REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
**BUREAU OF INTERNAL REVENUE**
Quezon City

June 8, 2017

**REVENUE ADMINISTRATIVE ORDER NO. 2-2017**

**SUBJECT : AMENDMENT OF REVENUE ADMINISTRATIVE ORDER (RAO) NO. 2-2014 DATED AUGUST 7, 2014 RELATIVE TO THE ORGANIZATION AND FUNCTIONS OF THE INFORMATION SYSTEMS GROUP, INCLUDING THE SERVICES, REVENUE DATA CENTER, DIVISIONS AND SECTIONS UNDER IT**

**TO : All Internal Revenue Officials and Employees**

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## I. OBJECTIVE:

This Order is issued to amend RAO No. 2-2014 dated August 7, 2014 relative to the Organization and Functions of the Information Systems Group per EO 366.

## II. AMENDMENTS:

The Information Systems Group, including the Services, Revenue Data Center, Divisions and Sections under it is hereby amended as follows:

### ORGANIZATION:

**Information Systems Group**

I. Information Systems Project Management Service
   A. Information Technology (IT) Contract Management Division
   B. Security Management Division
   C. Taxpayer Service Systems Division
   D. Business Intelligence Division
   E. Administrative Systems Division

II. Information Systems Development and Operations Service
   A. Information Technology (IT) Planning and Standards Division
   B. Systems Development Division
   C. Data Warehousing and Systems Operations Division
   D. Network Management and Technical Support Division

III. Revenue Data Center
   A. Facilities Management Division
   B. Computer Operations, Network and Engineering Division

**FUNCTIONS:**

## INFORMATION SYSTEMS GROUP

### I. INFORMATION SYSTEMS PROJECT MANAGEMENT SERVICE

1. Provides functional direction to the development of IT applications, IT security management, technical acceptance and project management;

2. Interacts with and provides assistance to contractor (outsourcer/service provider) in the development/ maintenance of IT projects;

3. Manages preparation of technical specifications reports and detailed design/programming deliverables and ensures conformance with technical standards;

4. Verifies and monitors contractor's (outsourcer's/service provider's) contract obligations before approval of invoices/billings for payment, as requested by Information Systems Group (ISG) offices concerned;

5. Validates conformance of Terms of References (TORs) with the standard procurement requirements;

6. Administers system investigation and impact analysis to enhance / troubleshoot any application system/software-related problems in production;

7. Prepares transition plans to mitigate risk of conversion to new applications and systems;

8. Ensures that adequate IT security awareness program exists and is in use;

9. Monitors operational trends and technological developments and evaluates applicability of new technologies to the information security environment of the Bureau;

10. Coordinates and works closely with BIR offices concerned/external parties during the investigation and handling of IT security incidents;

11. Ensures quality systems development and operations by implementing comprehensive quality assurance procedures and standards;

12. Establishes a system for IT audit and measurement of the quality and integrity of inputs / outputs, products and processes of contractor (outsourcer/service provider) and develops necessary audit materials;

13. Maintains / updates rollout monitoring tools to ensure successful rollout implementation;

14. Develops and implements policies and administers work programs, standards, guidelines and procedures, including forms relative to the abovementioned functions;

15. Identifies risks and recommends possible mitigating action plan;

16. Monitors, evaluates and improves programs and activities under its responsibility;

17. Reviews, recommends and/or approves all reports and other actions of the divisions under its responsibility;

18. Consolidates and/or prepares prescribed reports for submission to offices concerned;

19. Coordinates with offices concerned in the implementation of abovementioned functions;

20. Provides policy guidance and operational directions to all divisions under the Service relative to the abovementioned functions; and

21. Performs other functions as may be assigned.

**A. Information Technology (IT) Contract Management Division**

1. Formulates policies, work programs, standards, guidelines and procedures, including forms relative to IT Contract Management;

2. Oversees and monitors IT procurement and contracts;

3. Monitors deliverables, timelines and adherence to Service Level Agreements (SLAs) of contractor (outsourcer/service provider) and ensures that contractor complies with terms and conditions of the contract;

4. Ensures that all required/necessary documentations are complied with by project proponents;

5. Verifies and monitors contractor's (outsourcer's/service provider's) contract obligations before approval of invoices/billings for payment, as requested by ISG offices concerned;

6. Monitors processing of payments to contractors and ensures that contractors are paid in accordance with the provisions of the contract;

7. Validates conformance of Terms of References (TORs) with the standard procurement requirements;

8. Consolidates and evaluates reports submitted by offices relative to outsource procurement and contracts;

9. Monitors completion/termination of projects and compliance of Project Proponents to the submission of closedown report;

10. Prepares prescribed reports for submission to offices concerned;

11. Prepares revenue issuances relative to the abovementioned functions;

12. Coordinates with offices concerned in the implementation of the above-mentioned functions; and

13. Performs other functions as may be assigned.

**1. Project Procurement Compliance Section**

1.1. Formulates policies, work programs, standards, guidelines and procedures including forms relative to IT Contract Management;

1.2. Validates conformance of TORs with standard procurement requirements;

1.3. Coordinates with the Bids and Awards Committee on the pre-procurement schedules of ICT TOR to ensure timely completion of the bid process;

1.4. Consolidates and evaluates reports submitted by offices relative to outsourced ICT procurement and contracts;

1.5. Ensures that all required/necessary documentations for procurement process are complied with by project proponents;

1.6. Oversees and monitors IT procurement and contract approval;

1.7. Provides reports relative to TOR preparation, procurement process and contract approval status;

1.8. Coordinates with offices concerned in the implementation of the abovementioned functions; and

1.9. Performs other functions as may be assigned.

**2. Contracts Management Section**

2.1. Monitors deliverables, timelines and adherence to Service Level Agreements (SLAs) of contractor (outsourcer/service provider) and ensures contractor complies with terms and conditions of the contract;

2.2. Works closely with project proponents to ensure compliance with all required /necessary project deliverables and documentations;

2.3. Verifies and monitors contractor's contract obligations before endorsement for payment processing of invoices/billings;

2.4. Monitors processing of contractor billings and ensures contractor is paid in accordance with provisions of the contract;

2.5. Monitors completion/termination of projects and compliance of Project Proponents on the submission of close-down report;

2.6. Assists ISG Project Proponents in the resolution of issues arising from contract and payment compliance;

2.7. Provides reports relative to contract/SLA monitoring and payment status;

2.8. Coordinates with offices concerned in the implementation of the abovementioned functions; and

2.9. Performs other functions as may be assigned.

**B. Security Management Division**

1. Formulates policies, work programs, standards, guidelines and procedures, including forms relative to IT security and standards;

