

REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF INTERNAL REVENUE
Quezon City

November 21, 2018

REVENUE MEMORANDUM ORDER NO. 55-2018

Subject **IMPLEMENTATION OF THE BIR WEBMAIL**

To **ALL INTERNAL REVENUE OFFICIALS, EMPLOYEES
AND OTHERS CONCERNED**

I. OBJECTIVE

This Order prescribes the policies, guidelines and procedures on the implementation and use of BIR Webmail by BIR Officials and select revenue personnel.

II. POLICIES AND GUIDELINES

A. The BIR Webmail shall be the new official email system and channel of communication of BIR Officials and select revenue personnel. The BIR webmail shall be accessible either through Microsoft Office Exchange Application or by logging into the web application at the URL: www.portal.office.com.

B. The following shall be provided with BIR Webmail account:

1. Commissioner of Internal Revenue
2. Deputy Commissioners
3. Chief of Staff of the OCIR and ODCIRs
4. Assistant Commissioners
5. Head Revenue Executive Assistants
6. Regional Directors
7. Assistant Regional Directors
8. Revenue Data Center (RDC) Heads
9. Revenue District Officers
10. Assistant Revenue District Officers
11. Division Chiefs of the National Office, RDCs and Revenue Regions
12. Assistant Division Chiefs of the Large Taxpayers Service
13. Select Technical Assistants of the Office of the Commissioner and Office of the Deputy Commissioners

C. The BIR Webmail shall be accessed only thru the following electronic devices:

1. BIR-issued desktop computer/workstation
2. BIR-issued mobile devices (e.g., laptop, tablet and smartphones)
3. Personal device/gadget with authorization from the
Deputy Commissioner - Information Systems Group

D. Each webmail user shall be allowed a maximum of three (3) mobile devices (e.g., BIR-issued laptop/tablet and smartphone and personal gadget).

E. The following forms shall be accomplished by each BIR webmail user per Item II.B:

1. BIR Form No. 0041 - Office Automation Request (Annex A)
2. Acceptable Use Policy (AUP) for BIR Webmail (Annex B)
3. Permit to Use Personal Gadget/Device Form to Access BIR Webmail (Annex C), if applicable

F. For the select BIR personnel without BIR-issued laptop/mobile phone and those who intend to use personal gadgets/devices, the Permit to Use Personal Gadget/Device to Access BIR Webmail Form (Annex C) shall be accomplished, subject to approval of Deputy Commissioner, Information Systems Group (DCIR-ISG).

G. BIR webmail users shall incur mobile data/internet charges whenever using mobile devices/gadgets:

1. For BIR-issued smartphones, data/internet charges in excess of the allowed cellphone plan shall be shouldered by said official/employee.
2. For personal devices/gadgets with authorization from DCIR-ISG, data/internet charges shall be borne by the BIR official/select revenue personnel

H. The old email account of BIR webmail users (Item II.B) shall be disabled to ensure the usage of the BIR webmail. However, history of email messages prior to disablement of old email account may still be accessed in the user's desktop computer/workstation for reference

I. BIR Webmail accounts dormant or inactive for one (1) month shall be automatically de-activated. Concerned webmail users may request for re-activation using BIR Form 41. They shall explain in writing on inactivity/prolonged non-use of their webmail accounts.

J. All BIR webmail issues/problems encountered by users shall be reported/logged in the BIR Service Desk.

K. BIR webmail users shall adhere to the email acceptable use policy. Violations on the use of BIR Webmail shall be dealt with in accordance with ICT security policies.

III. ROLES AND RESPONSIBILITIES

A. Network Management and Technical Support Division (NMTSD)

1. Ensure continuous service of the BIR webmail. Release of a notification/advice to all BIR webmail users thru Internal Communications Division on BIR webmail service disruptions and provide workaround procedures for continued access to important emails.
2. Regularly monitor authentication and access logs for suspicious events on webmail user's activities.
3. Examine potential risks and ensure that the server and webmail system are patched with the latest updates to prevent vulnerabilities from being exploited. Filtering of messages for possible spam, phishing and other malware attacks must be done and users must be notified for precaution

4. Monitor and evaluate the BIR Webmail utilization and the system over-all performance. The baseline and threshold must be determined and cross-referenced with the profile of the normal operating levels and recommend corrective actions and improvements to ensure continuous availability of the webmail system
5. Monitor and respond to webmail capacity-related concerns and administer proactive and predictive activities such as estimating future capacity requirements and setting controls on incoming and outgoing mails to ensure sufficient capacity levels
6. Create and update the master list of employee movements in relation to granting of BIR Webmail access and ensure the necessary modification/revocation of the webmail access granted to BIR Officials and select employees, whenever necessary.

