REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF INTERNAL REVENUE

July 6, 2022

REVENUE MEMORANDUM ORDER NO. 39-2022

Subject: **Amendment to Revenue Memorandum Order (RMO) No. 4-2018 re: BIR Service Desk System**

To : **All Internal Revenue Officials, Employees and Others Concerned**

I. BACKGROUND

The Service Desk System (Centerpoint) has reached its optimum level of functionality and is already lagging in system performance and software update. To keep up with the evolving automated processes, the Bureau has procured a new Service Desk System to function as central repository of all logged issues and requests, and provide reports needed by the management.

The new BIR Service Desk System will enable the creation, monitoring and maintenance of incident/problem reports and service requests raised by end-users. It can accommodate multiple users from BIR offices simultaneously. The new system will feature turn-around-time handling for every workflow process to ensure all incident/problem reports and service requests are channeled to the support group and addressed at the soonest possible time.

II. OBJECTIVES

This Order is issued to:

1. Amend RMO No. 4-2018 - BIR Service Desk System (Centerpoint) on the creation, monitoring/tracking, and resolution of service requests, incident and problem reports, and ensure that issues and requests are expediently acted on by the appropriate Problem Resolution Group.

2. Revise the existing allowable Requester per BIR office to create, monitor and close the addressed incident/problem reports and service requests affecting their office.

3. Update the function of each functional groups based on the BIR Service Desk System design.

III. DEFINITION OF TERMS

1. **REQUESTER** - a designated employee of the office/division who logs/creates incident/problem report and service request of User in the concerned office.
2. **USER** - an employee who encounters and raises an incident/problem report and service request to the Requester of the concerned office.
3. **SERVICE DESK GROUP (SDG)** – composed of Service Desk Supervisor and Analyst from designated Service Desk site who views, monitors, updates incident/problem report and service request until resolved by Problem Resolution Group and closed by Requester/User. The SDG also provides initial resolution and verifies/confirms from the Requester/User the incident/problem report and service request.

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4. **PROBLEM RESOLUTION GROUP (PRG)** – a designated group/office that investigate, diagnose, resolve and update the incident/problem report and service request such as application, technical and policy issues assigned by the SDG.
5. **INCIDENT REPORT** – a disruption in the normal function of an existing service.
6. **SERVICE REQUEST** – a request from a user for information, advice, standard change or access to a service, or a request to install, move, add, change or decommission IT components, system functionalities or services.
7. **PROBLEM REPORT** – Incident Report/Service Request that are repetitive/recurring issues.
8. **REVERT** – function in the Service Desk System to edit/change the logged incident/problem report and/or service request when status is still "Open".
9. **GRAB** – function in the Service Desk System to acknowledge the logged incident/problem report and/or service request and the status will be "Escalated".
10. **FORWARD TO NEXT GROUP** – function in the Service Desk System with available process workflow to forward the incident/problem report and/or service request to proper PRG
11. **TRANSFER TO OTHER GROUP** – function in the Service Desk System to manually transfer incident/problem report and/or service request to other PRG.
12. **RESOLVE** – function in the Service Desk System to provide resolution to the incident/ problem report and/or service request by the SDG/PRG
13. **REPROCESS** – function in the Service Desk System to return the previously resolved incident/problem report and/or service request to SDG/PRG for further assessment and resolution.
14. **CLOSE ISSUE/REQUEST** – function in the Service Desk System where the resolved incident/problem report and/or service request upon confirmation from the user will be closed by Requester/SDG.
15. **CANCEL** – function in the Service Desk System where the incident/problem report and/or service request can be stop from processing due to invalid or duplicate issues.
16. **MERGE ISSUE/REQUEST** – function in the Service Desk System where the same details of issues/tickets can be merged into parent issue (main ticket) and child issue/s (related to the main ticket).
17. **PROCESS WORKFLOW** – defined hierarchy of SDG and PRG designated to monitor and resolve the incident/problem report and/or service request.
18. **IN-APPLICATION (IN-APP)** – feature/application/module within the BIR Service Desk System. Notification received within the system where the user will be directed to the ticket itself when the message content is clicked