2. Conducts compliance/random audits and regulatory oversight on in-house and outsourced systems and ensures implementation of IT security policies and standards in the application system design;

3. Ensures that information/data protection and continuity process objectives are aligned with information security policies to address relevant security risks;

4. Provides IT security requirements on asset protection and business continuity management for the integration of appropriate security controls;

5. Prepares Term of Reference (TOR) when necessary and ensures successful project management implementation, as well as adherence to Service Level Agreements (SLAs);

6. Prepares and maintains technical manuals relative to enterprise security and ensures proper distribution to concerned BIR offices;

7. Conducts security risk assessments of information assets and assists owners in evaluating cost-effectiveness of security controls;

8. Implements information assets classification and maintains the information asset register of the Bureau;

9. Ensures that adequate security awareness program exists and is in use;

10. Coordinates and/or works closely with BIR offices concerned/external parties during the investigation and handling of IT security incidents;

11. Reviews/approves/assigns the role/access privileges and process system access requests in accordance with the approved Security and Access Matrix;

12. Prepares/submits closedown report after project completion/ termination;

13. Conducts Proof of Concept (POC) tests on infrastructure security as required and prepares technical specifications for IT resources;

14. Prepares prescribed reports relative to security information for submission to offices concerned;

15. Prepares revenue issuances relative to the abovementioned functions;

16. Coordinates with offices concerned in the implementation of the abovementioned functions; and

17. Performs other functions as may be assigned.

**1. Compliance Section**

1.1. Conducts compliance/random audits and regulatory oversight on in-house and outsourced systems and ensures implementation of IT security policies and standards in the application system design;

1.2. Provides IT security requirements on asset protection and business continuity management for the integration of appropriate security controls;

1.3. Prepares TOR when necessary and ensures successful project management implementation, as well as adherence to SLAs;

1.4. Prepares and maintains technical manuals relative to enterprise security and ensures proper distribution to concerned BIR offices;

1.5. Conducts security risk assessments of information assets and assists owners in evaluating cost-effectiveness of security controls;

1.6. Implements information assets classification and maintains the information asset register of the Bureau;

1.7. Coordinates and/or works closely with BIR offices concerned/external parties during investigation and handling of IT security incidents;

1.8. Prepares reports for submission to offices concerned; and

1.9. Performs other functions as may be assigned.

**2. Access Control Section**

2.1. Reviews/approves/assigns the role/access privileges and process system access requests in accordance with approved Security and Access Matrix;

2.2. Maintains the Security and Access Matrix of various systems;

2.3. Reviews and updates the Security and Access Matrix of various systems as required;

2.4. Monitors dormant accounts and process the revocation of the access of said account;

2.5. Prepares Inventory of system users;

2.6. Prepares TOR when necessary and ensures successful project management implementation, as well as adherence to SLAs; and

2.7. Performs other functions as may be assigned.

**C. Taxpayer Service Systems Division**

1. Formulates policies, work programs, standards, guidelines and procedures, including forms relative to taxpayer service systems;

2. Evaluates and prioritizes projects, sets timeline and budget relative to outsourcing of development and/or maintenance of taxpayer service systems;

3. Manages deliverables and timelines of contractor (outsourcer/service provider);

4. Prepares Term of Reference (TOR) when necessary and ensures successful project management implementation, as well as adherence to Service Level Agreements (SLAs);

5. Evaluates and approves contractor (outsourcer/service provider) deliverables for taxpayer service systems and major system changes and ensures conformance with user requirements and standards;

6. Coordinates with contractor (outsourcer/service provider) and process owner in implementing change management, ensuring preparation and delivery of User Acceptance Plan, Training Manuals and Transition and Implementation Plan;

7. Coordinates with contractor (outsourcer/service provider) and process owner for the conduct of User Acceptance Testing/quality assurance including integration and system testing until entire system is operational;

8. Monitors project issues and coordinates with proper authority for resolution of issues;

9. Assists contractor (outsourcer/service provider) in the preparation of systems requirements specifications, functional specifications reports, technical specification reports, and detailed design specifications for taxpayer service systems/enhancements and ensures conformance with user requirements and standards;

10. Reviews and evaluates conformance of taxpayer service systems with procedural and technical standards;

11. Develops strategies and approaches/methodologies and coordinates with concerned offices relative to successful rollout implementation of application system;

12. Prepares/submits closedown report after project completion/ termination;

13. Conducts Proof of Concept (POC) tests on systems development as required and prepares technical specifications for IT resources;

14. Reviews quality and integrity of inputs/outputs, processes, application systems, resource allocation and documentation of offices in the implementation of taxpayer service systems;

15. Prepares prescribed reports for submission to offices concerned;

16. Prepares revenue issuances relative to the abovementioned functions;

17. Coordinates with offices concerned in the implementation of abovementioned functions; and

18. Performs other functions as may be assigned.

**1. Outsource Project Management Section**

1.1. Conducts research, necessary data gathering and invites possible service providers/ contractors of the taxpayer service system to be developed or to be enhanced;

1.2. Conducts POC tests on systems development as recommended and prepares technical specifications;

1.3. Evaluates and prioritizes projects, sets timeline and budget relative to outsourcing of development and/or maintenance of taxpayer service systems;

1.4. Prepares TOR when necessary and ensures successful project management implementation, as well as adherence to SLAs;

1.5. Manages deliverables and timelines of contractor (outsourcer/service provider);

1.6. Evaluates and approves contractor (outsourcer/service provider) deliverables for taxpayer service systems and major system changes and ensures conformance with user requirements and standards; and

1.7. Performs other functions as may be assigned.

**2. Acceptance and Rollout Section**

2.1. Assists contractor (outsourcer/service provider) in the preparation of systems requirements specifications, functional specifications reports, technical specification reports, and detailed design specifications for taxpayer service systems/enhancements and ensures conformance with user requirements standards;

2.2. Ensures preparation and delivery of User Acceptance Plan, Training Manuals, and Transition and Implementation Plan and coordinates with contractor (outsourcer/service provider) and process owner in implementing change management;

2.3. Coordinates with outsourcers and process owners in the preparation of User Acceptance Plan and conduct of User Acceptance Testing;

2.4. Develops strategies and approaches, plans for necessary resources, devises monitoring tools and coordinates with rollout support groups relative to successful rollout implementation of taxpayer service systems;

2.5. Reviews quality, integrity and security of processes, application systems, resource allocation and documentation in the implementation of taxpayer service systems;

