QUALITY MANUAL	Document Code:	2017.QM.CDQ.001
	Page No.:	1 of 8
Annex 4.3 Process Map Information Technology and Knowledge Management	Issue No.:	1
	Revision No.:	0
	Date Prepared:	01 August 2022
	Date of Effectivity:	0 1 OCT 2022

SOURCE OF INPUTS (PREDECESSOR PROCESSES e.g. at providers (internal or external) at customers, at other relevant interested parties)	INPUTS (MATTER, ENERGY INFORMATION, e.g. in the form of materials, resources, requirements)	ACTIVITIES	OUTPUTS (MATTER, ENERGY INFORMATION, e.g. in the form of product, service, decision)	RECEIVER OF OUTPUTS (SUBSEQUENT PROCESSES, e.g. at customers (internal or external), at other relevant interested parties)
CPRD/Planning Department Procurement Division Asset Management Division Budget Division End-user LRTA offices	Corporate Plan PPMP/APP ICT Inventory Report Corporate Operating Budget for ICT	Information Systems Strategic Planning (ISSP) • Assessment of IT Plans/Programs • Formulation of IS Strategy • Identification of ICT Projects • Identification of Resource and Budget Requirements	Recommended ISSP LRTA-approved ISSP	Office of the Planning Dept. Manager Office of the Administrator DICT (for endorsement)
Oversight Agencies Planning Department	Issuances Corporate Plan	Formulation of Knowledge Management and ICT-related Policies	Drafted Policy Approved Knowledge Management and ICT-related Policies	Office of the Planning Dept. Manager Office of the Administrator LRTA Board Top Management Internal offices Commission on Audit (COA)
DICT Procurement Division	• DICT-endorsed ISSP • Previously Approved	Acquisition of ICT equipment, supplies/materials and services:	• Consolidated PPMP of IT-related	Office of the Planning Dept. Manager

	QUALITY MANUAL	Document Code:	2017.QM.CDQ.001
		Page No.:	2 of 8
		Issue No.:	1
	Annex 4.3 Process Map	Revision No.:	0
	Information Technology and Knowledge Management	Date Prepared:	01 August 2022
		Date of Effectivity:	0 1 OCT 2022

SOURCE OF INPUTS (PREDECESSOR PROCESSES e.g. at providers (internal or external) at customers, at other relevant interested parties)	INPUTS (MATTER, ENERGY INFORMATION, e.g. in the form of materials, resources, requirements)	ACTIVITIES	OUTPUTS (MATTER, ENERGY INFORMATION, e.g. in the form of product, service, decision)	RECEIVER OF OUTPUTS (SUBSEQUENT PROCESSES, e.g. at customers (internal or external), at other relevant interested parties)
Supplier/Contractor/Service Provider Budgeting & Financial Planning Division (BFPD) Asset Management Division End-user LRTA offices	PPMP/APP • Quotations/Market Research • Updated Price List • Approved PPMPs of KMITD and end-users	a) Planning & procurement for the acquisition of ICT equipment, supplies/materials and services	equipment, supplies/materials, and services • ICT Distribution List • Quotations/Market Research Results • Terms of Reference (TOR) • Technical evaluation • Cost/Benefit Analysis, Studies, Justifications (if applicable) • Signed Purchase Request (PR) • Inspection Report on ICT equipment	Office of the Administrator Procurement Division BFPD BAC Supplier/Service Provider/ Contractor
	• Approved APP • Signed PR	b) Processing of payment of acquired ICT equipment, supplies/materials and	• ICT Distribution List (Revised, if applicable)	Office of the Planning Dept. Manager

Documents that do not bear fresh LRTA's official document stamp are considered "Uncontrolled"

QUALITY MANUAL	Document Code:	2017.QM.CDQ.001
	Page No.:	3 of 8
	Issue No.:	1
Annex 4.3 Process Map	Revision No.:	0
Information Technology and Knowledge Management	Date Prepared:	01 August 2022
	Date of Effectivity:	0 1 OCT 2022

