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Title: Preventive Maintenance of DOLE IT Equipment			

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**Revision History**

Revision No.	Effective Date	DCF No.	Description	Author	Approved by
00	09 June 2015	---	Initial issue	Mr. Oscar R. Rosal	Secretary Rosalinda Dimapilis-Baldoz
01	16 March 2018	02-2018-DCN02	Revisions on the procedure in compliance with ISO 9001:2015 requirements	Mr. Oscar R. Rosal	Undersecretary Joel B. Maglunsod

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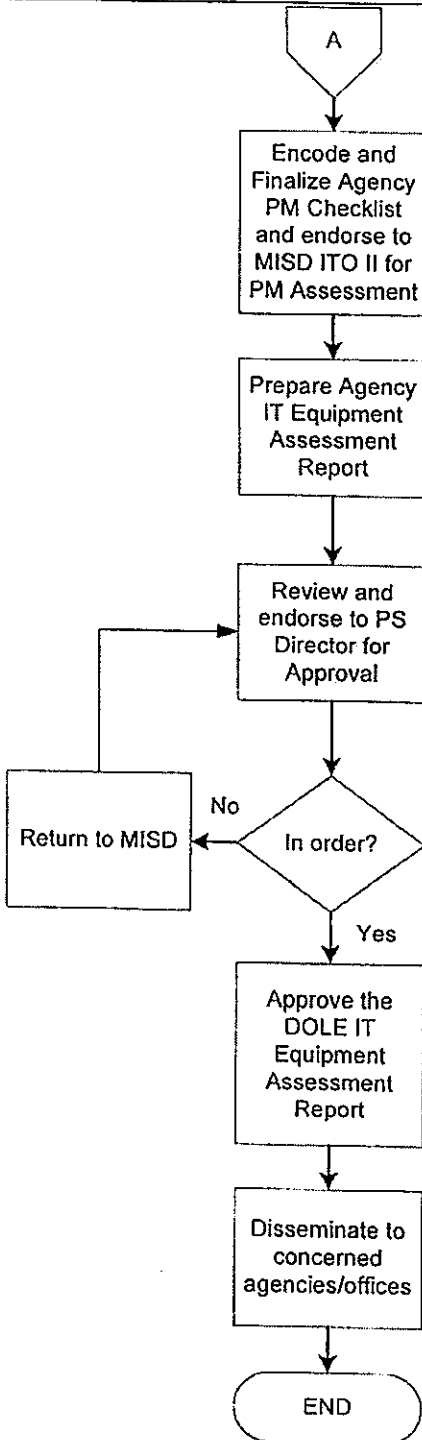
Title: Preventive Maintenance of DOLE IT Equipment

**8.0 PROCEDURE FLOW AND DETAILS**

Key Steps	Responsible Action Officer	Details
<pre> graph TD     START([START]) --&gt; Step1[Update Inventory of DOLE IT Resources]     Step1 --&gt; Step2[Prepare the DOLE ICT Equipment Annual Preventive Maintenance Program]     Step2 --&gt; Step3[Review and endorse APMP to PS Director for approval]     Step3 --&gt; Decision{In order?}     Decision -- NO --&gt; Return[Return to MISD]     Decision -- YES --&gt; Step4[Approve the Annual Preventive Maintenance Program]     Step4 --&gt; Step5[Conduct the Physical APMP]     Step5 --&gt; End[/A/]                     </pre>	<p>ISA II/ITO II</p> <p>ITO II</p> <p>MISD Chief</p> <p>PS Director</p> <p>PS Director</p> <p>All MISD Staff</p>	<ul style="list-style-type: none"> <li>Inventory of Agency IT Resources as of the previous year</li> <li>First Quarter of the Year</li> <li>April</li> <li>Reviews and countersigns before endorsement to PS Director</li> <li>OD disseminates the APMP to all concerned agencies/offices.</li> <li>In accordance with the approved APMP</li> </ul>