2.6. Coordinates with proper offices in the implementation of abovementioned functions; and

2.7. Performs other functions as may be assigned.

**D. Business Intelligence Division**

1. Formulates policies, work programs, standards, guidelines and procedures, including forms relative to business intelligence systems;

2. Evaluates and prioritizes projects, sets timeline and budgets related to outsourcing of development and/or maintenance of business intelligence systems;

3. Manages deliverables and timelines of contractor (outsourcer/ service provider);

4. Prepares Terms of Reference (TOR) when necessary and ensures successful project management implementation, as well as adherence to Service Level Agreements (SLAs);

5. Evaluates and approves contractor (outsourcer/service provider) deliverables for new business intelligence application systems and major system changes and ensures conformance with user requirements and standards;

6. Coordinates with contractor (outsourcer/service provider) and process owners in implementing change management, ensuring preparation and delivery of User Acceptance Plan, Training Manuals and Transition and Implementation Plan;

7. Coordinates with contractor (outsourcer/service provider) and process owner for the conduct of User Acceptance Testing/quality assurance including integration until entire system is operational;

8. Monitors project issues and coordinates with proper authority for resolution of issues;

9. Assists contractor (outsourcer/service provider) in the preparation of systems requirements specifications, functional specifications report, technical specifications reports, and detailed design specifications for new business intelligence application systems/enhancements and ensures conformance with user requirements and standards;

10. Reviews and evaluates conformance of business intelligence systems with procedural and technical standards;

11. Develops strategies and approaches/methodologies and coordinates with concerned offices relative to successful rollout implementation of application system;

12. Prepares/submits closedown report after project completion/ termination;

13. Conducts Proof of Concept (POC) tests on systems development as required and prepares technical specifications for IT resources;

14. Reviews the quality and integrity of inputs/outputs, processes, application systems, resource allocation and documentation of offices in the implementation of business intelligence systems;

15. Prepares prescribed reports for submission to the offices concerned;

16. Prepares revenue issuances relative to the abovementioned functions;

17. Coordinates with offices concerned in the implementation of the abovementioned functions; and

18. Performs other functions as may be assigned.

**1. Outsource Project Management Section (OPMS)**

1.1. Conducts research, necessary data gathering and invites possible service providers/ contractors of the business intelligence systems to be developed or to be enhanced;

1.2. Conducts POC tests on systems development as recommended and prepares technical specifications;

1.3. Evaluates and prioritizes projects, sets timeline and budget relative to outsourcing of development and / or maintenance of business intelligence systems;

1.4. Prepares TOR when necessary and ensures successful project management implementation, as well as adherence to SLAs;

1.5. Manages deliverables and timelines of contractor (outsourcer/service provider);

1.6. Evaluates and approves contractor (outsourcer/service provider) deliverables for business intelligence systems and major system changes and ensures conformance with user requirements and standards; and

1.7. Performs other functions as may be assigned.

**2. Acceptance and Rollout Section (ARS)**

2.1. Assists contractor (outsourcer/service provider) in the preparation of systems requirements specifications, functional specifications reports, technical specifications reports, and detailed design specifications for business intelligence systems/enhancements and ensures conformance with user requirements standards;

2.2. Ensures preparation and delivery of User Acceptance Plan, Training Manuals, and Transition and Implementation Plan and coordinates with contractor (outsourcer/service provider) and process owner in implementing change management;

2.3. Coordinates with outsourcers and process owners in the preparation of User Acceptance Plan and conduct of User Acceptance Testing;

2.4. Develops strategies and approaches, plans for necessary resources, devises monitoring tools and coordinates with rollout support groups relative to successful rollout implementation of business intelligence systems;

2.5. Reviews quality, integrity and security of processes, application systems, resource allocation and documentation in the implementation of business intelligence systems;

2.6. Coordinates with offices concerned in the implementation of abovementioned functions; and

2.7. Performs other functions as may be assigned.

**E. Administrative Systems Division**

1. Formulates policies, work programs, standards, guidelines and procedures, including forms relative to administrative systems;

2. Evaluates and prioritizes projects, sets timeline and budgets related to outsourcing of development and/or maintenance of administrative systems;

3. Prepares Terms of Reference (TOR) when necessary and ensures successful project management implementation, as well as adherence to Service Level Agreements (SLA);

4. Evaluates and approves contractor (outsourcer/service provider) deliverables for new administrative application systems and major system changes and ensures conformance with user requirements and standards;

5. Coordinates with contractor (outsourcer/service provider) and process owners in implementing change management, ensuring the preparation and delivery of the User Acceptance Plan, Training Manuals and Transition and Implementation Plan;

6. Coordinates with contractor (outsourcer/service provider) and process owner for the conduct of User Acceptance Testing/quality assurance, including integration and system testing until entire system is operational;

7. Develops strategies and approaches/methodologies and coordinates with concerned offices relative to successful rollout implementation of administrative systems;

8. Monitors project issues and coordinates with proper authority for resolution of issues;

9. Assists contractor (outsourcer/service provider) in the preparation of systems requirements specifications, functional specifications report, technical specifications reports, and detailed design specifications for new administrative application systems and enhancements and ensures conformance with user requirements and standards;

10. Reviews and evaluates conformance of administrative systems with procedural and technical standards;

11. Prepares/submits closedown report after project completion/ termination;

12. Conducts Proof of Concept (POC) tests on systems development as required and prepares technical specifications for IT resources;

13. Reviews the quality and integrity of inputs/outputs, processes, application systems, resource allocation and documentation of offices in the implementation of administrative systems;

14. Prepares prescribed reports for submission to offices concerned;

15. Prepares revenue issuances relative to the abovementioned functions;

16. Coordinates with offices concerned in the implementation of the abovementioned functions; and

17. Performs other functions as may be assigned.

**1. Outsource Project Management Section (OPMS)**

1.1. Conducts research, necessary data gathering and invites possible service providers/ contractors of the administrative systems to be developed or to be enhanced;

1.2. Conducts POC tests on systems development as recommended and prepares technical specifications;

1.3. Evaluates and prioritizes projects, sets timeline and budget relative to outsourcing of development and / or maintenance of administrative systems;

1.4. Prepares TOR when necessary and ensures successful project management implementation, as well as adherence to SLAs;

1.5. Manages deliverables and timelines of contractor (outsourcer/service provider);

1.6. Evaluates and approves contractor (outsourcer/service provider) deliverables for administrative systems and major system changes and ensures conformance with user requirements and standards; and