B. NMTSD / Computer Operations Network and Engineering Division of Revenue Data Center (CONED-RDC)

1. Install and configure the BIR Webmail Application on BIR-issued Personal Computers (PCs), laptops / tablets and mobile phones
2. Conduct briefing on the appropriate use of the BIR Webmail
3. Address webmail system administration problems/issues such as troubleshooting, corrective maintenance and other related concerns.
4. De-activate webmail access/accounts for reported lost computers/mobile devices/gadgets.
5. Coordinate with Security Management Division for any security incident reports relative to the use of BIR webmail
6. Perform the following in processing webmail account request:
 - a. Process/grant the webmail account of authorized webmail user
 - b. Monitor automatic de-activation of dormant/inactive webmail accounts
 - c. Re-activate webmail account based on the justification submitted by the user and approval of DCIR-ISG

C. BIR Webmail Users

1. Regularly use the BIR webmail to effectively communicate with colleagues, clients/taxpayers and other BIR stakeholders.
2. Ask assistance from NMTSD/CONED-RDC for troubleshooting and other related concerns.
3. Report/log thru BIR Service Desk within twenty-four (24) hours any of the following:
 - lost mobile device/gadget
 - any suspected webmail data breach
4. Prepare and submit justification/explanation on de-activated webmail account.

5. Request for re-activation of webmail account using BIR Form No. 41 and submit to:

- NMTSD (National Office)
- CONED-RDC [Revenue Region/Revenue District Office (RR/RDO)]

D. Assistant Commissioner of Information Systems Development and Operations Service

- Recommend approval of the request for webmail account

E. Deputy Commissioner of Information Systems Group

- Approve the granting and implementation of the webmail account

F. Security Management Division

1. Work closely with concerned offices on security breaches relative to the use of BIR webmail
2. Conduct random compliance audit on the use of BIR Webmail

IV. PROCEDURES

A. BIR Webmail Users

1. Accomplish/fill-up and sign the following forms/required documents:
 - BIR Form 0041 – Office Automation Request
 - Acceptable Use Policy (AUP) for BIR Webmail
 - Permit to Use Personal Gadget/Device to Access BIR Webmail, if applicable
2. Submit duly accomplished forms/required documents to:
 - NMTSD (National Office)
 - Concerned CONED-RDC (RR/RDO)
3. Log thru BIR service desk all concerns encountered relative to BIR webmail, such as, but not limited to:
 - Problem/issue on the use of webmail and other technical concerns
 - Lost mobile device/gadget configured to receive BIR emails
 - Re-activation of webmail account

B. CONED-RDC

1. Validate completeness and accuracy of forms submitted by the users from RRs/RDOs
2. Forward the forms/required documents to NMTSD for processing
3. Perform the following once request is approved:
 - Provide technical support such as configuration of computers/mobile devices and troubleshooting
 - Brief RR/RDO Officials on the use of BIR webmail
4. Coordinate with NMTSD and Security Management Division for webmail system administration and security concerns, respectively.

C. NMTSD

1. Validate completeness and accuracy of request forms received from:
 - BIR Officials and select employees in National Office
 - RR/RDO Officials submitted thru CONED-RDC
2. Forward to OACIR-ISDOS and ODCIR-ISG for approval/signature of required documents/forms
3. Perform the following once request is approved:
 - Implement/grant webmail account of BIR Officials and select employees
 - Configure computers/mobile devices/gadgets of BIR Officials and select employees in National Office
 - Brief National Office Officials and select employees on the use of BIR webmail
 - Provide the webmail user guide to authorized webmail users
4. Monitor and resolve webmail system administration issues and other troubleshooting concerns
5. Monitor and manage the de-activation/re-activation of webmail accounts
6. Coordinate with Security Management Division on security matters relative to BIR webmail
7. Prepare notification/advisory on the unavailability/availability of BIR webmail

V. EFFECTIVITY

This Order shall take effect immediately.

(Original Signed)
CAESAR R. DULAY
Commissioner of Internal Revenue

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