



**PROCESS MANUAL**  
**BUREAU OF LOCAL GOVERNMENT**  
**FINANCE**

**BLGF-PM-WI-04-20.01**

Revision Code: 00

Page 1 of 1

Section: **IT INFRASTRUCTURE DEVELOPMENT & MAINTENANCE**

Effectivity Date: 01-19-2018

Subject: **WORK INSTRUCTIONS: ISMD FEEDBACK RESOLUTION**

**1. Person Responsible:**

Focal ISMD Staff/Action Officer

**2. Steps:**

- a. Receives Hardware and Software Repair Form
- b. When the system/product is **within warranty**, accomplish a Change Request Form
- c. Coordinates with supplier for resolution of the concern
- d. Tests completion of works done and quality of resolution.
- e. When service is in order, signs off as "Complete" in Change Request Form and the Hardware and Software Repair Form
- f. When the system/product is **after warranty period**:
- g. Focal ISMD personnel evaluates concern and determines scope of problem.
- h. Prepares Evaluation Report for submission to ISMD Division Chief who reviews magnitude of concern and recommends procurement of patch or version for resolution of the problem.

PREPARED BY: DIVISION CHIEF

REVIEWED BY: AFMS SERVICE DIRECTOR

APPROVED BY: EXECUTIVE DIRECTOR