

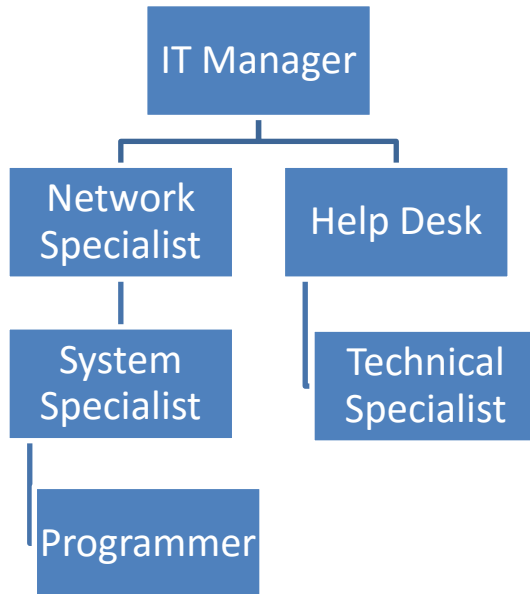
# Branch Operations Training

Information Technology Department

# *Objective:*

- Educate branches operations on who the IT Department is and their respective functionalities
- Inform branch operations of policies and procedures for any issues regarding IT equipment, software and development

# ***Background:***



## Department Overview:

The IT department is responsible for providing the company with the IT related tools and equipment. This includes maintaining, developing, supporting and repairing any IT related software, hardware and applications that is used for business operations. With 2 main functions:

- IT infrastructure maintenance
- IT equipment & applications troubleshooting

# Branch Policies and Procedures:

Item	Description
<b>Maintenance Procedures</b>	
Computer Maintenance	How to maintain a computer as per user
Computer Security Checks	Auditing computer equipment by manager
<b>Accessing Computer Application</b>	
Accessing Zimbra	How to access company email
VPN Access	Establishing connectivity to use company applications
<b>IT Requests</b>	
Request for IT Support	Troubleshooting computer equipment
Request for Internet Service Requisition	How to apply for internet services
Request for CCTV Installation	How to apply for CCTV installation
Request for Additional Laptop	How to apply for additional desktops
Request for Peripheral Devices	Requesting small IT equipment
Request for Ink or Toner Re-fill	Request for Ink or Toner Re-fill
Request for Equipment Repair	Requesting for computer equipment repair
Request for Reformat	Requesting for computer reformatting in event of virus and slowdown
<b>Miscellaneous</b>	
Backloading IT Equipment	How to send IT equipment to head office

# *Maintenance Policies:*

1. Branches should not download or access applications, files or websites that are non-work related.
2. Branches should not change any settings or configurations of IT equipment.
3. USB devices must be at all times scanned prior to opening files to avoid viruses.
4. Anti-Virus softwares other than AVAST should not be used by branches.
5. Branches are not allowed to keep prohibited files.

# *Maintenance Procedures:*

## 1. Maintaining Hardware

- Wipe equipment regularly with cloth
- Avoid messy computer equipment to avoid wire breakage and such



## 2. Maintaining Software

- Scan for viruses when using USB Drive
- Scan computer once a week



# *Accessing Computer Application Policies:*

1. It is the responsibility of the IT department to provide or install the application on branch computers to provide VPN Access.
2. MMPI User account and passwords should at all times not be shared to other users and is a critical offense.
3. All computers connected to the MMPI network should have an anti-virus software and latest windows updates installed.
4. All employees are responsible for logging out of any company application if they are not using this.
5. Employees are not allowed to use company Zimbra account for any personal communication and activities outside scope of their responsibility.
6. Preferred use of Zimbra is the client desktop.

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# *IT Request Policies:*

1. IT Help Desk should first be contacted upon any troubleshooting of hardware.
2. IT Department does not support personal IT equipment.
3. IT Department is responsible to respond to any concerns within 1 hour of receipt.
4. TR should be properly issued and documented when released IT equipment to a location not assigned to the branch.
5. IT should keep a photocopy of services or items rendered from outside to keep for warranty purposes.
6. It is the branch's responsibility to keep track of the amount of ink or toner they have left in the branch.
7. It is the branch's responsibility to safeguard the toner cartridge as it is re-fillable.

# *IT Request Procedure:*

1. First raise concern with IT Help Desk through email or phone (email is [servicedesk@mitsukoshimotors.com](mailto:servicedesk@mitsukoshimotors.com) AND [it@mitsukoshimotors.com](mailto:it@mitsukoshimotors.com)).
2. If request is for purchase of equipment, please fill out the “IT Support Request Form”.
3. If purchase is to occur branch end, ensure to canvass for 3 suppliers and submit request form to IT with BM and AM or RM signature for amounts of more than PHP 500.
4. In case of repairs for equipment backloading to head office (address)