Republic of the Philippines
Department of Finance
BUREAU OF INTERNAL REVENUE

May 13, 2004

REVENUE MEMORANDUM ORDER No. 26-2004

Subject : BIR CONTACT CENTER HOUSE RULES

To : All BIR Contact Center Officials, Personnel and Others Concerned

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I. OBJECTIVES

This Order is being issued to:

1. Provide house rules for BIR Contact Center.

2. Ensure strict compliance of concerned personnel in the security measures of the BIR Contact Center.

II. POLICIES AND GUIDELINES

A. Facility Access and Security

1. Access to the BIR Contact Center (BIRCC) shall be limited. Only the following personnel shall be authorized to enter the facility regularly:

BIR Personnel
- Contact Center Manager/ Assistant Manager
- Contact Center Agent
- Contact Center Support Staff
- Systems Administrator
- Database Administrator
- Network Administrator
- Designated Technical Support Personnel from SSD-ISOS

Non- BIR Personnel
(only for the duration of the contract)
- Maintenance Contractor
- Consultant/s
- Suppliers/vendors

2. Unauthorized personnel are not allowed to enter the facility nor use any function rooms except for meetings, lectures, seminars or the like. Notices of meetings shall serve as authorization for participants/attendees to enter the facility.

3. All personnel entering BIRCC shall register/sign in the logbook maintained for this purpose. Separate log books shall be maintained for authorized BIR personnel and the non-BIR personnel mentioned in Item II.A.1 and other BIR officials/personnel.

4. Persons intoxicated by alcohol or other drugs shall not be allowed to enter the BIRCC premises even after presentation of proper identification.

5. BIRCC personnel shall inform their respective supervisor of any identified physical security risk they noticed/observed to avoid disaster occurrences. Likewise, BIR personnel/non-BIR personnel mentioned in Item II.A who have access to BIRCC shall report identified physical security risk directly to BIRCC Manager.

B. System/Equipment Security

1. BIRCC personnel shall ensure that their passwords, accounts, software, data and any other related documents/materials are properly secured.

2. CD drives of all workstations shall be for official use only and all disk drives shall be disabled except those of Manager/Assistant Manager. Likewise, installation/loading of unauthorized software and copying of licensed software is strictly prohibited.

3. All personnel shall not be allowed to bring their own personal computer and peripherals (i.e. CD/DVDROM, web cam, microphone and the like) in the facility except if deemed necessary for presentation purposes only and subject to the approval of BIRCC Manager/Assistant Manager.

4. BIRCC personnel shall not be allowed to install/download software except those defined in the Contact Center Architecture.

5. All BIRCC agents shall ensure that Complete Administration on Tax System (CATS) CDs issued to them remain confined within the Contact Center facility and must not be shared with any personnel who is not part of BIRCC organization. Copying of any portion of the annotation of the software is also prohibited.

6. Screen saver passwords shall be activated and fully utilized by the concerned Contact Center personnel to prevent unauthorized access to applications and files when workstation is left unattended.

7. All suspected computer security incident shall be reported immediately to BIRCC Manager/Assistant Manager for proper investigation and imposition of necessary disciplinary action. The following are the activities that shall be considered violations to systems security:
   a. Attempts to intentionally gain access to, probe, or penetrate systems with which no authorized account was provided.
   b. Malicious or mischievous tampering (i.e., unauthorized viewing, modification, intentional introduction of malicious code/virus, deletion, etc.) of systems, data, and information in the BIRCC.

c. Intentional interference with, shutting down, or impeding normal system operations.
d. Any other action/s that would circumvent house rules, or other security policies established for BIRCC information systems.

8. No equipment shall be moved within the BIRCC without the approval of the BIRCC Manager/Asst. Manager. Movement of equipment shall be coordinated with the assigned technical staff to ensure proper load balancing on the electrical circuits within the BIRCC.

9. BIRCC content management system (TikiWiki) shall be used as News Bulletin/Advisory within the facility. All defective equipment and other issues and concerns shall be logged to TikiWiki. The designated Contact Center Support staff shall regularly monitor logged issues and coordinate with the NO-Help Desk and other concerned offices for appropriate action.

