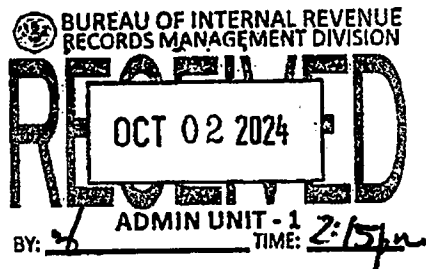




REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF INTERNAL REVENUE



March 8, 2024

REVENUE MEMORANDUM ORDER NO. 043-2024

Subject **Implementation and Maintenance of BIR OneHub Portal**
To **All Internal Revenue Officials, Employees and Others Concerned**

I. BACKGROUND

One of the major programs under the BIR Digitalization (DX) Roadmap is enabling the Digital Backbone of BIR. In line with its objective to adopt and integrate digital technology amidst global threats and challenges, the Bureau is prioritizing among others, the establishment of a Digital Workplace for its officials and employees. This provides facility and the right tools to seamlessly perform their job, duties and responsibilities.

To further nurture a collaborative online environment, the BIR now presents the OneHub Portal designed through the office automation licenses and video-conferencing platforms which the latter had subscribed to. This portal aims to provide every employee bureauwide with quick access to basic information, instructions, news, announcements, resources within the Bureau and access to helpful content and self-service functionality that answers questions and queries.

II. OBJECTIVES

This Order is issued to:

1. Establish a digital workplace for mobility and online collaboration across the Bureau.
2. Specify the information for publication in the portal and corresponding owner of information in charge of regular updating of contents.
3. Prescribe policies, guidelines and procedures for OneHub Portal access per employee/office using MS Office.

III. POLICIES AND PROCEDURES

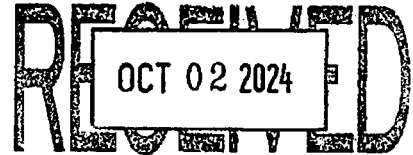
1. The Program Steering Committee which is composed of all the Deputy Commissioners (DCIRs) and Assistant Commissioners (ACIRs) shall give overall direction and guidance to the program team.
2. The Information Systems Group shall be the lead in the development of BIR OneHub Portal while enhancement and maintenance shall be through the core developers.

3. The BIR OneHub portal shall serve as repository of reference materials and information but not limited to the following:
 - a. Welcome banner
 - b. News story
 - c. Links to Employee Services
 - d. Links to other relevant government agencies
 - e. Highlights for you
 - f. Reminders
 - g. Inspirational quotes
 - h. Weather
 - i. Recent documents
4. The BIR OneHub Portal is designed to have five (5) sub-sites; i.e. one (1) for each group
 - a. Office of the Commissioner
 - b. Operations Group
 - c. Legal Group
 - d. Resource Management Group
 - e. Information Systems Group
5. Each group shall have Core Developer who shall be responsible for the implementation, enhancement and maintenance of their corresponding sub-site for the BIR OneHub Portal. Each Core Developer shall grant access permission to the sub-site under its jurisdiction for all authorized users.
6. Authorized MS Office 365 users may access the portal via Office.com then open the SharePoint application. Thereafter, a BIR OneHub Portal tab shall be available on the page. Alternatively, users can simply go to the URL link: <https://birgov.sharepoint.com/sites/MainBIR>.
7. The Network Management and Technical Support Division (NMTSD) shall prepare a duly accomplished Security Access Matrix (SAM) to be approved by Assistant Commissioner for Information Systems Development and Operations Service (ACIR-ISDOS).
8. The Head Revenue Executive Assistant (HREA) of the following Offices listed below, shall be the overall responsible in approving the final contents to be uploaded/published in the BIR OneHub Portal.

