PROGRAM TITLE

IT SOLUTIONS

PROCESS TITLE

Webpage and System Development

1. SCOPE

This policies and procedures manual establishes policies, systems, procedures and controls on the Webpage and System Development. All duties and responsibilities stated in this manual are not exclusive to the personnel’s designated responsibilities in this process title.

1. OBJECTIVES

* To provide guidelines in setting up and maintaining webpage applications;
* To provide guidelines and policies on application development and system support;
* To ensure that website information are appropriate and updated;
* To clearly define the duties and responsibilities of all personnel involved in this process title.

1. PERSONNEL INVOLVED
   1. Department Supervisor/Staff
      1. Initiates/Receives requisition and fills-out the IT Request, Assessment and Acceptance Form (IRAAF) for the following:

* New Custom Application
* System Support
* Desktop Publishing
* Other IT concerns
  + 1. Forwards IRAAF to Department Manager for verification.
    2. Signs the “notice of acceptance” portion of IRAAF upon acceptance of the output from the IT Supervisor or IT Development Team.
  1. Department Manager

Verifies the IRAAF.

* 1. IT Supervisor
     1. Fills-out the Authority to Change/Update Form (ACUF) for the updating of website and other related activities and forwards the duly filled-out ACUF to IT Manager for verification.
     2. Responsible for the proper planning and execution in relation to the approved requests made by other departments.
     3. Receives the following:
* Duly filled-out, verified and approved ACUF from Designated Vice President.
* Approved written notice for the updating of website from Designated Vice President.
* Duly filled-out and verified IRAAF from Department Supervisor/Staff and assesses the request.
* Duly approved IRAAF from IT Manager or Designated Vice President.
  + 1. Forwards duly filled-out, verified and assessed IRAAF for and to the following requests and designated signatories, respectively:
       - *Minor* system support, new custom application, desktop publishing and other IT concerns to IT Manager for approval;
       - *Major* system support, new custom application, desktop publishing and other IT concerns to IT Manager and Designated Vice President for notification and approval, respectively.
    2. Performs necessary activities for the requests made by other departments with IT Development Team.
    3. Presents:
       - Output to IT Manager
       - Output to requestor after BETA testing, if applicable, and approval of IT Manager
    4. Disseminates to concerned personnel the approved written notice for the updating of website.
    5. Initiates/Starts the updating of website.
    6. Files approved IRAAF and ACUF chronologically.
  1. IT Manager
     1. Receives and approves duly filled-out, verified and assessed IRAAF for *minor* system support, new custom application, desktop publishing and other IT concerns.
     2. Verifies duly filled-out ACUF for updating of website and other related activities from IT Supervisor.
     3. Prepares written notice for the updating of website and other related activities (if applicable) and forwards the same to Designated Vice President for approval.
     4. Notifies duly filled-out, verified and assessed IRAAF for *major* system support, new custom application, desktop publishing and other IT concerns.
  2. Designated Vice President

Receives and approves the following and forwards to IT Supervisor:

* Duly filled-out and verified ACUF
* Written notice for the updating of website and other related activities (if applicable)
* Duly filled-out, verified and assessed IRAAF for *major* system support, new custom application, desktop publishing and other IT concerns.

1. KEY TERMS
   1. *Webpage* – a hypertext document connected to the World Wide Web.
   2. *Website* – a group of World Wide Web pages usually containing hyperlinks to each other and made available online by the Company.
   3. *Hosting Service* – allows company’s website to be viewed by others on the Internet.
   4. *BETA Testing* – a beta test is the second phase of software testing in which a sampling of the intended users try the product to validate the usability, functionality, compatibility, and reliability of the product.
   5. *Desktop publishing* – is the process of using a computer and specific types of software to combine text, images and artwork to produce documents properly formatted for print or visual consumption.
   6. *Ticketing system* – is an online monitoring of all tasks to be performed by the IT Department from the requests of other departments.
   7. *System support* – pertains to requests made by other departments with regards to the system. The requests may be classified as minor or major changes. Major change involves multiple cases, massive effects, additional function of the system, or etc. On the other hand, minor change involves changes for identification (i.e. font style, font size) or etc. The IT personnel should also consider the effect of the change as to the totality of the system. Therefore, classification of the change will be left under the discretion of the IT department.
2. POLICIES
   1. **General**
      1. All data collected from the website is to adhere to the Data Privacy Act of 2012 *(An Act Protecting Individual Personal Information In Information And Communications Systems In The Government And The Private Sector, Creating For This Purpose A National Privacy Commission, And For Other Purposes)*, and all other applicable laws.
      2. Programs developed by the IT department shall be for Company use only. Any requests made by other departments (i.e. system support, desktop publishing, new custom design, etc.) for **personal use** is not allowed.
      3. All information in the website must be accurate, appropriate and current.
      4. All requests received by IT department from other departments must be duly approved by designated signatories.
      5. Before starting a project development, the IT department should conduct a proper planning session to determine the project details (i.e. timeline, personnel involved, etc.).
      6. Upon completion of the project, the IT department shall ensure that the IRAAF is duly signed “conformed and accepted” by the requestor in order to properly document the acceptance of the output.
   2. **Webpage and Online Management**
      1. Basic branding guidelines must be followed on websites to ensure a consistent and cohesive image for the company. The IT department personnel may consider some basic branding guidelines as follow:

