



Republic of the Philippines
PAMANTASAN NG LUNGSOD NG MAYNILA
(University of the City of Manila)
General Luna Street corner Muralla Street
Intramuros, Manila, Philippines



OFFICE OF THE UNIVERSITY PRESIDENT

PAMANTASAN
Administrative Order
No. 13, s. 2013

The Board of Regents, under BOR Res. No. 920, has enunciated the “need to integrate x x x the university’s computerization needs in **one central unit** for better coordination and control and for a more stable x x x service structure.” This policy direction serves as the core mandate of the then-PLM Computer Center, leading to the creation of its Computer Services (CS) section. Under PAO No. 1989-15, the Center’s official manual of operations mandated, among others, its main functions which include: “To provide computer services to the various administrative and academic units of the University.”

Supervened by the IT revolution, BOR Res. No. 2281 has reinvented the PLM Computer Center into a modern PLM IT Center with a strengthened mandate. Its CS section, among other services, has matured into the Technical HelpDesk & Maintenance Services.

International standards and best practices in IT service management consider the centralization of all IT services as a critical success factor. Consistent with BOR Res. No. 920, the *IT Infrastructure Library*, a foremost bible of the IT industry, prescribes a central, single point of contact for handling technical issues -- a focal point for reporting incidents (disruptions in service availability) and service requests (routine requests for services).

Internally, the Property & Supplies Office (PSO) considers the international IT standards as a critical factor in maintaining all government-owned or PLM-acquired IT equipment. Its observance and application have provided solutions to recurring property and inventory problems in the past, led to the clean-up and standardization of internal processes, and guided the end-users’ compliance with such approved PLM standards.

With innovation characterizing the continuing global transformation, it is imperative that IT Governance is fully ascribed its well-deserved importance in PLM. Among others, adherence must be henceforth strictly enforced as to the (1) centralization of all technical concerns to the ITC, and the (2) proscription of unauthorized servicing of all government-owned IT equipment by unauthorized personnel, whether within or outside the warranty. This responsibility rests solely with the ITC which is likewise authorized to perform technical audits to validate adherence to policies and standards, as well as to keep the integrity of government-owned IT equipment and their appropriate use in providing public services.

Non-compliance shall be subject to disciplinary actions, without prejudice to the imposition of other sanctions due to attendant factors, i.e., loss of parts or peripherals, etc., all of which the University does not, in any way, condone.

Signed this 25th day of June 2013 in the City of Manila.


RAFAELITO M. GARAYBLAS
Acting President 