1.7. Performs other functions as may be assigned.

**2. Acceptance and Rollout Section (ARS)**

2.1. Assists contractor (outsourcer/service provider) in the preparation of systems requirements specifications, functional specifications reports, technical specification reports, and detailed design specifications for administrative systems/enhancements and ensures conformance with user requirements standards;

2.2. Ensures preparation and delivery of User Acceptance Plan, Training Manuals, and Transition and Implementation Plan and coordinates with contractor (outsourcer/service provider) and process owner in implementing change management;

2.3. Coordinates with outsourcers and process owners in the preparation of User Acceptance Plan and conduct of User Acceptance Testing;

2.4. Develops strategies and approaches, plans for necessary resources, devises monitoring tools and coordinates with rollout support groups relative to successful rollout implementation of administrative systems;

2.5. Reviews quality, integrity and security of processes, application systems, resource allocation and documentation in the implementation of administrative systems;

2.6. Coordinates with offices concerned in the implementation of the abovementioned functions; and

2.7. Performs other functions as may be assigned.

## II. INFORMATION SYSTEMS DEVELOPMENT & OPERATIONS SERVICE

1. Provides functional direction to the development, maintenance and overall operation of information systems;

2. Ensures updated comprehensive standards for various resources (Information and Communications Technology [ICT] equipment for office planning, people, time and budget) required for implementation of information systems project, as well as quality of products and processes in the development and operations of information systems;

3. Monitors and manages in-house application development and maintenance to ensure smooth and efficient operation;

4. Implements and maintains network security as endorsed by the Security Management Division based on existing security policies, in coordination with outsourcer and other concerned offices within the Bureau to prevent external and internal security threats;

5. Extends overall network technical assistance/support, particularly in the determination of network requirements of new projects and/or as may be solicited by the Revenue Data Centers (RDCs);

6. Issues certification of tax information upon request from taxpayers and other concerned government agencies upon approval by the Secretary of the Department of Finance;

7. Prepares/consolidates Information Systems Group (ISG) budget on tax computerization and the corresponding Project Procurement Management Plan (PPMP);

8. Develops and implements policies and administers work programs, standards, guidelines and procedures, including forms relative to the abovementioned functions;

9. Identifies risks and recommends possible mitigating action plan;

10. Monitors, evaluates and improves programs and activities under its responsibility;

11. Reviews, recommends and/or approves all reports and other actions of the divisions under its responsibility;

12. Consolidates and/or prepares prescribed reports for submission to offices concerned;

13. Coordinates with offices concerned in the implementation of the abovementioned functions;

14. Provides policy guidance and operational directions to all divisions under the Service relative to the abovementioned functions; and

15. Performs other functions as may be assigned.

**A. Information Technology (IT) Planning and Standards Division**

1. Formulates policies, work programs, standards, guidelines and procedures, including forms relative to information systems planning, design/development and operations;

2. Prepares/consolidates Information Systems Group (ISG) budget on tax computerization and the corresponding PPMP, and other budgetary requirements [such as Medium-Term Information and Communications Technology Harmonization Initiative (MITHI) concept papers] required by other government agencies;

3. Develops and maintains comprehensive standards for resources required to implement information systems projects, as well as quality of products and processes to develop, operate and manage information systems;

4. Establishes and maintains performance indicators and standards for significant processes in information systems planning, development and operations;

5. Prepares Terms of Reference (TOR) when necessary and ensures successful project management implementation, as well as adherence to Service Level Agreements (SLAs);

6. Prepares/submits closedown report after project completion/ termination;

7. Conducts studies to improve work processes within ISG, in coordination with offices concerned;

8. Conducts continuing review of the Information Systems Strategic Plan (ISSP) to ensure alignment/synchronization with overall plans and current priorities of the Bureau;

9. Evaluates technical training requirements of ISG personnel and makes recommendations to keep them updated with technology changes;

10. Evaluates applications for possible BIR hiring and assignment within ISG, recommendations for ISG promotion and transfer of ISG personnel;

11. Controls and safe keeps operation manuals and systems-related documents for all business processes under ISG;

12. Maintains ISG Technical Library System;

13. Prepares prescribed reports for submission to offices concerned;

14. Prepares revenue issuances relative to the abovementioned functions;

15. Coordinates with offices concerned in the implementation of abovementioned functions; and

16. Performs other functions as may be required.

**1. Development Policies and Standards Section**

1.1. Recommends policies, guidelines and procedures relative to systems development, maintenance and/or enhancements;

1.2. Conducts studies to improve work processes within ISG, in coordination with offices concerned;

1.3. Develops and maintains comprehensive standards for resources required to implement information systems projects, as well as quality of products and processes to develop, operate and manage information systems;

1.4. Establishes and maintains performance indicators and standards for significant processes in information systems planning, development and operations;

1.5. Prepares TOR when necessary and ensures successful project management implementation, as well as adherence to SLAs; and

1.6. Performs other functions as may be assigned.

**2. Information Systems Planning and Standards Section**

2.1. Conducts yearly information and systems planning activities in support of the Bureau's business plans;

2.2. Documents results of the planning sessions as basis for the development of the Information Systems Strategic Plan (ISSP);

2.3. Conducts continuing review of the Information Systems Strategic Plan (ISSP) to ensure alignment/synchronization with overall plans and current priorities of the Bureau;

2.4. Conducts ISSP briefings for ISG personnel;

2.5. Prepares/consolidates ISG budget on tax computerization and the corresponding PPMP, and other budgetary requirements (such as MITHI concept papers) required by other government agencies; and

2.6. Performs other functions as may be assigned.

**3. Operations Policies and Standards Section**

3.1. Recommends policies, guidelines and procedures for information systems operations;

3.2. Develops and maintains performance indicators and standards for significant processes in systems operations;

3.3. Evaluates technical training requirements of ISG personnel and makes recommendations to keep them updated with technology changes;

3.4. Evaluates applications for possible BIR hiring and assignment within ISG, recommendations for ISG promotion and transfer of ISG personnel;

3.5. Prepares/submits project closure report after project completion/ termination;

3.6. Controls and safe keeps operation manuals and systems-related documents for all business processes under ISG;

3.7. Maintains ISG Technical Library System; and

3.8. Performs other functions as may be assigned.

**B. Systems Development Division**

1. Establishes a high-level review of intended application systems and determines objectives, estimates required budget and sets timeline for development;

2. Defines the functional and technical requirements of application systems to be developed in-house;

3. Conducts gap analysis of in-house application systems;

4. Coordinates with concerned Information Systems Group (ISG) offices the design of database and technical infrastructure, including software, hardware, network and security components;