* An overview of the brand’s history, vision, personality and key values.
* *Brand message or mission statement* – refers to the underlying value proposition conveyed and language used including examples of ‘tone of voice’ *(how the character of the Company comes through in words, both written and spoken)*.
* *Logo usage* – where and how to use the logo including minimum sizes, spacing and what not to do with it.
* *Clear zone* – the designated area around the logo that must be free of any other graphics or typography to ensure the logo’s integrity and readability.
* *Colour palette* – showing the primary and secondary colour palettes with colour breakdowns for print, screen and web.
* *Type style* – showing the specific font use and details of the font family and default fonts for web use.
* *Image style/photography* – examples of image style and photographs that work with the brand.
* *Business card and letterhead design* – examples of how the logo and font are used for standard company works.
  + 1. Uploading and downloading of files irrelevant to the Company’s operations shall be strictly prohibited.
    2. Internet usage must be limited to Company transactions or as dictated by the employee’s function in performing his duties.
    3. Browsing of any social media websites (i.e. facebook, intagram, etc.) and other websites not related to Company’s operations during working hours and using Company facilities is not allowed.
  1. **Updating of Website**
     1. All changes/updates to the website should be done in accordance with the duly approved Authority to Change/Update Form.
     2. Only the authorized IT personnel shall make changes to the website.
     3. Prior to changing/updating the website, an approved written notice or memorandum must be disseminated to all concerned personnel.
     4. The information in the website shall be reviewed by IT Manager every three (3) months or as new updates/information are posted.
     5. The IT department shall maintain and update the following website information (at a minimum):
* List of used and registered domain names
* Date of acquisition, renewal and expiration of the domain names
* List of hosting service providers
* Date of expiration of hosting
  1. **Desktop Publishing**
     1. Request from departments for Desktop Publishing task must be approved by the designated signatories before the IT department will cater such request.
     2. Only Company-related Desktop Publishing tasks shall be processed.
  2. **New Custom Application and System Support**

1. The purpose and benefits acquired in creating new custom application should be properly defined and established.
2. Prior to developing a new custom application, the IT Department should consider existing applications, compatability requirements, and cost of acquiring commercial programs. Cost-benefit principles much be considered in deciding whether to buy or develop a program.
3. The IT Department shall be responsible in maintaining and providing support for the system. Amendments/updates to the system shall be properly approved and documented.
   1. **System Design Manual**
      1. The IT Department shall be responsible in documenting the system design and development. All changes to the system (minor or major changes) must be documented.
      2. A system design manual shall be prepared which shall include the overall design of the program, codes, backup procedures, logs, help sections, and other information necessary to operate the system. See ANNEX A for the sample System Design.
   2. **Monitoring and Documentation**
      1. The “ticketing system” shall be used to monitor the activities of the IT department. This shall be updated by the authorized IT personnel on a daily basis. A history log should be maintained for the ticketing system to document the changes made (i.e. addition, deletion and revision).
      2. The online services (i.e. JobStreet, Bluehost, EFPS, etc.) used by the Company shall be duly monitored by the IT department. The online services monitoring includes (at a minimum) the following information:
         * Account name
         * Purpose
         * Managing department
      3. Guidelines in filling-out business forms (i.e. IRAAF, ACUF, etc.):

* Business forms shall be duly filled-out and signed by the designated signatories.
* If there are details in the forms that are not applicable, it must be duly indicated with “N/A”.
* If the designated signatory is unavailable, printed evidence of consent (i.e. text message or email, etc.) shall be attached to the business form which should be post-approved by the designated officer.
* Any alterations should be duly “countersigned”.

