

GOOD PRACTICE DOCUMENTATION

INTEGRATED DATA MANAGEMENT SYSTEM: DIGITAL TRANSFORMATION OF DSWD FIELD OFFICE VIII

*A Good Practice Documentation of Regional Information and
Communication Technology Management section*

By Lance Wendell Z. Almendra


BACKGROUND AND RATIONALE

With the recent shift of organizations to digital tools and systems, and to be able to adapt to the new normal brought about by the ongoing pandemic, Information and Communication Technology (ICT) has been at the forefront in providing sustainable development and has played an essential role in facilitating a safe and healthy workplace. It has contributed innovative and long-term solutions to the current conditions to meet the needs without compromising the organization's overall administration and service delivery.

As the demand for social welfare and development programs and services in the region continues to rise, the Field Office VIII needed to adjust its implementing and administrative procedures to continuously improve systems, mechanisms, and procedures in delivering programs and services especially during these in uncertain conditions. Several issues and concerns encountered were the driving forces behind the creation of the IDMS, among these are the following:

1. Lack of a centralized records management system application to record, track, and maintain an inventory of official documents;
2. Enhance harmonization of the Work and Financial Plan, Annual Procurement Plan, Project Procurement Management Plan, and the Monthly Disbursement Plan and other pertinent data;
3. Integrate technological innovations in implementing COVID-19 measures of FO VIII.

Considered to be the fundamental element of the agency, official documents play a crucial role in every organization. Employees who primarily perform clerical/administrative functions are the key people in managing and maintaining records. Relying mostly on paper, they use logbooks to record internal and external documents, manually update the inventory of documents on a regular basis, and track the movement of each document. This system uses up their time and effort, thus, affecting their overall performance in the office. Moreover, printing mistakes, junk mails, and other components also contributes to the mass accumulation of office waste.



The preparation of the annual Work and Financial Plan, Annual Procurement Plan, Project Procurement Management Plan and Monthly Disbursement Plan usually held on the last quarter, is conducted to ensure outputs of all Divisions are consolidated and complete. Formulated by program focals of each office, there have been issues regarding the untimely submission of these outputs, resulting to ineffectiveness of programs and services. This affects the Designated Planning Officers and Budget Controllers who examine each office's outputs to ensure these are aligned to the Department's Thrusts and Priorities for the succeeding year.

On March 19, 2020, the Field Office VIII published the Guidelines on the Prevention Control and Mitigation of the Spread of COVID-19. This was issued to provide protocols to all FO VIII personnel and highlighted the need to protect its employees performing social welfare and protection programs and services to our clients and beneficiaries. Advisories and reminders were also issued to continuously exercise minimum health protocols and to accomplish the health checklist form in an effort to control the spread of the disease. Although immediately implemented, concerns quickly arose particularly in accomplishing the checklist form which was done by hand. Some found it difficult especially to our senior employees. It was also an uncalculated risk since employees would line up in front of the office entrance to fill out the form before they can enter. This affected the FO VIII personnel as it concerns their health and well-being.

To address these challenges, the Field Office VIII sought to leverage existing technology to improve the efficiency, effectiveness, and coordination of the FO's various Offices, Divisions, Sections, and Units (ODSUs) in implementing social welfare and development programs and services.

The Regional Information and Communication Technology Management Section (RICTMS), as the lead service for the provision of ICT services and solutions to the DSWD enterprise users, serves as the service management for the Department-wide ICT systems and infrastructure through a mainstream approach and works closely with other National Government Agencies (NGAs), Non-Government Organizations (NGOs), and other stakeholders at various levels.

In support of the Department's mandates, the RICTMS has been a key resource in providing strategic support across ODSUs of Field Office VIII. In the span of three years, the RICTMS has developed two (2) Integrated Systems Portal via Local Area Network and via Mobile Application Cloud Computing Platform with a total of eleven (11) systems modules that aimed to enhance and improve the agency's services both administrative and operations through technological intervention.

PRE-IMPLEMENTATION

Since its early development in 2019, the Integrated Data Management System (IDMS), a collection of data systems placed into one network, which consolidates one relational database of the Field Office VIII, proved to be a challenge as this is to be implemented in the FO as well as in the seven (7) Sub-Field Offices (SFOs) across the region. The system ensures that Social Welfare and Development programs and services are effectively and efficiently delivered to the grassroots level of our society in partnership with Local Government Units (LGUs) and other stakeholders.

The development of an effective information system was initiated through careful analysis and planning. To begin with, the RICTMS revisited the foundation of administrative processes which is data entry and document routing.

With the large volume of documents being routed and forwarded on a regular basis, there are instances wherein documents get misplaced or misrouted, urgent documents not meeting their deadlines due to lack of monitoring, etc.

In view of this, using Visual Basic, which is an object-oriented programming language, the IDMS was established as an offline application designed to track and monitor the movement of physical documents within the FO.

