



<b>Document Code</b>	<b>QOP-ICT-ITM-01</b>
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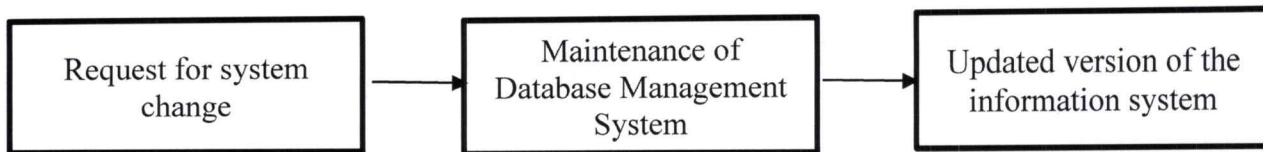
## QUALITY OPERATING PROCEDURE

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<b>TITLE</b>	<b>MAINTENANCE OF DATABASE MANAGEMENT SYSTEM</b>
<b>PURPOSE</b>	This procedure defines the process of maintaining and updating the existing information systems use by the National Economic and Development Authority (NEDA).
<b>SCOPE</b>	This process includes the maintenance and updating of existing information systems
<b>DEFINITION OF TERMS</b>	1) SC – System Change 2) SEML - System Enhancement Monitoring Logsheet

### PROCESS DESCRIPTION

The process manages the related Information systems and databases that provide current and complete project information and measurements to hasten the review and approval of proposals through automated workflow and collaborative tools



### PROCESS FLOW

STEP NO.	PROCESS / STEPS	DETAILS	RESPONSIBLE PERSON	REFERENCE / INTERFACE
	<b>START</b>			
1.	Obtain maintenance request	<ul style="list-style-type: none"> <li>Request may be received in the form of phone call, email, memo or from an employee who expressed the complaint verbally.</li> </ul>	IT Helpdesk	System Change Request Form
2.	Transforming request into formal changes	<ul style="list-style-type: none"> <li>Conduct analysis and evaluate on the change to check the possible effects or consequences of the change request.</li> </ul>	Information Systems Analyst	System Change Request Form
3.	Identification of parts in the system that need to be change	<ul style="list-style-type: none"> <li>Study and plan the course of action to be done in conducting the change</li> </ul>	Information Systems Analyst	System Change Request Form



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4.	Security of resources in the implementation of change	<ul style="list-style-type: none"> <li>Backup the latest version of the system to track the changes made before the request is performed.</li> </ul>	Information Systems Analyst	
5.	Design, code, test and implement the change	<ul style="list-style-type: none"> <li>Implement the request and do several rounds of testing on the system.</li> </ul>	Computer Programmer	
6.	Monitoring of change/s	<ul style="list-style-type: none"> <li>Check if all modules of the system are working.</li> </ul>	Computer Programmer	System Change Request Form
7.	Update Hardware and Software documentation	<ul style="list-style-type: none"> <li>For documentation purposes, update the user and technical manual of the system, as appropriate, fifteen (15) working days from the completion of the change. (Note: Not all changes require updating of the user and technical manual; only those changes that require updating will be incorporated/reflected in the manual)</li> <li>Record the action taken in the System Enhancement Monitoring Logsheets (SEML)</li> </ul>	Information Systems Analyst	System Enhancement Monitoring Logsheets
	<b>END</b>			

### RECORDS GENERATED

System Change Request Records  
Updated System Enhancement Monitoring Logsheets

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