



PROCESS MANUAL
BUREAU OF LOCAL GOVERNMENT
FINANCE

BLGF-PM-04-16

Revision Code: 00

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Section: **SUPPORT**

Effectivity Date: 01-19-2018

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

PREPARED BY: DIVISION CHIEF

REVIEWED BY: AFMS DIRECTOR

APPROVED BY: EXECUTIVE DIRECTOR



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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
	<p align="center">Computer Maintenance Technologist</p>	<p>As requested by the End User, determines IT maintenance service required.</p>
	<p align="center">Computer Maintenance Technologist</p>	<p>For preventive maintenance works, refer to Preventive Maintenance Plan.</p>

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

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ACTIVITY FLOW	RESPONSIBLE	DETAILS
	<p align="center">Computer Maintenance Technologist</p>	<p>Initial trouble-shooting is conducted to determine the magnitude of the problem.</p>
	<p align="center">Computer Maintenance Technologist</p>	<p>Determines if the equipment can still be repaired or not.</p>
	<p align="center">Computer Maintenance Technologist</p>	<p>When the equipment can no longer be repaired, coordinates with Property Section and recommend equipment for disposal.</p>

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ACTIVITY FLOW	RESPONSIBLE	DETAILS
	<p align="center">Computer Maintenance Technologist</p>	<p>When equipment is reparable, conducts repair. Procures services, as needed, when repair is to be done by an outside party. (Refer to Procurement procedures).</p>
	<p align="center">Computer Maintenance Technologist</p>	<p>After conducting repair, the equipment is endorsed to the end-user for acceptance.</p>
	<p align="center">Computer Maintenance Technologist</p>	<p>When the end-user accepts the repaired equipment, signs on the Hardware Repair Form and indicates date of acceptance.</p>

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ACTIVITY FLOW	RESPONSIBLE	DETAILS
<pre> graph TD D[D] --> G[G] G --> R[REVIEW AND IMPROVE ACTIVITIES] </pre>	<p align="center">Division Chief</p>	<p>Reviews activities of the process to see where quality improvements can be done in the process.</p>
<pre> graph TD R[REVIEW AND IMPROVE ACTIVITIES] --> D{TARGETS ACHIEVED?} D -- NO --> CAP[CORRECTIVE ACTION PROCEDURE] CAP --> D D -- YES --> E([END]) </pre>	<p align="center">Division Chief</p>	<p>Determine if performance targets were achieved.</p> <p>For unmet targets: Refer to Corrective Action Procedure.</p>

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