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QUALITY OPERATING PROCEDURE

TITLE	PREVENTIVE MAINTENANCE FOR ICT EQUIPMENT			
PURPOSE	This procedure defines the process of administering and managing the efficiency and security of the operation of network and application services			
SCOPE	This process covers all ICT services, facilities, and infrastructure maintained by the Information and Communications Technology Staff (ICTS) and covers all staff responsible in handling ICT equipment.			
DEFINITION OF TERMS	<ol style="list-style-type: none"> 1) Security Applications – programs installed in desktops and laptops that mitigate information security threats. 2) TS – Technical Service 3) Network Monitoring Tool – Kaseya Network Monitoring with Antivirus; HP Intelligent Management Center 			
PROCESS DESCRIPTION				
<p>The process manages the installation of all security applications on all platforms as well as the strict implementation of information security policies and procedures of all ICT related components.</p> <div style="text-align: center;"> <pre> graph LR A[Regular ICT equipment check-up] --> B[Preventive Maintenance Process] B --> C[In good running ICT equipment] </pre> </div>				
PROCESS FLOW				
STEP NO.	PROCESS / STEPS	DETAILS	RESPONSIBLE PERSON	REFERENCE / INTERFACE
	START			
1.	Installation and/or update of security applications	<ul style="list-style-type: none"> • All systems and desktops or laptops should have security applications installed to protect against unauthorized entry and malicious softwares. • All systems should be protected by passwords, especially those permitting updates to data. • Inform end-users regarding the regular check-up of ICT equipment. 	System Administrators IT Support	Network Monitoring Tool



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	PROCESS / STEPS	DETAILS	RESPONSIBLE PERSON	REFERENCE / INTERFACE
2.	Availability of Network	<ul style="list-style-type: none"> Monitor and do regular check up of ICT equipments and resources. 	System Administrator	Network Monitoring Tool
3.	Conduct of preventive maintenance activities	<ul style="list-style-type: none"> Perform the preventive maintenance activities: <ol style="list-style-type: none"> Verify the following: <ul style="list-style-type: none"> Virus Threat on Computer Systems Computer Systems (Uptime) Availability Status Services Availability Status (e.g. MySQL, Apache). 	System Administrator IT Support	Network Monitoring Tool
4.	If machine alert/alarm is received by the monitoring tool	<ul style="list-style-type: none"> Review machine system logs Troubleshoot the computer system's problem. 	System Administrator IT Support	Network Monitoring Tool
5.	Resolve	<ul style="list-style-type: none"> Acknowledge the receipt of turned-over ICT equipment. 	End-user	Technical Service Form
	END			
RECORDS GENERATED		Technical Service Forms Network Monitoring Tool Reports		

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