
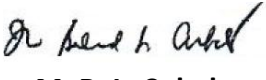

	Title of Manual	Document No.	
	SYSTEM PROCEDURES MANUAL	QMS-03F3	
	Department/ Process Owner	Effective Date	
	Management Information Systems	November 25, 2021	
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	MIS CONTEXT DIAGRAM	0	September 30, 2020
MIS-01	PREVENTIVE MAINTENANCE OF IT EQUIPMENT	0	September 30, 2020
MIS-01F1	Preventive Maintenance Report	1	May 1, 2021
MIS-02	IT SERVICES/ IT RESOURCES TROUBLESHOOTING AND ASSISTANCE	3	November 25, 2021
MIS-02F1	IT Service Report Slip	0	September 30, 2020
MIS-02F2	Maintenance/ Repair Service Request Form	2	November 25, 2021
MIS-03	TECHNICAL EVALUATION	1	September 15, 2021
MIS-03F1	Technical Evaluation Report	1	May 1, 2021
MIS-04	WEB POSTING AND UPDATING	1	September 15, 2021
MIS-04F1	Client Satisfaction Survey (CSS) Form	0	September 30, 2020

Rev. No.	Affected pages/ section	Revision History
0	-	New version of PNOC QMS; to include PNOC Energy Supply Base and PNOC Industrial Park.
1	Page 1	Change of effectivity date
2	Page 1	Change of effectivity date
3	Page 1	Change of effectivity date

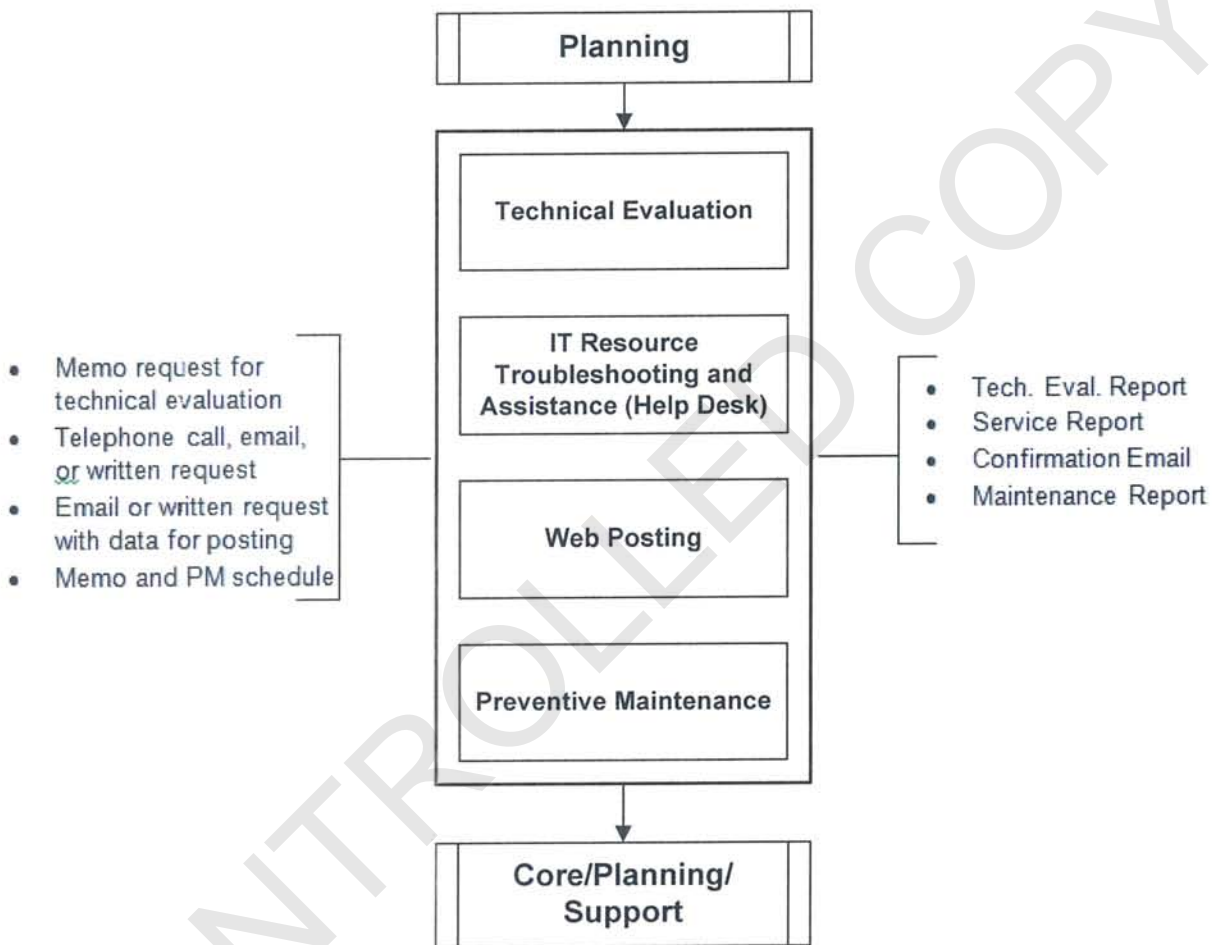
Prepared by	Reviewed by	Approved by
 S. B. Vitales	 M. B. L. Cubelo	 E. B. Albaytar <small>1/21/22</small>
Division Chief, Management Information Systems	OIC Manager, Strategy Management Office	SVP Finance and Administrative Services