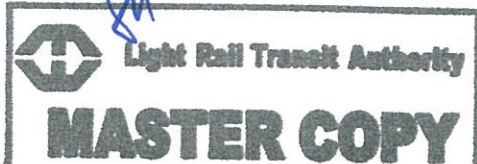| SOURCE OF INPUTS (PREDECESSOR PROCESSES e.g. at providers (internal or external) at customers, at other relevant interested parties)	INPUTS (MATTER, ENERGY INFORMATION, e.g. in the form of materials, resources, requirements)	ACTIVITIES	OUTPUTS (MATTER, ENERGY INFORMATION, e.g. in the form of product, service, decision)	RECEIVER OF OUTPUTS (SUBSEQUENT PROCESSES, e.g. at customers (internal or external), at other relevant interested parties)
	• Quotation • Approved PR/TOR • Approved /Signed Bidding Documents • Approved Purchase Order (PO) • ICT Distribution List • Signed Award • Approved Contract • Delivery Receipt/Sales Invoice • Delivery, Inspection and Acceptance Report (DIAR)	services	• Budget Utilization Slip (BUS) • Disbursement Voucher	Office of the Administrator Procurement Division Finance Dept. Offices
End-users (internal offices)	Issued ICT equipment	ICT Preventive Maintenance	ICT Preventive Maintenance Schedule Maintained ICT equipment Monitoring Reports	End-users Asset Management Division Internal Audit Department Management Committee/

Documents that do not bear fresh LRTA's official document stamp are considered "Uncontrolled"

	QUALITY MANUAL	Document Code:	2017.QM.CDQ.001
		Page No.:	4 of 8
	Annex 4.3 Process Map	Issue No.:	1
	Information Technology and Knowledge Management	Revision No.:	0
		Date Prepared:	01 August 2022
		Date of Effectivity:	0 1 OCT 2022

SOURCE OF INPUTS (PREDECESSOR PROCESSES e.g. at providers (internal or external) at customers, at other relevant interested parties)	INPUTS (MATTER, ENERGY INFORMATION, e.g. in the form of materials, resources, requirements)	ACTIVITIES	OUTPUTS (MATTER, ENERGY INFORMATION, e.g. in the form of product, service, decision)	RECEIVER OF OUTPUTS (SUBSEQUENT PROCESSES, e.g. at customers (internal or external), at other relevant interested parties)
				Management Representative (semi-annual)
End-users (internal offices)	Defective ICT equipment ICT Service Report Pre-Repair Report	ICT Repair and Evaluation	Repaired ICT equipment Post-Repair Report	End-users Budget Division Accounting Division COA
End-users (internal offices) ICT Service Provider (Zoom, internet)	ICT Service Request End-user Satisfaction Survey	Technical Support (Helpdesk)	Response Time End-user Satisfaction Rating Monitoring Reports	End-users (internal offices) Management Committee/ Management Representative (semi-annual) Internal & External Auditors
ICT Service Provider (internet)	Internet connection	Internet Management	Internet speed/downtime Monitoring Reports	End-users (internal offices) Management Committee/ Management Representative (semi-annual) Internal & External Auditors
ICT Service Provider (internet, anti-virus, licenses)	Internet connection Local Area Network	Network Management	Network availability/stability Monitoring Reports	End-users (internal offices) Internal & External Auditors

QUALITY MANUAL	Document Code:	2017.QM.CDQ.001
	Page No.:	5 of 8
	Issue No.:	1
Annex 4.3 Process Map	Revision No.:	0
Information Technology and Knowledge Management	Date Prepared:	01 August 2022
	Date of Effectivity:	0 1 OCT 2022

SOURCE OF INPUTS (PREDECESSOR PROCESSES e.g. at providers (internal or external) at customers, at other relevant interested parties)	INPUTS (MATTER, ENERGY INFORMATION, e.g. in the form of materials, resources, requirements)	ACTIVITIES	OUTPUTS (MATTER, ENERGY INFORMATION, e.g. in the form of product, service, decision)	RECEIVER OF OUTPUTS (SUBSEQUENT PROCESSES, e.g. at customers (internal or external), at other relevant interested parties)
				Management Committee/ Management Representative (semi-annual)
Internal offices	Materials/documents for website upload	Website Management	Updated website contents Uploaded documents Monitoring Reports	Internal offices Riding Public Contractors Suppliers Private entities Private individuals Management Committee/ Management Representative (semi-annual)
DICT HRMD Riding Public Oversight Agencies Private Entities Private Individuals	DICT-issued govmails Report on Personnel Movement Received emails	Govmail Management	Updated and active govmail users Forwarded emails to concerned offices	Permanent and contractual personnel Concerned internal offices

	QUALITY MANUAL	Document Code:	2017.QM.CDQ.001
		Page No.:	6 of 8
		Issue No.:	1
	Annex 4.3 Process Map	Revision No.:	0
	Information Technology and Knowledge Management	Date Prepared:	01 August 2022
		Date of Effectivity:	0 1 OCT 2022