5. Prepares TOR when necessary and ensures successful project management implementation, as well as adherence to SLAs;

6. Prepares/submits closedown report after project completion/ termination;

7. Conducts Proof of Concept (POC) tests on systems development as required and prepares technical specifications for IT resources;

8. Prepares technical specifications report and detailed design specifications and ensures conformance to technical standards;

9. Converts detailed application system specifications to program codes and prepares completed application work unit package, assembling all documentations and source codes, checks for errors, bugs and inter-operability;

10. Conducts technical and functional review to ensure code standards and functional requirements are met;

11. Coordinates with project manager and process owner for the conduct of User Acceptance Testing including integration and system testing until entire system is operational;

12. Reviews quality and integrity of inputs/outputs, processes, application systems, resource allocation and documentation of offices in the implementation of in-house application systems;

13. Develops strategies and approaches, plans for necessary resources, devises monitoring tools and coordinates with concerned offices relative to successful rollout implementation of application system;

14. Maintains in-house application systems;

15. Conducts system investigation and impact analysis of system/ software-related problems in production prior to enhancement/ troubleshooting;

16. Provides resolutions to application system/software-related issues raised thru Service Desk and recommends control measures to prevent recurrence of problem;

17. Prepares prescribed reports for submission to offices concerned;

18. Prepares revenue issuances relative to the abovementioned functions;

19. Coordinates with the offices concerned in the implementation of the abovementioned functions; and

20. Performs other functions as may be assigned.

**1. Functional and Technical Design Section**

1.1. Defines the functional and technical requirements of application systems to be developed in-house;

1.2. Conducts gap analysis of in-house application systems;

1.3. Collects, defines and validates functional requirements;

1.4. Analyzes end-user information needs;

1.5. Describes detailed features and operations;

1.6. Prepares detailed systems requirements specifying all the technical details needed to develop the system;

1.7. Prepares technical specifications report and detailed design specifications and ensures conformance to technical standards;

1.8. Converts detailed application system specifications to program codes and prepares completed application work unit package, assembles all documentations and source codes, checks for errors, bugs and inter-operability;

1.9. Coordinates with concerned ISG offices the design of database and technical infrastructure, including software, hardware, network and security components;

1.10. Prepares revenue issuances relative to the abovementioned functions; and

1.11. Performs other functions as may be assigned.

**2. Systems Development and Maintenance Section**

2.1. Establishes a high-level review of application systems and determines objectives, estimates required budget and sets timeline for development;

2.2. Prepares TOR when necessary and ensures successful project management implementation, as well as adherence to SLAs;

2.3. Prepares/submits project closure report after project completion/ termination;

2.4. Conducts POC tests on systems development as required and prepares technical specifications for IT resources;

2.5. Conducts technical and functional review to ensure code standards and functional requirements are met;

2.6. Coordinates with project manager and process owner for the conduct of User Acceptance Testing including integration and system testing until entire system is operational;

2.7. Reviews quality and integrity of inputs/outputs, processes, application systems, resource allocation and documentation of offices in the implementation of in-house application systems;

2.8. Develops the application based on detailed design specifications;

2.9. Validates compliance to requirements through a sequence of unit testing;

2.10. Provides support to users;

2.11. Maintains in-house application systems;

2.12. Conducts system investigation and impact analysis of system/ software-related problems in production prior to enhancement/ troubleshooting;

2.13. Provides resolutions to application system/software-related issues raised thru Service Desk and recommends control measures to prevent recurrence of problem;

2.14. Prepares revenue issuances relative to abovementioned functions; and

2.15. Performs other functions as may be assigned.

### 3. Acceptance and Rollout Section

3.1. Reviews and evaluates conformance of application systems to procedural and technical standards;

3.2. Conducts independent tests (integration, performance, system and acceptance) of applications and reviews corresponding system documentation in coordination with process/system owners;

3.3. Coordinates with process/system owners in testing the system as acceptable for implementation;

3.4. Reviews and ensures the technical aspect of scripts are taken into consideration prior to request for migration to production;

3.5. Develops strategies and approaches, plans for necessary resources, devises monitoring tools and coordinates with concerned offices relative to successful rollout implementation of application system;

3.6. Coordinates with process owner with regard to preparation of rollout schedule, customizes rollout monitoring tools (i.e., checklist) and determines readiness of an office/unit to ensure a successful implementation;

3.7. Identifies and facilitates the resolution of pre-rollout and post-rollout issues and coordinates appropriate action plans with the offices/unit concerned;

3.8. Provides limited on-site support/assistance, monitors and ensures pre/post rollout activities are accomplished;

3.9. Prepares revenue issuances relative to abovementioned functions; and

3.10. Performs other functions as may be assigned.

## C. Data Warehousing and Systems Operations Division

1. Builds up, maintains and updates the data warehouse to ensure availability of timely and accurate information to various end-users within and outside the Bureau;

2. Monitors and ensures a well-maintained data warehouse environment and solution for both the internal and external stakeholders;

3. Collaborates and consults with external agencies to attain/maintain linkages defined by mutual business and electronic data-interchange requirements;

4. Provides information on the design of the operational data sources and handles the review and approval of data models deployed in the Data Warehouse;

5. Prepares Terms of Reference (TOR) when necessary and ensures successful project management implementation, as well as adherence to Service Level Agreements (SLAs);

6. Prepares/submits closedown report after project completion/ termination;

7. Conducts Proof of Concept (POC) tests on infrastructure development as required and prepares technical specifications for IT resources;

8. Coordinates with contractor (outsourcer/service provider) and process owner for the conduct of User Acceptance Testing/quality assurance, including integration and system testing until entire system is operational;

9. Develops strategies and approaches/methodologies and coordinates with concerned offices relative to successful rollout implementation of application system;

10. Reviews quality and integrity of inputs/outputs, processes, application systems, resource allocation and documentation of offices in the implementation of in-house application systems;

11. Maintains the data warehouse, including scheduling and monitoring of jobs;

12. Gathers and analyzes both business and technical requirements for use in planning and design tasks;

13. Creates ad-hoc report scripts/programs required by business users;

14. Performs quality assurance and controls activities for data warehouse environment;

15. Oversees the operation and management of distributed information and ensures systems availability;

16. Monitors computer systems for batch and interactive processing of tax data/information and documents;

17. Provides accurate system-generated reports and updated on-line information to BIR offices;

18. Performs and maintains on-site and off-site back-ups of in-house servers;

19. Maintains off-site back-ups of outsourced servers;

20. Performs database administration, system administration and capacity planning;

21. Installs, monitors and assists in operating system, database and application system configuration and upgrades;

22. Monitors IT system performance, identifies bottlenecks and tunes the system;

23. Executes approved migration requests;

24. Monitors scheduled batch jobs, file systems utilization / performance and recommends system bottlenecks resolution;

25. Undertakes necessary action on any application system-related problem in production, in coordination with concerned ISG offices;

