097.13 DPWH
01.22.2025

Republic of the Philippines
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
OFFICE OF THE SECRETARY
Manila

BAGONG PILIPINAS

JAN 21 2025

DEPARTMENT ORDER)
)
NO. 09)
Series of 2025

SUBJECT: Policies and Guidelines on the Use of DPWH Information and Communications Technology (ICT) Resources

1/22/2025

The Department provides its officials and employees with ICT resources and services for the effective performance and fulfillment of their respective tasks and responsibilities. These resources are intended to support the Department's legitimate business requirements.

In order to ensure that the policies and guidelines on the proper utilization of these resources are aligned with cybersecurity best practices and current trends and developments in technology, the attached updated Policies and Guidelines on the Use of DPWH Information and Communications Technology (ICT) Resources is hereby mandated for the guidance and compliance of all concerned.

This Order shall supersede Department Order No. 58, Series of 2024 and shall take effect immediately.

MANUEL M. BONOAN
Secretary

Department of Public Works and Highways
Office of the Secretary
WIN5P01856

11.1.2 RGG/RBC

Republic of the Philippines
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
CENTRAL OFFICE
Bonifacio Drive, Port Area, Manila

Policies and Guidelines on the Use of

DPWH

Information and Communications Technology (ICT) Resources

Revision No. 03

Table of Contents

Acronyms

BYOD	Bring your own device
DPWH	Department of Public Works and Highways
ICT	Information and Communication Technology
IT	Information Technology
ID	Identification
IMS	Information Management Service
OWA	Outlook Web App
POD	Personally-owned device
VPN	Virtual Private Network
WFH	Work From Home

1. Purpose

The appropriate and legitimate use of Information and Communications Technology (ICT) resources is a vital concern for an organization. The purpose of this document is to define the policies and guidelines for authorized users to use or access the Department's ICT resources.

The provisions contained herein are intended to protect the security and integrity of the DPWH ICT resources and to establish the responsibilities of users for the proper use of these resources.

2. Scope

This Policies and Guidelines on the use of DPWH ICT Resources apply to all users (employees, suppliers, consultants, guests, etc.) of ICT resources owned and managed by the DPWH.

3. Definition of Terms

Application System	A system to which a computer program or software is applied, such as Civil Works Application (CWA) and Document Tracking System (DoTS).
Bring your own device (BYOD)	A scheme that allows users to bring and use their own computing devices to accomplish work for the DPWH.
Cyber Threat	Any circumstance or event with the potential to adversely impact organizational operations (including mission, functions, image, or reputation), organizational assets, or individuals through an information system via unauthorized access, destruction, disclosure, modification of information, and/or denial of service.
Freeware	Software that is available to the users, free of cost to use and distribute. The source code of the software is not available to use and cannot be modified.
ICT Resources	The DPWH ICT resources include all hardware and software owned, licensed or by agreement, leased or managed by DPWH, data/files, telephone, intranet, internet, email, and application system.
Hardware	All equipment involved in the operations of a computer system, which includes, but is not limited to, computers, mobile devices, data communications equipment, workstations, and various peripherals such as printers and plotters.

Information and Communications Technology (ICT)	Often used as an extended synonym for Information Technology (IT), but is a more specific term that stresses the role of unified communications and the integration of telecommunications (telephone lines and wireless signals), computers as well as necessary enterprise software, middleware, storage, and audio-visual systems, which enable users to access, store, transmit, and manipulate information.
Intranet	A computer network that uses Internet Protocol technology to share information, operational systems, or computing services within an organization.
Network ID	A string of characters that uniquely identifies a user and allows access to a computer system, communication network and application systems.
Mobile devices	Computing devices that include, but are not limited to, laptop computers, tablet computers, and smartphones.
Multi-factor Authentication (MFA)	A security mechanism that requires users to provide two or more forms of authentication before they can access an account, system, or service (e.g., password and a code sent to a mobile device).
Peripherals	Any external devices connected to a computer.
Personally-owned device (POD)	A device owned by a user and third parties to produce, modify or view DPWH data.
Phishing	A technique for attempting to acquire sensitive data, such as bank account numbers, through a fraudulent solicitation in email or on a website, in which the perpetrator masquerades as a legitimate business or reputable person.
Shareware	Software that is initially available to the users free of cost to use and distribute, but after some time, the software is required to be paid. The source code of the software is not available to use and cannot be modified.
Software	All programs involved in the operation of a computer system, which include, but are not limited to, operating systems, data communications software, database management systems and applications software.
Spoofing	Faking the sending address of a transmission to gain illegal entry into a secure system.
Virtual Private Network (VPN)	A service that establishes a secure connection between a computing device and a computer network or between two networks.

Work-from-home (WFH)	A work arrangement where government officials or employees work at home or their residence.
Workstation	A computer designed for technical or scientific applications intended primarily to be used by one person at a time and is commonly connected to a local area network and runs multi-user operating systems.

4. Duties and Responsibilities

4.1. All Users

All users shall adhere to the policies and guidelines prescribed herein. Failure to do so may lead to revocation of privileges and/or disciplinary action as provided under Sections 5.5 and 5.6. of this Policy Guideline.

Users should exercise care to safeguard the equipment assigned to them. Users are accountable for any loss or damage that may result due to negligence.

Users are responsible for the backup of their files on workstations. Users are also responsible for reporting ICT--related problems to the IT Service Desk.

Users who work on non-Department-owned computers and are outside the control of IMS should not use Department-owned/licensed software and must adhere to the Policy on data security provided under Section 5.4 of this Policy Guideline. Users should ensure that these computers are free from viruses before copying files back to the Department's computers.

Users should practice regular scanning of their files and external storage devices and to frequently check if their anti-virus definition file is up to date. In the event of virus infection or outdated (beyond 7 days from the current date) anti-virus definition files, users should report immediately to the IT Service Desk.

4.2. Division and Section Chiefs

All supervisors are responsible for ensuring that their subordinates follow the provisions of this Policy Guideline.

It is their responsibility to monitor and control the activities of their staff pertaining to the use of DPWH ICT resources and ensure that these resources are utilized for their intended purpose. They shall report any violation of this Policy Guideline to the IMS.

Supervisors should ensure that new employees are given orientation on this Policy Guideline and are made aware of their corresponding duties and responsibilities in using these ICT resources.

4.3. Information Management Service (IMS) and Regional/District IT Support Officers (RITSO/DITSO)

IMS shall set the rules and regulations for the installation of duly authorized and approved hardware, software, and other peripherals owned by the Department, including the

maintenance and security of data and network equipment, and formulation and implementation of an ICT disaster recovery plan.

IMS and the RITSO/DITSO shall remove all unauthorized hardware and/or software connected to/installed in the Department's ICT Infrastructure and recommend sanctions to erring employees as provided under Section 5.6 of this Policy Guideline.

IMS and the RITSO/DITSO shall back up data on the server and ensure that it is readily available for restoration in the event of a disaster or interruption occurring during normal operation.

IMS and the RITSO/DITSO shall only maintain telephones/fax machines connected to the communication network.

IMS and the RITSO/DITSO shall only maintain and provide security for the Department's centralized internet connection and email system. They will not be liable for any security breach/threats from using portable or wired broadband internet connection and 3rd party email systems.

4.4. IT Service Desk

The IT Service Desk is the single point of contact between users and the technical support team of IMS. They are responsible for handling incident reports, service request management, and providing solutions to IT-related problems/issues. Users may contact the IT Service Desk through its hotline number 43070 (external number 5304-3070), through email at itservicedesk@dpwh.gov.ph, or the DPWH IT Service Desk Customer Portal accessible on the DPWH Intranet Website.

5. General Policy

5.1. Acceptable Use of ICT Resources

The DPWH ICT resources are intended to support the Department's legitimate business requirements. Employees are expected to use the Department's ICT resources in a responsible, professional and lawful manner.

The DPWH ICT resources should not be used for any purpose that could damage the Department's institutional image and/or strain its operational efficiency or compromise its security and integrity. Thus, the following are strictly prohibited:

- saving/sharing offensive content of any kind, including pornographic materials;
- promoting discrimination on the basis of race, sex, age, gender, religion, disability, social status, etc.;
- exhibiting harassment, threats, or violent behavior;
- gambling, theft, piracy, and other illegal/fraudulent activities;
- obtaining personal financial gain;
- engaging activities that reduce the productivity of users;
- system hacking or deliberately propagating computer viruses, malwares, and other cyber threats;
- accessing and/or dispensing confidential data/information without authorization;
- unauthorized access to, use of, or tampering of the ICT resources;

- unauthorized accessing of DPWH data or files of other employees;
- using the network ID of other employees;
- unauthorized broadcasting of bulk messages to all users;
- sharing or transferring of large files across the network that are not relevant to the business operations of the Department, and,
- any activity that violates any government law, code, or Policy.

Occasional and reasonable use of the DPWH ICT resources for personal purposes is regarded as acceptable, provided that:

- These are not being used in illegal activities, private business, or other commercial purposes, including the sale or purchase of goods and services;
- It is not performed during working hours; and,
- It does not interfere with the performance and accomplishment of the users' duties and responsibilities.

5.2. Request for Access and Approval

5.2.1 Request for Access

Requests for access to the DPWH ICT resources shall be approved only if reasonable business needs are identified and shall be granted based on the individual's job responsibilities, as attested by the immediate Supervisor, which involves, but is not limited to, the following:

- research, procurement, public information, education, and training;
- infrastructure planning, design, and construction;
- calamity and disaster operations;
- updating of technical documents and gathering of best practices from different external entities;
- regular downloading/uploading of data from external offices or agencies;
- regular communication and/or submission of reports with internal and external offices; and,
- user of the Department's application systems.

The duly accomplished access request form shall be submitted to signify that the requesting party understands and agrees to comply with all relevant DPWH ICT policies.

5.2.2 Approval

The access request form should be signed by the users' immediate Supervisor and Head of Office and submitted to the IT Service Desk for processing.

For access to application systems, the requesting office must submit the duly accomplished request form to the appropriate Application User Coordinator (AUC) for evaluation prior to submission to the IT Service Desk.

5.2.3 Access Review

User access privileges shall be reviewed on a regular basis to ensure users have only the minimum access required for their job functions. The following user access review shall be implemented by the concerned offices with the assistance of the IMS:

User Access	Responsible Office	Frequency
Standard user access	IMS	Every 4th week of January
Privilege accounts	IMS	Every 1st week of June and December
Application user access	Application User Coordinator	Every 4th week of January
Shared folder access	Shared Folder Owner	Every 4th week of January
Email access	Concerned Office	Every 4th week of January
Third-party access (consultants, vendors, etc.)	Concerned Office	Every 1st week of June and December

The IMS shall maintain the users access inventory of the abovementioned systems.

5.3. Monitoring of Compliance

The Department reserves the right to monitor and review the web access, files, emails, and other information stored on the users' computers, as necessary, in order to ensure the integrity of these systems and users' compliance with all relevant policies and guidelines.