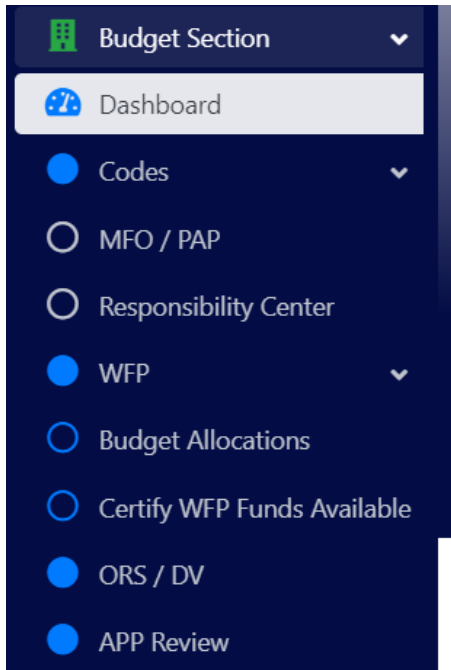
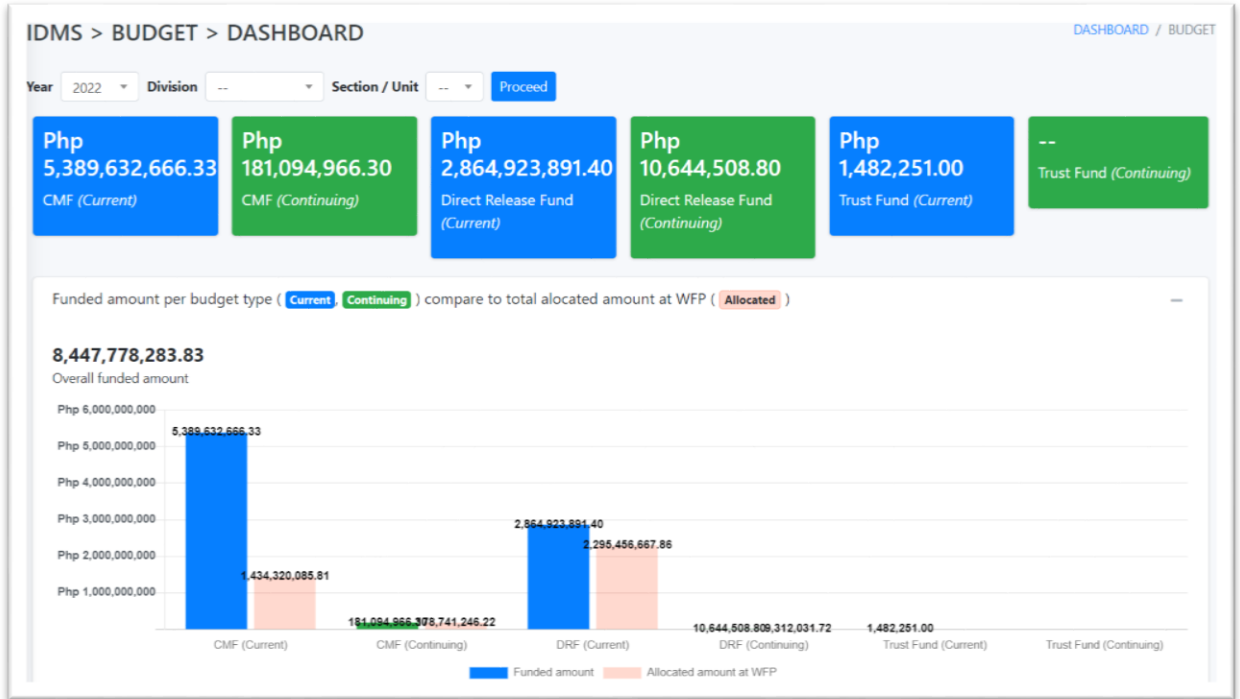
This will pave the way for developing functional information system modules that will promote digital transformation in the workplace and will affect the following:

1. Enhanced data collection and processing;
2. Improved work productivity;
3. Encourage office collaboration through the use of digital tools and platforms;
4. Eliminate outdated paper-based processes; and
5. Reduced printing and mailing costs which save government funds.

IMPLEMENTATION

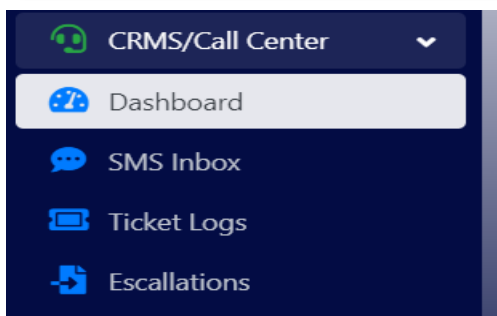
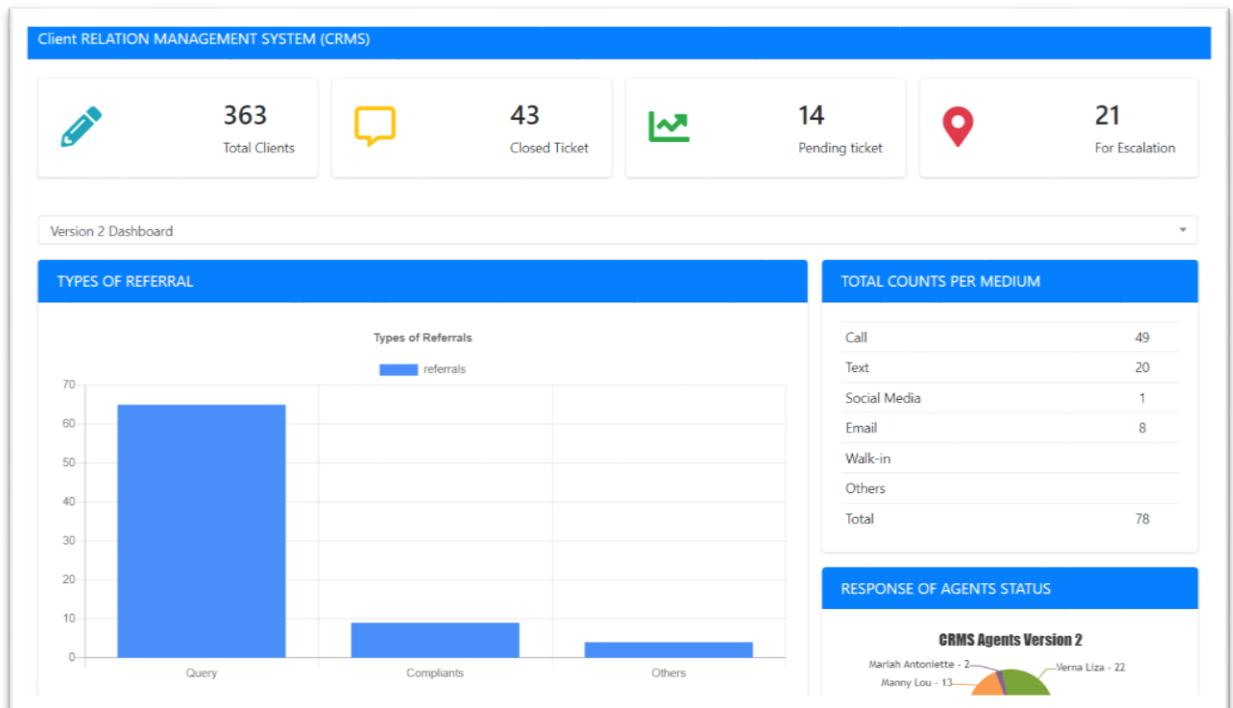
A. INTEGRATED DATA MANAGEMENT SYSTEM (LOCAL AREA NETWORK INTEGRATED SYSTEM PORTAL)

