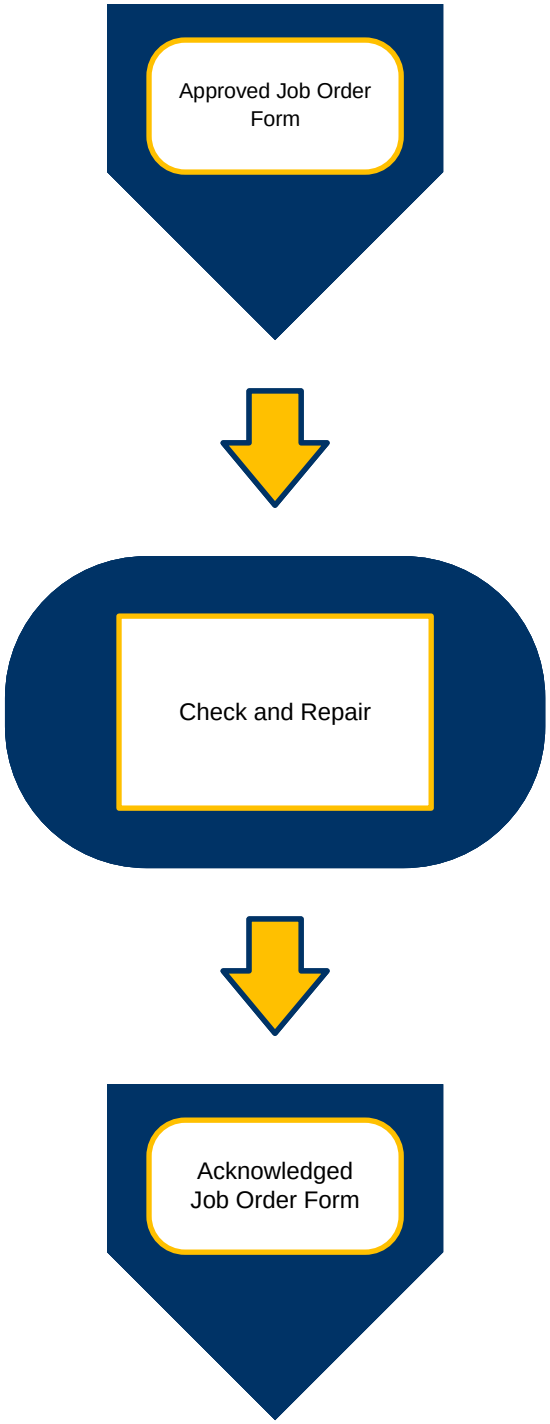
INFORMATION TECHNOLOGY GROUP	JOB ORDER GENERAL PROCESS FLOW	Date Created : May 30, 2019 Revision No. : 3 Revision Date : April 1, 2023 Policy No. : ITG_2019_005



1.0. OBJECTIVE

1.1 To provide a clear process on how to file a Job order request and help repair , install or configure a faulty equipment or computer application under CVM Finance and Credit Corporation.

2.0 SCOPE

2.1 This policy applies to all employees whose concern is about faulty IT equipment under CVM Finance.

3.0. DEFINITION OF TERMS

3.1 Teamviewer – an app used to perform remote access to computers

3.2 JO/Job Order – refer to a documented report from concerned team, branches, or employee.

4.0 POLICY

4.1 JOB ORDERS

4.1.1 Reporting of Concerns

4.1.1.1 Requesting Team must report to ITG about the IT related concern through Phone, Skype and/or Viber Chat

4.1.2 Assessment of Concerns

4.1.2.1 Upon assessment, ITG will provide basic troubleshooting.

4.1.2.2 Concern(s) that will not be resolved remotely will proceed to submission of Job Order Form.

4.1.3 Submit Job Order Form

4.1.3.1 Requesting team must submit a Job Order form to schedule a branch/ocular visit to further troubleshoot the concern. Said form must be dully accomplished from necessary details and approvals. Otherwise, it will not be queued yet in ITG's Job Order monitoring.