The Department reserves the right to inspect and examine any and all IT equipment (including personally-owned equipment) used for the conduct of official business within or outside official premises or connected in any way to the DPWH network, to ensure compliance with the DPWH Policies. Users who bring into the workplace personal IT equipment, including laptop computers, or any other mobile device, any such equipment or device, and data held thereon, agree that these may be inspected at any time by IMS representatives to ensure that these do not pose risk/s to DPWH whether by way of virus infection, hacking, intrusion or the presence of improper, offensive or illegal materials.

Users of DPWH ICT resources should be aware and accept, as a condition of use, that such facilities, whether used for official business or personal purposes, will be monitored.

5.4. Data Security and Accountability

The use, management, and protection of the Department's data shall be in accordance with the most current Policy on the Implementation of a Data Governance Program.

5.5. Revocation of Privileges

Access to DPWH ICT resources shall be discontinued upon termination of employment (resignation, retirement, dismissal, completion or termination of contract, etc.) or during disciplinary action arising from violation of this Policy.

In case of a change in job function and/or transfer, the original access privilege shall be discontinued, and an approved request form shall be submitted to the IT Service Desk for the new access privileges.

Email accounts that have been inactive for sixty (60) calendar days without prior notice to the IMS shall be marked for revocation. The IMS shall notify the concerned Head of Office regarding the revocation of dormant or inactive email accounts.

The Department reserves the right to revoke users' ICT privileges for any violation of this Policy Guideline at any time and without prior notice and to impose sanctions stipulated in Section 5.6.

5.6. Sanctions

Pursuant to the expressed provisions of Section 22 (c), Rule XIV, Book V of Executive Order No. 292, series of 1987, the corresponding penalties for violation of reasonable office rules and regulations shall apply:

1st Offense	Written reprimand
2nd Offense	Suspension for one (1) to Thirty (30) days
3rd Offense	Dismissal

6. ICT Equipment

This Policy applies to all Department-owned or leased ICT equipment, including installed physical components, accessories, parts, or peripherals.

All servers, desktop and laptop computers, and network printers should be configured with the standard configuration issued by the IMS. The standard configuration for desktop and laptop computers shall include, but are not limited to, the following:

- Installed with an Operating System compatible with the Department's Active Directory Domain System;
- Installed with standard tools and authorized software and application systems;
- Installed with an updated endpoint security software;
- Configured with standard computer naming convention;
- Connected to the DPWH communication network;
- Joined/configured to the Active Directory Domain Service;
- Password-protected BIOS;
- Restricted access for regular users;
- Disabled local administrator and guest accounts; and,
- Configured with the standard local administrator account with a strong password.

All Department-owned computers running on Windows Operating Systems that are no longer supported (end-of-life) by Microsoft and endpoint security manufacturers should not be connected to the Department's communication network and should be decommissioned immediately as these are vulnerable to cybersecurity risks.

Only IMS personnel and Regional/District IT Support Officers are authorized to configure and connect ICT equipment to the Department's communications network and perform all types of equipment (including network ports and cables) installations, disconnections, modifications, and relocations.

All newly procured or turned-over equipment shall be endorsed to the IT Service Desk or concerned IT Support Officers for inspection, proper configuration, and inventory in compliance with the most current Guidelines on the Procurement, Turn-Over, Inspection, Disposal and Inventory of ICT Resources.

All ICT equipment (except for those that are located in the network room and floor distributors) should be properly turned off after office hours when not in use to save on electricity and to extend the life of the equipment.

The IMS may authorize the use of specialized hardware other than those provided in the standard equipment. No computer or network equipment may be installed without the approval of the IMS. This includes, but is not limited to, internal cards, routers, Wi-Fi, switches, USB broadband, or other devices that can be connected to workstations and servers.

ICT equipment, such as laptops or workstations, shall not be taken out of the Department without the informed consent of the concerned Supervisor. Informed consent means that the Supervisor knows what equipment is being taken out, what data is on it, and for what purpose it will be used. Equipment that has been taken out of the office should be brought back upon returning to the office.

7. Software and Licenses

This Policy applies to all Department-owned or subscribed applications or software, whether commercial, in-house developed, or open source.

Only software authorized by the IMS and those that are licensed to or owned by the Department are to be installed on the Department's computers. Only IMS personnel and Regional/District IT Support Officers are authorized to download, copy, and install software and applications to the Department's equipment.

Users are prohibited from downloading, copying, installing, and using the following non-standard software:

- unauthorized/unlicensed proprietary/commercial software
- unauthorized freeware/shareware
- free for personal use software
- trial software with an existing license owned by the Department
- cracked or pirated software
- personally-owned software
- software licensed to other organizations or institutions (except for those with authorization from the license owner and the manufacturer)

All software installations must comply with applicable licensing agreements, including the number of permitted installations and terms of use, and shall adhere to all the laws and regulations regarding copyright and Intellectual Property Rights (IPR).

All software (package, programs, or applications), data, and data files loaded on the Department's computer are properties of the Department. As such, the Department retains the right to access, copy, change, alter, modify, destroy, delete, or erase any of these from the Department's computers.

Software or applications licensed to the Department shall not be installed on personal devices. Users are also prohibited from using the Department's software licenses on their personal device/s or distributing the same to individuals not officially connected to the DPWH.

8. Telephone Service

This Policy applies to all Department-owned or leased telephone equipment connected to the Department's communications network.

The telephone service shall be used for official business purposes only. Personal calls should be kept to a minimum and limited to emergencies or essential situations.

A professional and courteous demeanor should always be maintained during phone conversations, and proper telephone etiquette should be observed at all times.

Users must respect the confidentiality of sensitive information discussed over the phone and take appropriate measures to ensure privacy.

International and long-distance calls should be made only when necessary and approved by the Supervisor.

The telephone service should not be tampered with to gain access to other features and should not be used for:

- auto-dialing, continuous or extensive call forwarding, or connecting to any device that permits the services to be used as an outbound trunk by more than one individual;
- forwarding calls from an external number to any DPWH local number or vice versa; and,
- telemarketing or fax broadcasting.

9. Intranet Service

The Intranet service that enables access to ICT resources, which includes the telephone system, websites, applications, internet, email, data, and other shared resources, is provided to facilitate efficient internal communications and collaboration.

9.1. Network Account

Upon approval of the access request form, the user shall be given a Network ID to access the intranet and other DPWH ICT resources. The users are responsible and accountable for all activities carried out under their Network ID. The standard DPWH Network ID is a combination of the user's last name, the first letter of the first name, and the first letter of the middle name.

9.2. Confidentiality and Security

The password is the user's personal key to access the DPWH ICT resources. The default password given by the IMS must be immediately changed to a personal password to safeguard against unauthorized access to a user's account. Passwords also help ensure that only the authorized person is accountable for all transactions and other changes made to system resources, including data.

Network IDs and/or passwords should never be shared with anyone and should not be written down and left in a place accessible to unauthorized persons. Failure to observe caution exposes the user to the risk of another person using his/her Network ID and password.

The users must adhere to the following minimum complexity requirements in creating strong passwords:

- Must be at least sixteen (16) characters;
- Must be a combination of uppercase and lowercase letters, numbers and special characters;
- Must be different from the Network ID and NOT an anagram of it; and,
- Must not include obvious and easy-to-guess words such as password, abcd1234, dpwh2023, and the like.

The system automatically notifies users to change their password every three hundred sixty-five (365) calendar days. In the event of an expired password, the user shall request a password reset through the IT Service Desk. If access is required in the absence of the user, a written consent signed by the user's Supervisor or Head of Office must be presented to the IMS.

To reduce the risk of unauthorized access, multifactor authentication (MFA) shall be implemented for users who have access to the following:

- Microsoft Office 365 (Outlook, SharePoint, Teams, Forms, etc.)
- Virtual Private Network (VPN)
- Internet-facing web applications (NGOBIA, EDMS, etc.)

9.3. Account Lockout

For security, the Network Account will be locked out after five (5) invalid login attempts. Invalid password attempts on computers that have been locked using either CTRL+ALT+DELETE or password-protected screen savers are counted as failed logon attempts.

A locked-out Network Account cannot be used until it is unlocked by the IMS or until the lockout duration of fifteen (15) minutes has expired.

9.4. Temporary Deactivation of Network Account

A user who will be away from the office for more than two (2) months and does not intend to access his/her Network Account may request its temporary deactivation to ensure that no one will be able to use the user's Network Account while they are away.

10. Internet Service

This Policy applies to all internet services under the jurisdiction and/or ownership of the Department that are being accessed on any computers or devices, whether these are connected to the Department's communications network or stand-alone workstations.

Computers equipped with both wired and wireless network connections should not be simultaneously connected to third-party internet connection and the Department's communications network to avoid security risks as this may pose a potential backdoor or avenue for hackers to infiltrate our network.

Servers should not be connected to the internet unless necessary and authorized by the IMS.

Except if being used for official purposes and with approval by IMS, the use of the internet service for the following activities is strictly prohibited:

- Accessing sites that may compromise the security of the Department's communications network, e.g., external webmail, malicious websites, torrents, porn sites, shareware sites, etc.;
- Accessing sites that reduce the productivity of the users, e.g., gaming sites, social networks, chat, video streaming, etc.;
- Downloading of files that may introduce viruses or malwares, e.g., pirated software, shareware, freeware, torrents, etc.; and,
- Activities that may put unnecessary strain on the internet bandwidth, e.g., downloading large files, file sharing sites, video streaming, etc.

Access to Facebook and Messenger will be restricted, except for Stakeholders Relations Service (SRS) personnel and Public Information Officers as authorized by their respective Heads of Offices. These platforms shall be accessible to the general internet users of the Department from 11:00 am to 1:00 pm only.

11. VPN Access Service

Virtual Private Network (VPN) access is provided to enable users with legitimate business needs to connect securely to the Department's communications network from remote locations.

VPN access shall be available only within the Philippines. Users traveling outside the country who need to use VPN access should notify IMS in advance through the IT Service Desk.

Only the VPN client/software authorized by the IMS shall be used for remote access and shall only be installed on computers owned by the Department. It should never be used on non-Department-owned computers.

It is the responsibility of the users with VPN privileges to ensure that their account or device are not being used by unauthorized individuals to access the Department's communications network. They should also employ reasonable security measures to secure their physical device against loss or theft.

VPN privileges shall be deactivated once the user fails to utilize the service for more than three (3) months. Users will be notified in advance prior to deactivation of their VPN access.

Computers that are being used for VPN access should be secured and installed with an updated endpoint security software authorized by the IMS. The user is responsible for ensuring that the virus definition of the said endpoint security software is up-to-date.

These computers should be brought to the IT Service Desk or concerned IT Support Officers on a monthly basis for cyber threat assessment and checking.

12. Email Service

This Policy applies to all email services under the ownership and/or subscription of the Department, including all its associated emails stored on the user's devices.