10. In case of power outage, all systems devices/equipment are backed by an Uninterrupted Power Supply (UPS) for at least 15 minutes. These UPS will supply the needed power while the shift to BIR generator power is ongoing. If the generator fails to run within 5 minutes all systems shall be shutdown.

C. Security of Documents

1. All BIRCC personnel shall hold a position of trust and must preserve the security and confidentiality of all information regarding BIRCC.

2. All personal files of BIRCC personnel shall be stored in one single directory which is on Drive Z.

3. Only designated Contact Center Support staff shall be authorized to generate reports on BIRCC performance/profiles.

4. The scanning of documents shall follow the procedures prescribed in BIRCC Operations Manual (OM) and the resulting scanned images shall be stored in a structured file system controlled by the BIRCC System Administrator.

5. All incoming and outgoing documents including facsimile shall be logged at all times for monitoring purposes.

6. Any report including BIRCC Performance shall not be taken out of the BIRCC without the approval of the BIRCC Manager or duly authorized official.

D. Administrative

1. All BIRCC personnel shall be responsible for maintaining their own cubicle area. The area shall be kept clean and free of clatter at all times. Personal belongings (e.g. bags) and other things not related to operations shall be kept and placed at the storage room and lockers.

2. Cleanliness shall be observed by all BIRCC personnel while within the premises. Work areas including the data suites, cabinet areas and common areas (i.e. pantry, coaching room, etc.) shall be cleaned prior to leaving the facility.

3. Silence shall be observed at all times to ensure that contact center agents are not disturbed when they are engaged with clients' calls.

4. No personal calls shall be transferred to the agents' telesets. Calls/messages for agents shall be taken by the Administrative Staff which shall be communicated to the concerned personnel as soon as he/she is not engaged. Personal calls shall be made only through Telephone Numbers 920-2247 and 929-7676 local 3012.

5. BIRCC personnel are not allowed to bring-in electronic gadgets like cellular phones and other personal electronic devices to their workstations. Said gadgets shall be kept inside their respective lockers.

6. All BIRCC personnel shall inform their respective Team Leaders or the administrative staff if they shall leave the BIRCC premises during regular working hours or outside the scheduled break time. The rules on partial leave application per Section 12 of RMO 50-98 shall be followed if personnel will go outside the BIR compound.

7. When an agent is indisposed (i.e., has cough/colds), he/she shall be assigned non-phone functions (i.e. answering e-mails, etc.) for the day.

8. BIRCC agents shall strictly follow the prescribed schedule of break times to ensure that enough agents are "on-the-floor" to take calls.

Breaktime	Group I	Group II
Morning Break	9:00 a.m. – 9:15 a.m.	9:15 a.m – 9:30 a.m.
Lunch Break	11:00 a.m. – 12:00 nn.	12:00 nn. – 1:00 p.m.
Afternoon Break	2:30 p.m. – 2:45 p.m.	2:45 p.m. – 3:00 p.m.

9. A **No Smoking** policy shall be strictly observed inside the BIR Contact Center premises.

10. Food and beverages are strictly not allowed in the workstation.

11. All BIRCC agents shall ensure that their workstations are switched-off, except for UPS before leaving the cubicle. The last person to leave the BIRCC premises shall check/ensure that all lights and air conditioning units are turned off.

12. Other administrative rules and regulations prescribed in Revenue Memorandum Order No. 50-98 shall be strictly observed and followed by the BIRCC officials and personnel.

E. Violations

Any violation of the provisions of this Order shall result in the imposition of disciplinary action and sanctions in accordance with the following:

a. RMO No. 44-98 for Security Requirements in the Technical Computing Environment
b. RMO No. 50-98 for administrative rules and regulations

III. EFFECTIVITY

This Order shall take effect immediately.

(Original Signed)
GUILLERMO L. PARAYNO, JR.
Commissioner of Internal Revenue