26. Issues pre-generated Taxpayer Identification Numbers (TINs) for non-computerized RDOs;

27. Receives TIN card replacement requests from non-computerized Revenue District Offices (RDOs) for taxpayers under their jurisdiction and issues/replaces TIN cards;

28. Issues certification of tax information upon request from taxpayers and other concerned government agencies upon approval by the Secretary of the Department of Finance;

29. Prepares prescribed reports for submission to the offices concerned;

30. Prepares revenue issuances relative to the abovementioned functions;

31. Coordinates with offices concerned in the implementation of the abovementioned functions; and

32. Performs other functions as may be assigned.

**1. Computer Operations Section**

1.1. Generates and/or prints computer reports for use by offices concerned;

1.2. Maintains the data warehouse, including scheduling and monitoring of jobs;

1.3. Creates ad-hoc report scripts/programs required by business users;

1.4. Monitors computer systems for batch and interactive processing of tax data/information and documents;

1.5. Monitors scheduled batch jobs, file systems utilization / performance and recommends system bottlenecks resolution;

1.6. Prepares revenue issuances relative to the abovementioned functions; and

1.7. Performs other functions as may be assigned.

**2. Systems Administration Section**

2.1. Prepares TOR when necessary and ensures successful project management implementation, as well as adherence to SLAs;

2.2. Prepares/submits closedown report after project completion/ termination;

2.3. Conducts POC tests on infrastructure development as required and prepares technical specifications for IT resources;

2.4. Reviews quality and integrity of processes, application systems, resource allocation and documentation of offices in the implementation of in-house application systems;

2.5. Gathers and analyzes both business and technical requirements for use in planning and design tasks;

2.6. Performs quality assurance and controls activities for data warehouse environment;

2.7. Oversees the operation and management of distributed information and ensures systems availability;

2.8. Performs and maintains on-site and off-site back-ups of in-house servers;

2.9. Maintains off-site back-ups of outsourced servers;

2.10. Performs system administration and capacity planning;

2.11. Installs, monitors and assists in operating system and application system configuration and upgrades;

2.12. Monitors IT system performance, identifies bottlenecks and tunes the system;

2.13. Monitors scheduled batch jobs, file systems utilization / performance and recommends system bottlenecks resolution;

2.14. Prepares revenue issuances relative to the abovementioned functions; and

2.15. Performs other functions as may be assigned.

**3. Database Administration Section**

3.1. Builds up, maintains and updates the data warehouse to ensure availability of timely and accurate information to various end-users within and outside the Bureau;

3.2. Monitors and ensures a well-maintained data warehouse environment and solution for both the internal and external stakeholders;

3.3. Provides information on the design of the operational data sources and handles the review and approval of data models deployed in the Data Warehouse;

3.4. Prepares TOR when necessary and ensures successful project management implementation, as well as adherence to SLAs;

3.5. Prepares/submits project closure report after project completion/ termination;

3.6. Reviews quality and integrity of inputs/outputs, resource allocation of offices in the implementation of in-house application systems;

3.7. Gathers and analyzes both business and technical requirements for use in planning and design tasks;

3.8. Performs quality assurance and controls activities for data warehouse environment;

3.9. Performs database administration and capacity planning;

3.10. Performs/assist in database installation and upgrades;

3.11. Executes approved migration requests;

3.12. Prepares revenue issuances relative to the abovementioned functions; and

3.13. Performs other functions as may be assigned.

**4. Linkage Section**

4.1. Establishes network/gateway for the electronic data interchange between the BIR and the external agencies concerned;

4.2. Collaborates and consults with external agencies to attain/maintain linkages defined by mutual business and electronic data-interchange requirements;

4.3. Coordinates and maintains liaison with external agencies interfacing with BIR systems;

4.4. Prepares revenue issuances relative to the abovementioned functions; and

4.5. Performs other functions as may be assigned.

**5. Third Party Information Processing Section**

5.1. Prepares TOR when necessary and ensures successful project management implementation, as well as adherence to SLAs;

5.2. Prepares/submits project closure report after project completion/ termination;

5.3. Gathers and analyzes both business and technical requirements for use in planning and design tasks;

5.4. Builds-up, maintains and updates the data warehouse for internal/external information requirements of the various users in the Bureau;

5.5. Provides BIR management with high quality and accurate information/reports in a timely and secured manner as an aid in decision-making;

5.6. Undertakes interchange of selected data/information to external agencies in accordance with prescribed guidelines;

5.7. Stores and retrieves processed information and selected documents from external agencies;

5.8. Issues certification of tax information upon request from taxpayers and other concerned government agencies upon approval by the Secretary of the Department of Finance;

5.9. Prepares revenue issuances relative to the abovementioned functions; and

5.10. Performs other functions as may be assigned.

**6. Data Cleansing Section**

6.1. Issues certification of taxpayer's registration information authenticity;

6.2. Monitors accuracy of Integrated Tax System (ITS) registration data;

6.3. Coordinates with Operations Group, RDOs and other offices for the clean-up of registration database;

6.4. Generates and evaluates multiple and identical TINs;

6.5. Coordinates with RDOs for the resolution of multiple and identical TINs;

6.6. Monitors and generates Key Performance Indicators (KPIs) of RDOs regarding resolution of multiple and identical TINs;

6.7. Processes application for TIN/registration/updates for non-computerized RDOs;

6.8. Issues/replaces TIN Card for non-computerized RDOs;

6.9. Prepares revenue issuances relative to the abovementioned functions; and

6.10. Performs other functions as may be assigned.

**D. Network Management and Technical Support Division**

1. Manages/oversees operation/performance of network equipment and other related devices/peripherals to ensure continuous/high network availability within BIR Wide Area Network (WAN) and Local Area Network (LAN);

2. Ensures that the IT direction of the Bureau is up to date and according to the emerging industry technology and that its current hardware, network and other system technology conform with industry accepted technology;

3. Conducts research on latest Information and Communications Technology (ICT) trends/best practices, evaluates applicability of current technology/breakthroughs as a solution to the Bureau's requirements and provides technical information, updates, and assessments/ recommendations to concerned ISG offices;

4. Participates in the evaluation of IT solution providers specializing in complex software development and maintenance problems including quality assurance services, re-hosting and re-engineering;