IV. POLICIES AND GUIDELINES

1. Requesters per Office/Division shall be:

Office	Required No. of Requester/s
All National Office (NO) Offices (excluding LTS)	1 per Office
Revenue Regions (RR) All Divisions under RR Revenue District Offices (RDOs)	2 per Regional Office 2 per Division at least 3 per RDO
Large Taxpayers Service (LTS) All Divisions under LTS LTD-Davao LTD-Cebu	2 for LTS 2 to 4 per Division 2 to 4 per LTD-Division 2 to 4 per LTD-Cebu

2. The Service Desk System shall be accessible via intranet thru **URL https://birservicedesk.bir.gov.ph:1800/** using Google Chrome, MS Edge or Mozilla Firefox.

3. All incident/problem reports and service requests of every office shall be created electronically through the BIR Service Desk System by the Requester who is officially designated by the concerned office.

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4. In case the BIR Service Desk System is inaccessible, or the connectivity of the Regional/Revenue Office is down, the Requester shall report their incident/problem report/service request to the SDG thru phone, text, chat/messaging application, or in person using the BIR Service Desk Request Form (Annex A1 - IT Support / A2 - Application/Systems Support) in hard or soft copy including other necessary attachment/s. Such attachments include, but not limited to, Data Correction Forms, Screenshot of error message, Certificate of ISAB and signed AUP form, and others. The SDG will then forward to PRG through email the reported incident/problem report/service request with necessary attachment/s of Requester.

   A manual logging and numbering system shall be devised by each Service Desk site to track the reported incident/problem/request from Requesters. These shall be logged by the Requesters electronically once the system becomes available based on the manually logged issues to be emailed by SDG.

   Service Desk Site Area of Jurisdiction:

Service Desk Site	BIR Office Jurisdiction	Email
Service Desk National Office	All National Office (NO) Offices (excluding LTS)	hdeskno@bir.gov.ph
Service Desk National Office Data Center (NODC)	All Offices under LTS, including LTD-Davao and LTD-Cebu All Offices and RDOs under RRs 8A and 8B	hdesknodc@bir.gov.ph
Service Desk Revenue Data Center (RDC) Luzon 1	All Offices and RDOs under RR 1 – 4	hdeskluzon1@bir.gov.ph
Service Desk RDC Luzon 2	All Offices and RDOs under RR 5, 6, 7A and 7B, RR 9A and 9B – 10	hdeskluzon2@bir.gov.ph
Service Desk RDC Visayas	All Offices and RDOs under RR 11 – 14	hdeskcebu@bir.gov.ph
Service Desk RDC Mindanao	All Offices and RDOs under RR 15 – 19	hdeskmindanao@bir.gov.ph
Customer Assistance Division (CAD)	External users/Taxpayers	contact_us@bir.gov.ph 8538-3200

5. BIR Service Desk System shall be for internal use only. For CAD, the system shall be used to log and escalate incident/problem reports/service requests of external users/Taxpayers to the appropriate PRG.

6. All concerned personnel are strongly encouraged to open their BIR official email accounts regularly to ensure that all incoming emails, particularly notifications on incident/problem reports/service, are received and processed on time.

7. All Resolved incident/problem reports/service requests shall be closed by the SDG / Requester upon confirmation with User within one (1) month from Resolved date. If no confirmation has been received after one (1) month, the Resolved incident/problem reports/service requests shall be automatically tagged Closed in the Service Desk System. Except for ISO Certified BIR Offices, the Resolved incident report/service request shall be closed per quality plan.

8. Requester shall notify/inform the concerned SDG for any movement/transfer of personnel within their office for proper updating of Customer/User Profile.

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V. PROCEDURES

A. Requester shall:

1. Receive from User a complete details of incident/problem report/service request using the filled up or following the format of the BIR Service Desk Request Form (Annex A1 - IT Support / A2 - Application/Systems Support) in hard or soft copy including necessary attachment/s such as Data Correction Forms, Screenshot of error message, Certificate of ISAB and signed AUP form, and others.