The Department prescribes the use of its official email (@dpwh.gov.ph) in communicating and transacting official business with other entities to establish and maintain its corporate identity. All employees are prohibited from using their personal or unofficial emails for official business transactions of the Department. Consequently, the use of free for personal use web-based email, such as Gmail or Yahoo Mail, shall be prohibited within the Department's communication network.

Since users carry the name of DPWH each time they use official ICT channels of communication, prudence must be diligently observed. When using official ICT channels, users expressing personal opinions or taking a personal stand on issues must explicitly state that what they expressed does not represent DPWH.

Users are obliged to use this service in a responsible and lawful manner, and are strictly prohibited from:

- forwarding or sending and/or storing emails and other files of inappropriate and/or illegal contents;
- disclosing confidential information and personal data that violates the Data Privacy Act and its Implementing Rules and Regulations;
- forwarding or sending files containing viruses, spams and other malicious files;
- using official email for promotion or campaign during elections and other partisan activities; and,
- using official email to subscribe to any website that is not relevant to one's work or the Department's operations.

All messages distributed using the Department's email service are property of the Department, thus, it has the right, without prior notification, to monitor, access/view, retrieve, delete, and disclose user's emails if deemed necessary.

Emails that contain confidential or sensitive data should be sent or forwarded to the intended recipients only.

Users shall adopt the following security measures to minimize the threat of cyber attacks such as phishing, spoofing, or scams:

- Attachments or links from unsolicited emails coming from unknown senders should not be opened;
- Email contents should be checked for common signs of phishing or scam, such as:
  - requesting for personal and/or financial information;
  - grammar and spelling errors;
  - sense of urgency or unusual requests;
  - inconsistencies in the email address and links; and
  - contains threats on the alleged recorded malicious activity of the user.
- Suspicious emails should be reported immediately to the IT Service Desk.

To reduce the risk of unauthorized access, multifactor authentication (MFA) shall be implemented for Microsoft Office 365 users.

13. File Storage Service

File storage or shared folders are provided to offices that require a central repository of electronic files or documents that are being used for office collaboration, as a reference for a business process, or as a component of an enterprise application system.

Only the users authorized by the concerned Head of Office shall be given access (read-only or full access) to their office file storage folders. It is the responsibility of these users to ensure that their account or device are not being used by unauthorized individuals to access their files.

Users with privileged access to the file storage shall not be allowed to share the files from the storage with other individuals without consent from the Head of Office or immediate Supervisor.

The concerned office (owner of the file storage folder) shall be responsible for ensuring that the files being uploaded by their employees are legitimate official documents of the Department. Uploading of employee's personal files is prohibited.

The concerned office shall be responsible for ensuring that they adhere to all the provisions of the Department's Data Governance Program, Data Privacy Act and its Implementing Rules and Regulations, and other relevant policies on file sharing.

14. Application Systems

This Policy applies to all application systems or software whether in-house developed, outsourced, provided by consultants, or procured off-the-shelf - that generate or have access to the Department's data.

Users are obliged to use these systems in a responsible and lawful manner and are strictly prohibited from:

- tampering or manipulating data that would result in falsification/distortion like data inconsistencies or removal of attributions;
- using the applications to violate laws, rules, or regulations, intentionally or unintentionally;
- providing/selling data or copies of the application (whole or in part) to external organizations without written authorization from the data/application owners;
- transferring software installations/licenses from one device to another without approval from IMS;
- reverse engineering, decompiling, or disassembling of application without supervision from IMS;
- modifying the application to bypass implemented security and control measures;
- incorporating the application (whole or in part) with unsupported applications to be distributed within or outside the organization; and,
- using applications to mine data - by way of bots and other similar methods - without approval from IMS.

15. Personally-Owned Devices (PODs)

This Policy applies to all devices personally-owned by the employees that are being used for the conduct of their official duties and tasks and have access to the Department's ICT resources.

15.1. Monitoring of Compliance

Users of the DPWH ICT resources, regardless of the equipment (PODs or Department-owned) and/or services they are using, shall be monitored for compliance with all relevant policies and guideline of the Department.

PODs will only be accessed by authorized IMS representatives to configure security controls or to respond to legitimate requests as required by administrative, civil, or criminal proceedings.

It is understood that when using PODs, the user agrees that the Department shall have the right to remove or delete any files or software installed on these devices that are not compliant with the Department's policies.

15.2. Access Control

All personally-owned devices must be enrolled and approved by the IMS prior to their initial use on the Department's communications network or its related infrastructure.

The IMS will monitor all devices connected to the Department's communications network. Additionally, any devices that are not compliant with the DPWH Standards for ICT Equipment and/or deemed vulnerable to cybersecurity threats, which could compromise the Department's communications network or data, shall also be prohibited.

The IMS shall install and maintain standard configuration of all personally-owned laptop/notebook computers that have been authorized to connect to the Department's communications network. Users shall not install their own software nor change configuration settings without prior knowledge and consent from the IMS. Department-owned software should not be installed to these computers.

Authorized mobile devices, either DPWH-owned or PODs, should not be connected to the Department's intranet. These devices should only be connected on an isolated or separate network that has internet access.

15.3. Security

All devices must be configured with a lock screen that requires a PIN and/or protected by a strong password. Users should never disclose passwords to anyone, even to family members, if business work is performed at home.

Likewise, users must employ reasonable security measures to secure their physical devices against loss or theft.

To prevent sensitive data from being lost or compromised and to prevent viruses from being spread, users are prohibited from removing security controls on their PODs.

All personally-owned devices must have the following:

- Up-to-date anti-virus and anti-malware software recommended by the IMS installed on their devices.
- Security and application updates configured to run automatically.

Users are prohibited from copying sensitive data to an unregistered, personally-owned device.

Access to Department data is based on user profiles defined by the IMS. Users are advised to keep personal data separate from business data on the POD to avoid unintentional access to personal information by IT support personnel.

Users must ensure that valuable Department data created or modified on PODs are backed up regularly, preferably by connecting to the DPWH network and synchronizing the data between POD and a network drive or on a securely stored removable media.

15.4. Device Reset and Data Deletion

It is incumbent on the user to report the loss or theft of a mobile device used for business purposes to the IT Service Desk. The device will be cleared remotely of all data content and locked to prevent access by anyone other than IMS. If the device is recovered, the IMS can perform re-provisioning.

Users must reconcile software licenses purchased by the Department and installed on a personally-owned device and must remove all DPWH data upon separation from the service.

The device will be removed from the Department's communications network under the following circumstances:

- non-compliant with this Policy;
- device inspection is not granted in accordance with this Policy; and,
- users who own the device no longer have a working relationship with the DPWH.

15.5. Liability

The Department will not reimburse the user the cost of the device and will not pay the cost of the data/phone plan in the course of work performed for DPWH.

The Department shall not be liable for the loss or damage of these devices.

15.6. Services and Support

The IMS shall provide and support baseline connectivity to the Department's email system on personally-owned mobile devices with a web browser and WIFI connection. The Microsoft Outlook Web App (OWA) and Office 365 are accessible on any mobile device with an internet connection.

15.7. Revocation of Access

The Department reserves the right to revoke access to the DPWH ICT resources using PODs due to the following:

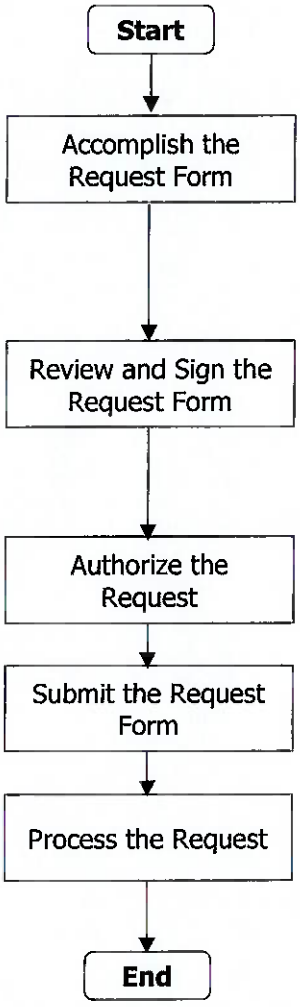
- malware infection or hacking;
- violation of intellectual property rights for the organization's information created, stored, and processed on PODs; and,
- non-compliance with this Policy Guideline.

16. General Guidelines

16.1. Request for Access to the Department's ICT Services

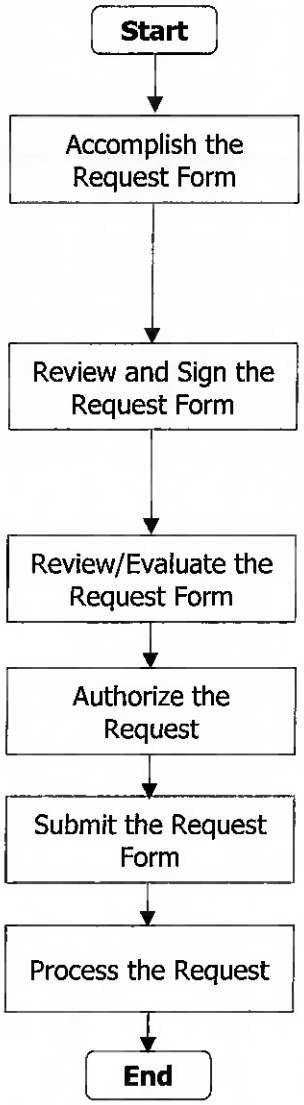
Employees and officials with legitimate business needs may request access to the Department's ICT services by submitting the appropriate duly accomplished request form, which are downloadable from the intranet website (http://dpwhweb/downloads/index.htm). The following procedures shall be followed for requesting access to the Department's ICT services:

For Central Office:



Process Flow	Responsible	Details
Start		
Accomplish the Request Form	End-User	Downloads the Request Form from intranet website and fills-out the form with all the required information. Signs and forwards the accomplished form to his/her Supervisor for review and signature.
Review and Sign the Request Form	Supervisor	Reviews and signs the form if in order, otherwise, returns to the End-User for revision. Signs and forwards the form to the Head of Office for request authorization.
Authorize the Request	Head of Office	Reviews and signs the form to authorize the request and returns the form to the End-User.
Submit the Request Form	End-User	Submits a scanned copy of the signed request form to the IMS through the IT Service Desk Customer Portal accessible on the DPWH Intranet Website.
Process the Request	IMS	Process the request and inform the End-User of the action taken.
End		

For Regional and District Engineering Offices:



Process Flow	Responsible	Details
Accomplish the Request Form	End-User	Downloads the Request Form from intranet website and fills-out the form with all the required information. Signs and forwards the accomplished form to his/her Supervisor for review and signature.
Review and Sign the Request Form	Supervisor	Reviews and signs the form if in order, otherwise returns to the End-User for revision. Signs and forwards the form to the concerned RITSO/DITSO for review or evaluation.
Review/Evaluate the Request Form	Regional/District IT Support Officer (RITSO/DITSO)	Reviews and if in order, forwards the form to the Head of Office for request authorization, otherwise returns the form to the End-User for revision.
Authorize the Request	Head of Office	Reviews and signs the form to authorize the request and returns the form to the RITSO/DITSO.
Submit the Request Form	RITSO/DITSO	Submits a scanned copy of the signed request form to the IMS thru the IT Service Desk Customer Portal accessible on the DPWH Intranet Website.
Process the Request	IMS	Process the request and informs the RITSO/DITSO/End-User of the action taken.