Budget Management System Module



The Budget Management System allows budget controllers to evaluate financial plans, certify funds, and provide input in budget-related activities. This enhanced the management process through a centralized system wherein end-users can easily track the progress of their respective financial transactions. Further, budget controllers are able to formulate financial reports and aid in the timely submission of these to the Central Office's Financial Management Services, Oversight Agencies, and to the Executive Committee/Management Committee/RMDC.

Customer Relation Management System (CRMS) Module



Client/Customer assistance hotlines represent one important component of having a client-focused organization. It is a way of providing a direct helpline of service and care to clients. However, developing and managing such programs can be complicated, a process to have a formal procedure to log, investigate, and resolve any client dissatisfaction or problems.

This issue briefly presents some of the many issues along with the implementation of the Social Amelioration Program and other big-ticket programs of the agency (Social Pension, 4Ps and etc.) on grievance redress management. Hence, to ensure that DSWD will be able to provide excellent service in managing queries and complaints, DSWD Hotline Center is created. A Client support group that will thoroughly assess and address clients' needs from well-trained and well-oriented client representatives and with the aid of technology, these all together help achieve its purpose in providing excellent customer service.

The RICTMS developed the Customer Relationship Management System (CRMS) otherwise known as "Hotline Center," a web-based application that acts as a single repository of data that allows proper data banking and management of all referrals received thru the hotline. It is a user-friendly application that assists agents in recording essential information from clients to process any requested information about the DSWD programs and services.

It also allows agents to classify referrals according to their specific classification such as (inquiry, commendation, complaints etc.) likewise the system also is capable of tagging referrals that are for escalation which later will be subject to on-site investigation and validation. These escalated referrals are those that are to be investigated by our Designated Grievance Committee on the ground that allows immediate action and response, especially on cases requesting an appeal for inclusion in the implementation of the Social Amelioration Program.

Another feature of the system is that it provides easy access to all reportorial requirements and information that could be used by management/program concerns for future decision-making.

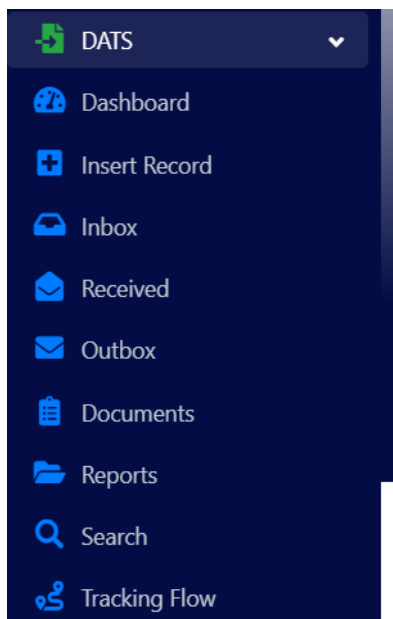
The said feature can capture the statistics on the classification and nature of referrals being managed, the number of referrals handled per agent, data on closed/unresolved referrals, and also information about the municipalities/cities with the most clients accessing the hotline.

More importantly, our clients can now have a direct line of communication with the agency creating an environment that provides excellent service na may #MalasakitatMapagkalinga.

The Hotline Center helped this Office in capturing feedback from its clients, especially in the implementation of the social welfare and development programs.

Attached is **Annex A. Customer Relationship Management System Module User Guide** indicating this will be sustained as a good practice of the FO.

Data Archiving and Tracking System (DATS) Module



The Field Office receives and transfers physically various and voluminous documents from one section to another, one program to another in various offices of the Field Office located in Magsaysay Boulevard, Tacloban City and Government Center, Candahug, Palo, Centers and Institutions, P/MOOs, Sub-Field Offices, and Satellite Offices.

There are instances when documents are misplaced or routed to the wrong office resulting in a tedious and time-consuming process of locating files among other documents and looking through different logbooks from one Section to another.

The Data Archiving and Tracking System (DATS) is an information system application designed and developed for

use in managing the movement of internal and external office documents. This is applicable for tracking the paper trail of documents created within the office database system with its assigned DTS number and QR code.