2. Log into the BIR Service Desk System using URL https://birservicedesk.bir.gov.ph:1800/.

3. Create incident/problem report/service request by filling up all the required fields in the system:
   - **Request type** – (Drop Down List) type of issue/request to be submitted (i.e. Incident Report, Service Request, Problem Request)
   - **Priority** – (Drop Down List) level of the request in terms of its prioritization (i.e. Blocker, High, Medium, Low) .
   - **Customer/ User Details** –display the details of the customer/user who raised the issue/request.
     i. **Search Customer** - add the details of the customer
     ii. **Remove Customer** - remove the displayed details of the customer/user/ requester
   - **Title** – title of the ticket or issue/request to be submitted
   - **Issue/ Request Type** – (Drop Down List) type of the issue/request to be submitted. Once clicked, the **Category**, **Sub-Category**, and **Site** will be automatically displayed
   - **Source** – (Drop Down List) Origin or basis of issue/request being handled
   - **Issues/Requests Description** – full description and details of the ticket for the reference of the processor (Service Desk Group / Problem Resolution Group) who will resolve the ticket.
   - **Attachments** – additional references/files to support in the resolution of issue/request when necessary. Maximum file size to be attached is 4 MB per file.
   - **Other Details** – other information appears when selected the following Category:
     i. **Technical Hardware and Software** - entry for details of **BIR Property Number, Equipment Model** and **Serial Number**
     ii. **Internal Revenue Integrated System (IRIS)** – entry for details of **Failure Mode, Nature of Incident** and **Transaction Type**

     Upon saving the details, a unique reference number shall be automatically generated as unique identifier of the logged issue: IR for Incident Report, SR for Service Request and PR for Problem Report.

4. Revert or modify incident/problem report/service request when erroneously created if the status is still "Open" or not yet received/ grabbed by the SDG.

5. Receive email notification upon creation and on every status update made in the incident/problem report/service request.

6. Cancel incident/problem report/service request when erroneously created, incomplete data or duplicate incident/problem report/service request has already been logged.

7. Monitor status of incident/problem report/service request.

8. Provide feedback on status of incident/problem report/service request to User.

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9. Post comment/s on the Conversation Tab of the system when necessary.

10. Close incident/problem report/service request when satisfied with the resolution and upon confirmation of User, otherwise "Reprocess" request when not satisfied with the provided resolution.

11. Notify/Inform the SDG for any movement/transfer of personnel within their office for proper updating of Customer/User Profile.

B. BIR Service Desk Analyst/Supervisor (NO and RDCs) and CAD Agent/Supervisor shall:

1. Receive incident/problem report/service request thru the Requester or from Customer/ User thru phone call, email or in person.

2. Create incident/problem report/service request.

3. Receive system-generated email notification upon creation and on every status update made in the incident/problem report/service request

4. Grab/Acknowledge incident/problem report/service request.

5. Review incident/problem report/service request as to completeness.

6. Post comments/messages/updates in the Conversation Tab.

7. Cancel incident/problem report/service request when erroneously created, duplicate record has already been logged or incomplete details and Requester did not provide update after two (2) working days.

8. Provide first-level resolution to the incident/problem report/service request.

9. Forward the incident/problem report/service request to the next Processor/Problem Resolution Group (PRG) if first-level resolution did not address the issue.

10. Transfer the incident/problem report/service request to another PRG if needed

11. Reprocess the incident/problem report/service request if Requester/ Customer /User confirmed that the resolution provided did not address the issue.

12. Close incident/problem report/service request if Requester/ Customer /User is satisfied with the resolution provided.

13. Merge same incident report/service request/problem report, if necessary.

14. Create/Update Customer/User Profile when necessary.

15. Generate, validate and submit reports on the status incident/problem report/service request and other related ad hoc reports that may be required by top management.