4.1.4 Receipt Email Notification

4.1.4.1 Once Job Order is received from requesting team, ITG will create/send an email to requesting team as a receipt of their documented concern.

4.1.4.2 This email will have a standard subject and the thread will be continued for any updates and up until report will be completely resolved.

4.1.4.2.1 Email's *subject format must be:*

[JO No.:0001] Branch Name : Short Issue Description

4.1.5 Job Order Escalation

4.1.5.1 Once receipt email notification is sent, this documented concern will undergo to levels of resolutions stated below.

4.1.5.1.1 Level 1 Resolution – ITG's assessment, resolution and recommendation.

4.1.5.1.2 Level 2 Resolution – Purchasing/Logistic Support

4.1.5.1.3 Level 3 Resolution – Logistic Support

4.1.6 Escalation to Level 1 Resolution

4.1.6.1 The activities on this level of escalation is all in the effort and commitment of ITG Team which includes assessment, resolution and recommendation.

4.1.6.2 The timeline of this level is 3-5 working days but not exceeding of 7 working days. However, in such case that the active Job Order needs a particular that is yet to be purchased, escalation to Level 2 and/or 3 will occur.

4.1.6.3 Level 2 and/or Level 3 Resolution are an additional escalation which ITG has no control of. This includes purchasing and logistic support such as 4 wheel vehicle.

4.1.6.4 Admin/Purchasing Timeline are as follow;

4.1.6.4.1 Minor purchasing support which costs not greater 5,000.00 can be accomplished by the Purchasing team within 2-7 working days. While Major purchasing support greater that 5,000.00 can be accomplished within 7-14 working days. Yet, situation may vary depending on the availability of needed particulars from supplier.

4.1.6.4.2 For logistic support , admin will provide the trip/schedule within 15 days from the date of Trip Ticket submission.

4.1.6.4 Escalated concerns must be accompanied by recommendation documents such as purchase requisition and trip ticket where it will be endorsed to Admin/Purchasing team for further processing.

4.1.6.5 Whenever the concern is escalated, email notification will be sent as an update to thread mentioned in clause 4.1.4.2

4.1.6.6 For escalated concerns, the date of endorsement will served as the closure of Level 1 Resolution. Wherein this will be the basis of the performing team/individual's score/rating.

4.1.6.6.1 Resolved – On Track, resolution that doesn't exceed the Level 1 Resolution's timeline.

4.1.6.6.2 Resolved – Off Track, resolution that exceed the Level 1 Resolution's timeline.

4.1.6.7 Once escalated support is received, ITG will further proceed to the last mile resolution such as deployment and/or installation.

4.1.7 Resolution Acknowledgement

4.1.7.1 Finally, once the particular/system has been repaired, replaced or restored, The requesting team must acknowledge the Job Order through affixing the requestor's or the requesting team's representative's signature.

