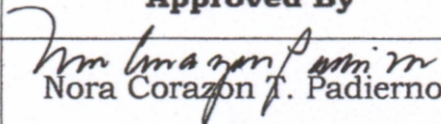

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REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
0		Original issue.	 Nora Corazon T. Padiernos

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1. PURPOSE

Define and set of Procedures to guide employees in the Maintenance, Repairs & Operating Supplies, Buy as required replacement parts, in support of the agency's operations.

2. SCOPE

This procedure covering all repairs and purchasing activities related to the requisition of parts for the maintenance of IT equipment done in an efficient and trustworthy manner.


3. DEFINITION OF TERMS, ACRONYMS

M.I.S.U.	• Management Information System Unit
I.C.T.	• Information Communication Technology
I.T.	• Information Technology
T.O.R.	• A document information which covers project requirements and details on implementation
D.F.	• A disposition form use to communicate to the head of agency and other Divisions and Offices.
P.R.	• Purchase Request
S.D.O.	• Special Disbursing Officer
R.F.Q.	• Request for Quotation
S.R.	• Service Records

4. RESPONSIBILITIES


The following are responsible for the Repairs of IT equipment:

- 4.1 Chief and Staff of Management Information System Unit (MISU)
- 4.2 End-User
- 4.3 BuCor BAC Secretariat

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5. PROCEDURE DETAILS

Activity	Person Responsible	Details/Functions	References
START ↓ Receives request for repair ↓ Diagnosed and troubleshoot ↓ Prepare recommendation to purchase of replacement parts ↓ Return equipment ↓ END	Staff	<ul style="list-style-type: none"> Initiates the preparation of letter request for repair 	<ul style="list-style-type: none"> Letter request
	Staff	<ul style="list-style-type: none"> Conducts diagnosed and troubleshoot 	
	Staff	<ul style="list-style-type: none"> Assist end-user in Preparation of Purchase Request 	<ul style="list-style-type: none"> Purchased Request
	Chief, MISU/Staff	<ul style="list-style-type: none"> Delivers IT equipment to origin 	<ul style="list-style-type: none"> Delivery receipts/receiving copy

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6. GUIDELINES

- 6.1 The MISU repair services starts from the following sources:
 - 6.1.1 The End-user's reports to Management Information System (MISU), regarding IT equipment needed for assessment/evaluation and immediate repairs.
 - 6.1.2 Findings from the regular visits and check-ups/inspections conducted as preventive maintenance.
- 6.2 The Chief assigns IT staff to conduct initial inspection and evaluation on the request service/s for IT equipment maintenance or repairs.
- 6.3 The IT staff will immediately act to troubleshoot if the diagnosed and findings are able to fix outright. And then, if there is a need to replace a certain spare parts:
 - 6.3.1 The IT staff prepares a Request for Quotations (ROQ) for IT equipment parts to be replaced.
 - 6.3.2 The IT staff assists end-users in the preparation of Purchase Request (PR) and submits to Special Disbursing Officer (SDO).
 - 6.3.3 For emergency repairs with procurement, the Chief IT informs the Designated Special Disbursing Officer (SDO) of the needed parts for immediate purchase.
 - 6.3.4 Upon delivery of the requested parts, the IT staff performs repair immediately.
 - 6.3.5 After the repair, the IT staff signs together with the end-user the Service Accomplishment Form (SAF) and submits to the Chief, IT.
- 6.4 Upon the completion of work the IT Staff prepares Accomplishment Report and submits to C, IT.
- 6.5 The IT staff updates the service records on particular equipment and files other related documents before returning to end-user.