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1.0 PURPOSE

The function of the Information Systems Unit (ISU) is to direct a strategic plan to provide the current and future development of information technology of the agency, to provide computer and network communication services to all departments, and to perform activities that coordinate computer generated information to other agencies and the general public as well.


2.0 SCOPE

The Information Systems Unit (ISU) provides 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.


- 2.1 The department will remain technology current so as to advise, recommend, and assist in the selection, implementation and maintenance of information systems; and to assist with planning and managing information technology projects;
- 2.2 Provides assistance and educate employees as necessary;
- 2.3 Provides computer, network and application support; maintains information and network security and integrity; and
- 2.4 Promote, support and enhance the development and implementation of the latest information technology which is socially sensitive in meeting the needs of the agency.

3.0 DEFINITION OF TERMS


- 3.1 Application System - refers to a group of related activities or processes designed to support a very specific function (e.g. Payroll System, Accounting System, etc.). It is referred to as “computer-based information system” prepared for the organization to process tasks that are unique to the particular needs or “tailor fit” for the particular operation.
- 3.2 Content Management Software – a software used to manage the content of the website and consists of two (2) elements: the content management application (CMA) and the content delivery application (CDA). It enables one to add/or manipulate content on a website.
- 3.3 Content Management System (CMS) - is a computer application that allows publishing, editing and modifying content, organizing, deleting as well as maintenance from a central interface. Such systems of content management provide procedures to manage workflow in a collaborative environment.
- 3.4 Database (DB) - an organized group or set of inter-related information about a subject that can be processed, retrieved, analyzed and used in drawing conclusions and making decisions.
- 3.5 Firewall – a system designed to prevent unauthorized access to or from a network. Firewalls can be implemented in both hardware and software, or a combination of

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- both. Firewalls are frequently used to prevent unauthorized Internet users from accessing private networks connected to the Internet, especially Intranets.
- 3.6 Hard copy - is a permanent reproduction, or *copy*, in the form of a physical object, of any media suitable for direct use by a person (in particular paper), of displayed or transmitted data.
 - 3.7 Hardware - the electronic and physical components, boards, peripherals and equipment that make up a computer system as distinguished from the programs (software) that tell these components what to do. It is the physical component consisting of the input devices, central processor, output devices and storage devices.
 - 3.8 Information and Communications Technology (ICT) - is the totality of the electronic means employed to systematically collect, process, store, present and share information to end-users in support of their activities. It consists of computer systems, office systems, consumer electronics and telecommunications technologies, as well as networked information infrastructure the components of which include the telephone system, the Internet, fax machines, computers and its accompanying methodologies, processes, rules and conventions. It encompasses the use of computers, data communications, office systems technologies, as well as any technology that deals with modern day application of computing and/or communication. It can also be seen as the marriage of information technology and data communication.
 - 3.9 ICT Solutions - the various ICT technologies that are currently existing or will be proposed to run the information systems. Examples of ICT solutions are: for Network – Virtual Private Network, Thin Client; Wireless; for Security – Firewall, Public Key Infrastructure (PKI); for Storage – Storage Attached Network (SAN), Imaging, Warehousing; for Data Capture – Biometrics, Finger Scan, Optical Scan, Optical Mark Reader (OMR), Optical Character Recognition (OCR).
 - 3.10 Information System (IS) - a system of major processes or operations which facilitates the storage, processing, retrieval and generation of information for decision-making, planning, controlling and monitoring purposes. It also refers to a group of related processes (manual or computerized) designed to generate information for the exclusive support of a major functional area of an organization (e.g. Personnel Management Information System, Logistics Management Information System, Financial Management Information System, etc.).
 - 3.11 Information Systems Planner (IS Planner) – designated by the department secretary/agency head who shall work with the management and Chief Information Officer (CIO) and mainly responsible for the formulation, development and implementation of an Information Systems Strategic Plan (ISSP).
 - 3.12 Information Systems Strategic Plan (ISSP) - refers to a three (3) to five (5) year computerization framework of an agency which describes how the organization intends to strategically use ICT in pursuit of its mission and functions. A written expression of how an agency intends to use ICT to support its data processing and decision-making processes.