16.2. Request for Access to the Department's Application Systems

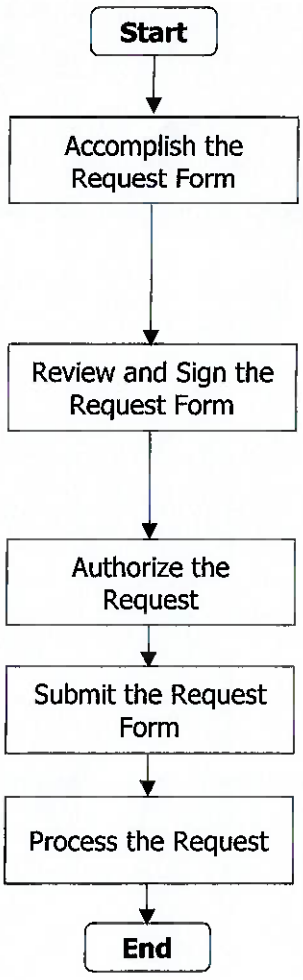
Employees and officials with legitimate business needs may request access to the Department's Application Systems by submitting the appropriate duly accomplished request form, which are downloadable from the intranet website (http://dpwhweb/downloads/index.htm). The following procedures shall be followed for requesting access to the Department's Application Systems:

Process Flow	Responsible	Details
Start		
Accomplish the Request Form	End-User	Downloads the Request Form from intranet website and fills-out the form with all the required information. Signs and forwards the accomplished form to their Supervisor for review and signature.
Review and Sign the Request Form	Supervisor	Reviews and signs the form if in order; otherwise, returns to the End-User for revision. Signs and forwards the form to the Head of Office for request authorization.
Authorize the Request	Head of Office	Reviews and signs the form to authorize the request and forwards the form to the AUC.
Submit the Request Form	Application User Coordinator (AUC) of the Requesting Office	Evaluates and if approved, submits a scanned copy of the signed request form to the IMS thru the IT Service Desk Customer Portal accessible on the DPWH Intranet Website.
Implement the Request	IMS	Implement the request and inform the AUC/End-Users of the action taken.
End		

16.3. Request for VPN Access

Employees (with DPWH-issued laptop computers) who require remote access to the Department's network may request VPN access by submitting a duly accomplished VPN Access Request Form, which is downloadable from the intranet website. The following procedures shall be followed for requesting VPN access:

For Central Office:



Process Flow	Responsible	Details
Accomplish the Request Form	End-User	Downloads the Request Form from intranet website and fills-out the form with all the required information. Signs and forwards the accomplished form to his/her Supervisor for review and signature.
Review and Sign the Request Form	Supervisor	Reviews and signs the form if in order, otherwise return to the End-User for revision. Signs and forwards the form to the Head of Office for request authorization.
Authorize the Request	Head of Office	Reviews and signs the form to authorize the request and returns the form to the End-User.
Submit the Request Form	End-User	Submits a scanned copy of the signed request form to the IMS thru the IT Service Desk Customer Portal accessible on the DPWH Intranet Website.
Process the Request	IMS	Process the request and inform the End-User of the action taken. Configures the User's laptop for VPN access.

For Regional and District Engineering Offices:

Process Flow	Responsible	Details
Start		
Accomplish the Request Form	End-User	Downloads the Request Form from intranet website and fills-out the form with all the required information. Signs and forwards the accomplished form to his/her Supervisor for review and signature.
Review and Sign the Request Form	Supervisor	Reviews and signs the form if in order, otherwise return to the End-User for revision. Signs and forwards the form to the concerned RITSO/DITSO for review and/or evaluation.
Review/Evaluate the Request Form	Regional/District IT Support Officer (RITSO/DITSO)	Reviews and, if in order, forwards the form to the Head of Office for request authorization, otherwise returns the form to the End-User for revision.
Authorize the Request	Head of Office	Reviews and signs the form to authorize the request and returns the form to the RITSO/DITSO.
Submit the Request Form	RITSO/DITSO	Submits a scanned copy of the signed request form to the IMS thru the IT Service Desk Customer Portal accessible on the DPWH Intranet Website.
Process the Request	IMS	Process the request and informs the RITSO/DITSO of the action taken.
Process the Request	RITSO/DITSO	Informs the End-User and configures the laptop for VPN access.
End		

16.4. Accessing Email Platforms

16.4.1. Standard Email

The Department is using Microsoft Exchange Server for its standard email system, which is hosted on-premise. The email system is accessible using the following:

a. Microsoft Outlook for Desktop and Mobile Devices

Microsoft Outlook is an email client that is pre-installed on the Department's standard desktops and laptops as part of the Microsoft Office Standard suite. It can also be downloaded on mobile devices from Google Play Store and Apple App Store.

Employees with approved email access may request the configuration of their Microsoft Outlook from the IT Service Desk or the concerned IT Support Officers.

b. Outlook Web App (OWA)

OWA is the web-based version of the Department's standard email system, which is accessible internally through the Department's communication network and externally via a commercial internet connection. It can be accessed on web browsers like Microsoft Edge, Mozilla Firefox, or Google Chrome using the link: https://mail.dpwh.gov.ph/owa.

Use caution, especially when accessing OWA from public internet facilities like internet cafes, which are prone to viruses and other security threats. Always keep in mind the following:

- select the option "This is a public or shared computer";
- when logging in using portable devices, make sure that no one is able to capture your network ID and password; and,
- always log out from OWA and close browser sessions when done.

16.4.2. Microsoft Office 365 Email

Microsoft Office 365 is a cloud-based productivity platform that comes with various apps, video conferencing, storage, and email system, which are accessible via internet connection. The Office 365 Email can be accessed on web browsers like Microsoft Edge, Mozilla Firefox, or Google Chrome using the link: https://outlook.office.com/owa/.

Microsoft Outlook (desktop and mobile app) may also be used for accessing the Office 365 email.

16.4.3. Email Capacity Limits

Features	Standard Email	Office 365 Email
Mailbox capacity	500 MB	50,000 MB
Maximum number of email recipients	20 recipients	5,000 recipients
Email attachment size limit	30 MB Note: this is the standard limit of the majority of the email providers	30 MB for non-Office 365 recipients 150 MB for Office 365 recipients

16.5. Exchanging Large Files

16.5.1. DPWH FileDrop

DPWH FileDrop is a web application that allows users to easily and securely share files within the Department's communications network by uploading the files into the web application and sending the download link or QR code to the intended recipient.

It can be accessed using any web browser like Microsoft Edge, Mozilla Firefox, or Google Chrome through the link: http://filedrop.dpwh.gov.ph.

Files uploaded to the DPWH FileDrop are automatically deleted after seven (7) days (by default) or the retention period set by the sender.

The DPWH FileDrop is available or accessible only within the Department's communications network.

16.5.2. OneDrive for Office 365 Users

Another way to send large files for Office 365 users is OneDrive. OneDrive is an Office 365 application that allows users to store files in the cloud. Stored files can be shared by giving access to other users.

16.5.3. SharePoint

SharePoint is a browser-based collaboration and document management platform that allows users to share files with a single user or with groups. As this is also a cloud-based storage, two or more users can work on the same document simultaneously.

17. Annexes

17.1. Software and Hardware

- File Servers Access Request Form
- Personally-Owned Device (POD) Configuration Request Form
- Software Request Form
- Telephone Line and/or Feature Activation Request Form
- VPN Access Request Form

17.2. Intranet, Internet, and Email

- Intranet Access Request Form
- Internet and Email Access Request Form
- Change of Network Account Request Form

17.3. Application System

- CEA Access Request Form
- CuSSA Access Request Form
- CWA Access Request Form
- DMA Access Request Form
- DoTS Access Request Form
- eBudget Access Request Form
- eNGAS Access Request Form
- IROWMA Access Request Form
- MYPS Access Request Form
- PCMA Access Request Form
- PIS Access Request Form
- PPMPA Access Request Form
- RBIA Access Request Form
- RPS Access Request Form

- RTIA Access Request Form
- TAS Access Request Form
- Web Posting Utility Access Request Form
- Data Change Request Form
- Request for Information Systems Services

Republic of the Philippines
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
CENTRAL OFFICE
Bonifacio Drive, Port Area, Manila

FILE SERVER ACCESS REQUEST FORM

Service Request No.: _____

REQUEST

Date of Application: _____

Shared Folder Name: _____

Office: _____
(Office, Division, Section)

Name of Employee	Subfolder Name (e.g. \Shared Folder\Subfolder\...)	Access Rights
		☐ View Only ☐ Full
		☐ View Only ☐ Full
		☐ View Only ☐ Full
		☐ View Only ☐ Full
		☐ View Only ☐ Full
		☐ View Only ☐ Full
		☐ View Only ☐ Full
		☐ View Only ☐ Full

Requested Action:

☐ **Access to an Existing Shared Folder**
Access to the Existing Shared Folder shall be approved/authorized by the Head of Office (owner of the Shared Folder) and will no longer need approval from IMS.

☐ **Creation of New Shared Folder**
Purpose: ☐ File repository/backup
☐ For information/monitoring
☐ Collaboration/report consolidation
☐ Others (specify):

Requested/Authorized by:

_____
Head of Office
(Signature over Printed Name)

AGREEMENT

I have read and understood the Policies and Guidelines on the Use of DPWH Information and Communications Technology (ICT) Resources and hereby agree to abide to these; that any violation thereof shall lead to the revocation of all my rights and priveleges to access the DPWH ICT resources and/or be subjected to disciplinary actions.

Name of Employee	Signature

Name of Employee	Signature

Attested by: _____
(Supervisor's Signature over Printed Name)

EVALUATION OF REQUEST: Access to an Existing Shared Folder

Approved/Authorized by:

_____
Head of Office
(Signature over Printed Name)

Date Received: _____

Date Completed: _____

Implemented by:

_____
IT Service Desk Analyst
(Signature over Printed Name)

EVALUATION OF REQUEST: Creation of New Shared Folder

Action: ☐ Approved ☐ Disapproved

Date Received: _____

Date Completed: _____

Evaluated by:

_____
Chief, Systems Administration Section
(Signature over Printed Name)

Recommending Approval:

_____
Chief, Technology Support Division
(Signature over Printed Name)

Approved:

_____
Director, Information Management Service
(Signature over Printed Name)

Please contact the ITSD for more details about this form

Republic of the Philippines
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
CENTRAL OFFICE
Bonifacio Drive, Port Area, Manila

PERSONALLY-OWNED DEVICE (POD) CONFIGURATION REQUEST FORM

Service Request No.: _____

REQUEST

Date of Application: _____

Employee Name: _____
(Last Name, First Name, Middle Name)

Office: _____
(Office, Division, Section)

Position: _____

Contact Number (Local): _____

Employment Status:

☐ Regular Employee

☐ Casual / Job Order / Trainee
(Contract expires on _____)

☐ Consultant / Contractor / Supplier
(Contract expires on _____)

Device Type: ☐ desktop computer ☐ laptop computer ☐ mobile tablet ☐ mobile phone ☐ others _____

Brand and Model: _____ Additional information, if any: _____

Reason:

☐ No available DPWH-issued device
☐ Others _____

☐ The DPWH-issued device is incompatible with the system being accessed

Access requirements: ☐ None

☐ Internet connection ☐ Email system ☐ Application system (specify) _____
☐ Network printer ☐ Shared file storage ☐ Intranet website ☐ Others _____

AGREEMENT

I acknowledge and agree to the following terms and conditions related to the use of my device for work purposes under the Department's Personally Owned Device program.

