



Interim DICT ISO-Aligned Documents Work Instruction Manual

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1. Documentation Requirements

1.1. Coding of Documents

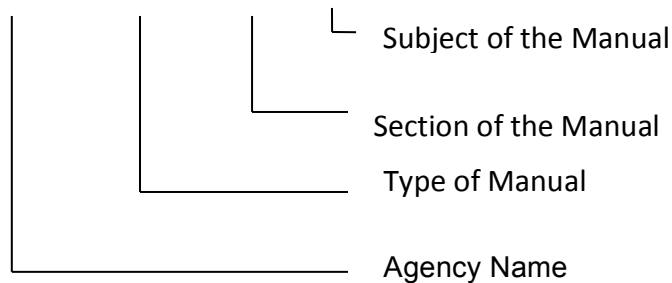
1.1.1.1. Person Responsible:
Document Custodian

1.1.1.2. Tool/Equipment:
Computer and Printer

1.1.1.3. Steps
In all the documents of DICT, an alpha-numeric coding system is being followed.

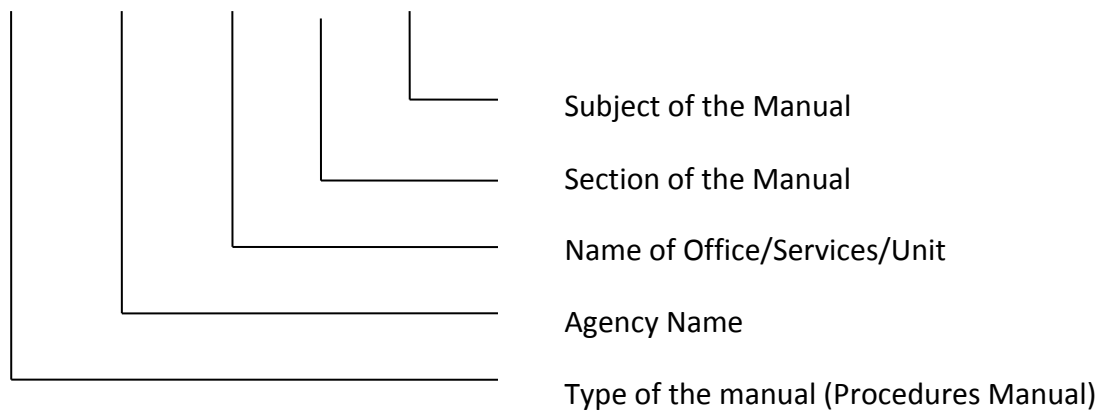
A. Quality Manual

DICT- QM - 01 - 01



B. Procedures Manual

PM - DICT - OSEC 07 - 01





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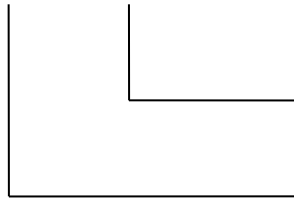
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c. Forms

SMPD - F1



F stands for Form, 1 is the running number of form

Division Title / QMS

1.2. Revising Controlled Documents

1.2.1. Person Responsible:

Document Custodian

1.2.2. Tools/Equipment:

Computer and Printer

1.2.3. Steps

- Whenever necessary, issue an uncontrolled copy of document for revision of the concerned process owner together with the Document Change Request Form (DCR), DC F1
- Receive the fully accomplished DCR and check the following items before submission for approval:
 - Revision content
 - Reason for revision
 - Signature of Process Owner
 - Date revised
- Forward the DCR to the approving person for review and approval.
- Check the approved DCR and set the effectivity date (minimum of five working days after the approval) of the revision.
- Incorporate the revision/s on the document. Indicate revisions by changing the edited area in italic format.
- Check the pagination of the document.
- Change the Revision Number by determining the frequency of revisions made in the particular document.
- Change the Effectivity date of the document as reflected in the corresponding DCR.
- Check if the revision had affected the other part of the document (e.g. Table of Contents, page no., etc.)



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- Print final copy of the revised document and forward it to the concerned process owner and approving person for signature in "black" ink.
- Stamp "CONTROLLED COPY" on every page of the original revised document.
- Photocopy the signed revised document according to the number of designated copyholder.
- Indicate the copyholder number in "red" ink on the designated portion and the DC's initials to have distinction from the original copies.

1.3. Withdrawal of Obsolete Documents

1.3.1. Person Responsible:

Document Custodian

1.3.2. Tool/Equipment:

Computer and Printer

1.3.3. Steps

- Accomplish Issue/Withdrawal Form for document/s to be withdrawn or issued.
- Issue revised copies of documents to concerned copyholders.
- Withdraw obsolete copies of documents from concerned copyholder.
- Upon return of obsolete document, copyholder or any authorized representative signs under the column 'By Whom' and "Received By" portion for issuance of revised document/s indicate the corresponding Effectivity date in line with the assigned copy number.

