

## MANAGEMENT OF I.T. INFRASTRUCTURE

### I. PURPOSE

This procedure is intended to document the process for the management of COMPASS IT infrastructure. The purpose of this procedure is to establish guidelines for the management of IT infrastructure, which consists of computer systems, networks, hardware, software, simulators and other technology assets, in order to prevent potential issues, minimize downtime, and ensure the efficient and reliable delivery of information technology services within the organization.

### II. SCOPE

The scopes of this procedure are the following:

1. The process on IT operations support, which includes:
  - a. Acquisition and Inventory of IT infrastructure
  - b. Preventive Maintenance Process for IT infrastructure
  - c. Disposal Process for I.T. Infrastructure
2. The role and responsibility of relevant personnel in the implementation of this procedure.

### III. DEFINITION OF TERMS

For the purpose of this procedure, the following terms are defined:

<b>Hardware</b>	This encompasses physical equipment such as servers, computers, networking devices (routers, switches, firewalls), storage devices, and peripheral devices.
<b>IT Infrastructure</b>	The collection of hardware, software, networks, and services that are necessary for the operation, management, and delivery of information technology services within an organization.
<b>Software</b>	The programs, applications, and instructions that run on a computer system. It includes the operating system, software applications, and utility programs.
<b>Physical Inventory</b>	The process where the company physically counts its entire inventory to confirm tally from the previous physical inventory report or yearly inventory summary.
<b>Preventive Maintenance</b>	The systematic approach of performing regular inspections, servicing, and maintenance tasks on IT equipment or infrastructure to prevent unexpected failures, extend their lifespan, and maintain optimal performance.

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### IV. PROCEDURES

<b>Risk Addressed:</b>	<i>Operational Disruption; Loss or Damage to Company's IT Infrastructure</i>
<b>Compliance:</b>	<i>ISO 9001:2015 7.1.3; MARINA MC NO. SC. 2021-08, Section 21</i>

Procedures	Responsibility
<b>A. Acquisition and Inventory of I.T. Infrastructure</b>	
1. Upon receiving the new I.T. equipment from the Purchasing Section, test its functionality to ensure that it is in excellent functioning condition.  <i>If the item is not in excellent working order or doesn't comply with the requested specification, return it to the Purchasing Section.</i>	IT Assistant
2. Configure the equipment or IT infrastructure, if applicable (laptop, software applications, hardware components, and etc.).	IT Assistant
3. Enter the equipment's details into the <b>ITD-03F1 I.T. Inventory List of I.T. Infrastructure</b> as applicable:  <ul style="list-style-type: none"> <li>a. Items</li> <li>b. Location</li> <li>c. Property Code</li> <li>d. Life Span</li> <li>e. Acquisition Date</li> <li>f. Disposal Method</li> </ul> <i>The <b>inventory list</b> shall be updated when there are any notified changes (e.g., location, damage and/or disposal) of a specific property item.</i>	IT Coordinator; IT Assistant
4. Prepare a property tag and affix it to the equipment.	IT Coordinator; IT Assistant
5. Deliver the labeled equipment to the requesting department/employee.	IT Assistant
6. Prepare a inventory summary of all the company's I.T. infrastructure for physical inventory every December, including but not limited to:  <ul style="list-style-type: none"> <li>a. Laptops and Computers</li> <li>b. Hardware Components (e.g., CPU, IT servers)</li> <li>c. Software Applications and Subscriptions (e.g., system servers, antiviruses, and firewalls)</li> <li>d. Physical and Cloud Simulators</li> <li>e. Other IT equipment (mouse, headphones, webcams, internet modems, and etc.)</li> </ul>	IT Assistant; IT Coordinator
7. Print and distribute copies of the <b>inventory summary</b> to the IT Manager and IT Assistants tasked with the physical inventory of a particular IT infrastructure.	IT Coordinator; IT Manager