I will take reasonable steps to secure my device, such as using a strong password and installing an updated security software. I understand that I am responsible for the security of my device and the Department's data stored on it.

I will ensure that the Department's data stored on my device are protected and secured from unauthorized access. I acknowledge that I am responsible for the backup and recovery of data on my device.

I agree and give full consent for IMS/IT Support Officer to configure my device in accordance with the standards of the Department. I understand that this may involve removal of software that is not consistent with the Department's policies or may pose security risks.

I agree to hold the Department harmless for any damage or losses arising from using my device for work purposes. This includes any liability arising from the loss or theft of my device or any data stored on it.

I have read and understood the Policies and Guidelines on the Use of DPWH Information and Communications Technology (ICT) Resources and hereby agree to abide to these; that any violation thereof shall lead to the revocation of all my rights and priveleges to access the DPWH ICT resources and/or be subjected to disciplinary actions.

_____
(Employee's Signature over Printed Name)

Attested by:

_____
Supervisor
(Signature over Printed Name)

Requested/Authorized by:

_____
Head of Office
(Signature over Printed Name)

EVALUATION OF REQUEST (to be filled out by IMS)

Date Received: _____ Date Completed: _____

Action:

☐ Approved ☐ Disapproved

Remarks:

Evaluated by:

_____
Chief, Systems Administration Section
(Signature over Printed Name)

Recommending Approval:

_____
Chief, Technology Support Division
(Signature over Printed Name)

Approved:

_____
Director, Information Management Service
(Signature over Printed Name)

Please contact the ITSD for more details about this form

Republic of the Philippines
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
CENTRAL OFFICE
Bonifacio Drive, Port Area, Manila

SOFTWARE REQUEST FORM

Service Request No.: _____

REQUEST

Date of Application: _____

Office: _____
(Office, Division, Section)

Contact Number (Local): _____

Server Access:
☐ Software installation
☐ License use
☐ Others (specify) _____

Specifications:
_____
_____
_____

Requested Action: (Please check where applicable)

Name of Employee	Software	Version	To be installed on
			☐ Desktop ☐ Laptop ☐ Server
			☐ Desktop ☐ Laptop ☐ Server
			☐ Desktop ☐ Laptop ☐ Server
			☐ Desktop ☐ Laptop ☐ Server
			☐ Desktop ☐ Laptop ☐ Server
			☐ Desktop ☐ Laptop ☐ Server

Purpose:
_____
_____
_____

Requested/Authorized by:

_____
Head of Office
(Signature over Printed Name)

AGREEMENT

I have read and understood the Policies and Guidelines on the Use of DPWH Information and Communications Technology (ICT) Resources and hereby agree to abide to these; that any violation thereof shall lead to the revocation of all my rights and priveleges to access the DPWH ICT resources and/or be subjected to disciplinary actions.

Name of Employee	Signature	Name of Employee	Signature

Attested by:

_____
(Supervisor's Signature over Printed Name)

EVALUATION OF REQUEST (to be filled out by IMS)

Date Received: _____ Date Completed: _____

Action:
☐ Approved ☐ Disapproved

Remarks:

Evaluated by:

_____
Chief, Systems Administration Section
(Signature over Printed Name)

Recommending Approval:

_____
Chief, Technology Support Division
(Signature over Printed Name)

Approved:

_____
Director, Information Management Service
(Signature over Printed Name)

Please contact the ITSD for more details about this form

Republic of the Philippines
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
CENTRAL OFFICE
Bonifacio Drive, Port Area, Manila

TELEPHONE LINE AND/OR FEATURE ACTIVATION REQUEST FORM

Service Request No.: _____

REQUEST

Date of Application: _____

Employee Name: _____
(Last Name, First Name, Middle Name)

Office: _____
(Office, Division, Section)

Position: _____

Contact Number (Local): _____

Employment Status:

☐ Regular Employee

☐ Casual / Job Order / Trainee
(Contract expires on _____)

☐ Consultant / Contractor / Supplier
(Contract expires on _____)

Average number of telephone calls:

Nature	Daily	Weekly	Monthly
International			
National (other than DPWH offices)			
National (DPWH offices)			

Requested Action: (Please check where applicable)

Type of Access	Purpose / Reason
☐ Telephone Line	
☐ Telephone Outlet	
☐ International Direct Dialing (IDD)	
☐ National Direct Dialing (NDD)	

Requested/Authorized by:

_____
Head of Office
(Signature over Printed Name)

AGREEMENT

I have read and understood the Policies and Guidelines on the Use of DPWH Information and Communications Technology (ICT) Resources and hereby agree to abide to these; that any violation thereof shall lead to the revocation of all my rights and priveleges to access the DPWH ICT resources and/or be subjected to disciplinary actions.

Attested by:

_____
(Employee's Signature over Printed Name)

_____
(Supervisor's Signature over Printed Name)

EVALUATION OF REQUEST (to be filled out by IMS)

Date Received: _____

Date Completed: _____

Purpose: (Please check where applicable)
☐ research, procurement, public information, education and training
☐ infrastructure planning, design and construction
☐ calamity and disaster operations
☐ user of the Department's application systems
☐ Others _____

☐ downloading/uploading of data from/to external offices/agencies
☐ communication and/or submission of reports with internal/external offices
☐ updating of technical documents and gathering of best practices from different external entities

Action:
☐ Approved ☐ Disapproved

Remarks:

Evaluated by:

_____
Chief, Network Administration Section
(Signature over Printed Name)

Recommending Approval:

_____
Chief, Technology Support Division
(Signature over Printed Name)

Approved:

_____
Director, Information Management Service
(Signature over Printed Name)

Please contact the ITSD for more details about this form

Republic of the Philippines
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
CENTRAL OFFICE
Bonifacio Drive, Port Area, Manila

VPN ACCESS REQUEST FORM

Service Request No.: _____

REQUEST

Date of Application: _____

Employee Name: _____
(Last Name, First Name, Middle Name)

Office: _____
(Office, Division, Section)

Position: _____

Contact Number (Local): _____

Employment Status:

☐ Regular Employee

☐ Casual / Job Order / Trainee
(Contract expires on _____)

☐ Consultant / Contractor / Supplier
(Contract expires on _____)

Purpose/Reason

☐ WAN connectivity is not available in the office (disconnected)

☐ Requires remote access to office files and/or application systems from home

☐ Consistently doing field work

☐ On vacation leave / study leave / maternity leave until _____
(specify end date)

☐ Others (specify) _____

Requirements

The User has an existing DPWH-issued device to be used for VPN access?
☐ Yes ☐ No

What will be accessed thru VPN?
☐ Office computer and files
☐ Intranet website and issuances
☐ Network file storage
☐ Application system (specify):
_____

Requested/Authorized by:

_____
Head of Office
(Signature over Printed Name)

AGREEMENT

I have read and understood the Policies and Guidelines on the Use of DPWH Information and Communications Technology (ICT) Resources and hereby agree to abide to these; that any violation thereof shall lead to the revocation of all my rights and priveleges to access the DPWH ICT resources and/or be subjected to disciplinary actions.

Attested by:

_____
(Employee's Signature over Printed Name)

_____
(Supervisor's Signature over Printed Name)

EVALUATION OF REQUEST (to be filled out by IMS)

Date Received: _____

Date Completed: _____

Purpose: (Please check where applicable)
☐ research, procurement, public information, education and training
☐ infrastructure planning, design and construction
☐ calamity and disaster operations
☐ user of the Department's application systems
☐ Others _____
☐ downloading/uploading of data from/to external offices/agencies
☐ communication and/or submission of reports with internal/external offices
☐ updating of technical documents and gathering of best practices from different external entities

Action:
☐ Approved: ☐ VPN client (GlobalProtect) ☐ clientless VPN (web portal) ☐ Temp. VPN access
☐ Disapproved

Remarks:

Evaluated by:

_____
Chief, Network Administration Section
(Signature over Printed Name)

Recommending Approval:

_____
Chief, Technology Support Division
(Signature over Printed Name)

Approved:

_____
Director, Information Management Service
(Signature over Printed Name)

Please contact the ITSD for more details about this form

Republic of the Philippines
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
CENTRAL OFFICE
Bonifacio Drive, Port Area, Manila

INTRANET ACCESS REQUEST FORM

Service Request No.: _____

REQUEST

Date of Application: _____

Employee Name: _____
(Last Name, First Name, Middle Name)

Office: _____
(Office, Division, Section)

Position: _____

Contact Number (Local): _____

Employment Status:

☐ Regular Employee

☐ Casual / Job Order / Trainee
(Contract expires on _____)

☐ Consultant / Contractor / Supplier
(Contract expires on _____)

Note:

Upon approval of the request, the employee shall have access to the DPWH Intranet Website and other Government Websites (websites with .gov.ph domain). For other ICT services, a separate request form shall be submitted.

AGREEMENT

I have read and understood the Policies and Guidelines on the Use of DPWH Information and Communication Technology (ICT) Resources and hereby agree to abide to these; that any violation thereof shall lead to the revocation of all my rights and priveleges to access the DPWH ICT resources and/or be subjected to disciplinary actions.

_____
(Employee's Signature over Printed Name)

Attested by:

_____
Supervisor
(Signature over Printed Name)

Requested/Authorized by:

_____
Head of Office
(Signature over Printed Name)

GRANTING OF ACCESS (to be filled out by IMS | Regional/District IT Support Officer)

Date Received: _____

Date Completed: _____

DPWH Network ID: _____

Implemented by:

_____
IT Service Desk Analyst | Regional/Distrct ITSO
(Signature over Printed Name)

Please contact the ITSD for more details about this form

Republic of the Philippines
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
CENTRAL OFFICE
Bonifacio Drive, Port Area, Manila

INTERNET AND EMAIL ACCESS REQUEST FORM

Service Request No.: _____

REQUEST

Date of Application: _____

Employee Name: _____
(Last Name, First Name, Middle Name)

Office: _____
(Office, Division, Section)

Position: _____

Contact Number (Local): _____

Employment Status:

☐ Regular Employee

☐ Casual / Job Order / Trainee
(Contract expires on _____)

☐ Consultant / Contractor / Supplier
(Contract expires on _____)

Requested Action: (Please check where applicable)

Type of Access

☐ Access private organizations' websites and online platforms
Purpose/Reason:

☐ Send email to DPWH Offices

☐ Send email to other government agencies and private org.
Purpose/Reason:

Email configuration:

☐ Increase maximum number of email recipients
Purpose/Reason:

☐ Increase mailbox capacity
Purpose/Reason:

Requested/Authorized by:

_____
Head of Office
(Signature over Printed Name)

AGREEMENT

I have read and understood the Policies and Guidelines on the Use of DPWH Information and Communications Technology (ICT) Resources and hereby agree to abide to these; that any violation thereof shall lead to the revocation of all my rights and priveleges to access the DPWH ICT resources and/or be subjected to disciplinary actions.

