

	<h1 style="text-align: center;">Information Technology</h1> <h2 style="text-align: center;">Quality Plan</h2>		Document Number: QP-SS-07.01
	Department: Information Technology	Effective Date: August 8, 2019	Revision No 1

QUALITY PLAN						
Key Support Service Process Name (2Ps/ Guideline Title)	Item to be Controlled	Dimension (Timeliness, Quality, Cost)	Standard (Based on your 2Ps/Guidelines)	Person Responsible	Control Methodology	Procedure Code or Other Type of Docs
Implementation of Computer Policy	Job Induction Form	Completeness	IT Manager shall cascade policy and other IT related materials to new employees during orientation Human Resources (HR) Team shall advise Information Technology (IT) Manager for the IT Computer Policy orientation schedule along with HR Immersion	HR Team IT Team	Following immersion schedule and conducting orientation for new hires	Job Induction Form 2P-SS-07.01
Information Technology Service Requisition	Service Request	Accuracy	Materials Management Department (MMD) Manager shall send IT JSR to Information Technology (IT) Manager IT Manager shall evaluate and regulate all open IT JSRs and to prioritize all request based on following weighs: • Scope of Project • Importance of Project • Availability of Resources (Vendor, Technical Support, Hardware/Software)	MMD Team Information Technology Team	Evaluating service request form	Service Request 2P-SS-07.02

DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

Any printed and saved copy of this document is considered uncontrolled


	<h1 style="text-align: center;">Information Technology</h1> <h2 style="text-align: center;">Quality Plan</h2>		Document Number: QP-SS-07.01
	Department: Information Technology	Effective Date: August 8, 2019	Revision No 1

QUALITY PLAN						
Key Support Service Process Name (2Ps/ Guideline Title)	Item to be Controlled	Dimension (Timeliness, Quality, Cost)	Standard (Based on your 2Ps/Guidelines)	Person Responsible	Control Methodology	Procedure Code or Other Type of Docs
Preventive Maintenance	Workstation	Timeliness & Completeness	<p>Schedule shall take place twice per year with at least 1-2 months lead-time. Months of actual execution as per identified:</p> <ul style="list-style-type: none"> • January • June <p>Technical Support shall prepare PMWL with following information:</p> <ul style="list-style-type: none"> • User's Name • SBU • Location • Workstation Type – Desktop, Laptop • Schedule Date <p>Technical Support shall send notifications to users via email with at least two (2) weeks lead-time from actual schedule date</p> <p>During preventive maintenance, Technical Support shall provide PMF to User and perform following diagnostics which it may take 3 – 4 hours required downtime:</p> <ul style="list-style-type: none"> ◦ Systems Casing ◦ Power Supply ◦ Motherboard ◦ Connections ◦ Fan ◦ Operating System ◦ Update anti-virus ◦ Delete temporary files ◦ Remove unnecessary programs ◦ Check start-up programs <p>After diagnostics, Technical Support shall update following documents:</p> <p>PMF:</p> <ul style="list-style-type: none"> ◦ Serial Number ◦ Model ◦ Workstation Asset No. ◦ Mac Address ◦ Notes/Recommendations ◦ User Signature ◦ Technical Support Signature <p>PMWL:</p> <ul style="list-style-type: none"> ◦ Serial Number ◦ Model ◦ Status as 'COMPLETED' ◦ Date Completed ◦ Notes/Recommendations 	Technical Support	Checking and validation of workstation	Preventive Maintenance Form Preventive Maintenance Monitoring List 2P-SS-07.03

DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

Any printed and saved copy of this document is considered uncontrolled


	<h1 style="text-align: center;">Information Technology</h1> <h2 style="text-align: center;">Quality Plan</h2>		Document Number: QP-SS-07.01
Department: Information Technology	Effective Date: August 8, 2019	Revision No 1	

QUALITY PLAN						
Key Support Service Process Name (2Ps/ Guideline Title)	Item to be Controlled	Dimension (Timeliness, Quality, Cost)	Standard (Based on your 2Ps/Guidelines)	Person Responsible	Control Methodology	Procedure Code or Other Type of Docs
SAP F2 Financial Release Three Service Uptime/ Downtime	SAP Services	Timeliness & Completeness	<p>Regular date schedule, except moth-end cut-off and holidays: Uptime: 08:00HH Downtime: 20:00HH Duration: Monday to Saturday</p> <p>Month-end cut-off schedule, except holidays: Uptime: 08:00HH Downtime: 23:00HH Duration: Every first (1st) week of the month</p> <p>For cut-off downtime extension, Finance Manager shall advise Information Technology (IT) Helpdesk the preferred downtime schedule. IT Helpdesk Admin shall prepare IT Ticket Log for the request</p> <p>For non-regular and non-cut-off schedule request, SAP User shall advise Finance Manager, IT Manager and Database Administrator for the up-time and downtime schedule. Request should be at least one (1) day before the preferred up-time request</p> <p>Database Administrator shall advise all logged users one (1) hour before downtime execution. If certain users are still logged on the actual downtime schedule, Database Administrator shall advise Finance Manager to escalate for his/her users</p>	Database Administrator SAP users	Sending of Reminder to SAP Users for downtime of SAP	2P-SS-07.04
System Account Creation	System Account Creation Request	Accuracy & Completeness	<p>User's Operations Manager/Supervisor shall email IT Helpdesk (it.helpdesk@f2logistics.com) for the account creation request providing the following information:</p> <ul style="list-style-type: none"> • Name • BU/Location • Position • System Request Access • With Email Request? (Y/N) <p>For email creation request, HR Manager should have an e-mail approval reply. NOTE: No HR Manager approval, no email creation to be executed.</p>	HR Team Project Team IT Team	Checking and validation of system account request	Email Request 2P-SS-07.05
User Account Deactivation	User Account Deactivation Request	Accuracy & Completeness	<p>User's Operations Manager/Supervisor shall email IT Helpdesk (it.helpdesk@f2logistics.com) for the account creation request providing the following information:</p> <ul style="list-style-type: none"> • Name • BU/Location • Position • System Request Access • With Email Request? (Y/N) <p>For email creation request, HR Manager should have an e-mail approval reply. NOTE: No HR Manager approval, no email creation to be executed.</p>	HR Team Project Team IT Team	Checking and validation of system account request	Email Request 2P-SS-07.05

DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

Any printed and saved copy of this document is considered uncontrolled

	<h1 style="text-align: center;">Information Technology</h1> <h2 style="text-align: center;">Quality Plan</h2>		Document Number: QP-SS-07.01
	Department: Information Technology	Effective Date: August 8, 2019	Revision No 1

QUALITY PLAN						
Key Support Service Process Name (2Ps/ Guideline Title)	Item to be Controlled	Dimension (Timeliness, Quality, Cost)	Standard (Based on your 2Ps/Guidelines)	Person Responsible	Control Methodology	Procedure Code or Other Type of Docs
Central Back- Up file	Back- Up files	Accuracy & Completeness	<p>User shall email IT Helpdesk (it.helpdesk@f2logistics.com) requesting for back-up storage preparation</p> <p>IT Technical Support shall prepare disk storage. Once done, he/she to advise that backup storage is available by providing the back-up directory link</p> <p>IT Technical Support shall perform regular back-up storage housekeeping. He/She has the right to remove any unofficial and/or inappropriate files that might cause Company's property damages. Violated user will be subjected to Company's code of conduct</p>	Technical Support	Checking and Validation of Request and Back- up files	Email Request 2P-SS-07.08
IT System Implementation / Development	Functional Business Requirements	Timeliness & Completeness, Accuracy	<p>Project Manager is responsible for documentations, budget approval and other relevant tasks.</p> <p>IT Programmer to develop or enhance systems based on identified specifications from approved FBR.</p> <p>Testing should be tested under UAT environment. Advise IT Programmer for immediate adjustment if any error occur.</p> <p>Project Team should sign to sign UAT Sign-Off confirming that all scenarios have been thoroughly tested.</p> <p>All identified issues under production environment should be recorded under Issues Log.</p>	Project Manager Project Team IT Manager IT Programmer Super User	Approved of FBR By the Project Team Approval of UAT Sign-off By the Project Team	Functional Business Requirements User Acceptance Testing Form FM-SS-07.03

DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

Any printed and saved copy of this document is considered uncontrolled

	<h1>Information Technology</h1> <h2>Quality Plan</h2>		Document Number: QP-SS-07.01
	Department: Information Technology	Effective Date: August 8, 2019	Revision No 1

QUALITY PLAN						
Key Support Service Process Name (2Ps/ Guideline Title)	Item to be Controlled	Dimension (Timeliness, Quality, Cost)	Standard (Based on your 2Ps/Guidelines)	Person Responsible	Control Methodology	Procedure Code or Other Type of Docs
IT System Enhancements	IT Tickets Log	Timeliness & Completeness, accuracy	User to email IT Helpdesk (it.helpdesk@f2logistics.com) for the enhancement requisition by providing ff. information: <ul style="list-style-type: none"> • Description of current process • Description of to be processed • Sample result or output via screenshots or external file. IT Technical Assistant to create IT Ticket log. Email will be forwarded to IT Manager IT Manager to review request together with IT Programmer.	IT Manager IT Programmer IT Technical Assistant	Creation of IT Ticket log by IT Helpdesk Approval of request by IT Manager & IT Programmer	IT Ticket Log Via email
Trouble Ticket	IT Tickets Log	Timeliness & Completeness	User to email IT Helpdesk (it.helpdesk@f2logistics.com) for the support request providing the following information: <ul style="list-style-type: none"> • Title of issue and/or request in Subject field • Brief description of concerned request • Screenshots (optional) • IP Address or Team Viewer ID (for remote support) IT Technical Assistant to create IT Ticket log. Email will be forwarded to succeeding recipients IT Team to resolve request based on defined SLA. User to validate if their request is done. Once request has been completed, IT Technical Assistant should update the IT Ticket log with status CLOSED .	IT Technical Assistant IT Team	Creation IT Ticket log by IT Helpdesk and monitoring deadline based from SLA	IT Tickets Log via Email

DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

Any printed and saved copy of this document is considered uncontrolled