TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY

6th & 7th Floors, Tower 1
Double Dragon Plaza
Double Dragon Meridian Park
Macapagal Avenue corner
Edsa Extension Bay Area
Pasay City 1302

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

Thank you.

RAQUEL S. DELA CRUZ
Manager

CORPORATE PLANNING DEPARTMENT
RECEIVED
By: Lyka
Date: 12/09/20
Time: 2:52pm

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

Date : 09 December 2020

Details of Document

Please check appropriate box

Request for

- ☐ Addition/New Document (Attach supporting document as proof of information dissemination)
- ☐ Revision (Attach old copy and supporting documents as proof of information dissemination)
- ☒ Obsoletion

Document Name: HARDWARE PREVENTIVE MAINTENANCE

Document Number: MISD.WI.19

Reason for Request:

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Distribution Scope

☒ Agency Wide ☐ Department/Division Only ☐ Concerned Personnel Only

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☐ 01E - COPD	☐ 03A - PEPD	☐ 05A - TERD	

Reviewing Party

Name	Position	Comment	Signature
MARY GRACE S. MENDEZ	Supervising Data Controller		
RAQUEL S. DELA CRUZ	Department Manager		

		Received by
		MIKHAEL BRYAN CALUYA
Originator		Document Controller

TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY		
HARDWARE PREVENTIVE MAINTENANCE (Onsite/Offsite)	Effectivity Date	29 Sept 2020
	Revision Level	1
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

Responsible	Activity	Interface
	Start	
IT Officer II	Calls for a meeting, prepares and presents schedule for IT Preventive Maintenance	Detail 1
IT Officer I/ MIS Specialist B	Assigns schedule to staff	Detail 2
Computer Maintenance I Computer Maintenance II	Conducts Preventive Maintenance (3 workstations per personnel per day)	Detail 3
IT Officer I/ MIS Specialist B	Prepares IT Preventive Maintenance Report	Detail 4
	A	

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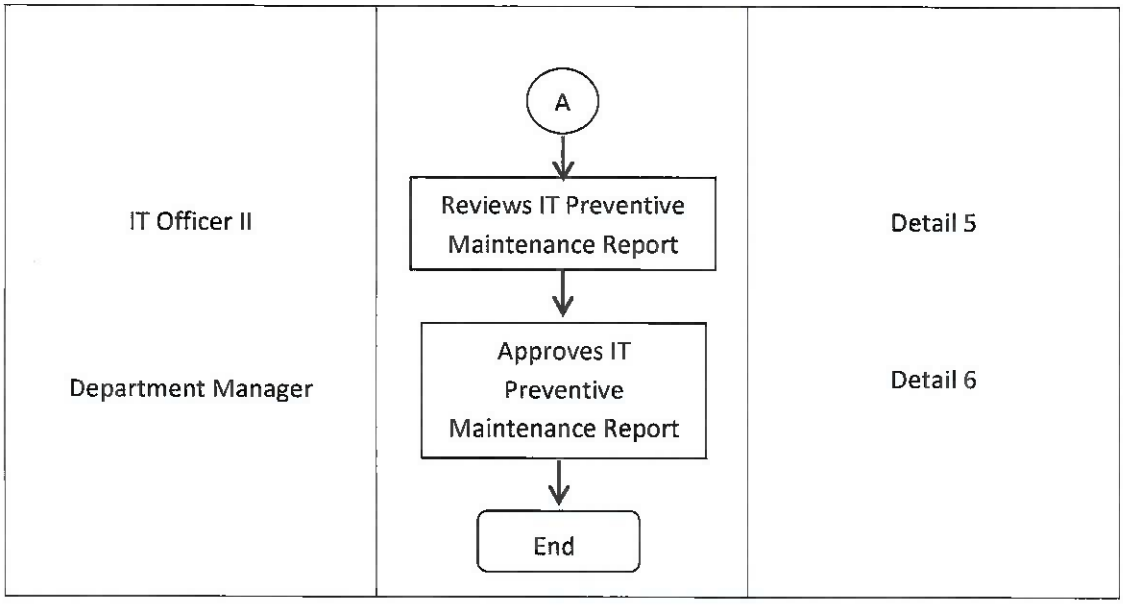

