

INFORMATION TECHNOLOGY GROUP	GENERAL PROCESS FLOW	
RESPONSIBLE PERSON	PROCESS FLOW	GUIDELINES
<p>ITG</p> <p>ITG and Core Team</p> <p>ITG</p> <p>ITG / Requesting Team</p> <p>Requesting Team</p> <p>ITG</p>	<pre> graph TD Start([Start]) --> Step1[1 Received Signed Request Form] Step1 --> Step2[2 Setting of Timeline] Step2 --> Step3[3 Project Execution] Step3 --> Step4[4 Testing] Step4 --> Decision{Working?} Decision -- No --> Step3 Decision -- Yes --> Step5[5 Acknowledge Request Form] Step5 --> Step6[6 Support] Step6 --> End([End]) </pre>	<p>1.0 Received Signed Request Form</p> <p>1.1 ITG will receive request from the requesting team through any of the following forms:</p> <ul style="list-style-type: none"> 1.1.1 Job Order 1.1.2 System Development Request 1.1.3 Network Access Request 1.1.4 CCTV Footage Request 1.1.5 Telco Request 1.1.6 Mobile Postpaid 1.1.7 CCTV Online Access Request <p>2.0 Setting of Timeline</p> <p>2.1 ITG will now set/schedule a timeline of the project that will be mark to Calendar Execution</p> <ul style="list-style-type: none"> 2.1.1 Plot calendar of Activities 2.1.2 Proper tools to be used 2.1.3 Logistics request (if applicable) <p>3.0 Project Execution</p> <p>3.1 ITG will start the project execution in to any of the following categories</p> <ul style="list-style-type: none"> 3.1.1 Programming 3.1.2 Reports 3.1.2 Modules 3.1.2 System 3.1.3 Troubleshooting (Job Order/IT Concerns) 3.1.2 Diagnosis 3.1.2 Repair/Replace 3.1.2 Configuration 3.1.3 Access Request (Network/CCTV) 3.1.2 Granting of Access 3.1.2 Configuration 3.1.3 Applications (Telco) 3.1.2 Submit Application 3.1.2 Installation/Delivery 3.1.2 Testing <p>4.0 Testing</p> <p>4.1 ITG will test and observe the conducted Project/ Task</p> <ul style="list-style-type: none"> 4.1.1 Must be working without bugs/errors 4.1.1 Must be in good condition 4.1.1 Tested by the user UAT <p>5.0 Acknowledge Request Form</p> <p>5.1 Requesting Team must sign and acknowledge to the Requesting Form used for the requested project once it is completely tried and tested by the user.</p> <p>6.0 Support</p> <p>5.1 ITG is on standby for monitoring as well as support in case of any concerns.</p>

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