



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

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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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ACTIVITY FLOW	RESPONSIBLE	DETAILS
<pre>graph TD; START([START]) --> DETERMINE[DETERMINE IT SYSTEM NEEDS OF THE END-USERS]; DETERMINE --> FORMULATE[FORMULATE TOR FOR SYSTEM PROCUREMENT]; FORMULATE --> B[B]; B --> COORDINATE[COORDINATE ON SYSTEM REQUIREMENTS SPECIFICATION]; COORDINATE --> A[A];</pre>	ISMD Team, End Users	Confers with and determines system needs of the End Users. Seek budget for the IT plans and programs.
FORMULATE TOR FOR SYSTEM PROCUREMENT	ISMD Team	Upon approval of the proposed plan and budget, System Development begins and a Terms of Reference (TOR) is prepared.
COORDINATE ON SYSTEM REQUIREMENTS SPECIFICATION	ISMD Team End User Supplier	Coordinates regarding system requirements specifications with the different stakeholders.

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

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ACTIVITY FLOW	RESPONSIBLE	DETAILS
<p>C</p> <p>UPON ACCEPTANCE SIGNS SUPPLIER REPORTS</p>	<p>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>CONDUCT USER ACCEPTANCE TEST (UAT)</p>	<p>Supplier End User ISMD Team</p>	<p>Conducts User Acceptance Test of the system.</p>
<p>PREPARE UAT TEST RUN REPORT</p>	<p>Supplier</p>	<p>Prepares UAT Report based on the results of the Test Run.</p>
<p>SIGNS OFF FOR SYSTEM DEVELOPMENT</p> <p>D</p>	<p>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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<pre> graph TD D[D] --> A[CONDUCT SYSTEM DEVELOPMENT] E1[E] --> A A --> B{WITH DEVIATIONS?} B -- YES --> C[RESOLVE DEVIATION FOR FINALIZATION] C --> E2[E] E2 --> D2[SIGN OFF DOCUMENTS FOR FINAL ACCEPTANCE] B -- NO --> D2 D2 --> F[F] </pre>	<p>Supplier ISMD Team</p>	<p>Conducts system development according to the specifications in the contract. ISMD Team monitors progress of the project.</p>
	<p>Supplier</p>	<p>When there are deviations in the system development, the Supplier resolves the concern until all specifications are met.</p>
<p>SIGN OFF DOCUMENTS FOR FINAL ACCEPTANCE</p> <p>F</p>	<p>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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<pre>graph TD; F{{F}} --> A[CONDUCT FINAL PRESENTATION]; A --> B[CONDUCT SYSTEM DEPLOYMENT]; B --> C[EVALUATE PERFORMANCE OF SERVICE PROVIDER]; C --> D[CONDUCT FEEDBACK RESOLUTION FOR SYSTEM PROBLEMS]; D --> E[REVIEW AND IMPROVE ACTIVITIES]; E --> G{{G}}</pre>	Supplier	Conducts final presentation of the system to Top Management.
	ISMD Team	Deployment is done through: a. Conduct of Trainor's training b. Cluster training – target participants are CO and RO Ensures to prevent the risk of losing data by creating back-up files and cloud storage.
	ISMD Team	Evaluates performance of the service provider based on the feedback of end-users and frequency of system concerns during implementation.
	ISMD Division Chief ISMD Team	When there are problems encountered in the use of the system. Refer to Work Instruction on Feedback Resolution .
	Division Chief	Reviews activities of the process to see where quality improvements can be done in the process.

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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>	Division Chief	<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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