



PROCESS MANUAL
BUREAU OF LOCAL GOVERNMENT
FINANCE

BLGF-PM-04-15

Revision Code: 00

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Section: **SUPPORT**

Effectivity Date: 01-19-2018

Subject: **IT SYSTEM DEVELOPMENT AND ENHANCEMENT**

1. PURPOSE:

To ensure accurate and efficient data management across the organization and enable fast access to information for timely rendering of service, decision-making, and process improvements.

2. SCOPE:

This procedure covers activities from the determination of system requirements, coordination and agreement on outsourced software development, user acceptance testing, conduct of system development and acceptance, deployment of the system, and feedback resolution. Maintenance of outsourced systems includes back-up, migration, testing, and patching.

3. DEFINITION OF TERMS:

- a. **ISMD** – Information System Management Division
- b. **UAT** – User Acceptance Test
- c. **ICT** – Information and Communication Technology
- d. **TOR** - Terms of Reference
- e. **I2MS** - Integrated Information Management System
- f. **ESRE** - Electronic Statements of Receipts and Expenditures
- g. **VDIS** - Valuation Database Information System
- h. **ENRDM** – Environment and Natural Resources Data Management

4. RECORDS:

| TITLE/CODE | LOCATION | RETENTION CRITERIA | RETENTION PERIOD | DISPOSAL METHOD |
|---|------------|--------------------|------------------|------------------|
| 1. Inception Report (MIS-001) | ISMD Files | NAP R.A. 9470 | Archived | NA |
| 2. Software Acceptance Development Plan (MIS-002) | ISMD Files | NAP R.A. 9470 | Archived | NA |
| 3. UAT Report (MIS-003) | ISMD Files | NAP R.A. 9470 | Archived | NA |
| 4. Change Request Form (MIS-004) | ISMD Files | NAP R.A. 9470 | 5 years | As per NAP Rules |
| 5. Hardware/Software Repair Form (MIS-005) | ISMD Files | NAP R.A. 9470 | 5 years | As per NAP Rules |

PREPARED BY: DIVISION CHIEF

REVIEWED BY: *[Signature]* AFMS DIRECTOR

APPROVED BY: *[Signature]* EXECUTIVE DIRECTOR



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5. REFERENCES:

5.1 ISO Clause Reference:

Clause 6 - Planning

Clause 7 – Resources except 7.1.5.2

Clause 8.4 - Control of externally provided products and services

Clause 10 – Improvement

5.2 Documents which supports the implementation of the procedure

a. BLGF ICT Policy

b. IT User and Admin Manual

c. BLGF Information System Strategic Planning

d. DICT MITHI – Rules for ICT Implementation of Government Agencies

5.3 Related documents linked to the procedure :

a. Procurement Procedures

b. Corrective Action Procedure

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6. PROCEDURE:

| ACTIVITY FLOW | RESPONSIBLE | DETAILS |
|-------------------------|---|---|
| | <p>ISMD Team, End Users</p> | <p>Confers with an determines system needs of the End Users. Seek budget for the IT plans and programs.</p> |
| | <p>ISMD Team</p> | <p>Upon approval of the proposed plan and budget, System Development begins and a Terms of Reference (TOR) is prepared.</p> |
| <p align="center">A</p> | <p>ISMD Team End User Supplier</p> | <p>Coordinates regarding system requirements specifications with the different stakeholders.</p> |

