	<h1 style="text-align: center;">Preventive Maintenance</h1> <h2 style="text-align: center;">Policies and Procedures</h2>		Document Number: 2P-SS-07.03
	Department: Information Technology	Effective Date: January 22, 2021	Revision No. 2

Scope

This document covers the preventive maintenance procedures to ensure that all F2 workstations might lessen the likelihood of failing and breakdown unexpectedly.

Workstations can be identified as desktops and laptops which is still working but with expired warranty from vendors.

IT recommendation with regards to purchasing and/or repairing parts is being handled on separate 2Ps.

Ownership

Information Technology (IT) Manager is responsible for cascading to Technical Support and that it reflects actual practices.


Definition of Terms

- PMF – Preventive Maintenance Form
- PMS – Preventive Maintenance System

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Policies

1. Schedule shall take place twice per year with at least 1-2 months lead-time. Months of actual execution as per identified:
 - January
 - June
2. Technical Support shall send notifications to users via email, User shall confirm and advise the actual date of his/her availability to conduct PMS.
3. On the 3rd notice without confirmation of the User on the actual date of PMS, ITD will inform and loop in QAD & Department Head of the User in the email.
4. In case of Request, For Re-schedule, User shall advise Technical Support on or before of scheduled date indicating a valid reason with approval by his/her immediate superior. Technical Support to advise new agreed scheduled date.
5. Before preventive maintenance and if the unit is located on branches with strictly imposed travel restrictions, Technical Support shall coordinate to branches to look for a third party in the area to conduct preventive maintenance.
6. Technical Support to discuss following Preventive Maintenance Service Level Agreement (SLA):
 - Preventive maintenance will be executed after office hours upon turn-over of workstation and it will be turned-over back to User on next working day.

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- Before diagnostic, User shall indicate and discuss any specific concerns as stated in PMF to Technical Support. Once turned-over back to User, he/she shall check and confirm if concerns have been addressed, otherwise, it will be re-checked until fixed.
- After diagnostic, if there are any issue the Technical Support shall discuss with User.

7. During preventive maintenance, Technical Support shall provide PMF to User and perform following diagnostics which it may take 3 – 4 hours required downtime:

- Systems Casing
 - Power Supply
 - Motherboard
 - Connections
 - Fan
- Operating System
 - Administrator account
 - User central backup configuration
 - Update anti-virus
 - Delete temporary files
 - Remove unnecessary programs
 - Check installed software/programs
- Notes/Remarks from the user (if any)


8. After diagnostics, Technical Support shall update following documents and information in IT Asset Management:

PMF:

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- Mac Address
- Notes from Tech Support (if any)
- Confirm by (User signature over printed name)
- Date of completion
- Accomplished by (Technical Support signature)

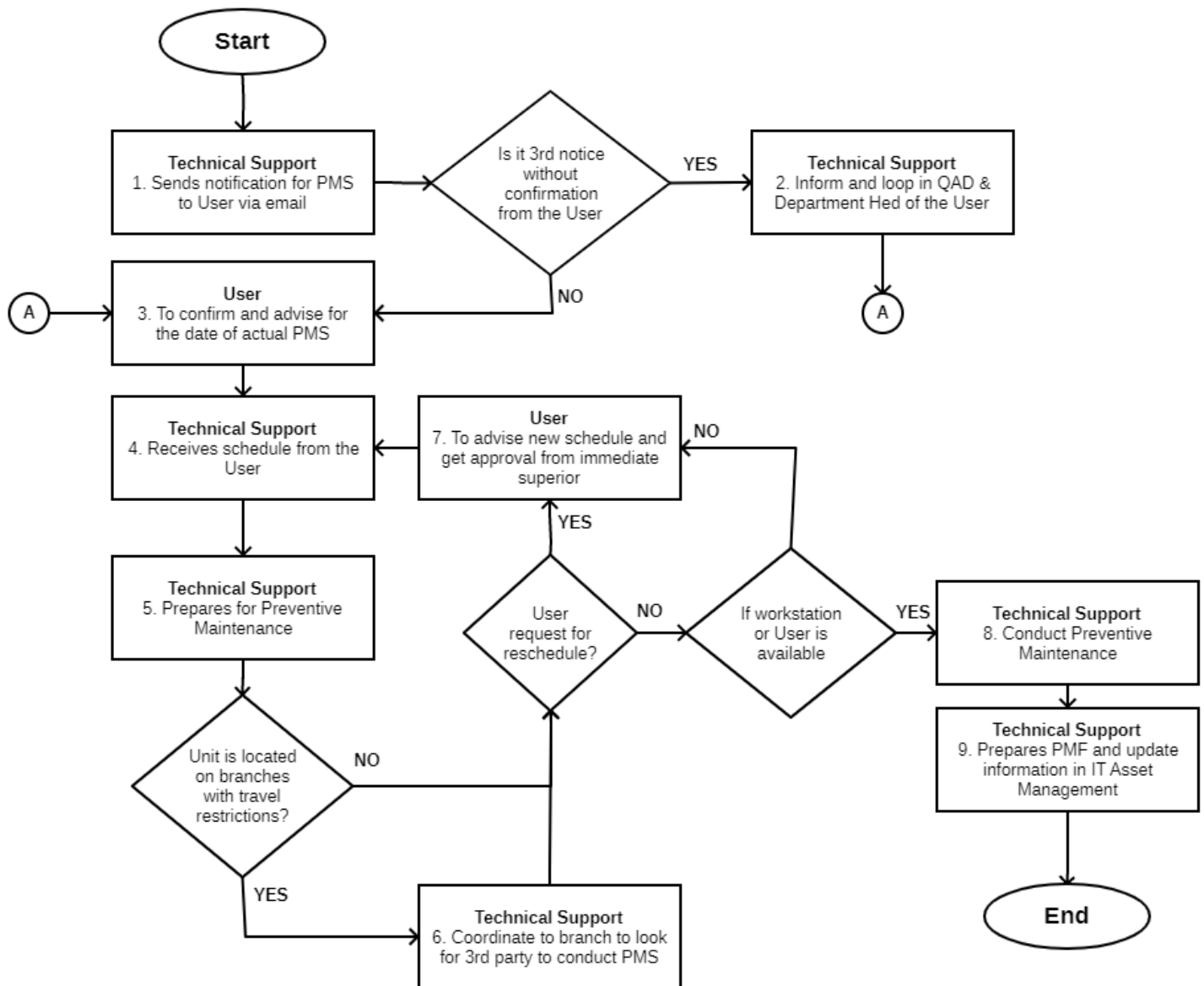
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Procedures



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