To help the agency improve productivity in the performance of their management of incoming and outgoing documents, the RICTMS deployed the Data Archiving and Tracking System (DATS) in March 1, 2021, replacing the old Data Tracking System (DTS), for the use of each Section in recording incoming and outgoing of all office documents, administrative, financial or correspondence, among others.

The DATS provides real-time, online tracking of the location of documents when it was submitted and received by another unit when it was transferred from one office to another, and the identity of receiving staff among others.

Compliance with RA 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 is maintained as misplaced documents are easily tracked, pending documents are responded to in a timely manner, faster turnaround time, and contributes to the overall performance of the office.

Attached is **Annex B. Data Archiving and Tracking System Management System Module User Guide** indicating this will be sustained as a good practice of the FO.

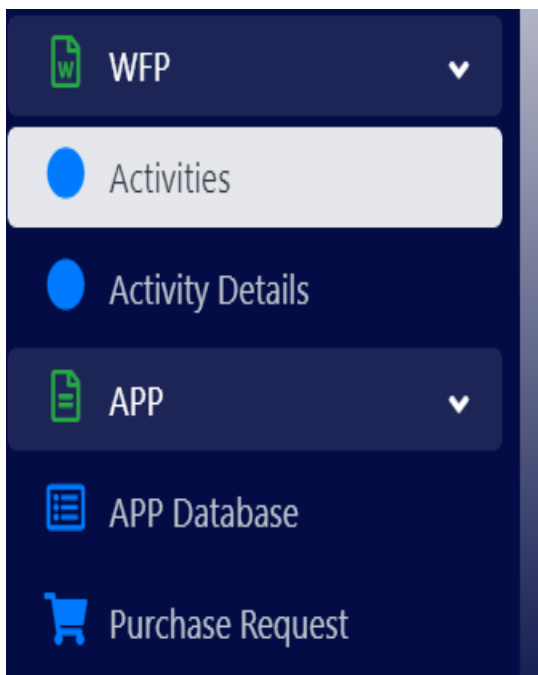
Integrated Financial Management & Monitoring System Module (IFMMS)

| | ORS No. | Payee | Particulars | Amount | Disbursed | | | ORS Signatures (mm/dd/yyyy) | DV Signatures (mm/dd/yyyy) | L R |
|--------------------------|--------------------------|---|---|----------|------------|---------------|----------|---|--|---|
| | | | | | DV No. | Check/ADA No. | Amount | | | |
| <input type="checkbox"/> | 00-000000-0000-00-000000 | MELVIN L. DAEL For Review | To obligate payment for the travelling expenses incurred during official travel for the period September 5-8, 2022/ Implementation of programs and services of DSWD | 5,650.00 | 22-09-0000 | | 5,650.00 | A. Certified: 10/24/2022 B. Certified: | A. Certified: 10/24/2022 B. Accounting Entry: C. Certified: D. Approved for | A. Certified and Forw |



Financial transactions are made on a daily basis in the agency. This has established a conventional process that has been developed over time and governed by existing rules and guidelines as set by the Department. However, this process is done manually and is prone to avoidable and unnecessary errors in the recording of financial transactions.

Furthermore, the current system, which is nonautomated, is time-intensive and laborious in providing prompt financial reports, thus, difficult to use for management’s decision-making.



The Financial Management Division (FMD) in collaboration with the Regional Information and Communication Technology Management Section (RICTMS), developed the Integrated Financial Management & Monitoring System (IFMMS), a system that aims to digitize financial transactions, automate the process, track its progress and real-time report reproduction. It also aims to ensure high-quality results as each task is performed with consistency and with reduced risk of error.

After conducting the End-user's orientation and training for IFMMS, the feedback from the different Offices/Divisions/Sections/Units was positive. It is hoped that this system will assist them in the management and monitoring of their financial transactions.

To provide information and guidance to FO VIII employees, **Memorandum dated 09 July 2022 re Preparatory Activity for the Launch of IFMMS (Annex C)** was released together with **RM No. 0118, s. 2022 re Operational Flow of IFMMS (Annex D)**.

Attached is **Annex E. Integrated Financial Management and Monitoring System Module User Guide** indicating this will be sustained as a good practice of the FO. Also

Work and Financial Plan System Module

| Work and Financial Plan | | | | | | | | | | | | |
|--|-----------------------|---|------------------|----------------|------------------|-------------|----------------------|-------------------|------------------|---------|------------------------------|--------|
| <input type="checkbox"/> Add New WFP 3 Filter By <input type="text" value="Section..."/> | | | | | | | | | | | | |
| 0 selected <input type="text" value="10"/> 1 - 6 of 6 1 of 1 | | | | | | | | | | | | |
| <input type="checkbox"/> | Type of Fund (Year) | No. of Allotment Class/Expense Code Added | Allotment Amount | Alloted Amount | Remaining Amount | Encoder | Created (mm/dd/yyyy) | Status | Status Update By | Remarks | Datetime (mm/dd/yyyy h:zzmm) | Action |
| <input type="checkbox"/> | DRF Current (2021) | 4 | 1,414,967.20 | 1,414,967.20 | -- | LWZAlmendra | 10/14/2020 | Certified Fund | HGOnida | | 06/25/2021 09:42 AM | ... |
| <input type="checkbox"/> | CMF Current (2021) | 13 | 13,168,564.00 | 13,168,564.00 | -0.00 | LWZAlmendra | 10/14/2020 | Certified Fund | GMCabrigas | | 07/25/2022 03:26 PM | ... |
| <input type="checkbox"/> | CMF Continuing (2021) | 9 | 3,499,305.48 | 3,491,802.00 | 7,503.48 | LWZAlmendra | 01/21/2021 | Certified Fund | GMCabrigas | | 07/5/2021 11:01 AM | ... |
| <input type="checkbox"/> | CMF Current (2022) | 21 | 19,587,556.00 | 19,587,556.00 | -- | LWZAlmendra | 11/17/2021 | Returned To ICTMS | GTVillamor | | 09/6/2022 11:59 AM | ... |
| <input type="checkbox"/> | DRF Current (2022) | 1 | 157,006.00 | 157,006.00 | -- | LWZAlmendra | 01/03/2022 | Certified Fund | HGOnida | | 01/5/2022 11:30 AM | ... |