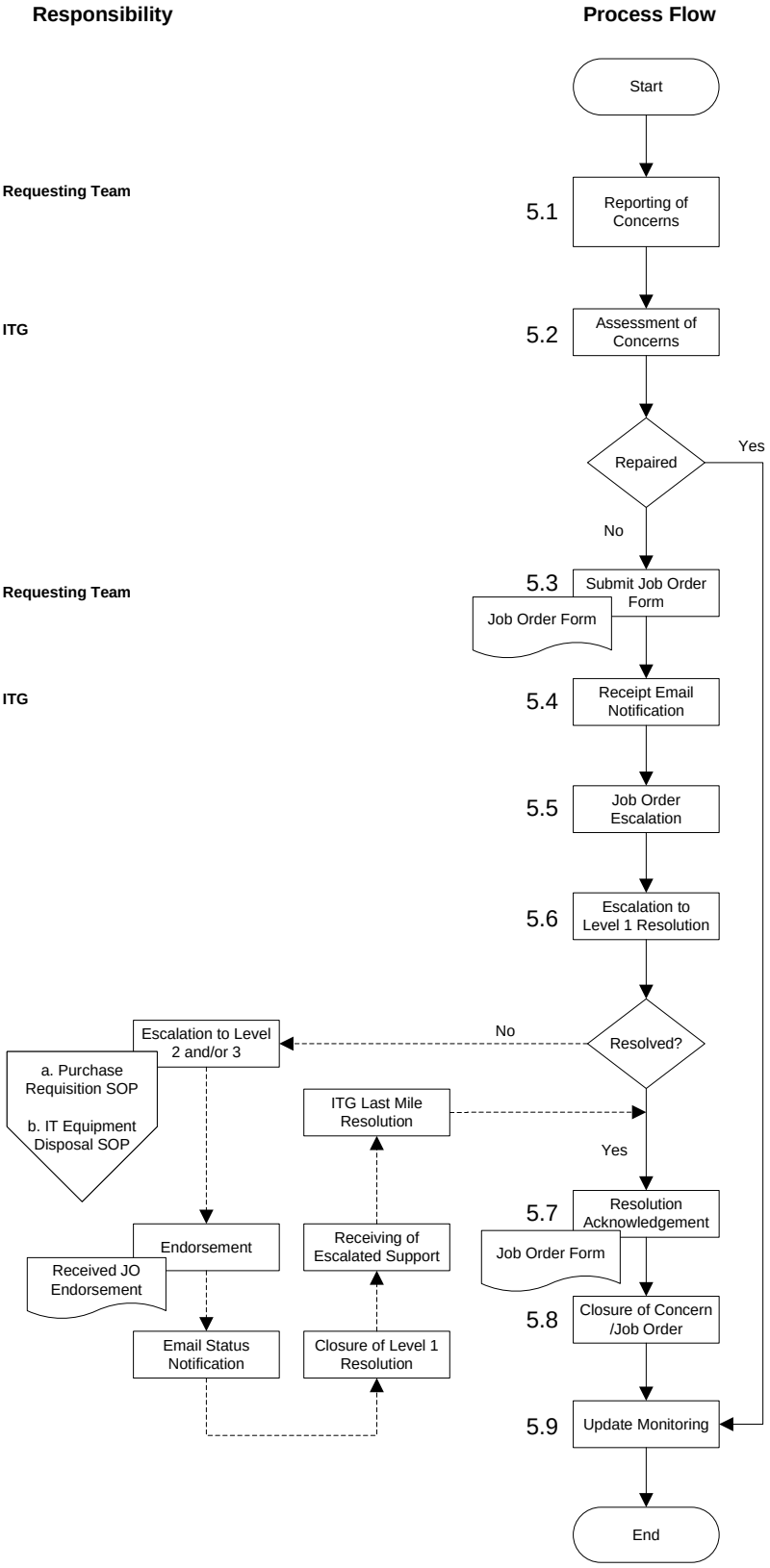
4.1.8 Closure of Concern/Job Order

4.1.8.1 Now that everything is accomplished, this documented concern can be tagged as Completely Resolved.

4.1.9 Updating of Monitoring

4.1.9.1 Details in ITG's monitoring must be updated for any changes.

5.0 GUIDELINES



Guidelines

5.1 Reporting of Concerns

5.1.1 Requesting Team must report to ITG about the IT related concern through Phone, Skype and/or Viber Chat

5.2 Assessment of Concerns

5.2.1 Upon assessment, ITG will provide basic troubleshooting.

5.2.2 Concern(s) that will not be resolved remotely will proceed to submission of Job Order Form.

5.3 Submit Job Order Form

5.3.1 Requesting team must submit a Job Order form to schedule a branch/ocular visit to further troubleshoot the concern. Said form must be duly accomplished from necessary details and approvals. Otherwise, it will not be queued yet in ITG's Job Order monitoring.

5.4 Receipt Email Notification

5.4.1 Once Job Order is received from requesting team, ITG will create/send an email to requesting team as a receipt of their documented concern.

5.4.2 This email will have a standard subject and the thread will be continued for any updates and up until report will be completely resolved.

