

DEPARTMENT / DIVISION/ Office	<b>INFORMATION SYSTEMS UNIT</b>						
PURPOSE	To design an organized and systematic information distribution process; establish a fair and equitable computerized environment; promote and maintain accountability through the establishment of a computer literate workforce in the entire agency.						
Functional OBJECTIVE	To provide leadership and vision to carry out information strategic plan and guidance and coordination necessary to ensure technology related efforts are planned in conjunction with the agency.						
ACTIVITY/ PROCESS	Control Methods/ Process SOP/ Guidelines/ Procedures	Process Output	Responsible Authorities	RISK	IMPACT/ CONSEQUENCES	CONTROL MEASURE/ Action Plan	Opportunities
<b>IT ADMINISTRATION</b> Monitors, maintains and make recommendations <b>HARDWARE</b> - Desktop - Laptop - Printers - Scanners - Network Devices  <b>NETWORK SERVICES</b> - LAN - Wireless	requesting Party must fill-up and submit Service Request Form for any service request; services will be attended thru -Telephone Calls -Walk-in Request -Action Slip  Network Plan/Layout HW/SW inventory Preventive Maintenance and Monitoring Forms Network Policies	Serviceable IT equipment, HW, SW, IS  Purchase of needed HW and components  Connectivity Downtime	ISU personnel Network Specialists	Obsolete Network Equipment Outdated Software ISP Failure Transfers of ownership and location Substandard equipment acquisitions Lack of Network Specialists	Delayed Completion of tasks of the requesting party (end-users) Service inefficiency	Keep inventory and proper allocation of computers and other IT devices Constant upgrade of the IT devices and equipment Ensure that the network is operating properly at all time and that all employess have the ability to communicate through the	Acquisition of latest HW and IT devices and equipment Hiring of network specialist Trainings for ISU personnel Updated system servers Implementation of Policies Orientation Plan (Cabling and Civil Works)
<b>TECHNICAL SUPPORT</b> Assistance to: MS Office Applications Emails and online transactions Software installation and implemntation Application Systems Training	requesting Party must fill-up and submit Service Request Form for any service request; services will be attended thru -Telephone Calls -Walk-in Request -Action Slip  SW inventory Preventive Maintenance and Monitoring Forms Network Policies	Upgraded and updated software and applications Secured applications and data Functionality of the systems	ISU personnel System Operators Sofrtware Developers	Outdated software Lacking of trained personnel to provide awareness on the use of newly acquired application systems Technology inadapatability - Unwillingness to adapt to changes and advancement Obsolete devices and equipment which causes faulty applications Lacking of ISU personnel to provide	Delayed Completion of tasks of the requesting party (end-users) Service inefficiency Security risks	End-user trainings and orientation / Knowledge transfer Strict implementation of workgroup and user ploicies Acquire licensed and upgraded software	Trainings and seminars for end-users Trainings for ISU personnel Hiring of additional IT staff Acquisition of updated software

<p><b>SYSTEMS &amp; SOCIAL SITES ADMINISTRATION</b>  PSC official website  Batang Pinoy  Philippine National Games  Other Major events and projects  Social Media  PSC  Batang Pinoy  PNG  Women in Sports</p>	<p>Instructions from the Chairman/Commissioners/ other officials and project managers  Action Slip  Citizens Charter  Transparency Seal  Events updates</p>	<p>Website updates  Real time social media posts on events duration</p>	<p>Information officer  Public relations office  Information Technology Officer/  Webmaster</p>	<p>Lacking of Information officer to provide articles and updates for the website  No real-time updates  Outdated Content Management Systems  Security risks due to the use of Freewares  No network connections all the time (on field events)</p>	<p>Insufficient information being disseminated  Misleading information  Security issues</p>	<p>Assigning of Information officers  Acquire licensed CMS and other webplatform  Acquire wireless internet access for event conducts</p>	<p>Creation of Public Relations office  Hiring of additional ISU staff/webmaster  Acquisition of updated software</p>
<p><b>BUSINESS PROCESS SYSTEMS DEVELOPMENT</b>  In-house systems  Commercial / Third Party Systems and Applications</p>	<p>Instructions from the Chairman/Commissioners/ other officials and project managers   Action Slip  Service Request Forms</p>	<p>Functional Systems</p>	<p>Information Systems Analyst  Systems Developer / Programmer  End-users</p>	<p>Security risks due to the use of Freewares  Unidentified system requirements / incomplete specifications of the required application software  Procurement Process  Conformity on the government processes  Timelines  Lacking of Systems Developer /ISU personnel  Technology inadaptability - Unwillingness to</p>	<p>Inavailability of the needed systems  Security issues</p>	<p>Identify the system requirements  Coordinate with the events planning for the needed systems to be used  End-user trainings and orientation / Knowledge transfer</p>	<p>Trainings and Seminars for End-users  Formulation of the ISSP (Information Systems Strategic Plan - 5year)  Hiring of systems developer</p>
<p><b>IT SPECIAL SERVICES</b>  <b>1. Layout and Graphic Designs</b>  - Logos  - Tarpaulins  - Shirts  - Media ads   <b>2. Field Event Support</b></p>	<p>Instructions from the Chairman/Commissioners/ other officials and project managers   requesting Party must fill-up and submit Service Request Form for any service request; services will be attended thru  -Telephone Calls  -Walk-in Request  -Action Slip   Special Orders</p>	<p>Approved Designs  Event Conduct  Terminal Reports</p>	<p>ISU Personnel</p>	<p>Lacking of ISU staff to attend on all the service requests  Insufficient Resources (SW, HW, IS)  Undefined / unclear task orientation  Timeline</p>	<p>Delayed completion of Tasks (ISU staff)  Service inefficiency</p>	<p>Coordinate with the events planning for the IT requirement  Properly identify task/assignment of each personnel  Strict implementation on the service request form (require approval from higher officer)</p>	<p>Hiring of Additional ISU personnel  Formulation of the ISSP (Information Systems Strategic Plan - 5year)  Acquisition of HW, SW, IS</p>