

MITSUKOSHI MOTORS PHILIPPINES, INC.		
POLICY AND PROCEDURE		
POLICY TITLE :	REQUEST FOR RE-FORMATting COMPUTERS	Ref. No.
DEPARTMENT :	IT DEPARTMENT	ITD-15-01-025
TO :	BRANCH MANAGER, CASHIER	

OBJECTIVE

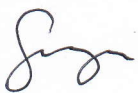
1. To be able to reformat and back-up computers that has been infected with viruses.
2. To protect and restore branch computer in good working condition.

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 is outside the scope of their responsibility (ie. graphic sites, gaming, social networking and such).
5. It is the responsibility of the IT Department to re-format computer within seven (7) days upon receipt of unit by head office.

PROCEDURE

1. For Provinces and Remote Areas
 - 1.1. Branch Manager/Cashier
 - 1.1.1. Upon discovery of viruses and malfunctioning of the branch computer, coordinate with the Help Desk-IT Department.
 - 1.1.2. Discuss concern of branch computer to Help Desk-IT Department.
 - 1.2. Help Desk-IT Department
 - 1.2.1. Receive concern of the branch on the reformatting of their computer.
 - 1.2.2. Diagnose and troubleshoot computer problem thru team viewer or thru telephone or cell phone.
 - 1.2.3. If the computer needs reformatting, advice the branch to back-up their files.
 - 1.2.4. Ask branch to canvass technician with the most acceptable and reasonable fee and ask the branch to submit request for budget for the reformatting of the computer.

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1.3. Branch Manager/Cashier

1.3.1. Receive advised from the Help Desk-IT Department for reformatting of the computer.

1.3.2. Prepare request letter with the following information:

1.2.5.1. Date of Request;

1.2.5.2. Reason for budget; and

1.2.5.3. Amount of requested budget

1.3.3. Sign request letter.

1.3.4. Scan request letter and forward to Help Desk-IT Department thru webmail.

1.4. Help Desk-IT Department

1.4.1. Receive scanned request and forward to IT Department head.

1.4.2. If approved, ask for Approval Number from PCF Section.

1.4.3. Forward Approval Number to the branch for withdrawal of the amount in the Petty Cash Fund.

1.5. Branch Manager/Cashier

1.5.1. Receive Approval Number from Help Desk-IT Department.

1.5.2. Avail of the serviced of the computer technician.

1.5.3. Upon confirmation of the reformatting of the branch computer; withdraw payment of the service from the Petty Cash Fund.

1.5.4. Request for Official Receipt and forward to head office during replenishment of fund.

1.5.5. Inform Help Desk-IT Department upon conclusion of the service of the technician on reformatting the branch computer.

2. For Metro Manila

2.1. Branch Manager/Cashier

2.1.1. Upon discovery of viruses and malfunctioning of the branch computer, coordinate with the Help Desk-IT Department.

1.1.2. Discuss concern of branch computer to Help Desk-IT Department.

2.2. Help Desk-IT Department

1.2.1. Receive concern of the branch on the reformatting of their computer.

1.2.2. Diagnose and troubleshoot computer problem thru team viewer or thru telephone or cell phone.

1.2.3. If the computer needs reformatting, advice the branch to back-up their files.


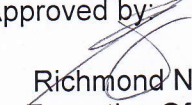
1.2.4. Ask branch to back-load the computer to the main office care off Help-Desk IT Department for reformatting covered by Transmittal Report (TR).

1.2.5. Upon reformatting, issue and prepare Transmittal Report in three (3) copies in favor of the branch to return the formatted computer.

Original : Receiver

Green : Branch Copy

Pink : Booklet Copy

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