1. IT Officer II calls for a meeting, prepares and presents schedule for IT Preventive Maintenance ;
2. IT Officer I /MIS Specialist B assigns schedule to staff ;
3. Computer Maintenance I & II conduct preventive maintenance; (3 workstations per personnel per day) ;
4. IT Officer I/MIS Specialist B prepares 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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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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- [X] Obsoletion

Document Name: SYSTEMS DEVELOPMENT

Document Number: MISD.WI.01

Reason for Request:

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Distribution Scope

- [X] Agency Wide
- [ ] Department/Division Only
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[ ] 01E - COPD	[ ] 03A - PEPD	[ ] 05A - TERD	

Reviewing Party

Name	Position	Comment	Signature
MARY GRACE S. MENDEZ	Supervising Data Controller		
RAQUEL S. DELA CRUZ	Department Manager		

		Received by
		MIKHAEL BRYAN CALUYA
Originator		Document Controller

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

Start

A

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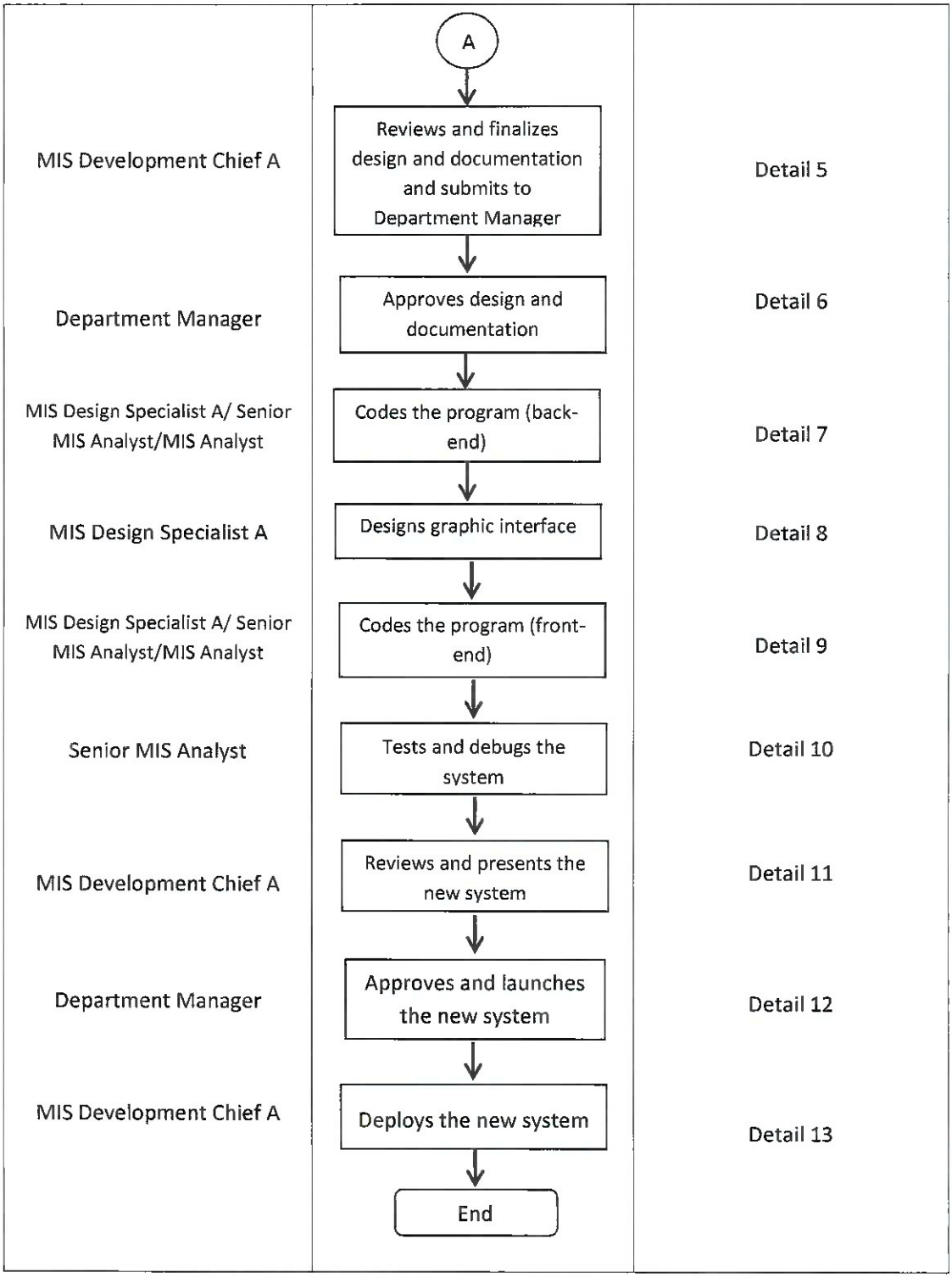