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- 3.13 Information Technology (IT) - is the use of any computers, storage, networking and other physical devices, infrastructure and processes to create, process, store, secure and exchange all forms of electronic data.
- 3.14 Internet - a worldwide interconnection of millions of computer networks and databases. It is popularly referred to as the Information Superhighway, the Web, or simply as the Net.
- 3.15 Internet Service Provider (ISP) – an entity or company that provides connection services to the Internet. Access to the Internet is provided through its facility linked to the Internet. Such service provider may be a commercial entity, an institution, a university, or any other entity that has already a link to the Internet.
- 3.16 Intranet - is a computer network that uses Internet Protocol technology to share information, operational systems, or computing services within an organization. This term is used in contrast to extranet, a network between organizations, and instead refers to a network within an organization.
- 3.17 Local Area Networking (LAN) – is a computer network that spans a relatively small area. Most LANs are confined to a single building or group of buildings, however, one LAN can be connected to other LANs over any distance via telephone lines and radio waves.
- 3.18 Management Information Systems (MIS) – information systems which include external information in addition to the internal information about the agency's operation. This information will be used for goal setting, and decision-making purposes of the different levels of management in the organization.
- 3.19 Modem – a device that converts digital signals from the computer into analog signals to be transmitted over communication media to be transmitted back to digital signals read by computer. It can be either external or internal. It is an electronic device that makes possible the transmission of data to or from a computer via telephone or other communication lines.
- 3.20 Network - a computer-based communication and data exchange systems created by electronically connecting two or more computers/workstations. It is composed of two or more computers that can communicate with each other.
- 3.21 Network resources - refer to forms of data, information and hardware devices that can be accessed by a group of computers through the use of a shared connection. These types of resources are also known as shared resources.
- 3.22 Networked Systems – a computing scenario wherein computers, printers and other devices are linked together, allowing users to exchange and share information and resources. Networking is classified as follows:
- 3.23 Operating System – software that supervises and controls tasks on a computer. The software that directs a computer's operations, as by controlling and scheduling the execution of other programs and managing storage and input/output.
- 3.24 Printer – a device that prints text or illustrations on paper. There are many different types of printers. In terms of technology utilized, printers are categorized into the following: (1) daisy wheel, (2) dot matrix, (3) ink-jet, (4) laser, (5) line printer, and (6) thermal printer.

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- 3.25 Router – a device that physically connects two networks, or a network to the Internet, converting address and sending on only the message that need to pass to other network.
- 3.26 Server – a computer that shares its resources, such as printers and files, with other computers on the network, an example of this is a Novell Network Server which shares its disc space with a workstation that does not have a disk drive of its own. A computer that makes services, as access to data files, programs and peripheral devices, available to workstations on a network.
- 3.27 Social Media - are computer-mediated tools that allow people to create, share or exchange information, ideas, and pictures/videos in virtual communities and *networks*.
- 3.28 Software - a set of instructions to a computer (and its peripheral equipment) to execute a command or process data. It uses a computer-understandable language. The non-physical components, which maybe an operating system, a development language, database management system, network management software, set of computer tools and utilities, or an application package, as well as the machine coded instructions that direct and control the different hardware facilities.
- 3.29 Soft copy - is an electronic copy of some type of data, such as a file viewed on a computer's display or transmitted as an e-mail attachment.
- 3.30 Web Hosting – the business of housing, serving, and maintaining files for one or more websites.
- 3.31 Web Platform - is an open community of developers building resources for a better *web*, regardless of brand, browser, or *platform*.
- 3.32 Website – is a *site* (location) on the World Wide *Web* (*www*). It is a central location of various *web* pages and data files that are all related and can be accessed by visiting the home page using a browser.

4.0 REFERENCE DOCUMENTS

ISU Operations Manual

5.0 PROCESS FLOW

Technical Assistance Workflow

(Computer / Printer / Network and other Hardware Problems)