5. Conducts Proof of Concept (POC) tests as required and prepares technical specifications for IT resources;

6. Ensures an efficient and sound network infrastructure for both in-house and outsourced services;

7. Prepares Terms of Reference (TOR) when necessary and ensures successful project management implementation, as well as adherence to SLAs;

8. Develops strategies and approaches/methodologies and coordinates with contractor (outsourcer/service provider) and concerned offices relative to the conduct of User Acceptance Testing/quality assurance and successful rollout implementation of the system;

9. Prepares/submits closedown report after project completion/ termination;

10. Implements and maintains network security as endorsed by the Security Management Division based on existing security policies, in coordination with outsourcer and other concerned offices within the Bureau to prevent external and internal security threats;

11. Implements and monitors physical security of BIR network infrastructure;

12. Secures administrators' passwords of all network software applications and appliances;

13. Ensures optimal network performance given the incremental load and future requirements of BIR;

14. Extends overall network technical assistance/support, particularly in the determination of network requirements of new projects and/or as may be solicited by the RDCs;

15. Provides first level technical support to end-users of the National Office (NO), including Customer Assistance Division and escalates problems to appropriate resolution groups;

16. Installs personal computers (PCs) and peripherals;

17. Performs on-site PC troubleshooting, including peripherals;

18. Performs simulations on the installation of hardware and software products prior to actual use;

19. Monitors use of office automation/e-mail facility;

20. Monitors, analyzes and optimizes package products like Operating System for desktop, E-mail, desktop publishing and the like;

21. Identifies problems concerning hardware malfunction for referral to hardware vendor concerned;

22. Takes part in the installation, inspection and acceptance of computer hardware, software, and other ICT peripherals purchased by the Bureau;

23. Performs disaster recovery in case of hardware failure at NO;

24. Provides centralized fault/query logging system at the NO to handle problems escalated by offices within NO and RDCs;

25. Develops and maintains knowledge-base and software library;

26. Prepares prescribed reports for submission to offices concerned;

27. Prepares revenue issuances relative to the abovementioned functions;

28. Coordinates with offices concerned in the implementation of the abovementioned functions; and

29. Performs other functions as may be assigned.

**1. Technical Support Section**

1.1. Installs PCs and peripherals;

1.2. Performs on-site PC troubleshooting, including peripherals;

1.3. Identifies problems concerning hardware malfunction for referral to hardware vendor concerned;

1.4. Takes part in the installation, inspection and acceptance of computer hardware, software and other ICT peripherals purchased by the Bureau;

1.5. Performs disaster recovery in case of hardware failure in NO;

1.6. Performs simulations on the installation of hardware and software products prior to actual use;

1.7. Prepares revenue issuances relative to the abovementioned functions; and

1.8. Performs other functions as may be assigned.

**2. Service Desk Section**

2.1. Provides first level technical support to end-users of the NO, including Customer Assistance Division and escalates problems to appropriate resolution groups;

2.2. Provides centralized fault/query logging system at the NO to handle problems escalated by offices within NO and RDCs;

2.3. Develops and maintains knowledge-base and software Library;

2.4. Prepares revenue issuances relative to the abovementioned functions; and

2.5. Performs other functions as may be assigned.

**3. Office Automation Section**

3.1. Monitors, analyzes and optimizes package products like operating system for desktop, emails, desktop publishing and the like;

3.2. Monitors use of office automation/e-mail facility;

3.3. Prepares TOR when necessary and ensures successful project management implementation, as well as adherence to SLAs;

3.4. Prepares revenue issuances relative to the abovementioned functions; and

3.5. Performs other functions as may be assigned.

**4. Technology Research and Evaluation Section**

4.1. Conducts research on the latest ICT trends/best practices, evaluates applicability of current technology/breakthrough as a solution to the Bureaus requirements and provides technical information, updates, and assessments/recommendations to concerned ISG office;

4.2. Conducts POC test as required and prepares technical specifications for IT resources;

4.3. Prepares TOR when necessary and ensures successful project management implementation, as well as adherence to SLAs;

4.4. Prepares/submits project closure report after project completion/termination;

4.5. Participates in the evaluation of IT solution providers specializing in complex software development and maintenance problems including quality assurance services, re-hosting and re-engineering;

4.6. Develops strategies and approaches/methodologies and coordinates with contractor (outsourcer/service provider) and concerned offices relative to the conduct of Users Acceptance Testing/quality assurance and successful rollout implementation of the system;

4.7. Prepares revenue issuances relative to the abovementioned functions; and

4.8. Performs other functions as may be assigned.

**5. Network Operations Section**

5.1. Implements and maintains network security based on existing information security policies, in coordination with outsourcer and other concerned offices within the Bureau to prevent external and internal security threats;

5.2. Ensures an efficient and sound network infrastructure for both in-house and outsourced services;

5.3. Extends overall network technical assistance /support, particularly in the determination of network requirement of new project and/or as may be solicited by the RDCs;

5.4. Designs and expands the network that will best suit the needs and increasing demands of business and operations requirements of BIR;

5.5. Maintains "as-built" plan of the network infrastructure;

5.6. Prepares revenue issuances relative to the abovementioned functions; and

5.7. Performs other functions as may be assigned.

**6. Network Administration Section**

6.1. Configures and sets-up the network by installing hardware and configuring the files or databases, hosts, routers and network configuration servers;

6.2. Administers network services and network security and troubleshoots network problems;

6.3. Implements and monitors physical security of BIR network infrastructure;

6.4. Secures administrator's passwords of all network software applications and appliances;

6.5. Ensures optimal network performance given the incremental load and future requirement of BIR;

6.6. Prepares revenue issuances relative to the abovementioned functions; and

6.7. Performs other functions as may be assigned.

## III. REVENUE DATA CENTER

1. Administers and implements the work programs, standards, guidelines and procedures of the Bureau relative to the operation and management of computer hardware & software and processing of tax data within the jurisdiction of the Revenue Data Center (RDC);

2. Oversees directly the operation and management of distributed information systems under the RDC and ensures the highest Information Technology (IT) systems reliability;

3. Undertakes necessary action on any application system-related problems from production in coordination with other concerned Information Systems Group (ISG) support groups;

4. Prepares Terms of Reference (TOR) when necessary and ensures successful project management implementation and adherence to Service Level Agreements (SLAs);

5. Oversees the administrative support requirements of the RDC;

6. Identifies risks and recommends possible mitigating action plan;

7. Monitors, evaluates and improves programs and activities under its responsibility;

8. Reviews, recommends and/or approves all reports and other actions of the divisions under its responsibility;

9. Coordinates with offices concerned in the implementation of the abovementioned functions;

10. Provides policy guidance and operational directions to all divisions under the RDC relative to the abovementioned functions; and

