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Subject: **IT INFRASTRUCTURE MAINTENANCE**

1. PURPOSE:

a. To ensure that all IT equipment are available and in good running condition.
b. To provide timely and complete response to requests for IT maintenance.

2. SCOPE:

This procedure covers activities from receipt of hardware repair request form, determination of maintenance work, conduct preventive or corrective maintenance, endorsement and turnover to end-user.

3. DEFINITION OF TERMS:

a. **PM** – Preventive Maintenance
b. **CM** - Corrective or Breakdown Maintenance

4. RECORDS:

TITLE/CODE	LOCATION	RETENTION CRITERIA	RETENTION PERIOD	DISPOSAL METHOD
1. IT Preventive Maintenance Plan (MIS-006)	ISMD Office	NAP R.A. 9470	5 years	As per NAP Rules
2. IT Equipment History (MIS-007)	ISMD Office	NAP R.A. 9470	10 years	As per NAP Rules
3. Hardware/Software Repair Form (MIS-005)	ISMD Office	NAP R.A. 9470	10 years	As per NAP Rules

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

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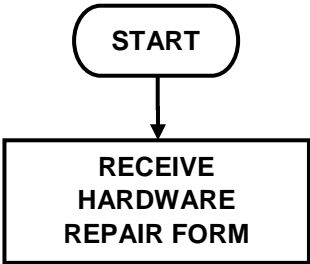
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    d. DICT MITHI – Rules for ICT Implementation of Government Agencies

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
START		
RECEIVE HARDWARE REPAIR FORM		
DETERMINE MAINTENANCE SERVICE REQUIRED	**Computer Maintenance Technologist**	As requested by the End User, determines IT maintenance service required.
PREVENTIVE ? YES NO		
REFER TO PREVENTIVE MAINTENANCE PLAN B C	**Computer Maintenance Technologist**	For preventive maintenance works, refer to **Preventive Maintenance Plan**.

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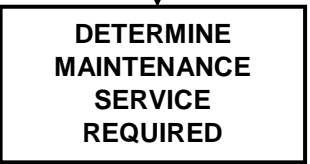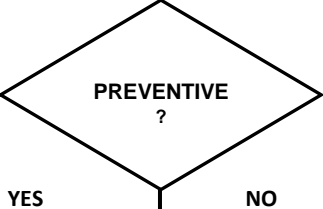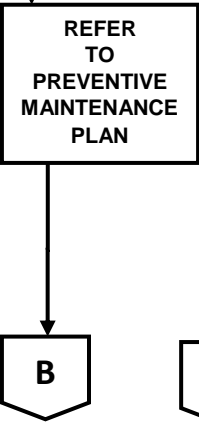Revision Code: 00 | Page 4 of 7

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ACTIVITY FLOW	RESPONSIBLE	DETAILS
B → **IMPLEMENT SCHEDULE OF MAINTENANCE**	**Computer Maintenance Technologist**	Implement the maintenance works as scheduled in the Preventive Maintenance Plan.
UPDATE EQUIPMENT HISTORY	**Computer Maintenance Technologist**	Updates Equipment History file. Indicates date, nature of PM work, and equipment.
ENDORSE EQUIPMENT TO END-USER → **D**	**Computer Maintenance Technologist**	End-user to countersign or initial the specific PM job done in the Preventive Maintenance Plan with date of endorsement.

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ACTIVITY FLOW	RESPONSIBLE	DETAILS
C → **CONDUCT TROUBLE-SHOOTING**	**Computer Maintenance Technologist**	Initial trouble-shooting is conducted to determine the magnitude of the problem.
DETERMINE IF EQUIPMENT IS REPARABLE	**Computer Maintenance Technologist**	Determines if the equipment can still be repaired or not.
REPARABLE ? (YES / NO)		
RECOMMEND PROPERTY FOR DISPOSAL → **D** / **E**	**Computer Maintenance Technologist**	When the equipment can no longer be repaired, coordinates with Property Section and recommend equipment for disposal.

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ACTIVITY FLOW	RESPONSIBLE	DETAILS
E / F **CONDUCT REPAIR OF EQUIPMENT**	**Computer Maintenance Technologist**	When equipment is reparable, conducts repair. Procures services, as needed, when repair is to be done by an outside party. (**Refer to Procurement procedures).**
ENDORSE EQUIPMENT TO END USER	**Computer Maintenance Technologist**	After conducting repair, the equipment is endorsed to the end-user for acceptance.
NO **ACCEPTED ?** YES		
F **TURNOVER EQUIPMENT TO END-USER** G	**Computer Maintenance Technologist**	When the end-user accepts the repaired equipment, signs on the Hardware Repair Form and indicates date of acceptance.

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ACTIVITY FLOW	RESPONSIBLE	DETAILS
	Division Chief	Reviews activities of the process to see where quality improvements can be done in the process.
	Division Chief	Determine if performance targets were achieved. For unmet targets: **Refer to Corrective Action Procedure**.

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