1. PROCEDURES

| Updating of Website | | | |
| --- | --- | --- | --- |
| Step No. | Activity | Personnel  Involved | Business  Forms |
| 1 | Fills-out the Authority to Change/Update Form (ACUF). Forwards duly filled-out ACUF to IT Manager for verification. | IT Supervisor | Duly filled-out ACUF |
| 2 | Receives and verifies the duly filled-out ACUF from IT Supervisor. | IT Manager | Duly verified ACUF |
| 3 | Prepares written notice for the updating of website. Forwards the duly filled-out and verified ACUF and the written notice for the updating of website to the Designated Vice President for approval. | IT Manager |  |
| 4 | Receives and approves the following from IT Manager:   * Duly filled-out and verified ACUF * Written notice for the updating of website   Forwards the above-mentioned documents after approval to IT Supervisor. | Designated Vice President | Duly approved ACUF |
| 5 | Receives the following from Designated Vice President:   * Duly filled-out, verified and approved ACUF * Approved written notice for the updating of website | IT Supervisor |  |
| 6 | Disseminates to concerned personnel the approved written notice for the updating of website. | IT Supervisor |  |
| 7 | Files the duly filled-out, verified and approved ACUF accordingly and starts the updating of website. | IT Supervisor |  |

| System Support, Desktop Publishing and New Custom Application | | | |
| --- | --- | --- | --- |
| Step No. | Activity | Personnel  Involved | Business  Forms |
| 1 | Initiates/Receives requisition and fills-out the IRAAF for the following:   * New Custom Application * System Support * Desktop Publishing * Other IT concerns | Department Supervisor/  Staff | Duly filled-out IRAAF |
| 2 | Forwards duly filled-out IRAAF to Department Manager for verification. | Department Supervisor/  Staff |  |
| 3 | Receives and verifies IRAAF from Department Supervisor/Staff. | Department Manager | Duly verified IRAAF |
| 4 | Forwards duly filled-out and verified IRAAF to IT Supervisor for assessment. | Department Supervisor/  Staff |  |
| 5 | Receives and assesses the duly filled-out and verified IRAAF from Department Supervisor/Staff. | IT Supervisor | Duly signed “assessed by” IRAAF |
| 6 | Forwards duly filled-out, verified and assessed IRAAF for and to the following requests and designated signatories, respectively:   * + *minor* system support, new custom application, desktop publishing and other IT concerns   - IT Manager for approval   * + *major* system support, new custom application, desktop publishing and other IT concerns   - IT Manager for notification  - Designated Vice President for approval | IT Supervisor |  |
| 7 | Receives and approves the duly filled-out, verified and assessed IRAAF for *minor*system support, new custom application, desktop publishing and other IT concerns. | IT Manager | Duly approved IRAAF |
| 8 | Receives and notifies the duly filled-out, verified and assessed IRAAF for *major*system support, new custom application, desktop publishing and other IT concerns. | IT Manager | Duly noted IRAAF |
| 9 | Receives and approves the duly filled-out, verified, assessed and noted IRAAF for *major*system support, new custom application, desktop publishing and other IT concerns. | Designated Vice President | Duly approved IRAAF |
| 10 | Receives duly approved IRAAF from IT Manager or Designated Vice President. | IT Supervisor |  |
| 11 | Performs necessary activities for the requests with IT Development Team. | IT Supervisor/  IT Development Team |  |
| 12 | Presents the output to IT Manager. | IT Supervisor/  IT Development Team |  |
| 13 | Agrees with the output presented by IT Supervisor/IT Development Team. | IT Manager |  |
| 14 | Presents output to requestor after BETA testing, if applicable. | IT Supervisor/  IT Development Team |  |
| 15 | Accepts output from IT Supervisor/IT Development Team. | Department Supervisor/ Staff |  |
| 16 | Signs the notice of acceptance portion of IRAAF. | Department Supervisor/ Staff | Duly signed accepted |
| 17 | Files IRAAF chronologically. | IT Supervisor |  |

1. FLOWCHARTS









1. BUSINESS FORMS
   1. Authority to Change/Update Form



No. of Copy/color - 1 (white)

Explanation - This is prepared to document the approval of any changes/updates of the website or other related activities.

Prepared by - IT Supervisor

Verified by - IT Manager

Approved by - Designated Vice President

Distribution - IT Department: Chronologically filed.

* 1. IT Request, Assessment and Acceptance Form



No. of Copy/color - 1 (white)

Explanation - This is prepared to document the requisition made, assessment by the IT personnel and acceptance by the requestor for a given request (i.e. system support, new custom application, desktop publishing, etc.).

Prepared by - Department Supervisor/Staff

Verified by - Department Manager

Assessed by - IT Supervisor

Noted by - IT Manager

Approved by - IT Manager/Designated Vice President

Distribution - IT Department: Chronologically filed.

1. EFFECTIVITY

This Policies and Procedures Manual shall take effect upon approval and shall supersede any memorandum/SOP inconsistent with this Policies and Procedures Manual. Any changes to the manual shall comply with the policies and procedures indicated in the process title *“Amendment of Manual”*.

**ANNEX**

ANNEX A

System Design Manual