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Context Diagram STRATEGY MANAGEMENT OFFICE

MANAGEMENT INFORMATION SYSTEM


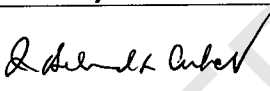



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**Context Diagram
STRATEGY MANAGEMENT OFFICE**

Identified as one of the key services being provided by the company, IT Services revolves around three main processes namely, (1) the provision of Technical Evaluation for compliance of all IT resource acquisitions with the specified minimum specifications, (2) the provision of IT Resource Troubleshooting and Assistance to address IT resources issues raised by all users, and (3) the provision of Web Posting services for providing relevant and timely information via the corporate web presence, and (4) annual preventive maintenance of IT resources.

Prepared by	Reviewed by	Approved by
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Information Technology Officer II	OIC Manager, Strategy Management Office	SVP Finance and Administrative Services

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	Title of Manual		Document No.	
	SYSTEM PROCEDURES MANUAL		MIS-01	
	Department/ Process Owner		Effective Date	
	MANAGEMENT INFORMATION SYSTEMS		September 30, 2020	
Title of Document		Revision No.	Page	
PM OF IT EQUIPMENT		0	1 of 3	

1.0 Objective

To reduce downtime, increase the life expectancy of the equipment and avoid business interruptions.

2.0 Scope

Process includes the implementation of the maintenance plan based on the schedule and submission of the Preventive Maintenance Report.

3.0 References

ISO 9001:2015 Quality Management System Clause 7.1.3 Infrastructure


4.0 Definitions and Abbreviations

CMT	-	Computer Maintenance Technician
IT	-	Information Technology
ITO	-	Information Technology Officer
PMD	-	Property Management Division

5.0 Policies and Guidelines


Preventive maintenance is the process of taking actions proactively to mitigate risk or potential issues that may arise. It not only saves time and money but also makes easier the manner of troubleshooting when a problem occurs, protects the data, improves computer performance, and extends hardware life.

Maintenance effort can turn a deal of profit in the long run. Preventive maintenance of system can be categorized in two sections mainly hardware and software maintenance.

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	PM OF IT EQUIPMENT	0	2 of 3

6.0 Details

Activity	Responsibility	Notes/ References
Start		
Inform affected users memo & schedule	Division Chief, Information Technology Officer II (ITO II)	1. Affected users are informed on the activities that will be done.
Obtain an updated copy of inventory from PMD	Information Technology Officer II (ITO II), CMT	2. Verify the copy from PMD together with the IT copy
Implement maintenance	Division Chief, Information Technology Officer II (ITO II), CMT	3. Preventive maintenance is implemented on an annual basis.
Create report	Information Technology Officer II (ITO II), CMT	4. Maintenance Report is created
End	Information Technology Officer II (ITO II), CMT	

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PM OF IT EQUIPMENT	0	3 of 3	


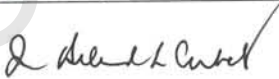
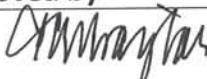
7.0 Records and Files Generated

MIS-01F1 Preventive Maintenance Report

8.0 Attachments

Sample form (MIS-01F1)

Rev. No.	Affected pages/ section	Revision History
0	-	New version of PNOC QMS; to include PNOC Energy Supply Base and PNOC Industrial Park.