16. Maintain in-application publication of notices of downtime and other information related to the BIR Service Desk System.

17. Build-up and enhance the quality of the Knowledge Base content/facility of the system thru collection and validation of resolutions from incident/problem report/service request and relevant data / information on BIR applications and eServices, Job Aids, FAQs, manuals, Revenue Issuances and others.

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18. Prepare and validate application and database migration requests of the BIR Service Desk system when necessary.

19. Create/Update the issue/request workflow type, category and sub- category of the system when necessary.

20. Prepare and validate access requests of the BIR Service Desk System when necessary.

21. Maintain List of Values of the BIR Service Desk System.

C. Problem Resolution Group Concerned shall:

1. Receive system-generated email notification upon creation and on every status update made in the incident/problem report/service request.

2. Grab/Acknowledge the incident/problem report/service request.

3. Review completeness of the reported issue.

4. Post comments/messages/updates in the Conversation Tab

5. Resolve the incident/problem report/service request within the required/agreed service level agreement.

6. Transfer/Forward the incident/problem report/service request to another PRG when necessary.

7. Merge same incident report/service request/problem report, if necessary.

8. Generate Dashboard reports as needed.

9. Create Incident Report/Service Request/Problem Report when necessary.

D. Systems Administrator - Data Warehousing and Systems Operations Division - (DWSOD) shall:

1. Perform user administration of the BIR Service Desk System.

2. Perform systems administration of the BIR Service Desk System including systems backup and restore.

3. Receive and implement approved application migration request of the BIR Service Desk System.

4. Perform function as Requester and PRG when necessary.

E. Database Administrator – DWSOD shall:

1. Perform database administration of the BIR Service Desk System.

2. Implement database backup and monitor generated backup sets.

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3. Receive and implement approved database migration request of the BIR Service Desk System.

4. Perform BIR Service Desk System database restoration/recovery when the need arises.

5. Perform function as Requester and PRG when necessary.

F. Security Analyst - Security Management Division (SMD) shall:

1. Monitor and investigate all Service Desk activities and transactions through Audit Trail.

2. Perform function as Requester and PRG when necessary.

G. Quality Analyst – SMD shall:

1. Review/approve/assign the role/access privileges and process system access requests in accordance with the approved Security and Access Matrix of the Service Desk.

2. Verify/validate the User Master List of the Service Desk.

3. Perform function as Requester and PRG when necessary.

VI. REPEALING CLAUSE

This Order revises the provisions in RMO No. 4-2018 and other revenue issuances inconsistent herewith.

VII. EFFECTIVITY

This Order shall take effect immediately.

LILIA CATRIS GUILLERMO
Commissioner of Internal Revenue

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Manual Control No. :
SR YYYY-00000

BIR Service Desk Request Form for IT Support

Date:	
Customer Name:	
Office Assignment:	
Contact no.:	
Email:	
Signature:	

Request Type:
[ ] Incident Report [ ] Service Request [ ] Problem Report

Category / Sub-Category

[ ] Technical Hardware & Software
- [ ] Hardware Troubleshooting
- [ ] Installation/Configuration of BIR Licensed Software
- [ ] Leased IT Equipment
- [ ] Obsolescence/Unservicesable IT Equipment
- BIR Property Number: _____
- Serial Number: _____
- [ ] PC, Laptop, Printer & Other IT Equipment
- [ ] Procured PC, Laptop, Printer & Other IT Equipment
- [ ] Software Troubleshooting
- [ ] Cabling
- Equipment Model: _____

[ ] Network Connectivity
[ ] LAN / WAN Trouble [ ] Site Transfer [ ] Network Equipment Troubleshooting

[ ] Email
[ ] Configuration [ ] Troubleshooting (Individual User) [ ] Request/Creation [ ] System Problem / Outage

[ ] BIR Webmail
[ ] Account Re-activation [ ] Account Request/Creation [ ] Problem/Issue [ ] Configuration

