




REPUBLIC OF THE PHILIPPINES
METROPOLITAN NAGA WATER DISTRICT
40 J. MIRANDA AVENUE, NAGA CITY

MANAGEMENT SUPPORT SERVICES

PROCEDURES AND WORK INSTRUCTIONS MANUAL (PAWIM) (OGMPW02) HARDWARE/SOFTWARE MAINTENANCE

	METROPOLITAN NAGA WATER DISTRICT	Document Code: OGMPW02	
	PROCEDURE	Revision No.:	0
	HARDWARE/SOFTWARE MAINTENANCE	Effectivity Date:	March 2017
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1. PURPOSE

- 1.1. This document describes the procedures for hardware and software maintenance as one of the support process under management support service of the MNWD.
- 1.2. The objectives of hardware maintenance process are:
 - 1.2.1. To secure good working condition of hardware and software
 - 1.2.2. To repair error or defects of a system
 - 1.2.3. To recommend replacement if beyond repairable.

2. SCOPE

This procedure will apply to the MNWD- Quality Management System on one support process which is Hardware Maintenance, which focuses on the:

- 2.1.1. Hardware/Software error evaluation
- 2.1.2. Repair of Hardware
- 2.1.3. Maintenance Update Development

3. DEFINITION OF TERMS AND ACRONYMS

Refer to "[Annex A](#)" for the GLOSSARY OF TERMS and "[Annex B](#)" for the ACRONYMS.

4. RESPONSIBILITIES

4.1. INFORMATION AND COMMUNICATION TECHNOLOGY SECTION


- 4.1.1. Responsible for maintaining good working condition of hardware and software
- 4.1.2. Responsible for evaluating error in computer hardware and software
- 4.1.3. Responsible for repair of identified error in computer hardware
- 4.1.4. Recommends replacement of defective hardware or software

5. PROCEDURES

This section describes the procedures involve in one support process which is the Hardware Maintenance under management support service of the MNWD.

•PROCEDURE DETAILS: **HARDWARE/SOFTWARE MAINTENANCE** ([Figure 1](#))

- 5.1. Upon receiving of Maintenance request, ICT personnel should conduct a hardware/software error evaluation.
- 5.2. Based on its evaluation, ICT personnel should determine whether it needs a repair or a replacement. If for replacement, ICT should recommend a request for replacement.

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5.3.If for repair, ICT personnel should conduct a repair and perform maintenance of the hardware.

5.4.After its repair it should be tested and undergo a maintenance update development.

5.5.If the update is successful, hardware should be release in the ICT section and should be tested or review by the end user.

5.6.If after test, the hardware is functioning properly the ICT personnel will secure a signature from the end user. However if it is not, ICT personnel should conduct again a repair or an update of the hardware.


6. FORMS AND TEMPLATES

6.1.Request to post to MNWD Website “[OGMF01](#)”


6.2.DARMS/Log Book Maintenance “[OGMF02](#)”

6.3.Log Book Repair “[OGMF03](#)”


6.4.Log Book Assist “[OGMF04](#)”

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	ANNEX A		Revision No.:	0
	GLOSSARY OF TERMS		Effectivity Date:	March 2017
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TERMS	DEFINITION
SOFTWARE DEVELOPMENT	A process of computer programming, documenting, testing, and bug fixing involved in creating and maintaining applications and frameworks resulting in a software product
SYSTEM ANALYSIS	A process of studying an activity in order to define its goals or purposes and to discover operations and procedures for accomplishing them most efficiently.
PSEUDO CODE	A high-level description of the operating principle of a computer program or other algorithm. It uses the structural conventions of a normal programming language, but is intended for human reading rather than machine reading
PROCESS DIAGRAM	Also known as FLOW CHART DIAGRAM it is a visual representation of the sequence, algorithm of steps and decisions needed to perform a process
BUGS	Refers to a list of errors while compiling a program
SOFTWARE	Refers to the program and other operating information we used by a computer
HARDWARE	A physical component of a computer system that contains a circuit board, Integrated Circuits (ICs), or other electronic

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ACRONYM	DEFINITION
MNWD	METROPOLITAN NAGA WATER DISTRICT
OGM	OFFICE OF THE GENERAL MANAGER
ICT	INFORMATION AND COMMUNICATION TECHNOLOGY
DARMS	DAILY ACCOMPLISHMENT REPORT MANAGEMENT SYSTEM
QMS	QUALITY MANAGEMENT SYSTEM
OOP	OBJECT ORIENTED PROGRAMMING
SDLC	SYSTEM DEVELOPMENT LIFE CYCLE

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