Prepared by	Reviewed by	Approved by
 L. A. D. Laurel Information Technology Officer II	 M. B. L. Cubelo OIC Manager - Strategy Management Office	 E. B. Albaytar SVP Finance and Administrative Services



Preventive Maintenance Report

MIS-01F1


Rev 1

Department	User	Schedule	MIS Personnel	Remarks	Signature

Prepared by: _____

Noted by: _____

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	Title of Manual		Document No.	
	SYSTEM PROCEDURES MANUAL		MIS-02	
	Department/ Process Owner		Effective Date	
	MANAGEMENT INFORMATION SYSTEMS		November 25, 2021	
	Title of Document		Revision No.	Page
IT SERVICES AND TROUBLESHOOTING		3	1 of 3	

1.0 Objective

To provide timely and effective IT service.

2.0 Scope

Procedures involve the provision of timely and effective IT service within the mandated timeframe. It covers IT services and troubleshooting of hardware, network, antivirus, and office automation software but excluding 3rd party-developed information systems.

3.0 References


4.0 Definitions and Abbreviations

CMT	-	Computer Maintenance Technician
IT	-	Information Technology
ITO	-	Information Technology Officer
MIS	-	Management Information Systems

5.0 Policies and Guidelines


It is the policy of the company to provide all authorized personnel the necessary IT resources to enable the personnel to perform their tasks efficiently and effectively.

As a general rule, all IT requests for assistance must be responded to within an hour after receipt of either a phone call or a written request.

	Title of Manual	Document No.	
	SYSTEM PROCEDURES MANUAL	MIS-02	
	Department/ Process Owner	Effective Date	
	MANAGEMENT INFORMATION SYSTEMS	November 25, 2021	
Title of Document	Revision No.	Page	
IT SERVICES AND TROUBLESHOOTING	3	2 of 3	

6.0 Details

Activity	Responsibility	Notes/ References
Start		
Receive request for assistance	IT Officer or CMT	1. Requests are made mostly by telephone. At times email requests are received by the Division Chief
Obtain details of request		2. Details are obtained and acted on immediately. This may include visiting the location to address the request.
Perform repair/service & prepare IT Service/Repair Slip	ITO or CMT	3. IT Personnel perform repair / service & prepare Service / Repair Slip.
Need cost of repair	ITO or CMT	4. If cost is needed, the Maintenance/Repair Service Request Form is accomplished and the recommendations / suggestions portion is filled-up for any of the following: <ul style="list-style-type: none"> ▪ For disposal ▪ For third party service / outside repair
Prepare Maintenance / Repair Service Request Form	ITO or CMT	Provide the user a copy and file the Service Request Form.
Provide user a copy of Service Request Form		If cost is not needed, the IT / Repair Slip is file.
File IT Service/ Repair Slip		
File Service Request Form		
End		

	Title of Manual	Document No.	
	SYSTEM PROCEDURES MANUAL	MIS-02	
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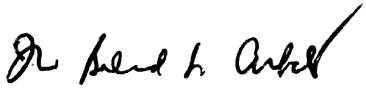

7.0 Records and Files Generated

MIS-02F1 IT Service / Repair Slip
MIS-02F2 Maintenance /Repair Service Request Form

8.0 Attachments

Sample Forms (MIS-01F1 and MIS-02F2)

Rev. No.	Affected pages/ section	Revision History
0	-	New version of PNOC QMS; to include PNOC Energy Supply Base and PNOC Industrial Park.
1	Page 3	Change title of form
2	Page 1	2.0 Scope, inserted the phrase "IT services and troubleshooting of hardware, network, antivirus, and office automation software but excluding 3rd party-developed information systems."
	Page 1	5.0 Policies and Guidelines, replaced the word "organic" to "authorized."
	Page 2	6.0 Details, insert in the Notes / References portion "the recommendations / suggestions portion is filled-up for any of the following, For disposal or For third party service / outside repair"
	All	Change in effectivity date
3	Page 2	Revision of MIS-02F2 form; revision in the Notes/References, item #4, with the additional statement "the recommendations/suggestions portion is filled-up for any of the following, for disposal or for third party service/outside repair"
	All	Change in effectivity date