11. Performs other functions as may be assigned.

## A. FACILITIES MANAGEMENT DIVISION

1. Analyzes application issues/problems raised by the local end-users through Service Desk;

2. Identifies potential application and architecture problems and enhancements in application system; recommends first aid resolutions and control measures;

3. Attends to administrative support requirements of the RDC;

4. Prepares TOR when necessary and ensures successful project management implementation, as well as adherence to SLAs;

5. Prepares/submits closedown report after project completion/termination;

6. Conducts POC tests as required and prepares technical specifications for IT resources;

7. Prepares prescribed reports for submission to the offices concerned;

8. Prepares revenue issuances relative to the abovementioned functions;

9. Coordinates with offices concerned in the implementation of the abovementioned functions; and

10. Performs other functions as may be assigned.

### 1. Production Support Section

1.1. Conducts system investigation and impact analysis to enhance/ troubleshoot any application system/software-related problems in production within the RDC;

1.2. Recommends first-aid resolutions and control measures to prevent recurrence of problems;

1.3. Monitors application and architecture-related approved resolutions and communicates said resolutions to pertinent BIR support groups;

1.4. Coordinates with end-users and operations personnel in identifying data corrections and/or non-compliance with manual procedures in data processing at RDC;

1.5. Monitors performance and data integrity of application systems at RDC;

1.6. Investigates and evaluates data correction/update request under the jurisdiction of the RDC and recommends to RDC Head the execution of the requested data correction/update;

1.7. Provides assistance in the implementation of Taxpayer Account Management Program (TAMP), publication of top taxpayers and other programs;

1.8. Prepares ad-hoc reports requested by RDOs under the jurisdiction of the RDC; and

1.9. Performs other functions as may be assigned.

**2. Facilities Maintenance Section**

2.1. Manages and oversees site maintenance of the RDC facilities and provides immediate resolution to protect the computing environment from any damage-causing accident;

2.2. Monitors and maintains adequate level of inventory of supplies for continuous operation of the RDC;

2.3. Attends to the requisition, distribution, safekeeping and control of all equipment and other properties within the RDC;

2.4. Maintains a detailed record of all reports, communications and correspondence received and released by the RDC;

2.5. Delivers and distributes all reports and correspondence to concerned offices within the jurisdiction of the RDC; and

2.6. Performs other functions as may be assigned.

**B. COMPUTER OPERATIONS, NETWORK AND ENGINEERING DIVISION**

1. Supervises the daily operation of computer hardware, network equipment and related telecommunication facilities at RDC;

2. Undertakes extraction of data requested by external agencies to a physical media upon approval by officials concerned;

3. Monitors IT system performance, identifies bottlenecks and tunes the operating system at the RDC;

4. Prepares Terms of References (TOR) when necessary and ensures successful project management implementation, as well as adherence to Service Level Agreements (SLAs);

5. Prepares/submits closedown report after project completion/ termination;

6. Conducts Proof of Concept (POC) tests as required and prepares technical specifications for IT resources;

7. Coordinates with the Revenue District Offices (RDOs) in the processing/approval of applications for permit to adopt Computerized Accounting Systems and/or its components;

8. Handles system administration requirements of the Computerized Assisted Audit Tools and Techniques (CAATTs) facility;

9. Controls, secures and maintains data files of taxpayers generated and/or processed within CAATTs facility;

10. Coordinates with offices concerned in the implementation of the abovementioned functions;

11. Prepares prescribed reports for submission to the offices concerned; and

12. Performs other functions as may be assigned.

**1. Computer Operations Section**

1.1. Operates the computer system for on-line and interactive processing of data and generates reports and correspondences;

1.2. Coordinates with contractor (outsourcer/service provider) on the day-to-day computer operations of job streams;

1.3. Receives input data from Authorized Agent Banks (AABs) and RDOs for processing and data integrity checking;

1.4. Monitors payment data transmission of AABs under the jurisdiction of the RDC and coordinates with National Office (NO), Regional Offices (ROs)/RDOs concerned on the resolution of payment data transmission issues;

1.5. Implements and maintains security systems within the RDC as provided by the NO;

1.6. Executes data correction/update request upon approval of the RDC Head;

1.7. Generates and prints prescribed reports for submission to the offices concerned; and

1.8. Performs other functions as may be assigned.

**2. Network and Engineering Section**

2.1. Manages and maintains hardware, software and network components of the production environment, and if necessary coordinates with Network Management and Technical Support Division, Information Systems Development and Operations Service and/or service provider/s;

2.2. Oversees the handling of network equipment and operation of communication facilities within the RDC and ROs/RDOs under its jurisdiction;

2.3. Ensures proper maintenance and utilization of Information and Communications Technology (ICT) equipment within the RDC and ROs/RDOs under its jurisdiction; and

2.4. Performs other functions as may be assigned.

**3. Technical Support Section**

3.1. Enforces an improved quality of office work in the RDC and ROs/RDOs serviced by the RDC thru use of office automation facility;

3.2. Provides assistance to users in maximizing the use of office automation application at the RDC and ROs/RDOs serviced by the RDC;

3.3. Provides a centralized fault/query logging system to service all offices covered by the RDC;

3.4. Provides immediate and appropriate remedy to user problems received by RDC Service Desk and/or escalates complex user problems to offices concerned/service provider;

3.5. Documents all problems received and step by step resolution;

3.6. Monitors and reconfigures package products like Windows, email, desktop publishing and the like at RDC;

3.7. Facilitates and processes approval of system access requests;

3.8. Maintains software library;

3.9. Provides/conducts training to users on new systems and technology in coordination with Administrative and Human Resource Management Divisions of the Revenue Regions serviced by the RDC;

3.10. Provides inputs to operations manuals, in accordance with established standards;

3.11. Performs technical evaluation on taxpayers' application for Computerized Accounting System and other components thereof; and

3.12. Performs other functions as may be assigned.

## III. REPEALING CLAUSE:

All issuances or portions thereof not consistent with the provisions of this Order are hereby repealed or amended accordingly.

## IV. EFFECTIVITY:

This Order shall take effect immediately.

(Original Signed)
**CAESAR R. DULAY**
Commissioner of Internal Revenue

Approved:

(Original Signed)
**CARLOS G. DOMINGUEZ III**
Secretary of Finance

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fn: DCIR ISG re Amending RAO2-2014 (March 8, 2017)