

1.0. OBJECTIVE

1.1 To have an effective process for developing new system and maintaining deployed applications.

2.0 SCOPE

2.1 This policy applies to all employees who are requesting to automate their process.

3.0. DEFINITION OF TERMS

3.1 SDRF – System Development Requisition Form – a form for requesting a new system or additional features.

3.2 UAT – User Acceptance Testing is a type of activity that the end user will test the developed software system before moving the software application to the production environment.

3.3 UAT Form – A form used when User Acceptance Testing occurs, this will served as an acknowledgement of the requesting team by agreeing that the system or application is ready for production.

3.4 DEV – Developers from ITG that design, modify and maintain company's software application.

4.0 POLICY

4.1 SYSTEM DEVELOPMENT

4.1.1 System Development Request Form must be fully signed by the requesting team head and reviewed by the ITG Head.

4.1.2 Project Scoping must cover the following;

4.1.2.1 System Module

4.1.2.2 Task

4.1.2.3 Timeline

4.1.2.4 Reports if any

4.1.2.5 Cost-benefit analysis (If applicable, refer to LOA for approval)

4.1.3 The developer must start and end the development based on agreed timeline.

4.1.4 ITG Dev Team must conduct development update through meeting, email or chat.

4.1.5 Any changes or additional features, the team must conduct a project scoping again to change the project timeline.

4.1.6 The requesting team may have an options for parallel run on a selected branches.

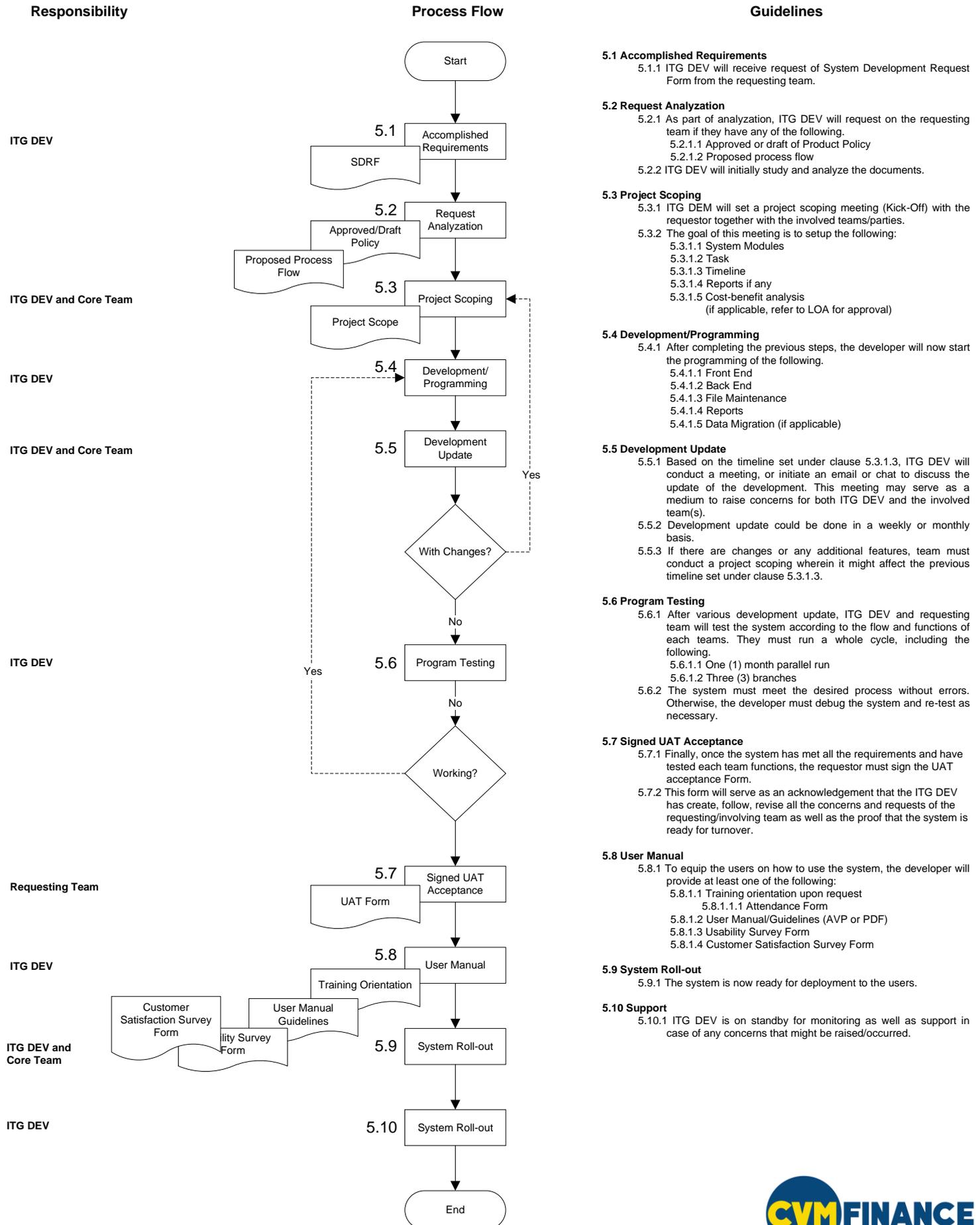
4.1.7 The requesting team are accountable for testing and to ensured that all the process, computations and conditions are correct.

4.1.8 Once the system met all the requirements having no errors reported by the requesting team, the requestor must sign the UAT Acceptance Form.

4.1.9 The developer must provide User Manual or Guidelines to equip the users on how to use it.

4.1.10 ITG DEV Team should always be on standby for monitoring as well as support in case of any related concerns.

5.0 GUIDELINES



7.0 FORMS

- 7.1 System Development Request Form – ITG-2019-F-007-C
- 7.2 User Acceptance Form – ITG-2019-F-008-B

8.0 AUTHORIZED SIGNATORIES

| No. | FORM | SCOPE | SIGNATORIES |
|-----|---------------------------------|---|--|
| 7.1 | System Development Request Form | Requested by Approved by Reviewed by Assigned to Noted by | Requesting Team Team Head ITG Head ITG Developer ITG Officer |
| 7.2 | User Acceptance Form | ITG User Management | Authorized Signatory Authorized Signatory |

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

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

11.0 ACKNOWLEDGEMENT TO COMPLY AND IMPLEMENT

This is to acknowledge that we:

- 11.1 Reviewed the policies and procedure herein;
- 12.2 Agree with contents hereof; and
- 13.3 Commit to strictly implement these policies and procedures.

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 Team Head

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 Collection and Recovery
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