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Key Steps	Responsible Action Officer	Details
	MISD Staff  ITO I/ITO II  MISD Chief/ PS Director  PS Director  PS Director  All MISD Staff	<ul style="list-style-type: none"> <li>▪ Refer to DOLE-QF-SP-07.01.</li> <li>▪ Within 5 days after the conduct of Office PM.</li> </ul> <ul style="list-style-type: none"> <li>▪ DOLE-QF-SP-07.02 (DOLE IT Equipment Assessment Report)</li> <li>▪ Within 5 days after receipt of PM Checklist.</li> </ul> <ul style="list-style-type: none"> <li>▪ MISD Chief reviews and countersigns before endorsement to PS Director within 2 working days.</li> </ul> <ul style="list-style-type: none"> <li>▪ Within the day upon approval.</li> </ul>

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**9.0 REFERENCES**

Document	Date Issued	Subject
1. DOLE Information System Strategic Plan (ISSP)	December 7, 2011	DOLE Computerization Program
2. DOLE Annual Preventive Maintenance Program for IT Equipment	Annual	Schedule of Conduct of PM per Office
3. ISO 9001:2015	Fifth Edition 15 September 2015	Quality Management System – Requirements

**10.0 FORMS**

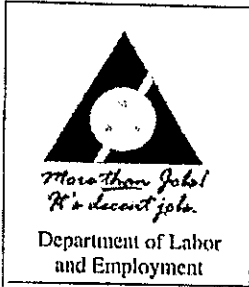
- 10.1. DOLE-QF-SP-07.01 DOLE IT Equipment Assessment and Preventive Maintenance Checklist
- 10.2. DOLE-QF-SP-07.02 Agency IT Equipment Assessment Report

**11.0 RETAINED/DOCUMENTED INFORMATION**

- 11.1. Duly accomplished PM Checklist
- 11.2. Agency IT Equipment Assessment Report

Prepared by	Reviewed by	Approved by
 OSCAR R. ROSAL Process Owner/Originator	 MARIA GLORIA A. TANGO Assistant Secretary Vice-Chairperson, QMS Committee	 JOEL B. MAGLUNSOD Undersecretary Chairperson, QMS Committee

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**1.0 OBJECTIVE**

This documented information defines the procedures in the maintenance of DOLE IT equipment to ensure that such properties are maintained within its useful life and serviceable conditions.

**2.0 SCOPE**

This procedure starts from the inventory of IT equipment in the DOLE Central Office (Office of the Secretary, 5 Bureaus and 7 Services) up to the conduct of IT equipment preventive maintenance and assessment procedures.

**3.0 TERMS/ACRONYMS AND DEFINITIONS**

**A. Term/s Used and their Definition/s**

- IT** includes several layers of physical equipment (hardware), to includedesktop PCs, laptops and printers/scanners
- Inventory** summary of number of IT equipment per office
- Preventive Maintenance (PM)** the care and servicing by in-house MISD personnel of an IT equipment for the purpose of maintaining 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 performed specifically to prevent faults from occurring  
includes checking the CPU, hard drive, cable connections, and virus detection among others
- Annual Preventive Maintenance Program (APMP)** preventive maintenance activities include assessment of IT equipment periodically  
record equipment deterioration and recommend the replacement or repair worn parts before they cause system failure  
prolong the lifespan of IT equipment

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include updates on basic trouble shooting and preventive maintenance tips for all IT users (<http://knowit.dole.gov.ph>)

## B. Acronyms Used

PM	Preventive Maintenance
APMP	Annual Preventive Maintenance Program
MISD	Management Information Systems Division
PS	Planning Service
ITO	Information Technology Officer
ISA	Information Systems Analyst

### 4.0 CLIENT/S

Internal Clients (OSEC Proper, Services, Bureaus)

### 5.0 DOCUMENTARY REQUIREMENTS

Inventory of DOLE Agency IT equipment

### 6.0 FEES

N/A

### 7.0 PROCESS CYCLE TIME

Annually