The Work and Financial Plan (WFP) module allows users to add, view, and modify the WFP of their respective Office/Division/Section/Program/Unit and submit an electronic

copy to the concerned offices for certification and approval. This module organized the process of formulating the WFP through a straightforward workflow and easy means of assessment without the need to print unnecessary draft copies. Also, this module is widely used across the FO VIII's divisions, sections/units, centers and institutions, and programs to enable the Financial Management Division to easily evaluate, generate, and consolidate financial plans and reports.

 Edit

 Delete

 Preview PPMP

 Export PPMP

Linked to the WFP, the Annual Procurement Plan (APP) System Module and the Project Procurement Management Plan (PPMP) System Module allows users to input the necessary data and generate an accomplished template based on the inputs from the APP. In this way, errors are prevented and can be traced easily within the module. Moreover, Finance focals of the different ODSUs can simply click a button to view an accomplished PPMP, hence, saving time and effort.

To support the implementation of the above module, per **Regional Memorandum No. 0083, series of 2020 Pre-Works Work and Financial Planning Workshop for FY 2021 (Annex F)**, the preparation of the Annual Work and Financial Plan for FY 2021 was formulated via IDMS. The system covered the following outputs:

1. Work and Financial Plan
2. Annual Procurement Plan
3. Project Procurement Management Plan
4. Monthly Disbursement Plan

Attached is **Annex G. Pre-Works for the 2022 Work and Financial Planning Workshop for FY 2021** indicating that the application of the IDMS was sustained.

Provided also is **Annex H. Work and Financial Plan System Module User Guide** to serve as a manual for FO VIII employees in navigating the system.

Procurement Management System Module

APP MONITORING

All Budget Type Direc Allotment Type Cu Year 2022

| Item & Specifications | Unit of Measurement | Units/Sections | Tag | Quantity | Allocation | Requested | | Ordered | |
|--|---------------------|----------------|-----|----------|------------|-----------|---------|-----------|--------|
| | | | | | | Total Qty | Balance | PR Number | Status |
| PART I. AVAILABLE AT PROCUREMENT SERVICE STORES | | | | | | | | | |
| PAPER MATERIALS AND PRODUCTS | | | | | | | | | |
| 1 14111514-NP-S04 NOTE PAD, stick on, 76mm x 100mm (3" x 4") min | pad | SPP | | 200 | 11,856.00 | 0 | 200 | | 200 |
| | | CBS | | 10 | 622.40 | 0 | 10 | | 10 |
| | | SPP | | 52 | 3,677.44 | 0 | 52 | | 52 |
| 2 14111531-RE-B01 RECORD BOOK, 300 pages | book | RRCY | | 87 | 5,916.00 | 0 | 87 | | 87 |
| | | SLP | | 20 | 1,310.40 | 0 | 20 | | 20 |
| | | BUDGET | | 5 | 352.80 | 0 | 5 | | 5 |
| | | ARRS | | 2 | 131.04 | 0 | 2 | | 2 |
| 3 14111531-RE-B02 RECORD BOOK, 500 pages | book | SPP | | 25 | 2,548.00 | 0 | 25 | | 25 |
| | | PSD | | 2 | 218.40 | 0 | 2 | | 2 |

- Procurement Management
- APP Monitoring
- APP Review
- APP/PPMP Consolidation
- APP/PPMP Consolidation V2
- Items Specifications
- Item Units/Categories
- Purchase Request
- Purchase Order Fixing

The Procurement Management module allows the Procurement Section overall control and monitoring of procurement-related activities. This module also helps procurement controllers to review, consolidate, and organize data in the system. Through this, Common-use supplies, inventory items, non-common use supplies and equipment, or services is placed in a database for easier access and reference. Controllers will input item specifications and the category they belong in.

User's Management System Module (IDMS User's Access Level Permission)

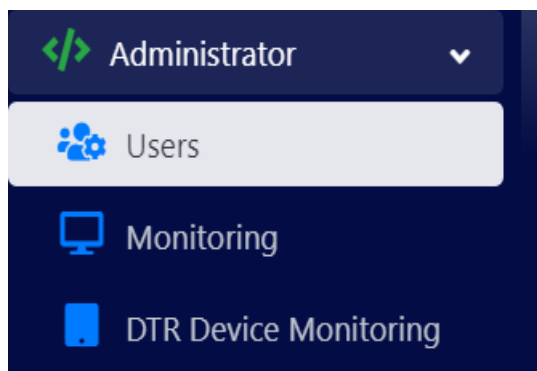
DMS > AD > USERS USERS / USERS > AD > LIS

Add Section/Unit Access Level Status Merge to CPANEL Filter By Last Name...