SOURCE OF INPUTS (PREDECESSOR PROCESSES e.g. at providers (internal or external) at customers, at other relevant interested parties)	INPUTS (MATTER, ENERGY INFORMATION, e.g. in the form of materials, resources, requirements)	ACTIVITIES	OUTPUTS (MATTER, ENERGY INFORMATION, e.g. in the form of product, service, decision)	RECEIVER OF OUTPUTS (SUBSEQUENT PROCESSES, e.g. at customers (internal or external), at other relevant interested parties)
CPRD/Planning Department DICT ICT Project Consultant/ Contractor Concerned internal offices	Corporate Plan DICT-endorsed ISSP Terms of Reference (TOR) ICT Project documents (manuals, certificates, etc.) ICT Project contract	ICT Project Management/Implementation	ICT Project Status Reports Signed Project Acceptance Project Communications ICT systems and services ICT infrastructure	Office of the Planning Dept. Manager (for endorsement of Project Acceptance) Office of the Administrator (for approval of Project Acceptance) ICT Project Consultant/ Contractor End-users (internal offices)
Fare Revenue Operations Group Traffic Control Division Accounting Division	Gross Revenue Collection Passenger Traffic (Ridership) Operations-Related Report Financial Statement	Management Information Support (Database Management) • Collation & data processing of datasets • Processing of data requests • Recording and storage of data • Back-up and Recovery	Operational & Financial Performance of Line 2 System Updated datasets Updated KM Portal	Top Management Internal offices Oversight agencies Private entities Private individuals
End-users (internal offices)	ICT Service Report Form Internet Monitoring Report Network Monitoring Report	Performance Evaluation of ICT Service Providers (e.g. internet, cloud storage, anti-virus)	Performance Rating of ICT Service Providers Management Review Report	Management Committee/ Management Representative (semi-annual) ICT Service Providers Internal & External Auditors

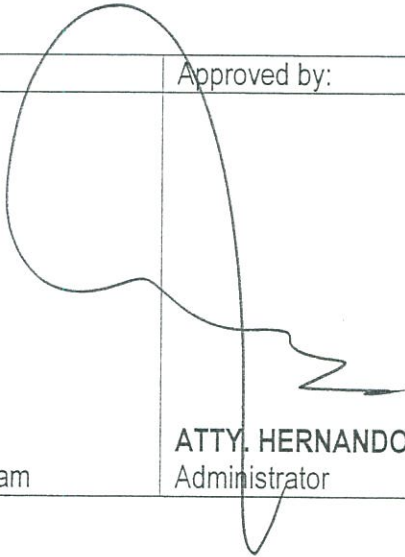|	QUALITY MANUAL	Document Code:	2017.QM.CDQ.001
		Page No.:	7 of 8
	Annex 4.3 Process Map	Issue No.:	1
	Information Technology and Knowledge Management	Revision No.:	0
		Date Prepared:	01 August 2022
		Date of Effectivity:	0 1 OCT 2022

SOURCE OF INPUTS (PREDECESSOR PROCESSES e.g. at providers (internal or external) at customers, at other relevant interested parties)	INPUTS (MATTER, ENERGY INFORMATION, e.g. in the form of materials, resources, requirements)	ACTIVITIES	OUTPUTS (MATTER, ENERGY INFORMATION, e.g. in the form of product, service, decision)	RECEIVER OF OUTPUTS (SUBSEQUENT PROCESSES, e.g. at customers (internal or external), at other relevant interested parties)
CPRD HRMD	OPCR Form Departmental Plans IPCR Form Duties and Functions of KMITD Personnel Coaching and Mentoring Form	Performance Evaluation of KMITD and its Personnel	OPCR Rating IPCR Rating	Office of the Planning Dept. Manager CPRD HRMD

Controls and Check Points:
(Possible controls and check points to monitor and measure performance)

- Information Systems Strategic Plan (ISSP)
- PR Monitoring (ICT Equipment)
- ICT Preventive Maintenance Report
- ICT Service Summary Report
- End-User Satisfaction Survey Report
- Internet Monitoring Report
- Network Monitoring Report
- Website Monitoring Report

- ICT Project Status Report/Project Communications
- ICT Project Acceptance Report
- Key Performance Indicators (KPI) Summary Report
- Performance Evaluation Report of ICT Service Providers
- Accomplished OPCR
- Accomplished IPCR
- Coaching and Mentoring Report
- Coordination Meetings/Minutes of Meetings

	QUALITY MANUAL	Document Code:	2017.QM.CDQ.001
		Page No.:	8 of 8
		Issue No.:	1
	Annex 4.3 Process Map	Revision No.:	0
	Information Technology and Knowledge Management	Date Prepared:	01 August 2022
		Date of Effectivity:	01 OCT 2022

Prepared by:	Reviewed by:	Approved by:
	ELEANORE T. DOMINGO Manager, Planning Department	
JENNIFER L. BAGAOISAN MIS Design Specialist A, KMIT Division	DOMINIC F. KABIGTING Management Representative, QMS Core Team	ATTY. HERNANDO T. CABRERA Administrator