[ ] Internet
[ ] Configuration [ ] Request/Creation [ ] Internet Outage

[ ] Active Directory
[ ] Account Request/Creation [ ] Re-configuration [ ] Password Resetting [ ] Desktop Troubleshooting

[ ] Server
[ ] Hardware Troubleshooting [ ] Lease of Servers for DWH Systems [ ] Server Problem
[ ] Lease of Servers for Various Systems [ ] Server Installation/Configuration

[ ] Database
[ ] Database Issue [ ] Licenses/Support

[ ] System Access
[ ] Account Request/Creation [ ] Password Resetting [ ] Account Deactivation/Revocation [ ] System Account Problem

[ ] (IDBR) Incident and Data Breach Response

[ ] (WCFS) Web Content Filtering Solution

Issue / Request Description:

With Attachment/s	[ ] Yes	[ ] No

Instructions:
1. For installation of unauthorized but needed/required software, user to secure permission from Security Management Division. Attach the approval from SMD in the Service Request.
2. Request for Email/Internet/Webmail: Attach filled out BIR Form 0041, scanned copy of ISAB, and AUP in the Service Request.

Revision prepared by: Service Desk NO 06/14/2022

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Annex A2

Manual Control No. :
SR YYYY-00000

BIR Service Desk Request Form
for Application/Systems Support

Date:	
Customer Name:	
Office Assignment:	
Contact no.:	
Email:	
Signature:	

Request Type:

[ ] Incident Report [ ] Service Request [ ] Problem Report

Category

[ ] BIR Website
[ ] (BTAS) Biometric Time and Attendance System
[ ] Data Entry Module
[ ] (EDT) Electronic Data Transmission
[ ] (BPS) BIR Payroll System
[ ] (CCS-CM) Contact Center Solution with Chat Module
[ ] DPD Project
[ ] eBIRForms
[ ] (eFPS) Electronic Filing & Payment System
[ ] (EIS) Electronic Invoicing System
[ ] (eNGAS) Eletronic New Government Accounting System
[ ] eServices
- [ ] (ARMS) Accounts Receivables Monitoring System
- [ ] (eAFS) AFS eSubmission
- [ ] eAppointment
- [ ] (CRS) Collection Reconciliation System
- [ ] (eAccreg-Enhanced) eAccreditation and Registration System
- [ ] (eSales-Enhanced) Electronic Sales System
- [ ] (eCAR) Electronic Certificate Authorizing Registration System
- [ ] (eDST) Electronic Documentary Stamp Tax System
- [ ] (eLAMS) Enhanced Electronic Letter of Authority Monitoring System
- [ ] (eORB) Electronic Official Register Book
- [ ] (ePay) IAF - ePayment
- [ ] (eREG) eRegistration System
  - [ ] eREG System Access
  - [ ] eREG TIN Query
- [ ] BIR Service Desk System
- [ ] (eIRSIS) Enhanced Internal Revenue Stamps Integrated System
- [ ] (eTRA) Electronic Tax Remittance Advice
- [ ] (eTSPCert) Electronic Tax Software Provider Certification System
- [ ] (TCBP-TCVC) Electronic Tax Clearance for Bidding Purpose-Tax Compliance Verification Certificate System
- [ ] (TRCMS) Tax Rulings & Case Management System
- [ ] eSubmission/Alphalist/SLSP/Validation/Confirmation Report
- [ ] Form 40 Uploading
- [ ] ORUS
- [ ] eONETT System
- [ ] Others _____

[ ] (HRIS) Human Resource Information System
[ ] (HS) Health Survey
[ ] (IRIS) Internal Revenue Integrated System
[ ] (ITS) Integrated Tax System
[ ] (LBDE) Limited Bank Data Entry System
[ ] (MMAC) Monitoring and Managing of Administrative Cases System
[ ] (MRCOS) Mobile Revenue Collection Officers System
[ ] (OTS) ONETT Tracking System
[ ] (PPIMS) Procurement Payment and Inventory Monitoring System
[ ] Queueing System
[ ] (TINVER) TIN Verifier Mobile Application
[ ] Others _____

Issue / Request Description:

With Attachment/s [ ] Yes [ ] No

Instructions:
1. For changes in Registration Details, attach the Datafix Form signed by the Head of Office.
2. Request for Email/Internet/Webmail: Attach filled out BIR Form 0041, scanned copy of ISAB, and AUP in the Service Request.