Attested by:

_____
(Employee's Signature over Printed Name)

_____
(Supervisor's Signature over Printed Name)

EVALUATION OF REQUEST (to be filled out by IMS)

Date Received: _____

Date Completed: _____

Purpose: (Please check where applicable)
☐ research, procurement, public information, education and training
☐ infrastructure planning, design and construction
☐ calamity and disaster operations
☐ user of the Department's application systems
☐ Others _____
☐ downloading/uploading of data from/to external offices/agencies
☐ communication and/or submission of reports with internal/external offices
☐ updating of technical documents and gathering of best practices from different external entities

Action:
☐ Approved: ☐ internet access ☐ external email ☐ internal email ☐ increase mailbox size to ____
☐ increase maximum number of recipients to ___
☐ Disapproved

Remarks:

Evaluated by:

_____
Chief, Systems Administration Section
(Signature over Printed Name)

Recommending Approval:

_____
Chief, Technology Support Division
(Signature over Printed Name)

Approved:

_____
Director, Information Management Service
(Signature over Printed Name)

Please contact the ITSD for more details about this form

Republic of the Philippines
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
CENTRAL OFFICE
Bonifacio Drive, Port Area, Manila

CHANGE OF NETWORK ACCOUNT REQUEST FORM

Service Request No.: _____

REQUEST

Date of Application: _____

Registered Employee Name: _____
(Last Name, First Name, Middle Name)

Office: _____
(Office, Division, Section)

Contact Number (Local): _____

Application user: ☐ Yes ☐ No

List of applications being used: _____

Requested Action:

Change of Name and Network ID due to:
☐ Marriage ☐ Correction of name in accordance with the relevant governing laws of the Philippines

Updated Employee Name: _____
(Last Name, First Name, Middle Name)

AGREEMENT

I hereby certify that the information provided in this document is true, accurate and in accordance with the relevant governing laws of the Philippines.

_____
(Employee's Signature over Printed Name)

Attested by:

_____
Supervisor
(Signature over Printed Name)

Requested/Authorized by:

_____
Head of Office
(Signature over Printed Name)

GRANTING OF CHANGES (to be filled out by IMS)

Date Received: _____

Date Completed: _____

Updated Network ID: _____

Updated email address: _____

Implemented by:

_____
IT Service Desk Analyst
(Signature over Printed Name)

Please contact the ITSD for more details about this form

Republic of the Philippines
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
CENTRAL OFFICE
Bonifacio Drive, Port Area, Manila

COST ESTIMATION APPLICATION (CEA) ACCESS REQUEST FORM

Service Request No. _____ Work Order No. _____

REQUEST

Date of Application: _____

Office/Division/Section: _____

Employee Name (Last Name, First Name Middle Initial)	Employee ID	Network ID	User Group						
			AA	CEM	CETL	CETM	CERM	CERTL	CERTM

LEGEND (for User Group)

- **AA** **Application Administrator**
- **CEM** **Cost Estimation Manager**
- **CETL** **Cost Estimation Team Leader**
- **CETM** **Cost Estimation Team Member**
- **CERM** **Cost Estimation Review Manager**
- **CERTL** **Cost Estimation Review Team Leader**
- **CERTM** **Cost Estimation Review Team Member**

AGREEMENT

I have read and understood the Policies and Guidelines on the Use of DPWH Information and Communications Technology (ICT) Resources and hereby agree to abide to these; that any violation thereof shall lead to the revocation of all my rights and privileges to access the DPWH ICT resources and/or be subjected to disciplinary actions.

Employee Name	Signature

Attested by:

_____
Supervisor's Signature over Printed Name

AUTHORIZATION

Request Authorized by:

_____
Head of Office
(Signature over Printed Name)

EVALUATION OF REQUEST (to be filled out by BOC)

Date Received by Bureau of Construction: _____

Employee Name	Completed Training		Approval		Remarks
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	

Approved by:

_____
Application User Coordinator
(Signature over Printed Name)

GRANTING OF ACCESS (to be filled out by IMS)

Date CEA User Access has been granted: _____

Implemented by:

_____
Application Support Person
(Signature over Printed Name)

Please contact the IT Service Desk for more details about this form.

Republic of the Philippines
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
CENTRAL OFFICE
Bonifacio Drive, Port Area, Manila

CUSTOMER SATISFACTION SURVEY APPLICATION (CuSSA) ACCESS REQUEST FORM

Service Request No. _____ Work Order No. _____

REQUEST

Date of Application: _____

Office/Division/Section: _____

Employee Name (Last Name, First Name Middle Initial)	Employee ID	Network ID	User Group					
			AA	SRS	FDO	CPIO	RPIO	DPIO

LEGEND (for User Group)

- **AA** **Application Administrator**
- **SRS** **Stakeholders Relations Service User**
- **FDO** **Front Desk Officer**
- **CPIO** **Central Office Public Information Officer**
- **RPIO** **Regional Public Information Officer**
- **DPIO** **District Public Information Officer**

AGREEMENT

I have read and understood the Policies and Guidelines on the Use of DPWH Information and Communications Technology (ICT) Resources and hereby agree to abide to these; that any violation thereof shall lead to the revocation of all my rights and privileges to access the DPWH ICT resources and/or be subjected to disciplinary actions.

Employee Name	Signature

Attested by:

_____
Supervisor's Signature over Printed Name

AUTHORIZATION

Request Authorized by:

_____
Head of Office
(Signature over Printed Name)

EVALUATION OF REQUEST (to be filled out by SRS)

Date Received by Stakeholders Relations Service: _____

Employee Name	Completed Training		Approval		Remarks
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	

Approved by:

_____
Application User Coordinator
(Signature over Printed Name)

GRANTING OF ACCESS (to be filled out by IMS)

Date CuSSA User Access has been granted: _____

Implemented by:

_____
Application Support Person
(Signature over Printed Name)

Please contact the IT Service Desk for more details about this form.

Republic of the Philippines
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
CENTRAL OFFICE
Bonifacio Drive, Port Area, Manila

CIVIL WORKS APPLICATION (CWA) ACCESS REQUEST FORM

Service Request No. _____ Work Order No. _____

REQUEST

Date of Application: _____

Office/Division/Section: _____

Employee Name (Last Name, First Name Middle Initial)	Employee ID	Network ID	User Group				
			SUP	RUIC	VW	UPMO	RO/DEO

LEGEND (for User Group)

- **SUP** **Supervisor**
- **RUIC** **Registry Updating & Issuance of CRC**
- **VW** **View for Administrative Personnel**
- **UPMO** **UPMO Coordinator**
- **RO/DEO** **Regional/District Eligibility**

AGREEMENT

I have read and understood the Policies and Guidelines on the Use of DPWH Information and Communications Technology (ICT) Resources and hereby agree to abide to these; that any violation thereof shall lead to the revocation of all my rights and privileges to access the DPWH ICT resources and/or be subjected to disciplinary actions.

Employee Name	Signature

Attested by:

_____
Supervisor's Signature over Printed Name

AUTHORIZATION

Request Authorized by:

_____
Head of Office
(Signature over Printed Name)

EVALUATION OF REQUEST (to be filled out by PrS)

Date Received by Procurement Service: _____

Employee Name	Completed Training		Approval		Remarks
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	

Recommended by:

_____
Application User Coordinator
(Signature over Printed Name)

Approved by:

_____
Head of Office
(Signature over Printed Name)

GRANTING OF ACCESS (to be filled out by IMS)

Date CWA User Access has been granted: _____

Implemented by:

_____
Application Support Person
(Signature over Printed Name)

Please contact the IT Service Desk for more details about this form.

Republic of the Philippines
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
CENTRAL OFFICE
Bonifacio Drive, Port Area, Manila

DESIGN MANAGEMENT APPLICATION (DMA) ACCESS REQUEST FORM

Service Request No. _____ Work Order No. _____

REQUEST

Date of Application: _____

Office/Division/Section: _____

Employee Name (Last Name, First Name Middle Initial)	Employee ID	Network ID	User Group						
			Design Team				Review Team		
			DM	DTL	DSTL	DTM	RDTL	RDSTL	RDTM

LEGEND (for User Group)

- **DM** **Design Manager**
- **DTL** **Design Team Leader**
- **DSTL** **Design Sub Team Leader**
- **DTM** **Design Team Member**
- **RDTL** **Review Design Team Leader**
- **RDSTL** **Review Design Sub Team Leader**
- **RDTM** **Review Design Team Member**

AGREEMENT

I have read and understood the Policies and Guidelines on the Use of DPWH Information and Communications Technology (ICT) Resources and hereby agree to abide to these; that any violation thereof shall lead to the revocation of all my rights and privileges to access the DPWH ICT resources and/or be subjected to disciplinary actions.

Employee Name	Signature

Attested by:

_____
Supervisor's Signature over Printed Name

AUTHORIZATION

Request Authorized by:

_____
Head of Office
(Signature over Printed Name)

EVALUATION OF REQUEST (to be filled out by BOD)

Date Received by Bureau of Design: _____

Employee Name	Completed Training		Approval		Remarks
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	

Approval:

_____
Application User Coordinator
(Signature over Printed Name)

GRANTING OF ACCESS (to be filled out by IMS)

Date DMA User Access has been granted: _____

Implemented by:

_____
Application Support Person
(Signature over Printed Name)

Please contact the IT Service Desk for more details about this form.

Republic of the Philippines
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
CENTRAL OFFICE
Bonifacio Drive, Port Area, Manila

DOCUMENT TRACKING SYSTEM (DoTS) ACCESS REQUEST FORM

Service Request No. _____ Work Order No. _____

REQUEST

Date of Application: _____

Office/Division/Section: _____

Employee Name (Last Name, First Name Middle Initial)	Employee ID	Network ID	User Group			Module		
			PU	DC	EU	GD	CS	CW

LEGEND (for User Group)

- **PU** **Power User**
- **DC** **DoTS Center**
- **EU** **End User**
- **GD** **Procurement of Goods**
- **CS** **Consultancy**
- **CW** **Civil Works**

AGREEMENT

I have read and understood the Policies and Guidelines on the Use of DPWH Information and Communications Technology (ICT) Resources and hereby agree to abide to these; that any violation thereof shall lead to the revocation of all my rights and privileges to access the DPWH ICT resources and/or be subjected to disciplinary actions.