Prepared by	Reviewed by	Approved by
 S. B. Vitales	 M. B. L. Cubelo	 E. B. Albaytar 1/21/22
Division Chief, Management Information Systems	OIC Manager - Strategy Management Office	SVP Finance and Administrative Services



IT Service/Repair Slip

Date Reported:	Control No: _____
_____	Reported by: _____
Time Reported:	Department: _____
_____	_____

Problem/Issues:

Resolutions:

Time Started: _____	Time Finished: _____
_____	_____

Attending IT Personnel: _____	User signature (over printed name)
-------------------------------	---------------------------------------

Client Satisfaction Survey: Please check between 5 to 1

How satisfied are you with the service/s?	Comments / Remarks: _____ _____ _____ _____
<input type="checkbox"/> 5 = Very Satisfied	
<input type="checkbox"/> 4 = Satisfied	
<input type="checkbox"/> 3 = Nuetral	
<input type="checkbox"/> 2 = Unsatisfied	
<input type="checkbox"/> 1 = Very Unsatisfied	

Maintenance/Repair Service Request Form

Date: _____

Unit Description: _____

Requested For:

Repair/Diagnostics
 Maintenance
 Others: _____

Unit SN#: _____

User Name/ Location: _____

Unit/Department Head: _____

Works/Jobs Done: (For MIS use only)

Date	Work Description	Remarks

Status after Diagnostics:

Repaired
 For pull-out/off-site repair
 Others: Specify: _____

Received by:

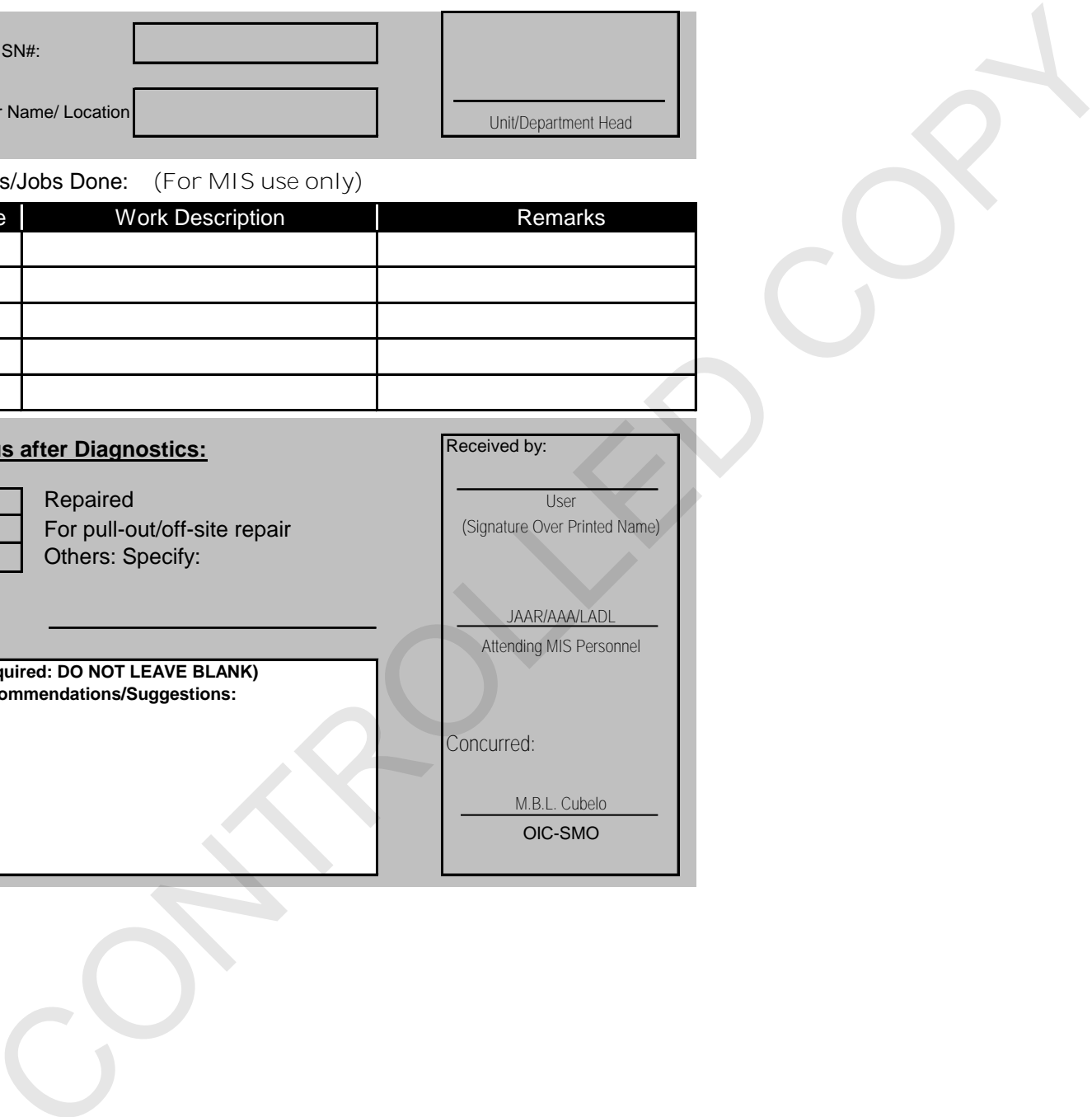
User
(Signature Over Printed Name)