5.4.2.1 Email's *subject format must be:*

[JO No.:0001] Branch Name : Short Issue Description

5.5 Job Order Escalation

5.5.1 Once receipt email notification is sent, this documented concern will undergo to levels of resolutions stated below.

5.5.1.1 Level 1 Resolution – ITG's assessment, resolution and recommendation.

5.5.1.2 Level 2 Resolution – Purchasing/Logistic Support

5.5.1.3 Level 3 Resolution – Logistic Support

5.6 Escalation to Level 1 Resolution

5.6.1 Level 1 Resolution is where ITG are committed to provide timely solution such as assessment, resolution and recommendation.

5.6.2 The timeline of this level is 3-5 working days but not exceeding of 7 working days. However, in such case that the active Job Order needs a particular that is yet to be purchased, escalation to Level 2 and/or 3 will occur.

5.6.3 Level 2 and/or Level 3 Resolution are an additional escalation which ITG has no control of. This includes purchasing and logistic support such as 4 wheel vehicle.

5.6.3 Admin/Purchasing Timeline are as follow;

5.6.3.1 Minor purchasing support which costs not greater 5,000.00 can be accomplished by the Purchasing team within 2-7 working days. While Major purchasing support greater that 5,000.00 can be accomplished within 7-14 working days. Yet, situation may vary depending on the availability of needed particulars from supplier.

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5.6.5 Whenever the concern is escalated, email notification will be sent as an update to thread mentioned in clause 5.4.2.

5.6.6 For escalated concerns, the date of endorsement will served as the closure of Level 1 Resolution. Wherein this will be the basis of the performing team/individual's score/rating.

5.6.6.1 Resolved – On Track, resolution that doesn't exceed the Level 1 Resolution's timeline.

5.6.6.2 Resolved – Off Track, resolution that exceed the Level 1 Resolution's timeline.

5.6.7 Once escalated support is received, ITG will further proceed to the last mile resolution such as deployment and/or installation.

5.7 Resolution Acknowledgement

5.7.1 As proof of completing the Job Order. The requesting employee/ must affix his/her signature that will served as the proof that JO was successfully completed.

5.8 Closure of Concern/Job Order

5.8.1 Now that everything is accomplished, this documented concern can be tagged as Completely Resolved.

5.9 Updating of Monitoring

5.9.1 Details in ITG's monitoring must be updated for any changes.

6.0 FORMS

6.1 Job Order Form – ITG-2019-F-006-C

7.0 AUTHORIZED SIGNATORIES

No.	FORM	SCOPE	SIGNATORIES
7.1	Job Order Form	Requisitioned by Noted by Team Head Level 2 (Escalation Acknowledgement) Level 3 (Escalation Acknowledgment) Report Received by Serviced by Reviewed/Noted by Report Acknowledgement	Requesting Team Immediate Superior (Req. Team) Team Head (Req. Team) Admin Representative Admin Representative ITG Coordinator/Specialist ITG Hardware/Software Immediate Superior Requesting Team

8.0 SANCTIONS : Non-compliance on this policy shall be subject to sanction in accordance with the employee code of conduct.

9.0 EFFECTIVITY : This policy will take effect on June 1, 2023

10.0 ACKNOWLEDGEMENT TO COMPLY AND IMPLEMENT

This is to acknowledge that we:

10.1 Reviewed the policies and procedure herein;
10.2 Agree with contents hereof; and
10.3 Commit to strictly implement these policies and procedures.

ELMER M. CATANGAY
Finance and Services
Team Head

MICHAEL B. FRANCISCO
Collection and Recovery
Group Head

DAISY JANE C. CERTEZA
Treasury and ROPOA
Group Head

LEA A. STA. MARIA
Control and Securities
Group Head

CATHERINE PACUAN
Operations Management
Group Head

ROVIELYN P. NATIVIDAD
Data Analytics and Virtual Verification
Team Head

Prepared By:	Reviewed By:	Approved By:
CARLOS PAOLO C. ARMOBIT ITG Junior Officer	**GLENN B. BANCOLITA** ITG Senior Officer	**LOUIE F. NONESA** President and COO