Update CPANEL

0 selected 10 1 - 10 of 1780 1 of 178

| | Last Name | First Name | Middle Name | Position | Section/Unit | Email | Cellphone No | Address | Merge Date | Status | Action |
|--------------------------|-----------|------------|-------------|-----------------------------------|--------------|------------------------|---------------|--|---------------------|---------|--------|
| <input type="checkbox"/> | Chua | Elvin | A | INFORMATION TECHNOLOGY OFFICER II | ICTMS | eachua@dswd.gov.ph | 0919-066-5705 | LEYTE, TACLOBAN CITY (Capital), Barangay 12 (Palanog Resettlement) | 09/5/2022 02:14 PM | Enabled | ... |
| <input type="checkbox"/> | Algallar | Julius | T | INFORMATION SYSTEMS ANALYST III | ICTMS | jtalgallar@dswd.gov.ph | 0968-690-9632 | LEYTE, TACLOBAN CITY (Capital), Barangay 78 (Maracharas) | 10/17/2022 10:12 AM | Enabled | ... |



Access levels are permission sets that allow members to perform different tasks within the Field Office. By assigning each DSWD personnel to access levels, the RICTMS, which serves as administrator for ICT systems and infrastructure to sustain the productive application of ICT, can determine and allow or deny access of said personnel, provide the necessary information they can see (either viewer or encoder) and the actions they are allowed to perform.

B. INTEGRATED DATA MANAGEMENT SYSTEM (MOBILE APPLICATION CLOUD COMPUTING PLATFORM DATABASE SYNC TO ON-PREMISE IDMS DATABASE)

eHealth Checklist & Individual Daily Close Contact Mobile Application Module

In the constant effort to reduce the transmission of COVID-19, the FO is guided by the Memorandum of the Secretary dated 15 May 2020 on the Revised Guidelines for the Adoption of Work Arrangements and Provision of Support Mechanism for DSWD Personnel during the period of State of National Emergency due to COVID-19 Pandemic.

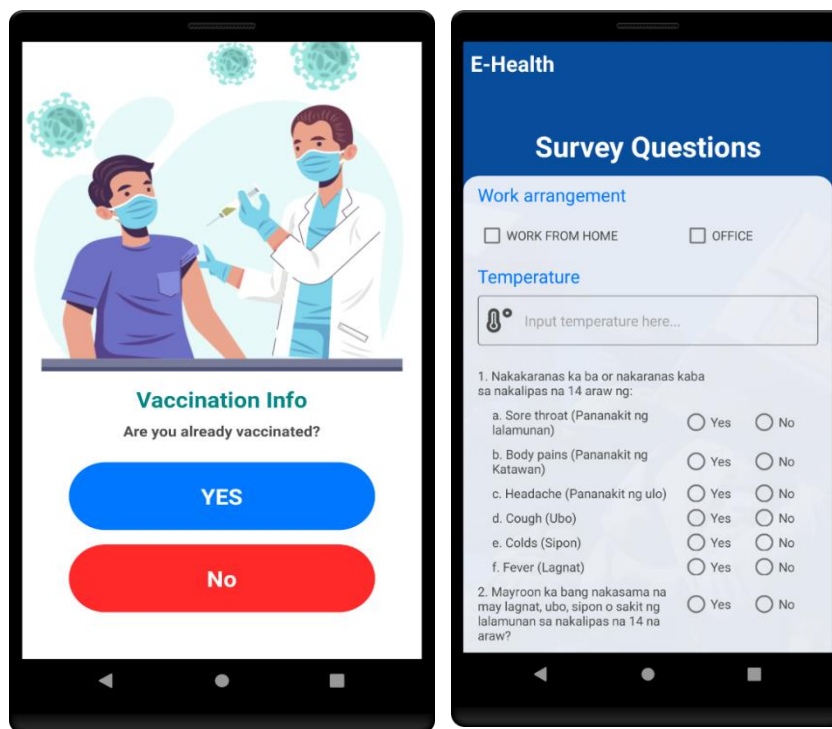
One of the health screening protocols stated in the memorandum is the accomplishment of the Health Checklist Form before entering the office premises.

Given this, the DSWD FO VIII eHealth Checklist (web version) was developed. The RICTMS only took three (3) weeks to develop the system and was finally deployed for use in five (5) Offices last July 12, 2020, and four (4) Centers and Residential Care Facilities last July 19, 2020. However, a number of users found it difficult to access the system. The process of accessing the system through the web was regarded as too tedious for some as users would have to pull up their mobile phones, scan their temperature, open the browser and input the URL 172.26.96.20. Once the page loads,

only then can the user already fill out the checklist form. After careful observation, this created long queues outside the office grounds, which caused some of the staff to be late.

As the Department continues to ease its restrictions, the FO has been given the nod to operate at full capacity, and individuals can travel again given that they have already received their vaccine doses. Nevertheless, everyone is reminded not to lower their guard and always wear a mask.

In light of this, guided by the FO 8 Health and Safety Committee, the RICTMS made adjustments to the system to make it more user-friendly, up-to-date, and accessible to the general public. As agreed during the consecutive meetings between the Administrative Division and the Business Solutions and Data Management Unit of the RICTMS, the eHealth Checklist Form was developed into a mobile app, which is a software application developed specifically for use in small wireless computing devices, such as smartphones and tablets.



The eHealth App is a mobile app that allows staff, clients, and visitors to electronically answer the Health Checklist. For employees, it is easier since the predictive mechanism of the system allows them to immediately fill up the basic information of the staff and will only focus on answering the basic health protocol questions.

The objective of this endeavor is to apply technological innovations to the regular operations of the office. This will allow easier access to the system and minimize the time consumed in accomplishing the checklist form.

Filling out the checklist was convenient as this could be done in the comfort of their own offices and could be accessed via smartphones. The office eliminated the bulk printing of health checklist forms. Moreover, authorized health personnel could easily monitor and trace clients in real-time and consolidate reports within the day.