JAAR/AAALADL
Attending MIS Personnel

Concurred:

M.B.L. Cubelo
OIC-SMO

(Required: DO NOT LEAVE BLANK)
Recommendations/Suggestions:



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	SYSTEM PROCEDURES MANUAL	MIS-03	
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TECHNICAL EVALUATION	1	1 of 3	

1.0 Objective

To ascertain that all IT Resource acquisitions comply with the minimum technical specifications.

2.0 Scope

The procedure involves the evaluation for technical compliance of all IT resource bid proposals vis-à-vis the minimum specifications issued to all prospective suppliers.

3.0 References

4.0 Definitions and Abbreviations


CMT	-	Computer Maintenance Technician
IT	-	Information Technology
ITO	-	Information Technology Officer
ISA	-	Information Systems Analyst
PCM	-	Procurement Management Division

5.0 Policies and Guidelines

The purchase of IT resources is covered by Republic Act 9184, otherwise known as the Government Procurement Reform Act.


An integral part of the bid process is the evaluation of all bids for technical compliance vis-à-vis the minimum specification stipulated in the bid documents as well as ensuring that the bids are within the Approved Budget for the Contract (ABC).

Once bids have been opened, the PCM sends a request for technical evaluation to the Strategy Management Office. An evaluation is made on all the bids and is summarized in a technical evaluation form to be signed by the ITO or ISA and submitted to the Division Chief and Department Manager for endorsement to PCM within seven (7) working days.

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	SYSTEM PROCEDURES MANUAL	MIS-03	
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TECHNICAL EVALUATION	1	2 of 3	

6.0 Details

Activity	Responsibility	Notes/ References
Start		
Receive request for technical evaluation	Administrative Assistant (AA)	1. Request emanates from the Procurement Management Division (PCM). Request includes all documents related to the bid proposals.
Evaluate	Division Chief, ITO or ISA	2. Bid proposals are compared with minimum specifications for compliance.
Endorse	Department Manager	3. Technical Evaluation Report is prepared and then reviewed/validated by Division Chief. The reviewed/validated report is endorsed to the Department Manager and submitted to PCM.
End		

	Title of Manual		Document No.	
	SYSTEM PROCEDURES MANUAL		MIS-03	
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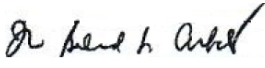

7.0 Records and Files Generated


MIS-03F1 Technical Evaluation Report

8.0 Attachments

Sample Form

Rev. No.	Affected pages/ section	Revision History
0	-	New version of PNOC QMS; to include PNOC Energy Supply Base and PNOC Industrial Park.
1	Page 2	Item 3 of 6.0 Details, from "Technical Evaluation Report is prepared and endorsed to PCM" to "Technical Evaluation Report is prepared and then reviewed/validated by Division Chief. The reviewed/validated report is endorsed to the Department Manager and submitted to PCM."
	Page 3	Change of process owner
	All	Change in effectivity date

Prepared by	Reviewed by	Approved by
 S. B. Vitales	 M. B. L. Cubelo	 E. B. Albaytar
Division Chief, Management Information Systems	OIC Manager - Strategy Management Office	SVP Finance and Administrative Services

	Title of Manual	Document No.	
	SYSTEM PROCEDURES MANUAL	MIS-04	
	Department/ Process Owner	Effective Date	
	MANAGEMENT INFORMATION SYSTEMS	September 15, 2021	
Title of Document	Revision No.	Page	
WEB POSTING AND UPDATING	1	1 of 4	

1.0 Objective

To timely post and/or update required corporate information via the PNOC web pages.