2. Resource Management

2.1. Procurement to Pay

2.1.1. Person/s Responsible:

Project Proponents and BAC Secretariat

2.1.2. Tool/Equipment:

Computer and Printer

2.1.3. Steps

- Submission of Approved Purchased Request (PR) and Terms of Reference (TOR).
- Discussion on definition of “similar in nature”, detailed financial breakdown, delivery schedule, documents to be required during post
- BAC Secretariat to schedule the Pre-procurement and send calendar invites to all stakeholders.
- BAC Secretariat to prepare invitation to Observe to COA.
- Prepare the Bidding Documents for presentation during Pre-procurement Conference:
 - Fund Source
 - Approved Budget for the Contract (ABC)
 - Terms of Reference
 - Terms of Payment
 - Warranty
 - Inspection and Acceptance
 - Schedule of procurement activities
- BAC Secretariat to prepare the following:
 - Minutes of the meeting
 - Invitation letter to the representative of COA and at least 2 observers, one from a duly recognized private group in a sector/discipline relevant to the procurement at hand and one from a non-government organization
- Finalized Bidding Documents for Posting.
- BAC Secretariat to prepare PR for Ad Posting recommended by the End User and Approved by the BAC Chair
- BAC Secretariat to prepare Invitation to Bid to be approved by the BAC Chair
- Conduct of Pre-bid Conference.
- Issue Supplemental Bid Bulletin (if applicable)
- Submission and opening of Bids
- Conduct Bid Evaluation
- Issuance of Single/Lowest Calculated Bid
- Conduct of Post Qualification Based on Ranking
- Issue Notice of Post Disqualification, if not responsive
- Issue Notice of Post Qualification
- Issuance of Notice of Award
- Preparation of Obligation Request and Status
- Pre-contract Execution Phase



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- Draft, revise, and finalize Contract
- Preparation of Job Order/Purchase Order
- Issue Notice to Proceed
- BAC Secretariat to submit 2 sets of Procurement Checklist to COA and 1 set of Procurement Checklist to End User Conduct Delivery and Inspection.
- Issuance of final acceptance signed by HOPE and facilitates preparation and signing of Acknowledgement Receipt for.
- Preparation of 2 sets of Procurement Checklist for payment purposes attaching all original copies therein.
- Preparation of Disbursement Voucher

2.2. Supplier Performance Rating

2.2.1. Person Responsible:

Assigned Canvasser

2.2.2. Tool/Equipment:

Computer and printer

2.2.3. Steps:

- Assigned canvasser to check the completeness of information provided by the supplier.
- Evaluate the Supplier's Performance.
- If the potential supplier meets the passing mark, include them on the List of Qualified Suppliers.

3. Product Realization

3.1. Processing Request for Agency ISSP Evaluation

3.1.1. Person Responsible:

MITHI Staff

3.1.2. Tool/Equipment:

Computer and Printer

3.1.3. Steps

- MITHI staff checks completeness of submitted requests and records them.
- MITHI Staff forwards request to assigned evaluator for further guidance and instructions.



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3.2. Marketing of ICT Courses and Seminars

3.2.1. Person Responsible

NCM Staff

3.2.2. Tool/Equipment

Computer and printer

3.2.3. Steps

- NCM Staff prepares letter of invites and calendar of courses.
- NCM Staff disseminates invitation letter and calendar of courses to all government agencies and other interested parties.
- NCM Staff follows up recipients of invitations.

3.3. External Policy Formulation

3.3.1. Person Responsible

Policy and Standards Division Staff Chief and Staff, Service Director NIG, resource person, and sectoral representative

3.3.2. Tool/Equipment

Computer and printer

3.3.3. Steps

- Preparation of the Agenda.
- Formulation of policies dealing with problems or issues on the proposed agenda.
- Adoption of a policy through an enactment in the form of Legislation, Presidential issuance or an administrative policy.
- Implementation of policy.
- Policy Monitoring and Evaluation.

3.4. Collection of ICT Statistics

3.4.1. Person Responsible

- PMESCD

3.4.2. Tool/Equipment

- Computer, printer, telephone, spreadsheet software and internet connection

3.4.3. Steps

- Prepare directory of national government agencies (NGAs)
- Target units are the Heads of the planning, research or IT units of NGAs



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- Updating and/or validation of contact details of contact persons (i.e. Names, titles, email addresses, office addresses, telephone numbers)
- Retrieve and review the master list of ICT indicators.
- Retrieve previous submission of the NGAs to be contacted
- Draft letters to the NGAs explaining the reason for the data-collection
 - Letter to be initialed by the Division Head or the Service Director
 - Letter to be signed by the Service Director or Undersecretary for Operations and Management
- Attach the previous year's submission on the list of ICT indicators that need to be updated by the agency
- Attach a routing slip and log with Division outbound logbook
- Bring communications to NIGS for endorsement /signature by the Service Director
 - If endorsement, bring the letter to the Undersecretary for signature
 - If for signature, bring back the letter to PMESCD
- Scan the signed letter and attachments
- Email the letter and attachments to the addressees
- Prepare tracking sheet on Google docs for group monitoring
- After one week, send a follow-up email or call the agency to follow-up on the data being requested
 - If data was provided, acknowledge receipt
 - If data was not yet provided, call or email to follow-up again
- Enter the data on the masterlist of ICT indicators
- Compare previous data and current data for changes
- Prepare a briefing note of data-collection activity
 - General observations
 - Data received
 - List of agencies that responded and did not respond
 - Limitations of the data
- Submit report to the Division Head and/or the Service Director



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4. Measurement

4.1. Selection of Internal Quality Auditors

- **Person Responsible**
Quality Management Representative
- **Tool/Equipment**
Computer and Equipment
- **Steps**
 - Evaluate qualifications based on the established Qualification Matrix for Selection of Auditors shown below.
 - If he/she passed the qualification requirements, add the name of the new auditor to the List of Qualified Internal Quality Auditors to be approved by the Quality Management Representative (QMR).
 - Evaluate Internal Quality Auditor's performance after every conduct of audit.
 - If performance rating is below satisfactory, provide necessary intervention.

QUALIFICATION MATRIX FOR SELECTION OF AUDITORS

| PARAMETER | AUDITOR | AUDIT TEAM LEADER |
|------------------------|---|---|
| Educational Attainment | College Level | College Graduate |
| Total Work Experience | Minimum of 6 months | Minimum of 1 year |
| Auditor's Training | <ul style="list-style-type: none"> ▪ ISO Awareness ▪ Internal Quality Audit Seminar | <ul style="list-style-type: none"> ▪ ISO Awareness ▪ Internal Quality Audit Seminar |