

MITSUKOSHI MOTORS PHILIPPINES, INC.		
POLICY AND PROCEDURE		
POLICY TITLE :	REQUEST FOR RE-FORMATting COMPUTERS	Ref. No.
DEPARTMENT :	IT DEPARTMENT	ITD-16-01-2004
TO :	BRANCH MANAGER, CASHIER AND ASSISTANT CASHIER	

OBJECTIVE



1. To be able to re-format and back-up computers that have been infected with viruses.
2. To protect and restore branch computer in good working condition

POLICIES



1. For external re-formatting services, the IT department is not responsible for any back-up of files. It is the branch's responsibility to ensure that all files are backed up prior to re-formatting.
2. Re-formatting must only be done upon advice of IT department if there is confirmation of the need to.
3. All branches are not allowed to download any files such as the following, but are not limited to video, music, images and other non-related work materials.
4. All branches are not allowed to access malicious website that are outside the scope of their responsibility (i.e. graphic sites, gaming, social networking and such).
5. Upon receipt of unit from head office, IT department guarantees re-formatting and delivery of unit within seven (7) working days.

PROCEDURE

1. Upon receiving advice from IT department (see S4S for Request for IT Support), ensure to first look for three providers within the area of needed service or item.
2. For Provinces and Remote Areas
 - 2.1. Inquire what is needed for services/item to be availed and individual costing of said service or item.
 - 2.2. Upon acquiring all needed information fill out "IT Support Request Form". Ensure to fill out the remarks area on why the service or item is needed.
 - 2.4. The request letter should then be signed by the Branch Manager and Area Manager or Regional Manager for purchase.
 - 2.5. Send request letter to the IT Department through either of the following emails:
 - 2.5.1. servicedesk@mitsukoshimotors.com
 - 2.5.2. it@mitsukoshimotors.com

Prepared By:  Suzelle Ngan	Approved by:  Richmond Ngan Executive Officer	Effective January 2016	Page 1 of 2
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- 2.6. If the request has been approved you will then receive an authority number no more than 3 business days upon receipt of request letter. Upon rejection IT department will inform via email of rejection.
- 2.7. Upon receipt of authority number, proceed to availing said services or item for purchase.
3. For Metro Manila
 - 3.1. If only single computer in branch, go through steps 2.1 to 2.7
 - 3.2. If more than two computers in branch, backload equipment to head office. See back-loading procedure in S4S and await confirmation from head office.
4. Notify IT Department of receipt and conclusion of service and ensure all installation of needed software for business purposes has been installed by IT Department.

Prepared By:  Suzelle Ngan	Approved by:  Richmond Ngan Executive Officer	Effective January 2016	Page 2 of 2
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