2.0 Scope

The procedure involves the request for posting and updating of information on the company website.

3.0 References

- 3.1 National Budget Circular 542
- 3.2 GCG Memorandum Circular No. 2012-07


4.0 Definitions and Abbreviations

CMT	-	Computer Maintenance Technician
ITO	-	Information Technology Officer
ISA	-	Information Systems Analyst
DC	-	Division Chief
GCG	-	Governance Commission for Government-Owned and Controlled Corporations

5.0 Policies and Guidelines

The National Budget Circular 542, issued by the Department of Budget and Management on August 29, 2012, reiterates compliance with Section 93 of the General Appropriations Act of FY2012. Section 93 is the Transparency Seal provision, to wit:


“Section 93. Transparency Seal. To enhance transparency and enforce accountability, all national government agencies shall maintain a transparency seal on their official websites. The transparency seal shall contain the following information: (i) the agency’s mandates and functions, names of its officials with their position and designation, and contact information; (ii) annual reports, as required under National Budget Circular Nos. 507 and 507-A dated January 31, 2007 and June 12, 2007, respectively, for the last three (3) years;

	Title of Manual	Document No.	
	SYSTEM PROCEDURES MANUAL	MIS-04	
	Department/ Process Owner	Effective Date	
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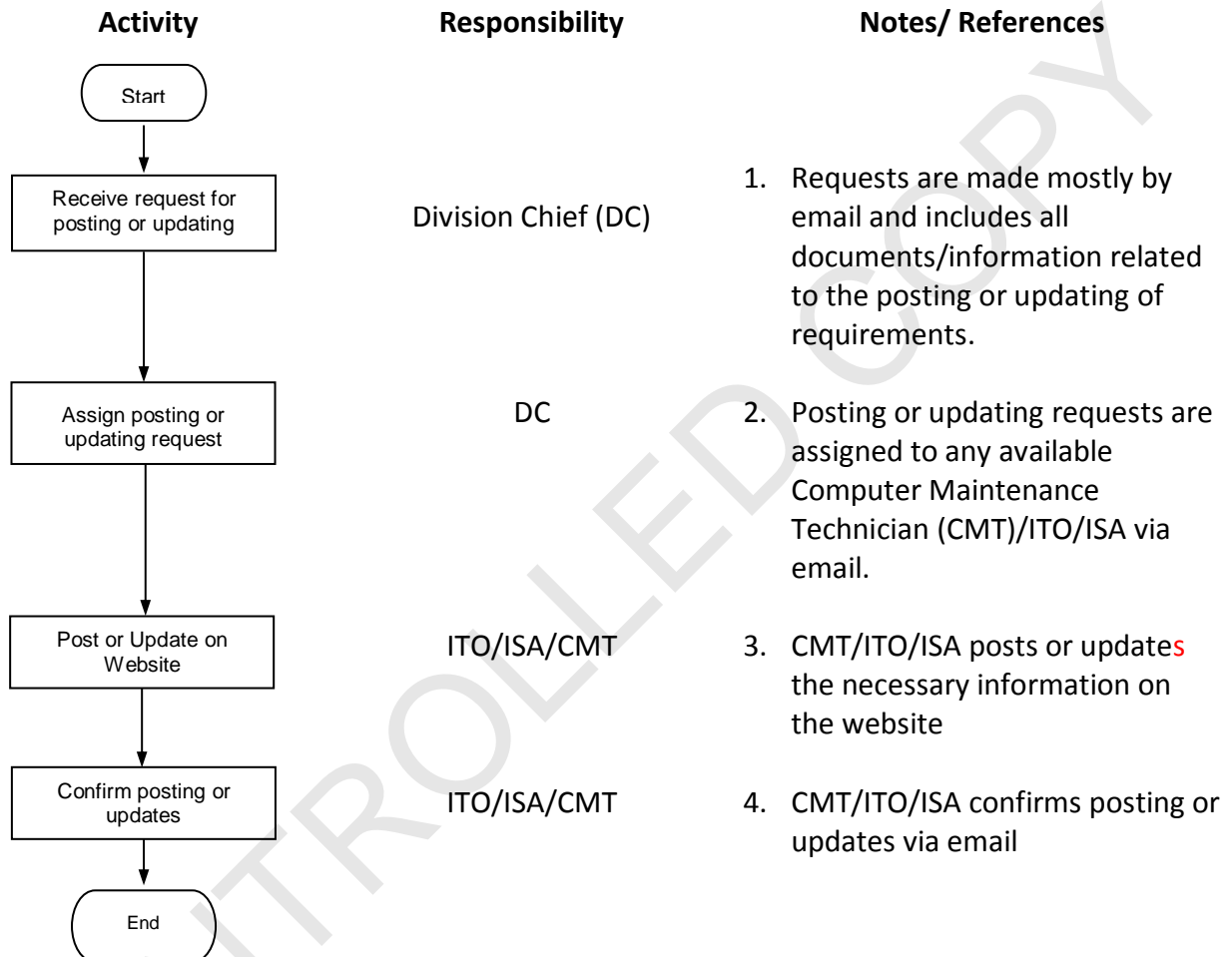
(iii) their respective approved budgets and corresponding targets immediately upon approval of this Act; (iv) major programs and projects categorized in accordance with the five key results areas under E.O. No. 43, s. 2011; (v) the program/projects beneficiaries as identified in the applicable special provisions; (vi) status of implementation and program/project evaluation and/or assessment reports; and (vii) annual procurement plan, contracts awarded and the name of contractors/suppliers/consultants. The respective heads of the agencies shall be responsible for ensuring compliance with this section.”