RESPONSIBLE

ISU Staff

FLOW CHART

REFERENCE

ISU Operations Manual
Service Request Form



ISU Operation

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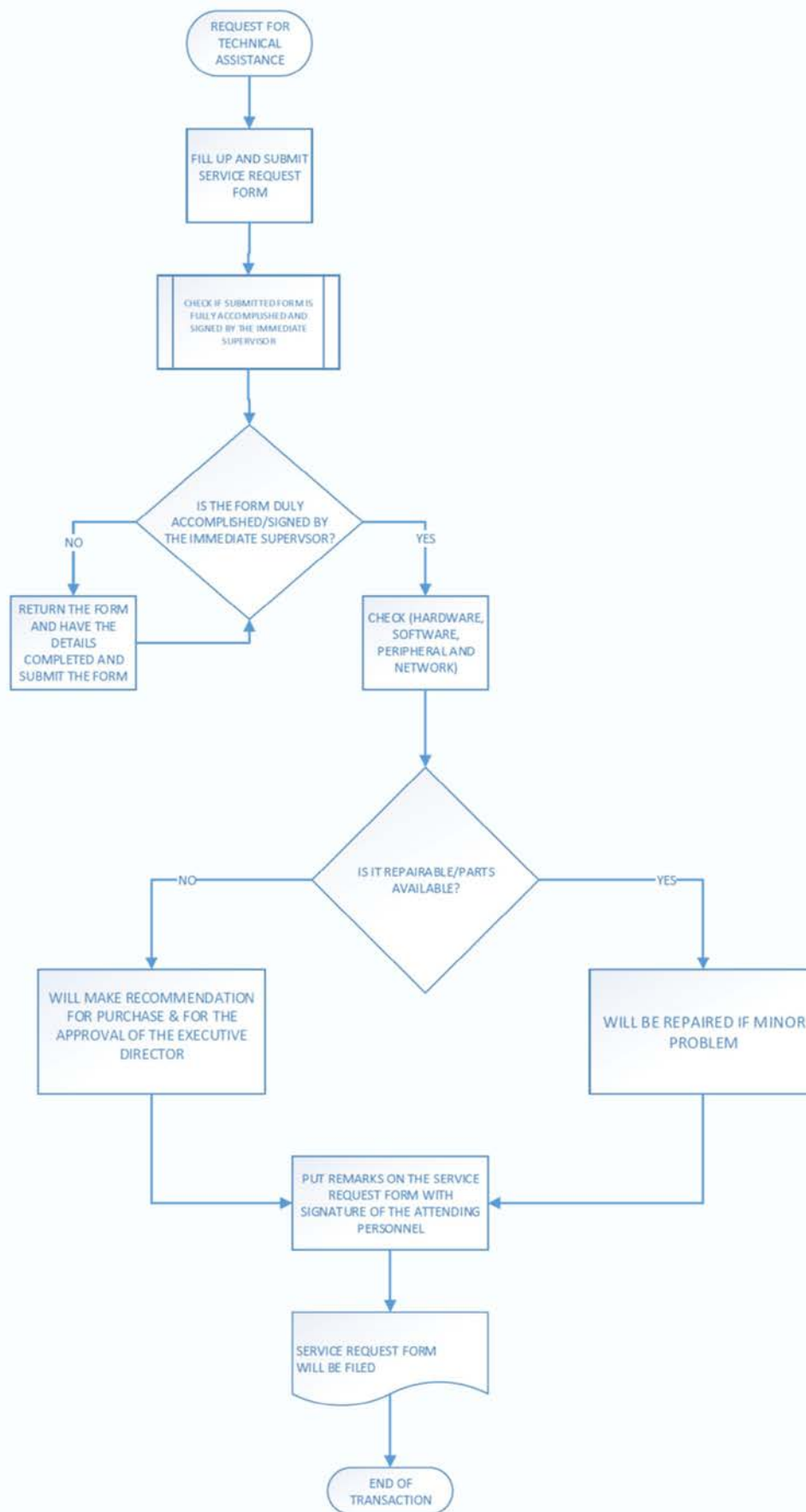
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Request for Layout Designs and Other Media Requirement

RESPONSIBLE

ISU Staff

FLOW CHART



REFERENCE

ISU Operations Manual
Service Request Form

6.0 PROCEDURE

TECHNICAL ASSISTANCE AND SERVICE REQUESTS


End-user (requesting party) must accomplish and submit ISU Service Request Forms to the ISU office before the service to be rendered on the areas of Hardware troubleshooting, connectivity services and technical assistance. Special Services such as field event support and other assistance which requires out-of-office service must be approved by the higher authority (Department Head / Executive Director).

GENERAL NETWORK ACCESS POLICY

Use of ICT Resources. Agency network resources are to be used for work-related activities and functions. This policy is to ensure the effective use of networking resources and shall equally apply to all employees.

Exception. Agency Heads may approve the use of network resources beyond the scope of this access policy under the following conditions:

The intended use of network resources serves a legitimate agency interest.
The intended use of network resources is for educational purposes related to the employee's job function.

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NETWORK SECURITY MANAGEMENT

- All cabling used to carry voice and data.
- All devices to control the flow of voice and data communication, such as hubs, routers, firewalls, switches, etc.
- Monitors, storage devices, modems, network cards, memory chips, keyboard, cables and accessories.
- All computer software: applications, utilities, tools, databases.
- All output devices including printers, CD/DVD writers, etc.

Authority to Install, Upgrade, Delete. The authority and responsibility to install, upgrade or modify any hardware or software rests solely on the ISU staff or personnel authorized by the Agency Head to do so.

SYSTEM ACCESS REQUIREMENTS

Access Privilege. All qualified users of the PSC ICT facilities shall be registered to the network server / firewall to gain access to the network resources.

USER RESPONSIBILITIES

A user may access only those services and parts of the ICT System that are consistent with his/her duties and responsibilities. The ICT System should be used in accordance with its authorized purpose.

