW


5.1 HARDWARE, SOFTWARE, NETWORK AND APPLICATION SERVICES

RESPONSIBLE	FLOWCHART	REFERENCE
<p>REQUESTING PARTY/END USER</p> <p>ISU HELPDESK</p> <p>ISU TECHNICAL SUPPORT STAFF</p> <p>ISU TECHNICAL SUPPORT STAFF</p> <p>REQUESTING PARTY/END USER</p> <p>ISU HEAD/ HEAD OF REQUESTING PARTY</p>	<pre> graph TD Start([START]) --> Step1[FILL OUT AND SUBMIT SERVICE REQUEST FORM] Step1 --> Step2[CHECK THE COMPLETION OF THE SUBMITTED FORM] Step2 --> Step3[TROUBLESHOOTING OF THE ISSUE/TECHNICAL PROBLEM] Step3 --> Step4[PROVIDING THE ACTION TAKEN OR RECOMMENDATION TO ADDRESS THE ISSUE] Step4 --> Step5[CERTIFICATION THAT THE ISSUE WAS PROPERLY ADDRESSED AND COMPLETED THROUGH SIGNATURE] Step5 --> Step6[IN CASE OF DEFECTIVE UNIT, ISU HEAD WILL ENDORSE THE RECOMMENDATION AND TO BE APPROVED BY THE HEAD OF REQUESTING UNIT SHOULD THEY REQUEST FOR UPGRADE OR REPLACEMENT] Step6 --> End([END]) </pre>	<p>SERVICE REQUEST FORM / ISU OPERATIONS MANUAL</p>



5.1 PREVENTIVE MAINTENANCE AND MONITORING

RESPONSIBLE	FLOWCHART	REFERENCE
ISU TECHNICAL SUPPORT STAFF	 <pre>graph TD; START([START]) --> A[REFER TO THE ICT PREVENTIVE MAINTENANCE AND MONITORING CALENDAR]; A --> B[ISSUANCE OF MEMORANDUM TO ALL CONCERNED OFFICES REFLECTING THE SCHEDULE FOR INFORMATION]; B --> C[PERFORM MAINTENANCE AND INVENTORY OF HARDWARE, SOFTWARE AND NETWORK BASED ON THE GIVEN SCHEDULE]; C --> D[UPDATE ICT INVENTORY DATABASE]; D --> E[SUBMIT AN INVENTORY REPORT PER OFFICE WITH RECOMMENDATION FROM THE ISU ON THE STATUS OF THEIR UNITS]; E --> END([END]);</pre>	ICT PREVENTIVE MAINTENANCE AND MONITORING CALENDAR ICT EQUIPMENT, SOFTWARE AND NETWORK INVENTORY FORMS

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6.0 PROCEDURE

6.1 TECHNICAL ASSISTANCE FOR HARDWARE, NETWORK, SOFTWARE AND APPLICATIONS SERVICES

6.1.a End-user (requesting party) must accomplish and submit ISU Service Request Form to the ISU office before the service to be rendered on the areas of hardware, network, software and applications.

6.1.b ISU help desk will receive and check the submitted service request form and schedule the service to be rendered

6.1.c ISU Technical Support staff will troubleshoot the issue or technical problem

6.1.d After troubleshooting, the staff will provide the action taken or recommendation to fully address the issue

6.1.e The end-user will then certify the completion of service by affixing his/her signature. Should the unit was found defective (for replacement/upgrade), the ISU head will then endorse the Service Request Form and the Head of the end-user shall also sign as approval for the recommendation. A copy of the Service Request Form may be attached to the letter of request.

6.2 PREVENTIVE MAINTENANCE AND MONITORING

The Preventive Maintenance and Monitoring is a way to keep ICT resources in satisfactory operating condition by providing systematic inspection, detection, and correction of incipient failures that may develop into major defects. As well as keeping the units up to date and recommend replacement or upgrade in case there is a need to.

6.3.a The ISU will provide the annual ICT Preventive Maintenance and Monitoring Calendar as guidance and basis of the schedule of all PSC offices.

6.3.b Upon creation of the Calendar, we will then issue a Memorandum to all concerned offices with regard to their appropriate schedule of inventory

6.3.c The ISU Technical Staff will then assess the unit, take note of the serial number and perform necessary tests and adjustments on the installed software to ensure the overall performance of the unit.

6.3.d After which, the ISU staff will update the ICT Inventory Database

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6.3.e As soon as the report has been finalized, we will provide per office report on the status and recommendation of the ISU staff regarding the units that were accounted

7.0 FORMS ATTACHED

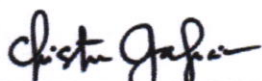


7.1 ISU Service Request Form

7.2 ICT Equipment Inventory Form

7.3 ICT Software Inventory Form

7.4 ICT Network Inventory Form

7.5 ICT Preventive Maintenance and Monitoring Calendar

Prepared by/Date:	Reviewed by/Date:	Approved by/Date:
 CRISTINA M. GARCIA HEAD, INFORMATION SYSTEMS UNIT	 ANNA CHRISTINE S. ABELLANA HEAD, SEA AND AIR TRAVEL UNIT/QMR	 3 May 2021 ATTY. GUILLERMO B. IROY, JR. OIC - EXECUTIVE DIRECTOR