

# TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY

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Pasay City 1302

0

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#### Memorandum

For

The Manager

**Corporate Planning Department** 

From

**Management Information Systems Department** 

Subject

: Work Instructions

Date

09 December 2020

In compliance to Quality Management System, forwarding you the following revised work instructions of Management Information Systems Department.

	From	То
	Revision Level	Revision Level
MISD.WI.01	1	2
Systems Development		
MISD.WI.19	0	1
Hardware Preventive		
Maintenance		
MISD.WI.20	0	1
Preventive Maintenance for		
Information Systems		

Thank you.

RAQUEL S. DELA CRUZ Manager 



## Addition/Revision Request Form Form No. COPD.QF.01

Date: 09 December 2020

#### **Details of Document**

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RAQUEL S. DELA CRUZ	Department Manager	-	Onward	
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			MIKHAEL BRYAN CALUYA	
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TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY			
HARDWARE PREVENTIVE Effectivity Date 29 Sept 20			
MAINTENANCE	Revision Level	1	
(Onsite/Offsite)	Nevision Level		
WORK INSTRUCTION	Document Code	MISD.WI.19	

#### A. Scope

This procedure applies to all workstations (Onsite/Offsite) scheduled for maintenance in compliance to TIEZA's Quality Management System.

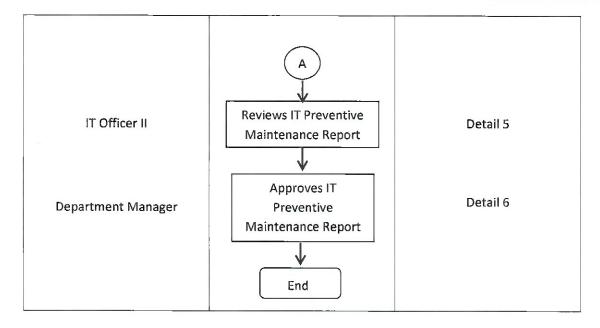
#### **B.** Details

Activity	Interface
Calls for a meeting, prepares and presents schedule for IT Preventive Maintenance	Detail 1
Assigns schedule to staff	Detail 2
Conducts Preventive Maintenance (3 workstations per personnel per day)	Detail 3
Prepares IT Preventive Maintenance Report	Detail 4
	Calls for a meeting, prepares and presents schedule for IT Preventive Maintenance  Assigns schedule to staff  Conducts Preventive Maintenance (3 workstations per personnel per day)  Prepares IT Preventive

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#### TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY HARDWARE PREVENTIVE **Effectivity Date** 29 Sept 2020 MAINTENANCE Revision Level (Onsite/Offsite) **WORK INSTRUCTION** Document Code MISD.WI.19



- 1. IT Officer II calls for a meeting, prepares and presents schedule for IT Preventive Maintenance;
- 2. IT Officer I /MIS Specialist B assigns schedule to staff;
- 3. Computer Maintenance I & II conduct preventive maintenance; (3 workstations per personnel per day);
- 4. IT Officer I/MIS Specialist B prepares IT Preventive Maintenance Report;
- 5. IT Officer II reviews IT Preventive Maintenance Report; and
- 6. Department Manager approves IT Preventive Maintenance Report.

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HARDWARE PREVENTIVE Effectivity Date 29 Sept 2020				
MAINTENANCE	Revision Level	1		
(Onsite/Offsite)	Revision Level			
WORK INSTRUCTION	Document Code	MISD.WI.19		

#### C. Form/s

**IT Preventive Maintenance Report** 

Reviewed by:

RAQUEL S. DELA CRUZ

Manager, MISD

Approved by:

POCHOLO J.D. PARAGAS Chief Operating Officer

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TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY			
SYSTEMS DEVELOPMENT	Effectivity Date	29 Sept 2020	
	Revision Level	2	
WORK INSTRUCTION	Document Code	MISD.WI.01	

#### A. Scope

This procedure applies to all systems to be developed in-house and to provide a better understanding on the systems development life cycle as required by various departments and offices in compliance to TIEZA's Quality Management System.

#### **B.** Details

Responsible	Activity	Interface
Department Secretary	Receives/logs request for Systems Development; forwards to Department Manager	Detail 1
Department Manager	Assigns task to MIS Dev't Chief A and discusses project scope with the end user and development team	Detail 2
MIS Development Chief A MIS Design Specialist A/ Senior MIS Analyst	Conducts Systems Analysis Design (SAD) /prepares Documentation, Flow Chart, Data Flow Diagram, and Entity Relationship Diagram	Detail 3
MIS Design Specialist A/ Senior MIS Analyst	Submits system prototype and documentation	Detail 4
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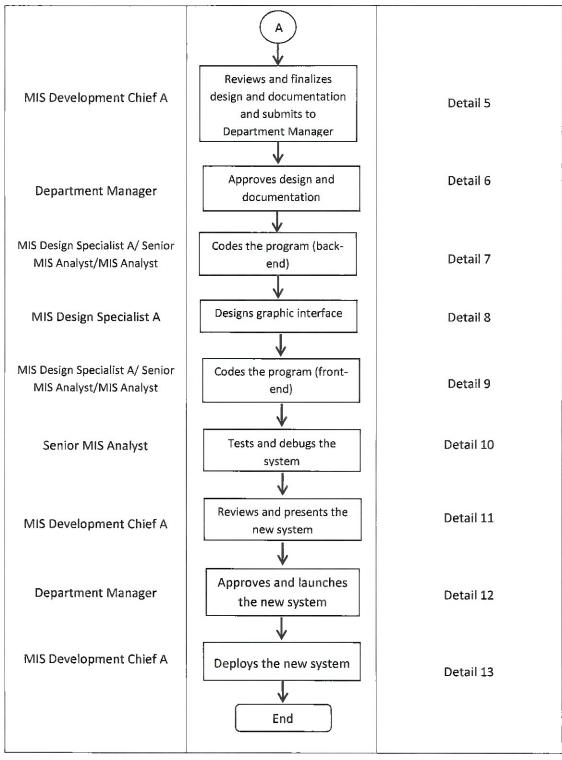
#### TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY

#### SYSTEMS DEVELOPMENT

Effectivity Date 29 Sept 2020 Revision Level 2

#### **WORK INSTRUCTION**

Document Code MISD.WI.01



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SYSTEMS DEVELOPMENT	Effectivity Date	29 Sept 2020	
	Revision Level	2	
WORK INSTRUCTION	Document Code	MISD.WI.01	

- Department Secretary receives/logs request for system development 1. and forwards to Department Manager;
- Department Manager assigns task to MIS Development Chief A, and 2. discusses project scope with the end user and development team;
- MIS Development A, MIS Design Specialist A and Senior MIS Analyst 3. conduct Systems Analysis and Design/prepare documentation, flow chart, data flow diagram and entity-relationship diagram;
- MIS Design Specialist A and Senior MIS Analyst submits system 4. prototype and documentation;
- MIS Development Chief A reviews and finalizes design and 5. documentation and submits to Department Manager
- Department Manager approves design and documentation; 6.
- 7. MIS Design Specialist A, Senior MIS Analyst and MIS Analyst code the back-end.
- 8. MIS Design Specialist A designs graphic interface;

- MIS Design Specialist A, Senior MIS Analyst and MIS Analyst code the 9. front-end.
- 10. Senior MIS Analyst tests and debugs the system;
- 11. MIS Development Chief A reviews the new system and presents to Department Manager;
- 12. Department Manager approves and programming staff launches the new system; and
- 13. MIS Development Chief A deploys the new system.

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SYSTEMS DEVELOPMENT	Effectivity Date	29 Sept 2020	
	Revision Level	2	
WORK INSTRUCTION	Document Code	MISD.WI.01	

#### C. Form/s

- 1. Memo Request
- 2. Data Flow Diagram (DFD)
- 3. Entity Relationship Diagram (ERD)
- 4. Data Dictionary (DD)
- 5. Sample Reports Format and Template

Reviewed by:

RAQUEL S. DELA CRUZ

Manager, MISD

Approved by:

POCHOLO L.D. PARAGAS Chief Operating Officer

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Document Name: _PREVENTIVE MAINTENANCE FOR INFORMATION SYSTEMS  Document Number: _MISD.WI.20  Reason for Request:  Distribution Scope						
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PREVENTIVE MAINTENANCE	Effectivity Date	29 Sept 2020		
FOR INFORMATION SYSTEMS	Revision Level	1		
(Onsite/Offsite)	Revision Level	1		
WORK INSTRUCTION	Document Code	MISD.WI.20		

#### A. Scope

This procedure applies to all workstations (Onsite/Offsite) scheduled for system maintenance in compliance to TIEZA's Quality Management System.

#### B. Details

Responsible	Activity	Interface
MIS Development Chief A	Calls for a meeting and assigns schedule to staff for Preventive Maintenance of Information Systems	Detail 1
MIS Design Specialist A Senior MIS Analyst MIS Analyst	Conducts Preventive Maintenance for Information Systems (5 workstations per personnel per day) Prepares and submits Preventive Maintenance Report	Detail 2

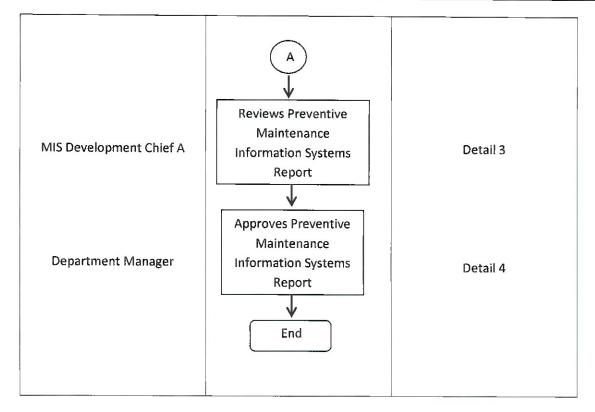
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#### **TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY** PREVENTIVE MAINTENANCE **Effectivity Date** 29 Sept 2020 FOR INFORMATION SYSTEMS Revision Level 1 (Onsite/Offsite) **WORK INSTRUCTION** Document Code MISD.WI.20



- 1. MIS Development Chief A calls for a meeting and assigns schedule to staff;
- 2. MIS Design Specialist A, Senior MIS Analyst and MIS Analyst conducts preventive maintenance for Information Systems Five (5) workstations per personnel per day; prepares and submits Preventive Maintenance Information Systems Report;
- 3. MIS Development Chief A reviews Preventive Maintenance Information Systems Report; and
- 4. Department Manager approves Preventive Maintenance for Information Systems Report.

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# TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY PREVENTIVE MAINTENANCE FOR INFORMATION SYSTEMS (Onsite/Offsite) WORK INSTRUCTION Effectivity Date 29 Sept 2020 Revision Level 1 Document Code MISD.WI.20

#### C. Report/s

Preventive Maintenance Information Systems Report

Reviewed by:

RAQUEL S. DELA CRUZ

Manager, MISD

Approved by:

POCHOLO J. D. PARAGAS Chief Operating Officer