Employee Name	Signature

Attested by:

_____
Supervisor's Signature over Printed Name

AUTHORIZATION

Request Authorized by:

_____
Head of Office
(Signature over Printed Name)

EVALUATION OF REQUEST (to be filled out by HRAS)

Date Received by Records Management Division: _____

Employee Name	Completed Training		Approval		Remarks
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	

Approved by:

_____
Application User Coordinator
(Signature over Printed Name)

GRANTING OF ACCESS (to be filled out by IMS)

Date DoTS User Access has been granted: _____

Implemented by:

_____
Application Support Person
(Signature over Printed Name)

Please contact the IT Service Desk for more details about this form.

Republic of the Philippines
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
CENTRAL OFFICE
Bonifacio Drive, Port Area, Manila

ELECTRONIC BUDGET SYSTEM (eBudget) ACCESS REQUEST FORM

Service Request No. _____ Work Order No. _____

REQUEST

Date of Application: _____

Office/Division/Section: _____

Employee Name (Last Name, First Name Middle Initial)	Employee ID	Network ID	User Group					
			PR	AP	AU	IT	SA	AUC

LEGEND (for User Group)

- **PR** **Preparation**
- **AP** **Approval**
- **AU** **Auidt / Read Only**
- **IT** **IT Support Officer**
- **SA** **System Administrator**
- **AUC** **Data Steward / AUC**

AGREEMENT

I have read and understood the Policies and Guidelines on the Use of DPWH Information and Communications Technology (ICT) Resources and hereby agree to abide to these; that any violation thereof shall lead to the revocation of all my rights and privileges to access the DPWH ICT resources and/or be subjected to disciplinary actions.

Employee Name	Signature

Attested by:

_____
Supervisor's Signature over Printed Name

AUTHORIZATION

Request Authorized by:

_____
Head of Office
(Signature over Printed Name)

EVALUATION OF REQUEST (to be filled out by FS)

Date Received by Finance Service: _____

Employee Name	Completed Training		Approval		Remarks
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	

Recommended by:

_____
Application User Coordinator
(Signature over Printed Name)

Approved by:

_____
Head of Office
(Signature over Printed Name)

GRANTING OF ACCESS (to be filled out by IMS)

Date eBudget User Access has been granted: _____

Implemented by:

_____
Application Support Person
(Signature over Printed Name)

Please contact the IT Service Desk for more details about this form.

Republic of the Philippines
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
CENTRAL OFFICE
Bonifacio Drive, Port Area, Manila

ELECTRONIC NEW GOVERNMENT ACCOUNTING SYSTEM (eNGAS) ACCESS REQUEST FORM

Service Request No. _____ Work Order No. _____

REQUEST

Date of Application: _____

Office/Division/Section: _____

Employee Name (Last Name, First Name Middle Initial)	Employee ID	Network ID	User Group					
			PR	AP	AU	IT	SA	AUC

LEGEND (for User Group)

- **PR** **Preparation**
- **AP** **Approval**
- **AU** **Auidt / Read Only**
- **IT** **IT Support Officer**
- **SA** **System Administrator**
- **AUC** **Data Steward / AUC**

AGREEMENT

I have read and understood the Policies and Guidelines on the Use of DPWH Information and Communications Technology (ICT) Resources and hereby agree to abide to these; that any violation thereof shall lead to the revocation of all my rights and privileges to access the DPWH ICT resources and/or be subjected to disciplinary actions.

Employee Name	Signature

Attested by:

_____
Supervisor's Signature over Printed Name

AUTHORIZATION

Request Authorized by:

_____
Head of Office
(Signature over Printed Name)

EVALUATION OF REQUEST (to be filled out by FS)

Date Received by Finance Service: _____

Employee Name	Completed Training		Approval		Remarks
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	

Recommended by:

_____
Application User Coordinator
(Signature over Printed Name)

Approved by:

_____
Head of Office
(Signature over Printed Name)

GRANTING OF ACCESS (to be filled out by IMS)

Date eNGAS User Access has been granted: _____

Implemented by:

_____
Application Support Person
(Signature over Printed Name)

Please contact the IT Service Desk for more details about this form.

Republic of the Philippines
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
CENTRAL OFFICE
Bonifacio Drive, Port Area, Manila

INFRASTRUCTURE RIGHT-OF-WAY MANAGEMENT APPLICATION (IROWMA) ACCESS REQUEST FORM

Service Request No. _____ Work Order No. _____

REQUEST

Date of Application: _____

Office/Division/Section: _____

Employee Name (Last Name, First Name Middle Initial)	Employee ID	Network ID	User Group					
			HEAD OF IO	TL	SP	AUC	MANCOM	ADMIN

LEGEND (for User Group)

- **HEAD OF IO** — **Head of Implementing Office**
- **TL** — **ROW Team Leader**
- **SP** — **ROW Specialist**
- **AUC** — **Application User Coordinator**
- **MANCOM** — **Management Committee**
- **ADMIN** — **IROWMA Administrator**

AGREEMENT

I have read and understood the Policies and Guidelines on the Use of DPWH Information and Communication Technology (ICT) Resources and hereby agree to abide to these; that any violation thereof shall lead to the revocation of all my rights and privileges to access the DPWH ICT resources and/or be subjected to disciplinary actions.

Employee Name	Signature

Attested by:

_____
Supervisor's Signature over Printed Name

AUTHORIZATION

Request Authorized by:

_____
Head of Office
(Signature over Printed Name)

EVALUATION OF REQUEST (to be filled out by LS)

Date Received by Legal Service: _____

Employee Name	Completed Training		Approval		Remarks
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	

Recommended by:

_____
Application User Coordinator
(Signature over Printed Name)

Approved by:

_____
Head of Office
(Signature over Printed Name)

GRANTING OF ACCESS (to be filled out by IMS)

Date IROWMA User Access has been granted: _____

Implemented by:

_____
Application Support Person
(Signature over Printed Name)

Please contact the IT Service Desk for more details about this form.

Republic of the Philippines
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
CENTRAL OFFICE
Bonifacio Drive, Port Area, Manila

MULTI-YEAR PLANNING AND SCHEDULING APPLICATION (MYPS) ACCESS REQUEST FORM

Service Request No. _____ Work Order No. _____

REQUEST

Date of Application: _____

Office/Division/Section: _____

Employee Name (Last Name, First Name Middle Initial)	Employee ID	Network ID	User Group										
			DPC	DPD Admin	DPD Coor	FAPs Coor	PD Admin	PD Coor	PPC	RPC	Read Only	UPC	ADMIN

LEGEND (for User Group)

- **DPC** — **District Planning Coordinator**
- **DPD Admin** — **Development Planning Division Administrator**
- **DPD Coor** — **Development Planning Division Coordinator**
- **FAPs Coor** — **Foreign Assisted Projects Coordinator**
- **PD Admin** — **Programming Division Administrator**
- **PD Coor** — **Programming Division Coordinator**
- **PPC** — **PIP Planning Coordinator**
- **RPC** — **Regional Planning Coordinator**
- **UPC** — **UPMO Planning Coordinator**
- **ADMIN** — **MYPS Administrator**

AGREEMENT

I have read and understood the Policies and Guidelines on the Use of DPWH Information and Communication Technology (ICT) Resources and hereby agree to abide to these; that any violation thereof shall lead to the revocation of all my rights and privileges to access the DPWH ICT resources and/or be subjected to disciplinary actions.

Employee Name	Signature

Attested by:

_____
Supervisor's Signature over Printed Name

AUTHORIZATION

Request Authorized by:

_____
Head of Office
(Signature over Printed Name)

EVALUATION OF REQUEST (to be filled out by PS)

Date Received by Planning Service: _____

Employee Name	Completed Training		Approval		Remarks
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	

Recommended by:

_____
Application User Coordinator
(Signature over Printed Name)

Approved by:

_____
Head of Office
(Signature over Printed Name)

GRANTING OF ACCESS (to be filled out by IMS)

Date MYPS User Access has been granted: _____

Implemented by:

_____
Application Support Person
(Signature over Printed Name)

Please contact the IT Service Desk for more details about this form.

Republic of the Philippines
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
CENTRAL OFFICE
Bonifacio Drive, Port Area, Manila

PROJECT AND CONTRACT MANAGEMENT APPLICATION (PCMA) ACCESS REQUEST FORM

Service Request No. _____ Work Order No. _____

REQUEST

Date of Application: _____

Office/Division/Section: _____

Employee Name (Last Name, First Name Middle Initial)	Employee ID	Network ID	User Group						
			RD/ARD	DE/ADE	CCD/CCS	MoE	PM	PE	PI

LEGEND (for User Group)

- **RD/ARD** — **Regional Director / Assistant Regional Director**
- **DE/ADE** — **District Engineer / Assistant District Engineer**
- **CCD/CCS** — **Chief, Construction Division / Section**
- **MoE** — **Monitoring Engineer**
- **PM** — **Project Manager**
- **PE** — **Project Engineer**
- **PI** — **Project Inspector**

AGREEMENT

I have read and understood the Policies and Guidelines on the Use of DPWH Information and Communications Technology (ICT) Resources and hereby agree to abide to these; that any violation thereof shall lead to the revocation of all my rights and privileges to access the DPWH ICT resources and/or be subjected to disciplinary actions.

Employee Name	Signature

Attested by:

_____
Supervisor's Signature over Printed Name

AUTHORIZATION

Request Authorized by:

_____
Head of Office
(Signature over Printed Name)

EVALUATION OF REQUEST (to be filled out by BOC)

Date Received by Bureau of Construction: _____

Employee Name	Completed Training		Approval		Remarks
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	

Approved by:

_____
Application User Coordinator
(Signature over Printed Name)

GRANTING OF ACCESS (to be filled out by IMS)

Date PCMA User Access has been granted: _____

Implemented by:

_____
Application Support Person
(Signature over Printed Name)

Please contact the IT Service Desk for more details about this form.

Republic of the Philippines
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
CENTRAL OFFICE
Bonifacio Drive, Port Area, Manila

PERSONNEL INFORMATION SYSTEM (PIS) ACCESS REQUEST FORM

Service Request No. _____ Work Order No. _____

REQUEST

Date of Application: _____

Office/Division/Section: _____

Employee Name (Last Name, First Name Middle Initial)	Employee ID	Network ID	User Group											Module			
			CO								RO		DEO				
			CDD	EWB	ES	PPS	RM	SU	TO	RO	RA	RO	DA	RO	PL	PD	LV	LB

LEGEND

For User Group

- **CDD** Capacity Development
- **EWB** Employee's Welfare & Benefit
- **ES** Employment Staffing
- **PPS** PPS Payroll & Personnel Info
- **RM** Records Management
- **SU** Super Admin
- **TO** TAS Officer
- **RA** Regional Admin
- **DA** District Admin
- **RO** Read Only

For Module

- **PL** Plantilla
- **PD** Personnel Data
- **LV** Leave
- **LB** Library

AGREEMENT

I have read and understood the Policies and Guidelines on the Use of DPWH Information and Communications Technology (ICT) Resources and hereby agree to abide to these; that any violation thereof shall lead to the revocation of all my rights and privileges to access the DPWH ICT resources and/or be subjected to disciplinary actions.

