1. **INTRODUCTION**

MIBSSI shall maintain the IT infrastructure necessary for its operation. MIBSSI shall properly establish a procedure on both the corrective and preventive maintenance of the IT infrastructure and equipment to ensure all the other QMS processes are properly supported.

1. **OBJECTIVES**
   1. To establish a procedure on the corrective and preventive maintenance of the IT infrastructure and equipment
   2. To define the target outputs, target dates and responsibilities for each key process established.
2. **SCOPE**

Head office and Detachments with IT equipment

1. **TERMINOLOGIES** 
   1. *MIBSSI*  – Men In Blue Security Services, Inc
   2. *PM* – Preventive Maintenance
   3. *IT* **–** Information Technology
   4. *CATO* – Chief Compliance and Technology Officer
2. **PROCEDURE**
   1. CORRECTIVE MAINTENANCE
      1. During repairs, the IT personnel shall use the **IT Equipment Monitoring Log** (*MIB-IT-RMF-001*) to record the following: a) date of request, b) details of repair or maintenance done, c) IT personnel who performed the maintenance activity, d) date of repair, e) next maintenance schedule if needed, and f) status of equipment after the repair.
      2. The IT Equipment Monitoring Log also records the maintenance and repair history of the equipment, thus would provide a deeper understanding to the IT personnel on the condition of the equipment.
      3. All IT Equipment shall have an IT Equipment Monitoring Log record.
      4. The **IT Technical Support Log** (*MIB-IT-RMF-003*) shall also be accomplished during repairs conducted.
      5. During internal audits, IT shall prepare an official inventory of all IT equipment. The Internal Auditor shall check if records in the inventory list, IT Equipment Monitoring Log, and IT Technical Support Log are aligned.
   2. PREVENTIVE MAINTENANCE
      1. All IT equipment shall undergo preventive maintenance at least semi-annually.
      2. All IT equipment (e.g. computers, printers, broadband or internet connection, biometrics system) shall undergo preventive maintenance.
      3. The IT Team shall draft an **IT Preventive Maintenance Schedule** (*MIB-IT-LM-001*) which shall include the equipment to be covered, planned schedule, and department or detachment to be covered.
      4. The IT PM Schedule shall be reviewed and updated by the IT Team (lead by the IT Supervisor) annually and shall be reviewed and approved by the CATO.
      5. Review and updating of the PM schedule shall be completed by the IT Team on or before the second week of December.
      6. The CATO shall assign through a memo or email the responsibilities for each planned PM schedule. The PM schedule shall be properly cascaded to the IT personnel.
      7. All IT personnel shall be properly trained on the following:
         1. The IT Corrective and Preventive Maintenance Procedure.
         2. The use of all applicable forms and documents (covered under the Corrective and Preventive Maintenance Procedure).
         3. How to conduct preventive maintenance per IT equipment type).
      8. All trainings conducted shall have evidence of completion and effectiveness (e.g. use of HR’s Training Record form).
      9. The IT personnel shall conduct preventive maintenance as indicated in the PM schedule.
      10. All PMs conducted shall be recorded using the **IT Equipment Issuance and Preventive Maintenance Checklist** (*MIB-IT-RMF-002*). All PM reports shall be verified and check by the CATO for completeness and compliance to requirements.
      11. The CATO shall make recommendations for any needed major repairs or replacements, as per result of each PM conducted.
      12. The IT Supervisor shall track monthly each PM conducted. He shall submit a monthly report (submitted on or before the first Friday of the succeeding month) using the **IT PM Tracker** form (*MIB-IT-RMF-004*). The IT PM Tracker shall be submitted in soft copy only.
      13. The CATO shall provide the necessary action for noted non-compliances in the PM Schedule as indicated in the monthly report of the IT Supervisor.

Appendix A: **REVISION HISTORY**

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| **Issuance No.** | **Issuance Date** | **Author** | **Status** | **Revision Details** |
| 1 | 13 Jul 2017 | RA Placido | Current | Initial issuance. |