REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF INTERNAL REVENUE

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August 10, 2020

REVENUE MEMORANDUM ORDER NO. 35-2020

Subject **POLICIES, GUIDELINES AND PROCEDURES IN PROVIDING REGIONAL TECHNICAL SUPPORT**

To **ALL INTERNAL REVENUE OFFICIALS, EMPLOYEES AND OTHERS CONCERNED**

I. BACKGROUND

Currently, Revenue Data Centers (RDCs) are providing technical support in their respective region/district offices. Several technical incident reports/service requests cannot be given immediate resolution due to lack of RDC Technical Support personnel to attend to numerous incident reports/service requests, received through various channels – logged in BIR Service Desk System (*http://servicedesk.bir.gov.ph/Centerpoint/*), phone calls or personally reported. To ensure immediate response to received/logged ICT-related issues/concerns, especially from remote BIR offices, a Regional Technical Support will be created.

II. OBJECTIVES

This Order is being issued to:

1. Prescribe policies, guidelines and procedures in providing technical support to ICT-related issues/problems.
2. Provide faster resolution to ICT-related technical problems encountered by regional/district offices.
3. Define roles and responsibilities of Regional Technical Support.

III. COVERAGE

This Order shall apply to all ICT-related problems/concerns such as:

1. Set-up / Trouble shooting of Personal Computers (PCs)
2. Installation of various authorized application software
3. Network peripherals monitoring and configuration/set-up
4. Monitoring of antivirus software and updating regularly
5. Email configuration
6. Printer configuration
7. Active Directory System configuration

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8. Internet Access configuration

9. Other ICT-related concerns

IV. POLICIES AND GUIDELINES

1. Revenue Regional (RR) Offices shall designate and assign IT functions to their respective Regional Technical Support personnel holding IT- position/item (Computer Maintenance Technician II and Information Systems Analyst II). In the absence of such, any technical personnel who possess the required IT experience and expertise.

2. Regional Technical Support Team shall be given access to BIR Service Desk System as Problem Resolution Group (PRG).

3. All issues/problems shall be logged to BIR Service Desk System including technical issues/concerns of the Computer-Assisted Audit Tools and Techniques (CAATTs) laboratory.

4. All reported issues shall be evaluated by RDC Helpdesk Analyst to determine whether to grant or not the administrative account privilege to the Regional Technical Support to address the issues. Should an administrative account privilege be required, concerned Regional Technical Support shall be provided with access valid for one (1) day, which may be extended to ensure resolution of the issue/s. The request for provision/extension of administrative/local account shall always be reported in the BIR Service Desk System for documentation and audit purposes.

5. Access to BIR Service Desk System shall be granted to concerned Regional Technical Support upon submission of duly accomplished Form 0044.

6. All Regional Technical Support concerned are strongly encouraged to open their email and BIR Service Desk System accounts regularly to ensure that all incoming email, and escalated issues particularly notifications on service requests, are received for resolution.

7. Regional Technical Support shall properly fill-up the following documents, upon resolution of logged issues and have it signed by the end-user:
   7.1 Service Completion Report **(Annex A)**
   7.2 Incident Report/Service Request Form generated by BIR Service Desk System **(Annex B)**

8. The Regional Technical Support personnel shall submit scanned copy of accomplished Service Completion Checklist to be attached to the created incident report in the Service Desk System for validation of respective RDC Service Desk.

9. RDC Service Desk Analyst/Supervisor shall validate the submitted Service Completion Checklist Form as to the correctness of details based on the created Incident Report/Service Request Form.

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V. PROCEDURES

A. Revenue Region

1. Designate Regional Technical Support personnel holding IT- position/item (Computer Maintenance Technician II and Information Systems Analyst II).

B. Regional Technical Support

1. Submit duly accomplished Form 0044 and receive email notification from BIR Service Desk System confirming created user name and temporary password

2. Receive email notification on updates made on the incident report/service request.

3. Print service request, investigate and analyze Escalated and Reprocessed incident report/service request thoroughly
   - Change the status of Escalated and Reprocess to In-Progress if fix/resolution is still ongoing
   - Change the status of Escalated and Reprocess to Resolved if fix/resolution has been completed

4. Provide immediate on-site technical support following the steps/procedures in the conduct of technical support to different ICT-related concerns as follows:
   - 4.1 Physical set-up of PCs (Monitor, CPU, Keyboard, mouse)
   - 4.2 Daily checking of switch power of the network switch/router, and the ventilation system of the data cabinet; source of power supply
   - 4.3 Re-crimping of any UTP cable found to be unserviceable/defective
   - 4.4 Ensure/monitor that each PC has the corresponding official anti-virus software and is updated regularly
   - 4.5 Assist, the Administrative Section of Revenue Region, in ensuring that incoming and outgoing computer equipment and other ICT peripherals in the office, whether official or personal, are properly documented and accounted for.
   - 4.6 Support to CAATS Lab as Administrator/MRCOS deployment.
   - 4.7 Rebooting the network switch/router

5. Request from Computer Operations and Network Engineering Division - Revenue Data Center (CONED-RDC) a temporary administrative account and provide on-site technical support following the steps/procedures in the conduct of technical support to different ICT-related concerns listed below:
   - 5.1 Installation of various official and authorized system-application software (e.g. Alphalist, eBIRForms, eLAMS)
   - 5.2 Perform 'reachability of a host', via '*cmd*' (command prompt) when a PC terminal or the entire LAN could not access any of the BIR systems.
   - 5.3 Perform Inquiry-only on PC system properties
   - 5.4 Perform IP assignment for new or change of PC
   - 5.5 Configuration/Setting-up of official email account
   - 5.6 Installation/configuration of local/network printer
   - 5.7 Joining of new accounts to Active Directory System
   - 5.8 Configuration of internet access
     For eLounge facility, Regional Technical Support shall coordinate with their respective local Internet Service Provider (ISP)

6. Properly fill-up the Report/Service Request Form generated by BIR Service Desk System and Service Completion Report

7. Update the status of incident report/service request to BIR Service Desk System.

8. Submit scanned copy of accomplished Service Completion Checklist to be attached to the created incident report in the Service Desk System

C. **RDC Service Desk Analyst/Supervisor**

1. Receive, validate and submit to Network Management and Technical Support Division the duly accomplished Form 0044 submitted by Regional Technical Support
2. Perform regular functions as stated in RMO 4-2018
3. Validate the submitted Service Completion Checklist as to the correctness of details based on the created Incident Report/Service Request. Close the service request in the BIR Service Desk System upon validation of data.

D. Computer Operations and Network Engineering Division - Revenue Data Center (CONED-RDC)

1. Provide administrative account to Regional Technical Support as needed
2. Ensure that the administrative account is revoked immediately after the action has been taken
3. Provide assistance to Regional Technical Support

E. Network Management and Technical Support Division

1. Receive accomplished Form 0044 from RDC-CONED
2. Validate and forward Form 0044 to Data Warehousing and Systems Operations Division

F. Data Warehousing and Systems Operations Division

1. Receive from NMTSD the validated Form 0044
2. Create and add concerned Regional Technical Support as PRG in the BIR Service Desk System

VI. **EFFECTIVITY:**

This Order shall take effect immediately.

CAESAR R. DULAY
Commissioner of Internal Revenue

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