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1. Department Secretary receives/logs request for system development and forwards to Department Manager;
2. Department Manager assigns task to MIS Development Chief A, and discusses project scope with the end user and development team;
3. MIS Development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

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Document Name: **PREVENTIVE MAINTENANCE FOR INFORMATION SYSTEMS**

Document Number: **MISD.WI.20**

Reason for Request:

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Distribution Scope

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Reviewing Party

Name	Position	Comment	Signature
MARY GRACE S. MENDEZ	Supervising Data Controller		
RAQUEL S. DELA CRUZ	Department Manager		

		Received by
		MIKHAEL BRYAN CALUYA
Originator		Document Controller

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	Start ↓ 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 ↓ A	Detail 2

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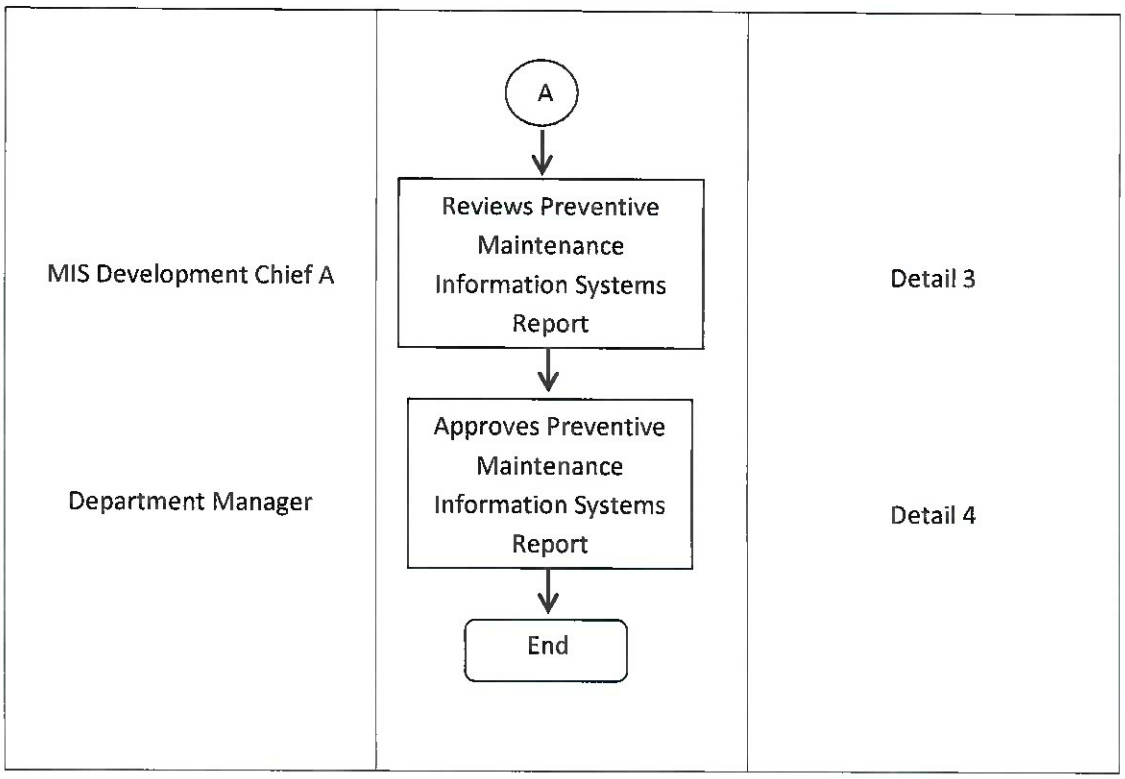

1. MIS Development Chief A calls for a meeting and assigns schedule to staff;
2. MIS Design Specialist A, Senior MIS Analyst and MIS Analyst conducts preventive maintenance for Information Systems Five (5) workstations per personnel per day; prepares and submits Preventive Maintenance Information Systems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

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