Per Page 5 in **Annex I. RM No. 0091 s. 2020 FO VIII Health & Safety Protocol (4th Edition)**, the eHealth Checklist was functional and included in the Office Entrance Protocols. This provided the Designated Health Officers an accessible platform to closely monitor and control the risks of COVID-19 in the office.

Provided also is **Annex J. eHealth Checklist & Individual Daily Close Contact Mobile Application Module User Guide** to serve as a manual for FO VIII employees in navigating the system.

Daily Time Record (DTR) Mobile App

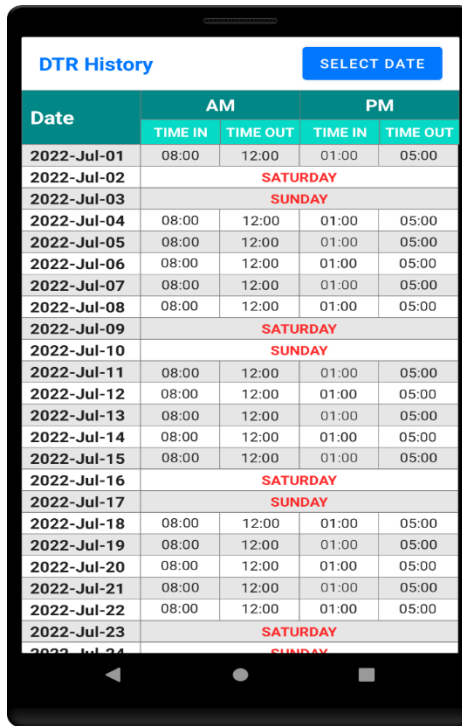
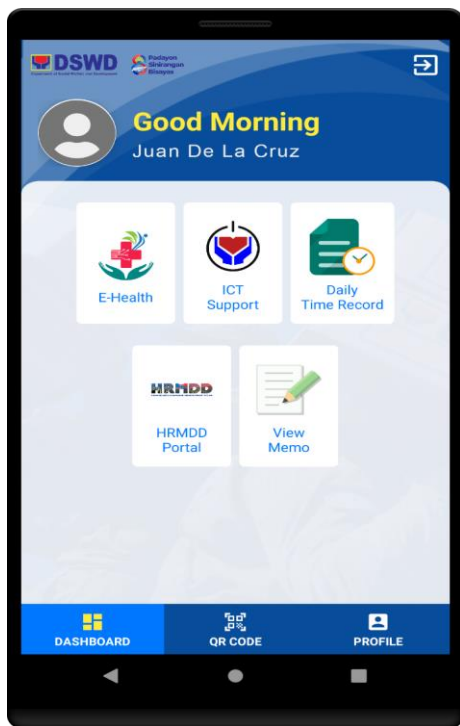
As stated in Section 2 of Article XI of the 1987 Constitution, “Each head of department or agency shall require a daily record of attendance of all the officers and employees under him/her.”

The Daily Time Record is a form used by government offices to monitor and organize time information. This form shall reflect the report of the hours of work performed by the personnel, a record of which was made daily at the time of arrival/time-in and departure/time-out from the workstation/office.

As a customary measure, the office is still securing a logbook to record their daily attendance. Personnel may write down manually their actual time log. However, practicing the new normal, this process only increases the risk of contracting COVID-19 since they have to make contact with objects e.g. logbook, ballpen, etc. prone to the virus.

Another challenge is that the previous version of the DTR Biometrics Attendance System did not have a backup power system. Instances such as power outages, brownouts, etc. would render the system unserviceable. Also, data storage was connected to GlobalProtect, a Virtual Private Network (VPN), an encrypted connection over the Internet from a device to a network. This encrypted connection helps ensure that sensitive data is safely transmitted to the agency’s local server. This would mean that pulling up data would have to pass through a VPN instead of transmitting directly to the local server. This task would prove to be an opportunity for the RICTMS.

The Human Resource Management and Development Division (HRMDD) sought the expertise of RICTMS to innovate the process of recording the daily time record of DSWD personnel in hopes of improving the accuracy and correctness of each time log. Also, the HRMDD hopes to enhance the system by taking advantage of new and emerging technologies.



For this project, the RICTMS developed the Daily Time Record Mobile App. This app is an enhanced version of the previous one as this is made specifically for workforce mobility to cater to Field Office VIII as well as our Sub-Field Offices spread across the region.

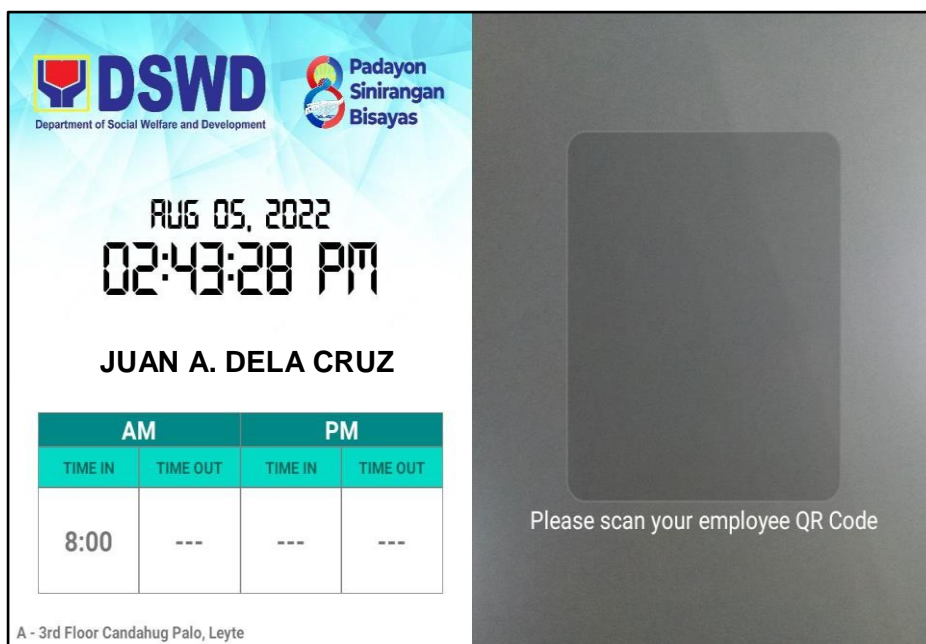
With the use of mobile tablets, it successfully established a power

