

STT	Người ký	Đơn vị	Thời gian ký	Ý kiến
1	ĐẶNG TRUNG ANH	Deputy General Director In Charge Of It - Viettel Peru S.A.C - Tổng công ty CP Đầu tư Quốc tế Viettel	11/01/2023 07:57:25	

VIETTEL PERU SAC  
**PROCESS DEPARTMENT**

Nº: /DIR-VTP-PROCESS

Lima, date month year 2023

**DIRECTIVE**

**About require to comply with regulation  
when promulgating processes at Viettel Peru**

Based on Statement about approval to choose BPMN as the standard process at Viettel Peru number 11698/TTr-Process;

Based on the actual situation at Viettel Peru SAC,

General Director of Viettel Peru Company directive all Departments to comply with regulation when promulgating processes at Company as follows:

**I. Scope, time to apply:**

- **Scope:** Mandatory for all processes are promulgated at Company level (processes are approved by BOD).
- **Time to apply: 15/01/2023.**

**II. Regulation when promulgating processes**

- All processes must write by **BPMN** language. Departments must use Bizagi Process Modeler tool to draw and write process.
- All processes must review and appraisal by Process Department before getting approval by BOD.
- Signed process by BOD must be posted on <http://process.bitel.com.pe/> within **3 working days** after the process is promulgated.
- Promulgate Department must communicate process to all related Departments/ related employees by email/ formal notification within **3 working days** after the process is promulgated.
- Promulgate Department organize training or coordinate with Human Resources Department (training department) to organize training for relevant units and employees within **30 working days** after Promulgating process.

- Details how to issue, appraise and post process in Appendix 01 and <http://process.bitel.com.pe/bizagi/Directive%20about%20require%20to%20comply%20with%20regulations%20at%20Viettel%20Peru/>.

### III. Responsibility:

#### 1. All Departments:

- Follow this directive when promulgating process, communicate to Process Department if there are problems during implementation.

#### 2. Administration Department:

- **Reject** process documents if is not follow this directive.
- Monthly, send information about processes but not following this directive to the Process department.

#### 3. Process Department:

- Appraisal and review all process which need to promulgate Company level (sign the BOD). Proposal to deduct points for non-compliance this directive.
- Person appraise and support process:

Division	Appraisal person
B2B Division, Customer care Center, Infrastructure Division, Branches.	Nguyễn Hữu Thuận ( <a href="mailto:Thuannh2@bitel.com.vn">Thuannh2@bitel.com.vn</a> ), 931999895
B2C Division, IT Division, Support management Division, Technical Center.	Nguyễn Thị Mai ( <a href="mailto:maint8@bitel.com.vn">maint8@bitel.com.vn</a> ), 928686868.

Above directive for compliance with regulations when promulgating process, request all departments to seriously compliance./.

#### Receiver:

- Branches, Centers, Departments (to do);
- Save: Process, Mai (03).

CIO

**Đặng Trung Anh**