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8. Carry out the physical inventory and hand-write the results on the <b>inventory summary</b> : <ul style="list-style-type: none"> <li>a. Location of the Item</li> <li>b. Condition of the Item– complete or with damage</li> <li>c. Inventory Count</li> </ul>	IT Assistant; IT Coordinator
9. After the physical inventory, identify the inventory differences between the summary of the <b>Inventory List</b> and the result of physical inventory.	IT Assistant; IT Coordinator
10. Finalize the physical inventory with the IT Manager and maintain it as a record for monitoring purposes.  <i>This will serve as the premise of the next schedule of the Physical Inventory of IT infrastructure.</i>	IT Assistant; IT Coordinator
<b>B. Preventive Maintenance Process for I.T. Infrastructure</b>	
1. Identify on the <b>Inventory List</b> the IT infrastructure that must be maintained for the duration of their specified life span or useful life and include in the Preventive Maintenance Plan (PMP). <ul style="list-style-type: none"> <li>a. Laptops and Computers</li> <li>b. Hardware Components (e.g., CPU, IT servers)</li> <li>c. Software Applications and Subscriptions (e.g., system servers, antiviruses, and firewalls)</li> <li>d. Physical and Cloud Simulators</li> </ul>	IT Manager; IT Assistant; IT Coordinator
2. Establish a preventive maintenance plan or work instructions for each type of IT infrastructure in order to maintain functionality (e.g., <i>cleaning, routine testing, repairs, and etc.</i> ) using the <b>ADD-02F2 Preventive Maintenance Plan form</b> .  <i>Define those required for third party servicing.</i>  <b>Frequency of Activities:</b> <ul style="list-style-type: none"> <li>▪ D – Daily</li> <li>▪ W – Weekly</li> <li>▪ M – Monthly</li> <li>▪ 3M – every 3 months</li> <li>▪ 6M – every 6 months</li> <li>▪ A – Annual</li> <li>▪ 2Y – every 2 years</li> <li>▪ 5Y – every 5 years</li> </ul> <i>The work instructions must be standardized and documented using the <b>Preventive Maintenance Plan</b> form. When applicable, the work instructions must conform to the <b>Manufacturer's Manual</b>.</i>	IT Assistant; IT Coordinator
3. Monitor the maintenance plan schedule of selected COMPASS property using the Planned Maintenance Schedule/Calendar.	IT Assistant; IT Coordinator; IT Manager
4. Assign the personnel in charge for the inspection and maintenance of specific IT infrastructure.	IT Manager

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5. Carry out the maintenance plan in accordance with the activities to be performed outlined on the <b>Preventive Maintenance Plan</b> of a specific IT infrastructure.	IT Assistant; IT Coordinator
6. Record the status, damage or concerns identified during the conduct of preventive maintenance on the <b>ADD-02F3 Preventive Maintenance Checklist</b> .	IT Assistant; IT Coordinator
7. Create a <b>Status Report (ADD-02F4)</b> if, after completing a troubleshooting procedure, the item or equipment is still not functioning properly.	IT Assistant; IT Coordinator
8. Submit the <b>Status Report</b> to the IT Manager and coordinate the implementation of any necessary repairs or actions.  <i>If there are no findings, retain the copy of Preventive Maintenance Checklist for monitoring purposes.</i>	IT Assistant; IT Coordinator
9. Implement and monitor the action/s approved by the IT Manager:  a. If the damaged or defective <b>item can be repaired</b> , configure and repair the item, or request the procurement of a third-party service; and/or b. Methods for updating or maintaining the functionality of the item.  <i>If the <b>item no longer repairable</b>, process the disposal and purchase of the item's replacement.</i>	IT Assistant; IT Coordinator
10. Close the <b>Status Report</b> and attach it to the <b>ADD-02F3 Preventive Maintenance Checklist</b> once the item or equipment has regained its functionality or has been replaced with new equipment or item.	IT Assistant; IT Coordinator
11. Create a yearly summary of Preventive Maintenance Checklists for monitoring and verification purposes.	IT Assistant; IT Coordinator
<b>C. Disposal Process for I.T. Infrastructure</b>	
1. Determine the property that must be discarded due to irreparable damage or poor functionality.	IT Assistant; IT Coordinator
2. Fill out the <b>ADD-02F5 Disposal Request Form</b> of the Admin Department with required information and submit to the IT Manager to secure approval.  <b>Methods of Disposal</b> a. <b>Scrapping</b> – items that are disassembled and separated to assure their irretrievability (e.g., defective laptops or computers) b. <b>Selling</b> – depreciated items or assets that are sold in return of sale proceeds ( <i>shall be based from the asset's depreciation rate</i> ) c. <b>Discarding</b> – throwing an item in the trash d. <b>Donation</b> – donating depreciated items or assets to a designated recipient (i.e., employees).  <i>The proceeds from sales of property must be kept as <b>Property Revenue</b>,</i>	IT Assistant; IT Coordinator

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<i>which can then be invested in other property the business needs.</i>	
3. Once approved, submit the disposal form to the Admin Department to request disposal of identified IT infrastructure.	IT Assistant; IT Coordinator
4. Maintain records of the <b>ADD-02F5 Disposal Request Form</b> for monitoring and verification purposes.	IT Assistant; IT Coordinator

### V. RECORDS AND OUTPUTS

Document Title
ITD-03F1 Inventory List of I.T. Infrastructure
ADD-02F2 Preventive Maintenance Plan
ADD-02F3 Preventive Maintenance Checklist
ADD-02F4 Status Report
ADD-02F5 Disposal Request Form

### VI. REVISION HISTORY

Revision No.	Description of Amendment or Revision	Initiator	Approval	Effective Date
0	Initial Document	GEA	DPV	02-Oct-2023