backup system. Installed in these mobile devices is a built-in 5,100 mAh battery that can last up to 10 hours and 7 minutes. The app will still run, in cases of power outages, failures, and the like.

Although the app still requires an internet connection, it no longer needs to connect through the GlobalProtect VPN to transmit data to the local server. Further, it does not consume a large chunk of memory space since it is only 13.7MB.

Starting July 7, 2022, three (3) units of android tablets were deployed in the Field Office, Magsaysay Boulevard, Tacloban City. Followed by seven (7) units in Government Center, Candahug, Palo, one (1) unit for four Centers and Residential Care Facilities (CRCF) on 11-14 July 2022, and one (1) tablet for the Regional Resource Operation Center, Palo, and one (1) unit for Leyte Sub-Field Office.

Also included in the app, the Daily Time Record Viewer Mobile App Module provides users with an explicit view of their daily time log for easier monitoring of attendance. This allows the DSWD staff to simply check their time logs on their mobile phones. Thereby doing away with having to go over the attendance logbook.



Attached is **Annex K. RM No. 0120 s. 2022 Tablet Device for DTR Mobile Application Use for QR Code Scanning of Attendance Record** to provide information on the use of tablet devices to record the daily attendance in lieu of logbooks.

RESULTS/IMPACT

Being functional for the past three years, the DSWD Field Office VIII has recognized the significance of the Integrated Data Management System in the overall performance and administration of the FO.

With strong determination and perseverance, The RICTMS hopes to further enhance its services, developing new and improved system modules to realize and maintain the Department's commitment to its mission, vision, and mandates.



LESSONS LEARNED

In the pursuit of developing an integrated system of the Field Office, several challenges were encountered during the pre-implementation, implementation, and post-implementation stages particularly in data gathering and collection, system planning and review.

In the pre-implementation phase, collecting the data from the office concerned proved to be a challenge as some could no longer provide the documents requested. Inconsistencies were also evident during this phase since most of their manuals and procedures were outdated. This was addressed by conducting data retrieval and analysis by our program focals.

The implementation of the system also faced challenges such as system adjustment, debugging. Users will experience unexpected errors in the system which produces undesired results. These are recorded and addressed accordingly for further improvements.

While the post-implementation phase, although this focuses on maintaining the system, is constantly enhanced by adding new features and modules. Further, data backup is also performed to prevent sudden loss of data.

IMPLICATIONS FOR REPLICATION

As the RICTMS continues to grow, the development of functional information systems plays a vital role in providing support to both the administrative and operational service delivery of the Field Office.

During the Visayas Cluster Meeting held at Summit Hotel last October 6, 2022, presided by DSWD Assistant Secretary for Visayas Affairs Asec. Ma. Evelyn B. Macapobre, the IDMS was showcased to the Executive Committees of DSWD Field Office VI, VII, and VIII. The committee praised the initiative and recognized its instrumental role in the day-to-day operations of FO VIII.

In upcoming Regional Knowledge Fair to Local Social Welfare and Development Offices (LSWDOs), the IDMS will be presented to assist and provide support services to LGUs to increase the organization's access to information and technical know-how.

AWARDS AND RECOGNITIONS RECEIVED

PRAISE Regional Awards 2020 - Best Support Office

Reviewed and Noted by:

ELVIN A. CHUA

Information Technology Officer II/
Section Head, RICTMS

REFERENCES

Memorandum Circular No. 020, series of 2012 – Information and Communications Technology Management Service (ICTMS)

Memorandum Circular No. 001, series of 2005 – Information Systems Development Guidelines

Memorandum Circular No. 026, series of 2004 – Information Technology (IT) Usage and Network Security Policy

Memorandum Circular No. 022, series of 2003 - Implementing Rule on the Rationalization, Acquisition, Use and Maintenance of Information and Communication Technology (ICT) Devices

LIST OF ANNEXES

| ANNEX | NAME OF DOCUMENTS |
|----------|--|
| A | Customer Relationship Management System Module User Guide |
| B | Data Archiving and Tracking System Management System Module User Guide |
| C | Integrated Financial Management and Monitoring System Module User Guide |
| D | Memorandum re Preparatory Activity for the Launch of Integrated Financial Management & Monitoring System (IFMMS) |
| E | RM No. 0118 s. 2022 Operational Flow of Integrated Financial Management and Monitoring System |
| F | RM No. 0083 s. 2020 Pre-Works Work and Financial Planning Workshop for FY 2021 |
| G | Memorandum re Pre Works for the 2022 Work and Financial Planning Workshop |
| H | Work and Financial Plan System Module User Guide |
| I | E-Health Checklist & Individual Daily Close Contact Mobile Application Module User Guide |
| J | Updated Health and Safety Protocols on COVID-19 Prevention (4 th Edition) |
| K | RM No. 0120 s. 2022 Tablet Device for DTR Mobile Application use for QR Code Scanning of Attendance Record |