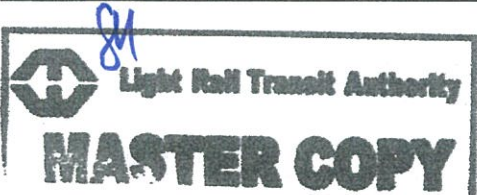

	QUALITY MANUAL	Document Code:	2017.QM.CDQ.001
	Annex 4.2 Needs and Expectations of Relevant Interested Parties Information Technology and Knowledge Management	Page No.:	1 of 3
		Issue No.:	1
		Revision No.:	0
		Date Prepared:	01 August 2022
		Date of Effectivity:	01 OCT 2022

Item No.	Interested Party	Needs (N)	Expectations (E)	Is there a legal basis for N/E? [Yes/No]	Risks (R)	Opportunities (O)
1.	End-users (internal offices)	Working ICT equipment, infrastructure and services	Fast, reliable and well-maintained ICT equipment, infrastructure and services	Yes	<ul style="list-style-type: none"> Dissatisfied end-users Hacking, malware/ ransomware attacks Unmet targets in preventive maintenance and response time to service requests Improper disposal of IT equipment and information Inaccurate and late reportorial submission Unsecured and not updated KM portal 	<ul style="list-style-type: none"> Improved performance Innovation/creation of a culture of continual improvement
		Response to ICT service request	Quick response to ICT service request	Yes		
		Reportorial submissions	Timely and accurate reportorial submissions	Yes		
	Top Management Board of Directors	Corporate information	Timely and accurate corporate information	Yes		
2.	Oversight Agencies (DOTr, DICT, DBM,	Reportorial submissions	Timely and accurate reports	Yes	<ul style="list-style-type: none"> Inaccurate and late reportorial submission 	<ul style="list-style-type: none"> Improved performance Improved office image

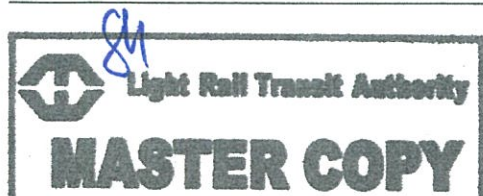


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	QUALITY MANUAL	Document Code:	2017.QM.CDQ.001
		Page No.:	2 of 3
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Annex 4.2 Needs and Expectations of Relevant Interested Parties Information Technology and Knowledge Management			

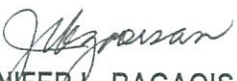


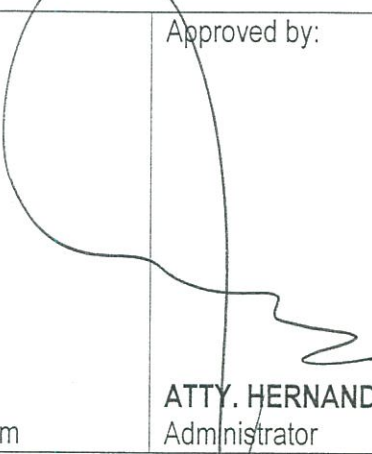
Item No.	Interested Party	Needs (N)	Expectations (E)	Is there a legal basis for N/E? [Yes/No]	Risks (R)	Opportunities (O)
	PSA)				<ul style="list-style-type: none"> Non-compliance to legal requirements No DICT-endorsed ISSP 	<ul style="list-style-type: none"> innovation/creation of a culture of continual improvement
3.	ICT Equipment and Services Provider/Supplier/ Contractor	Approved procurement documents; purchase orders (PO); Terms of Reference (TOR); budget allocation on claims and billings; BIR forms; signed contracts	Posted bid opportunities, availability of bidding documents, timely/efficient processing of payments; Compliance to contract	Yes	<ul style="list-style-type: none"> No ICT-related services Contract termination/ cancellation Subscription expiration Non-compliance to legal requirements Delayed payment 	<ul style="list-style-type: none"> More market share Better relationship Expanded supplier base
4.	Riding Public, Private Individuals, Private Entities	Corporate data and information	Timely and accurate data and information	No	Inaccurate and late response to requests	<ul style="list-style-type: none"> Improved performance Better relationship & improved company image

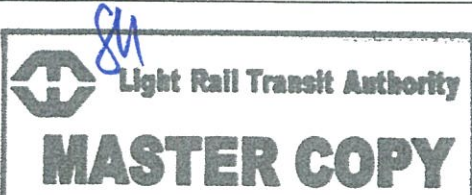


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		Page No.:	3 of 3
	<p style="text-align: center;">Annex 4.2 Needs and Expectations of Relevant Interested Parties Information Technology and Knowledge Management</p>	Issue No.:	1
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