Group	Assigned HREA
OCIR	Project Management and Implementation Service
RMG	Administrative Service
ISG	Information Systems Development and Operations Service
LG	Internal Affairs Service
OG	Client Support Service

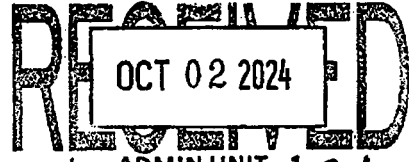
IV. ROLES AND RESPONSIBILITIES

1. **Program Steering Committee shall**
 - a. Provide overall direction and guidance to the program team;



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- b. Approve/disapprove recommended policies;
 - c. Extend support and required resources for the completion/implementation of the program;
 - d. Recommend new/additional portal content when necessary;
 - e. Endorse correction, comments to concerned Project Lead/Content Managers;
- 2. Program Lead shall:**
- a. Review recommended information/data to be published and ensure that all information is in accordance to the Data Privacy policies;
 - b. Ensure that paraphrasing or quoting from sources/crediting the original author in an in-text citation and in reference list to avoid Plagiarism;
 - c. Review and ensure BIR data-privacy policies are being observed;
 - d. Approve/disapprove Content for publication;
 - e. Forward approved new/update of existing content to concerned Developer or Content Administrator respectively for posting in the BIR OneHub Portal.
- 3. Content Managers shall:**
- a. Manage team members in the performance of the tasks necessary to complete the implementation and enhancement of the site;
 - b. Ensure proper communication and coordination among team members;
 - c. Ensure that deliverables such as posting are completed on schedule;
 - d. Initiate coordination meetings to address issues and concerns;
 - e. Seek advice from the Project Steering Committee on major issues and concerns to ensure they are addressed immediately;
 - f. Provide regular updates to the Project Steering Committee and Program Lead;
 - g. Review and recommend new/update on the existing portal content;
 - h. Review and recommend findings and recommendations from ICT Security Team/Content Administrator;
 - i. Forward Content to concerned Program Steering Committee for approval.
- 4. Content Administrators shall:**
- a. Recommend new/additional site content/page for publication to the concerned Content Manager;
 - b. Recommend update on the existing portal for publication to the concerned Content Manager
 - c. Continuously update the information data on the existing portal;
 - d. Coordinate with the concerned Developer the approved new/additional site content/page for publication;
 - e. Perform other program-related tasks/activities as may be assigned by the Content Manager;
- 5. Developers shall:**
- a. Conduct technology transfer to Content Administrators for the continuity of the existing portal content;
 - b. Receive and implement recommended changes in the portal:
 - new/additional site/content, when necessary
 - findings and recommendations from Network Security Team/Content Administrator;
 - c. Manage Portal site settings and monitor accessibility permission and escalate all issues and concerns to Content Manager;
 - d. Provide inputs to Content Manager relative to the preparation of revenue issuance/s;

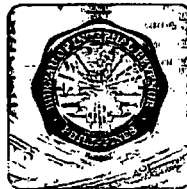


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- f. Coordinate with the concerned Content Administrators the approved new/additional site content/page for publication;
 - e. Perform other program-related tasks/activities as may be assigned by the Content Manager;
- 6. ICT Security Team shall:**
- a. Monitor the BIR internet utilization;
 - b. Submit findings of breach, if any, to BIR Data Privacy Officer (DPO), copy furnish concerned Steering Committee, Program Lead and Content Managers;
 - c. Ensure preparation of network connection/protocols in accordance with BIR policies;
 - d. Ensure that program outputs are in accordance with existing IT security and data privacy policies of the Bureau;
 - e. Perform other functions as may be assigned by Program Steering Committee
- 7. Support Staff/Coordinator shall:**
- a. Monitor all phases of the undertakings and ensure that issues are properly resolved and documented;
 - b. Provide administrative support and safe keep the documentations;
 - c. Perform administrative functions as may be assigned by Program Steering Committee, Program Lead and Content Managers;

V. EFFECTIVITY

This Order is being issued to have a uniform process in the implementation of the BIR OneHub Portal and shall take effect immediately.




ROMEO B. LUMAGUI, JR
Commissioner of Internal Revenue

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