

**1.0. OBJECTIVE**

1.1 To guide the developers on how to properly handle the concern and make our clients (employees) be satisfied on our service.

**2.0 SCOPE**

2.1 This policy applies to all ITG Developments and ITG Junior Officers.

**3.0. DEFINITION OF TERMS**

3.1 SDRF – SYSTEM DEVELOPMENT GUIDELINES Requisition Form – a form for requesting a new system or additional features.

3.2 Developer – an ITG specialist or programmer who develops an application.

**4.0 POLICY**

**4.1 SYSTEM DEVELOPMENT GUIDELINES**

4.1.1 The developer must accommodate any concern that they received.

4.1.2 The developer should inform their officer whenever available. Else, must direct to their Senior Officer.

4.1.3 The developer must seek their officer's approval before fixing the concern.

4.1.4 The developer should analyze (debug the system whenever necessary). The concern will fall according to any of the following criteria.

4.1.4.1 Consultancy

4.1.4.1.1 Developer must provide necessary information.

4.1.4.2 System Error

4.1.4.2.1 Debug the system and fix.

4.1.4.3 Human Error

4.1.4.3.1 Advise the concerning person through email and/or chat.

4.1.4.3.1 Request SDRF or Approval through email

4.1.4.4 Additional Feature

4.1.4.4.1 Request SDRF

4.1.4.5 Out of task

4.1.4.5.1 Equipment Concerns

4.1.4.5.2 Desktop/Laptop Concerns

4.1.4.5.3 Connection Concerns

4.1.4.5.4 The developer must accommodate concern whenever there's no available Hardware Team in the area.

4.1.4.6 The developer must analyze if he can manage the concern with his current timeline. If it is doable to proceed, developer may start fixing or providing resolution to the concern. Else, the developer's timeline needs to be adjusted and must inform his officer and send the SDRF to the concerning person.

4.1.4.7 Deployment

4.1.4.7.1 The developer must deploy the latest version

4.1.4.7.2 The developer must inform the concerning person and provide Satisfaction Survey Form.

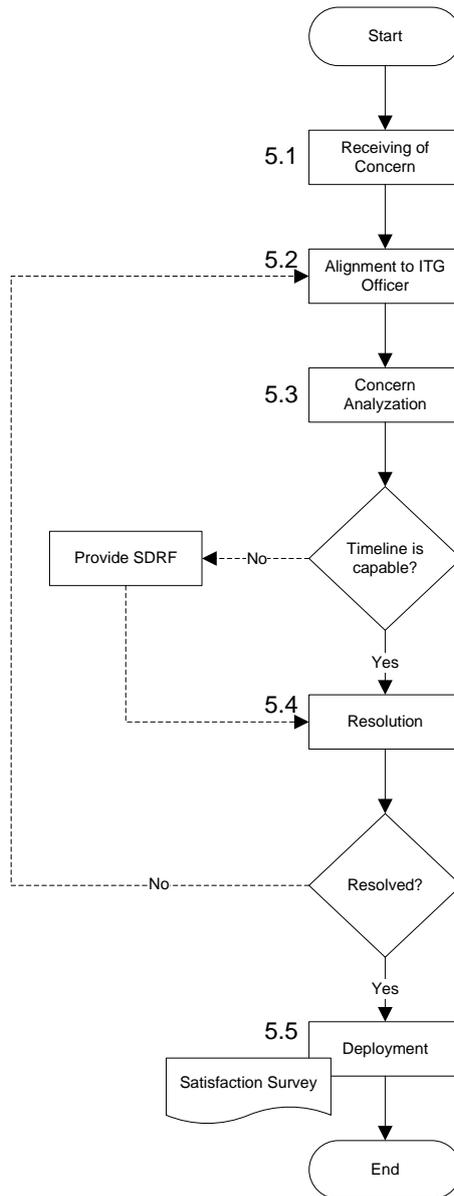
5.0 GUIDELINES

Responsibility

Process Flow

Guidelines

ITG Developer



**5.1 Receiving of Concern**

5.1.1 The developer will receive concern(s) form the ITG coordinator or direct from the concerning employee/team through chat and/or email.

**5.2 Alignment to ITG Officer**

5.2.1 Developer will inform the team leader/officer to further perform the following.  
 5.2.1.1 Analyzation of concern  
 5.2.1.2 Approval prior further resolution  
 5.2.1.3 Escalation to Senior Officer whenever applicable.

**5.3 Concern Analyzation**

5.3.1 The developer will analyze (debug the system if necessary). The concern might fall according to the following criteria.

5.3.1.1 Consultancy

4.1.4.4.1 Developer must provide necessary information.

5.3.1.2 System Error

4.1.4.2.1 Debug the system and fix.

5.3.1.3 Human Error

4.1.4.3.1 Advise the concerning person through email and/or chat.

4.1.4.3.1 Request SDRF or Approval through email

5.3.1.4 Additional Feature

5.3.1.4.1 Request SDRF

5.3.1.5 Out of task

5.3.1.5.1 Equipment Concerns

5.3.1.5.2 Desktop/Laptop Concerns

5.3.1.5.3 Connection Concerns

5.3.1.5.4 The developer must accommodate concern whenever there's no available Hardware Team in the area.

**5.4 Resolution**

5.4.1 Once concern is already analyzed and If it is doable to proceed without compromising the current timeline, developer may start fixing or providing resolution to the concern. Else, the developer's timeline needs to be adjusted and must inform his officer and send the SDRF to the concerning person.

**5.5 Deployment**

5.5.1 The developer must deploy the latest version

5.5.2 The developer must inform the concerning person and provide Satisfaction Survey Form.

**6.0 FORMS**

6.1 System Development Request Form – ITG-2019-F-007-C

**7.0 AUTHORIZED SIGNATORIES**

**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.

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Team Head

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