



Procedure 11

MANAGEMENT INFORMATION SYSTEM

Date prepared : January 6, 2017
Date approved : January 10, 2017
Effectivity Date : January 11, 2017
Revision No. : 00
Revision Date :
Control No. : **PM11-01**

Carlos N. Santos, Jr.

Reviewed by: Engr. Carlos N. Santos, Jr. - GM

Approved by: Dir. *Miguel G. Pleyto* - BOD Chairperson

1.0 OBJECTIVES

Establish guidelines in the MIS Section particularly on processing IT Requests for Santa Water District.

2.0 SCOPE

This procedure defines the duties and responsibilities and authorities for IT Request processing in Santa Water District.

3.0 REFERENCES

- 3.1 ISO 9001:2015 Section 9.2
- 3.2 Procedure for Documented Information

4.0 RESPONSIBILITIES AND AUTHORITIES

End-user; Division Manager; General Manager
MIS Personnel; Outsourced Computer Technician

5.0 PROCESS



Procedure 11
MANAGEMENT
INFORMATION SYSTEM

Date prepared : January 6, 2017
Date approved : January 10, 2017
Effectivity Date : January 11, 2017
Revision No. : 00
Revision Date :
Control No. : **PM11-01**

Reviewed by: *Carlos N. Santos, Jr.*
Engr. Carlos N. Santos, Jr. - GM

Approved by: *Miguela G. Pleyto*
Dir. Miguela G. Pleyto – BOD Chairperson

No.	Process Flow	Description of Activity	Responsible Person
1.	<pre> graph TD Start([START]) --> Prep{{Prepare IT Request}} Prep --> Form[IT Request Form] Form --> Approve{Approved IT Request} Approve -- No --> A[A] Approve -- Yes --> B[B] </pre>	<p>1.1 Prepares IT Request in two (2) copies with complete details and specifications.</p> <p>1.2 Submit the request to Division Manager.</p> <p>1.3 Approval of the IT Request. 1.2.1 If disapprove return to end user and end process. 1.2.2 Recommend Approval of the IT Request and proceed to General Manager for approval of IT Request.</p>	<p>End User or Implementing unit</p> <p>Division Manager</p> <p>End User or Implementing unit</p> <p>Division Manager</p> <p>General Manager</p>
2.	<pre> graph TD Receive[Receive IT Request] --> Type{Type} Type -- Hardware --> ExecuteH[Execute IT Request] Type -- Software --> ExecuteS[Execute IT Request] ExecuteH --> Submit[Submit Request to Division Manager] ExecuteS --> Submit Submit --> Verify{Verify IT Request} Verify -- No --> ExecuteS Verify -- Yes --> B[B] </pre>	<p>2.1 Receive IT Request.</p> <p>2.2 Identify the IT Request type. 2.1.1 Receive the IT Request and Execute the request. 2.1.2 Execute the IT request.</p> <p>2.3 Submit the IT Request to Division Manager after executed.</p> <p>2.4 Verify completed IT Request 2.2.1 If IT Request has an error return to MIS 2.2.2 If IT Request has no error verify the request to the user and return the request to MIS</p>	<p>MIS</p> <p>MIS</p> <p>Outsource Computer Technician</p> <p>MIS</p> <p>Division Manager</p> <p>Division Manager</p> <p>End User or Implementing unit</p>



Procedure 11
MANAGEMENT
INFORMATION SYSTEM

Date prepared : January 6, 2017
 Date approved : January 10, 2017
 Effectivity Date : January 11, 2017
 Revision No. : 00
 Revision Date :
 Control No. : **PM11-01**

Engr. Carlos N. Santos, Jr.

Dir. Miguela G. Pleyto
 Approved by: Dir. Miguela G. Pleyto – BOD Chairperson

Reviewed by: Engr. Carlos N. Santos, Jr. - GM

3.	<pre> graph TD B[] --> Type{Type} Type -- "Maintenance & Improvement Requests" --> Update[Update the Program] Type -- "Development Requests" --> Implement[Implement the new Program] Update --> Implement A[] --> Implement Update --> END([END]) Implement --> END </pre>	<p>3.1 Identify the IT Request software type</p> <p>3.3.1 <i>If the software type is maintenance & improvement update the program and file</i></p> <p>3.3.2 <i>If the software type is development implement the new program and file</i></p>	<p>MIS</p> <p>MIS</p>
----	--	---	-----------------------

6.0 DOCUMENTED INFORMATION

6.1 IT Request Form