Reporting of Troubles or Problems / User Cooperation. Users should report for troubles or problems, especially any damage to, with their files / computers. Users should cooperate with system administrators / ISU staff in any assessment of ICT resources.

Exception and trouble reports must be made to the ISU so that appropriate action can be taken to solve the problem.

PREVENTIVE MAINTENANCE AND MONITORING


Keeping equipment and facilities in satisfactory operating condition by providing for systematic inspection, detection, and correction of incipient failures either before they occur or before they develop into major defects.

Maintenance, including tests, measurements, adjustments, and parts replacement, performed specifically to prevent faults from occurring.

Performing Inventories

Hardware: Desktop, Laptops, UPS, Printers, Scanners, Servers, disk storage equipment, Network Communications Equipment (LAN and Wireless)


Schedule: Semi-Annual (June-July, December-January)

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Software: Verification of the type of licenses, Software and Associated Maintenance Agreements, Transfer to other offices / departments, System Documentation, Version Control, Configuration Management and System Documentation
Schedule: Semi-Annual (June-July, December-January)


Data preservation: Description (what the content is) and Value (how critical data is for the organization) of the data: Legal Issues (does legislation set any regulations on the preservation of data?), Archive and Records Retention Policies, Ownership (who owns the data?), Access Required by Other Entities or Systems (does anyone outside the Organization need access to the data?)
Schedule: Yearly (1st quarter of the year)

Telecommunications Inventory: Network Equipment (leased, financed or owned), PBX, Switches, Racks and other Peripherals, Circuits, Service Providers, Maintenance and Monitoring Contracts, Point-to-Point Connections, Impact on internal and external entities if services are terminated
Schedule: Yearly (4th quarter of the year)

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6.0 FORMS ATTACHED

1. ISU SERVICE REQUEST FORM

	<h2 style="margin: 0;">PHILIPPINE SPORTS COMMISSION</h2> <h3 style="margin: 0;">ISU SERVICE REQUEST FORM</h3>															
<p>Requesting Party</p> <p>NAME: _____ OFFICE: _____ DATE / TIME: _____</p>	<p>FORM NO.: _____</p>															
<p><i>Please check Service Request</i></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;"><input type="checkbox"/> HARDWARE TROUBLESHOOTING</td> <td style="width: 33%;"><input type="checkbox"/> CONNECTIVITY SERVICES</td> <td style="width: 33%;"><input type="checkbox"/> SPECIAL SERVICES</td> </tr> <tr> <td><input type="checkbox"/> TECHNICAL SUPPORT</td> <td><input type="checkbox"/> Remote Access Service</td> <td><input type="checkbox"/> FIELD/EVENT SUPPORT</td> </tr> <tr> <td><input type="checkbox"/> GRAPHIC DESIGN / LAYOUT</td> <td><input type="checkbox"/> Wireless Access Service</td> <td><input type="checkbox"/> OTHERS: _____</td> </tr> <tr> <td><input type="checkbox"/> PRINTING / SCANNING</td> <td><input type="checkbox"/> (Wired) Network Connection Service</td> <td></td> </tr> <tr> <td><input type="checkbox"/> WEB AND SOCIAL MEDIA UPLOADS</td> <td><input type="checkbox"/> Internet Provision</td> <td></td> </tr> </table>		<input type="checkbox"/> HARDWARE TROUBLESHOOTING	<input type="checkbox"/> CONNECTIVITY SERVICES	<input type="checkbox"/> SPECIAL SERVICES	<input type="checkbox"/> TECHNICAL SUPPORT	<input type="checkbox"/> Remote Access Service	<input type="checkbox"/> FIELD/EVENT SUPPORT	<input type="checkbox"/> GRAPHIC DESIGN / LAYOUT	<input type="checkbox"/> Wireless Access Service	<input type="checkbox"/> OTHERS: _____	<input type="checkbox"/> PRINTING / SCANNING	<input type="checkbox"/> (Wired) Network Connection Service		<input type="checkbox"/> WEB AND SOCIAL MEDIA UPLOADS	<input type="checkbox"/> Internet Provision	
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<p>NOTE: <u>CONNECTIVITY</u> and <u>SPECIAL SERVICES</u> will require the approval of the <u>Department Head</u> and <u>Executive Director</u></p>																
<p>REMARKS:</p> <p>_____</p> <p>_____</p> <p>_____</p>																
<p>ENDORSED/APPROVED BY:</p> <p>NAME/SIGNATURE: _____</p> <p>DATE: _____ TIME: _____</p>																
<p>ATTENDED BY:</p> <p>NAME/SIGNATURE: _____</p> <p>DATE: _____ TIME: _____</p>	<p>ACCOMPLISHED:</p> <p>DATE: _____</p> <p>TIME: _____</p>															