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| ACTIVITY FLOW | RESPONSIBLE | DETAILS |
|--|---|---|
| <p align="center">A</p> <p align="center">↓</p> <p align="center">PREPARE INCEPTION REPORT AND SOFTWARE ACCEPTANCE DEVELOPMENT PLAN</p> | <p align="center">Supplier</p> | <p>Based on the discussions with ISMD Team and end-users, prepares the Inception Report and Software Acceptance Development Plan.</p> |
| <p align="center">↓</p> <p align="center">REVIEW THE ABOVE SUPPLIER'S REPORTS</p> | <p align="center">ISMD Chief Focal ISMD Staff</p> | <p>Reviews the Supplier's report in consideration of the system requirements of the organization.</p> |
| <p align="center">↓</p> <p align="center">YES</p> <p align="center">WITH CORRECTIONS ?</p> <p align="center">NO</p> | | |
| <p align="center">↓</p> <p align="center">REVISE DRAFT DECISION FOR FINALIZATION</p> <p align="center">↓</p> <p align="center">B</p> <p align="center">C</p> | <p align="center">Supplier</p> | <p>When there are corrections/revisions to be made, the draft is returned to the Supplier for editing/finalization.</p> |

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| ACTIVITY FLOW | RESPONSIBLE | DETAILS |
|---|--|---|
| <p align="center">C</p> <p align="center">↓</p> <p align="center">UPON ACCEPTANCE SIGNS SUPPLIER REPORTS</p> | <p align="center">ISMD Division Chief Service Director Deputy Executive Director Executive Director</p> | <p>Upon acceptance of the Inception and Software Acceptance Development Plan. The document is routed for signature of approving authorities.</p> <p>Final signature and approval is with the Executive Director.</p> |
| <p align="center">↓</p> <p align="center">CONDUCT USER ACCEPTANCE TEST (UAT)</p> | <p align="center">Supplier End User ISMD Team</p> | <p>Conducts User Acceptance Test of the system.</p> |
| <p align="center">↓</p> <p align="center">PREPARE UAT TEST RUN REPORT</p> | <p align="center">Supplier</p> | <p>Prepares UAT Report based on the results of the Test Run.</p> |
| <p align="center">↓</p> <p align="center">SIGNS OFF FOR SYSTEM DEVELOPMENT</p> <p align="center">↓</p> <p align="center">D</p> | <p align="center">End User ISMD Team</p> | <p>Review UAT Test Run Report and signs off to start the development of the system.</p> |

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| ACTIVITY FLOW | RESPONSIBLE | DETAILS |
|---------------|---|---|
| | <p align="center">Supplier ISMD Team</p> | <p>Conducts system development according to the specifications in the contract. ISMD Team monitors progress of the project.</p> |
| | | |
| | <p align="center">Supplier</p> | <p>When there are deviations in the system development, the Supplier resolves the concern until all specifications are met.</p> |
| | <p align="center">End User ISMD Division Chief Service Director Deputy Executive Director Executive Director</p> | <p>The reports and final documents are routed for signature of approving authorities.</p> |

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| | <p align="center">Supplier</p> | <p>Conducts final presentation of the system to Top Management.</p> |
| | <p align="center">ISMD Team</p> | <p>Deployment is done through: a. Conduct of Trainor's training b. Cluster training – target participants are CO and RO</p> <p>Ensures to prevent the risk of losing data by creating back-up files and cloud storage.</p> |
| | <p align="center">ISMD Team</p> | <p>Evaluates performance of the service provider based on the feedback of end-users and frequency of system concerns during implementation.</p> |
| | <p align="center">ISMD Division Chief ISMD Team</p> | <p>When there are problems encountered in the use of the system. Refer to Work Instruction on Feedback Resolution.</p> |
| | <p align="center">Division Chief</p> | <p>Reviews activities of the process to see where quality improvements can be done in the process.</p> |

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|---|-----------------------|--|
| <pre>graph TD; G{{G}} --> D{TARGETS ACHIEVED?}; D -- NO --> CAP[CORRECTIVE ACTION PROCEDURE]; CAP --> D; D -- YES --> PMR[PREPARE MONTHLY REPORT]; PMR --> END([END]);</pre> | <p>Division Chief</p> | <p>Determine if performance targets were achieved.</p> <p>For unmet targets: Refer to Corrective Action Procedure.</p> <p>Submit complete monthly accomplishment report and performance report to immediate superior every first week of the month.</p> |

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