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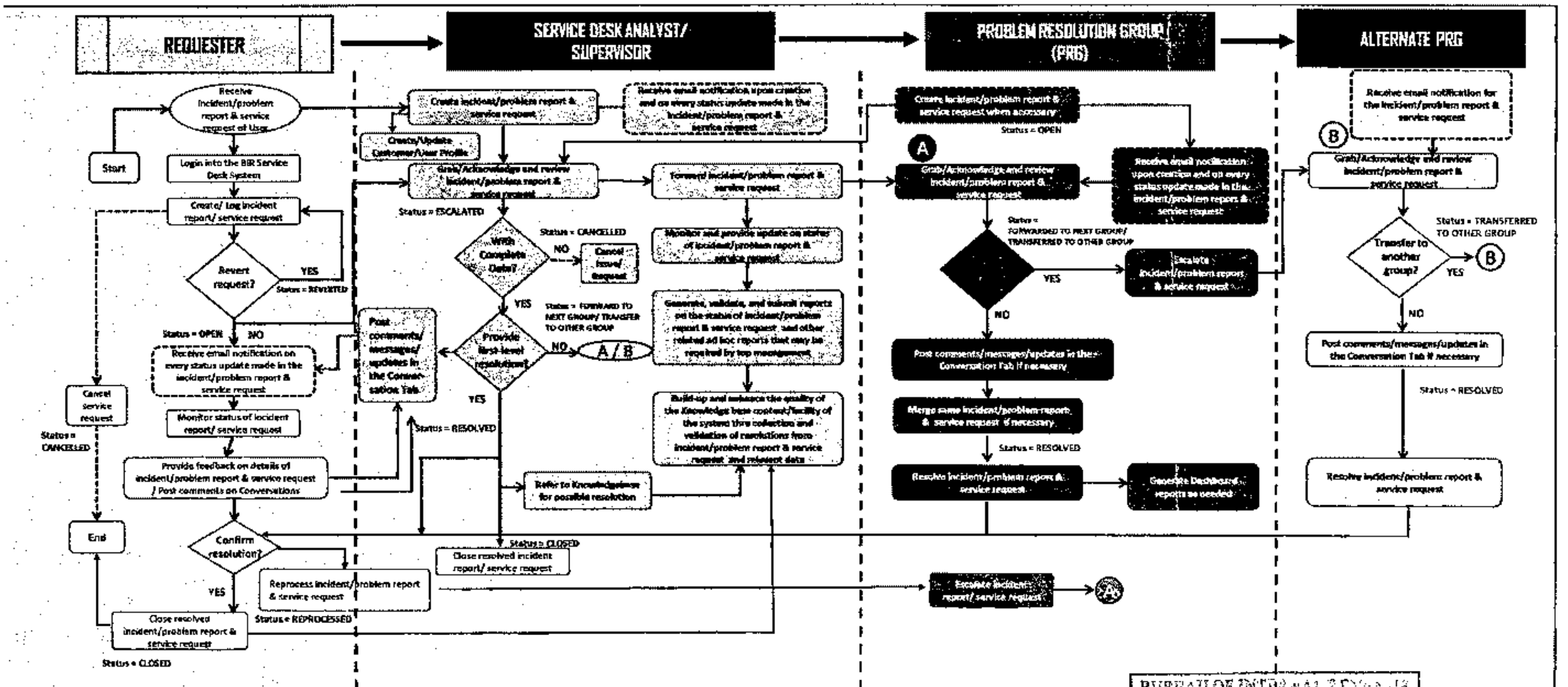
Annex B

BIR Service Desk System Process Flow



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