Likewise, Section 43 of the Code of Corporate Governance for GOCCs (GCG MC. No. 2012-07, requires the posting of Good Governance Conditions as a requirement for the grant of the Performance Based Bonus of Officers and Employees.

As a general rule all requests for posting are posted with a day after the receipt of the request.

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6.0 Details



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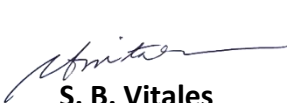
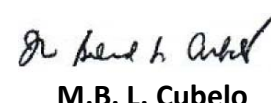

7.0 Records and Files Generated

- Email assigning the task to post
- Email confirming posting was completed

8.0 Attachments

None

Rev. No.	Affected pages/ section	Revision History
0	-	New version of PNOC QMS; to include PNOC Energy Supply Base and PNOC Industrial Park.
1	1	Document Title from "WEB POSTING" to "WEB POSTING AND UPDATING" Revision of a phrase in 1.0 Objective from "To timely post" to "To timely post and/or update" Revision of a phrase in 2.0 Scope from "request for posting, and posting of information" to "request for posting and updating of information" Revision of 4.0 Definitions and Abbreviations, addition of "IT Officer – Information Technology Officer"
	3	Revision of process flow and narratives in 6.0 Details
	4	Change of process owner
	All	Change in effectivity date

Prepared by	Reviewed by	Approved by
 S. B. Vitales	 M. B. L. Cubelo	 E. B. Albaytar
Division Chief, Management Information Systems	OIC Manager - Strategy Management Office	SVP Finance and Administrative Services



Client Satisfaction Rating Form Web Posting

Ratee: MIS

Name of Requestor: _____

Department/Division: _____

Signature: _____

Date: _____

Request Descriptions:

Service/Output	RATING	
	Quality	Timeliness
Promptness of service	N/A	
Correct information posted		N/A

Posted by: _____ Name & Signature	Remarks:
---	----------

Client Satisfaction Survey: Please choose between 5 to 1

Quality 5 = Very Satisfied 4 = Satisfied 3 = Neutral 2 = Unsatisfied 1 = Very Unsatisfied	Timeliness 5 = Posted 2 days before deadline 4 = Posted 1 day before deadline 3 = Posted on deadline 2 = Posted beyond deadline 1 = Not posted
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