Employee Name	Signature

Attested by:

_____
Supervisor's Signature over Printed Name

AUTHORIZATION

Request Authorized by:

_____
Head of Office
(Signature over Printed Name)

EVALUATION OF REQUEST (to be filled out by HRAS)

Date Received by Human Resource and Administrative Service: _____

Employee Name	Completed Training		Approval		Remarks
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	

Recommended by:

_____
Application User Coordinator
(Signature over Printed Name)

Approved by:

_____
Head of Office
(Signature over Printed Name)

GRANTING OF ACCESS (to be filled out by IMS)

Date PIS User Access has been granted: _____

Implemented by:

_____
Application Support Person
(Signature over Printed Name)

Please contact the IT Service Desk for more details about this form.

Republic of the Philippines
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
CENTRAL OFFICE
Bonifacio Drive, Port Area, Manila

PROJECT PROCUREMENT MANAGEMENT PLAN APPLICATION (PPMPA) ACCESS REQUEST FORM

Service Request No. _____ Work Order No. _____

REQUEST

Date of Application: _____

Office/Division/Section: _____

Employee Name (Last Name, First Name Middle Initial)	Employee ID	Network ID	User Group			
			AU	CPA	RPA	DPA

LEGEND (for User Group)

- **AU** **Application User**
- **CPA** **Central Procurement Administrator**
- **RPA** **Regional Procurement Administrator**
- **DPA** **District Procurement Administrator**

AGREEMENT

I have read and understood the Policies and Guidelines on the Use of DPWH Information and Communication Technology (ICT) Resources and hereby agree to abide by these; that any violation thereof shall lead to the revocation of all my rights and privileges to access the DPWH ICT resources and/or be subjected to disciplinary actions.

Employee Name	Signature

Attested by:

_____
Supervisor's Signature over Printed Name

AUTHORIZATION

Request Authorized by:

_____
Head of Office
(Signature over Printed Name)

EVALUATION OF REQUEST (to be filled out by PrS)

Date Received by Procurement Service: _____

Employee Name	Completed Training		Approval		Remarks
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	

Recommended by:

_____
Application User Coordinator
(Signature over Printed Name)

Approval:

_____
Head of Office
(Signature over Printed Name)

GRANTING OF ACCESS (to be filled out by IMS)

Date PPMPA User Access has been granted: _____

Implemented by:

_____
Application Support Person
(Signature over Printed Name)

Please contact the IT Service Desk for more details about this form.

Republic of the Philippines
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
CENTRAL OFFICE
Bonifacio Drive, Port Area, Manila

ROAD AND BRIDGE INFORMATION APPLICATION (RBIA) ACCESS REQUEST FORM

Service Request No. _____ Work Order No. _____

REQUEST

Date of Application: _____

Office/Division/Section: _____

Employee Name (Last Name, First Name Middle Initial)	Employee ID	Network ID	User Group (Mark only one)							Data Security Group (Mark only one)			
			SU	GL	ICU	RO	BMS	BMS-A	PMS	ARDL	ARDS	ADSD	RO/DEO (Please specify)

LEGEND (for User Group)

- **SU** RBIA Super User
- **GL** GIS & LRS
- **ICU** Inventory and Condition Update
- **RO** Read Only
- **BMS** Bridge Management System
- **BMS-A** Bridge Management System Admin
- **PMS** Pavement Management System

LEGEND (for Data Security Group)

- **ARDL** All RBIA Data and LRS
- **ARDS** All RBIA Data and Data Sources
- **ADSD** All Data (SD Workgroup)

AGREEMENT

I have read and understood the Policies and Guidelines on the Use of DPWH Information and Communication Technology (ICT) Resources and hereby agree to abide to these; that any violation thereof shall lead to the revocation of all my rights and privileges to access the DPWH ICT resources and/or be subjected to disciplinary actions.

Employee Name	Signature

Attested by:

_____
Supervisor's Signature over Printed Name

AUTHORIZATION

Request Authorized by:

_____
Head of Office
(Signature over Printed Name)

EVALUATION OF REQUEST (to be filled out by PS)

Date Received by Planning Service: _____

Employee Name	Completed Training		Approval		Remarks
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	

Recommended by:

_____
Application User Coordinator
(Signature over Printed Name)

Approved by:

_____
Head of Office
(Signature over Printed Name)

GRANTING OF ACCESS (to be filled out by IMS)

Date RBIA User Access has been granted: _____

Implemented by:

_____
Application Support Person
(Signature over Printed Name)

Please contact the IT Service Desk for more details about this form.

Department of Public Works and Highways
IT SERVICE DESK
Information Management Service
ICC Building, Bonifacio Drive, Port Area, Manila

REGULAR PAYROLL SYSTEM (RPS) ACCESS REQUEST FORM

Service Request No. _____ Work Order No. _____

REQUEST

Date of Application: _____

Office/Division/Section: _____

Employee Name (Last Name, First Name Middle Initial)	Employee ID	Network ID	Office / Division / Section	User Group			
				PP	FS	PA	P

LEGEND (For User Group)

- **PP Payroll Processor**
- **FS Finance Service/Finance Office User**
- **PA Payroll Administrator/Team Lead**
- **P Programmer**

AGREEMENT

I have read and understood the Policies and Guidelines on the Use of DPWH Information and Communication Technology (ICT) resources and hereby agree to abide by these; that any violation thereof shall lead to the revocation of all my rights and privileges to access the DPWH ICT resources and/or be subjected to disciplinary actions.

Employee Name	Signature

Attested by:

_____
Supervisor's Signature over Printed Name

AUTHORIZATION

Request Authorized by:

_____
Head of Office
(Signature over Printed Name)

EVALUATION OF REQUEST (to be filled out by HRAS)

Date Received by Human Resource Management: _____

Employee Name	Completed Training	Approval	Remarks
	☐ Yes ☐ No	☐ Approved ☐ Disapproved	
	☐ Yes ☐ No	☐ Approved ☐ Disapproved	
	☐ Yes ☐ No	☐ Approved ☐ Disapproved	
	☐ Yes ☐ No	☐ Approved ☐ Disapproved	
	☐ Yes ☐ No	☐ Approved ☐ Disapproved	

Approval:

_____
Application User Coordinator
(Signature over Printed Name)

GRANTING OF ACCESS (to be filled out by IMS)

Date RPS User Access has been granted: _____

Implemented by:

_____
Application Support Person
(Signature over Printed Name)

Please contact the IT Service Desk for more details about this form.

Republic of the Philippines
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
CENTRAL OFFICE
Bonifacio Drive, Port Area, Manila

ROAD TRAFFIC INFORMATION APPLICATION (RTIA) ACCESS REQUEST FORM

Service Request No. _____ Work Order No. _____

REQUEST

Date of Application: _____

Office/Division/Section: _____

Employee Name (Last Name, First Name Middle Initial)	Employee ID	Network ID	User Group			
			NRTSP COC	NRTSP RC	RO (Please specify)	ADMIN

LEGEND (for User Group)

- **NRTSP COC** **NRTSP Central Office Coordinators**
- **NRTSP RC** **NRTSP Regional Coordinators**
- **ADMIN** **RTIA Administrator**

AGREEMENT

I have read and understood the Policies and Guidelines on the Use of DPWH Information and Communication Technology (ICT) Resources and hereby agree to abide to these; that any violation thereof shall lead to the revocation of all my rights and privileges to access the DPWH ICT resources and/or be subjected to disciplinary actions.

Employee Name	Signature

Attested by:

_____
Supervisor's Signature over Printed Name

AUTHORIZATION

Request Authorized by:

_____
Head of Office
(Signature over Printed Name)

EVALUATION OF REQUEST (to be filled out by BQS)

Date Received by Bureau of Quality and Safety: _____

Employee Name	Completed Training		Approval		Remarks
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	

Recommended by:

_____
Application User Coordinator
(Signature over Printed Name)

Approved by:

_____
Head of Office
(Signature over Printed Name)

GRANTING OF ACCESS (to be filled out by IMS)

Date RTIA User Access has been granted: _____

Implemented by:

_____
Application Support Person
(Signature over Printed Name)

Please contact the IT Service Desk for more details about this form.

Republic of the Philippines
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
CENTRAL OFFICE
Bonifacio Drive, Port Area, Manila

TIME AND ATTENDANCE SYSTEM (TAS) ACCESS REQUEST FORM

Service Request No. _____ Work Order No. _____

REQUEST

Date of Application: _____

Office/Division/Section: _____

Employee Name (Last Name, First Name Middle Initial)	Employee ID	Network ID	User Group		
			ADMIN	PTO	ATO

LEGEND (for User Group)

- **ADMIN** **Administrator**
- **PTO** **Primary TAS Officer**
- **ATO** **Alternate TAS Officer**

AGREEMENT

I have read and understood the Policies and Guidelines on the Use of DPWH Information and Communications Technology (ICT) Resources and hereby agree to abide to these; that any violation thereof shall lead to the revocation of all my rights and privileges to access the DPWH ICT resources and/or be subjected to disciplinary actions.

Employee Name	Signature

Attested by:

_____
Supervisor's Signature over Printed Name

AUTHORIZATION

Request Authorized by:

_____
Head of Office
(Signature over Printed Name)

EVALUATION OF REQUEST (to be filled out by HRAS)

Date Received by Human Resource and Administrative Service: _____

Employee Name	Completed Training		Approval		Remarks
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	
	☐ Yes	☐ No	☐ Approved	☐ Disapproved	

Recommended by:

_____
Application User Coordinator
(Signature over Printed Name)

Approved by:

_____
Head of Office
(Signature over Printed Name)

GRANTING OF ACCESS (to be filled out by IMS)

Date TAS User Access has been granted: _____

Implemented by:

_____
Application Support Person
(Signature over Printed Name)

Please contact the IT Service Desk for more details about this form.

Republic of the Philippines
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
CENTRAL OFFICE
Bonifacio Drive, Port Area, Manila

WEB POSTING UTILITY ACCESS REQUEST FORM

Service Request No. _____ Work Order No. _____

REQUEST

Date of Application: _____

Office/Division/Section: _____

Employee Name (Last Name, First Name Middle Initial)	Employee ID	Network ID	User Group												
			ANN	AP	CW	CS	CPE	DIR	GAD	GS	ISS	REA	LDP	NWS	PPP	Others (Please specify)

LEGEND (for User Group)

- **ANN** **Announcements**
- **AP** **APP/PMR**
- **CW** **Civil Works**
- **CS** **Consultancy Services**
- **CPE** **Computer Proficiency Examination**
- **DIR** **Directory**
- **GAD** **Gender and Development**
- **GS** **Goods and Services**
- **ISS** **Issuances**
- **REA** **Realignment**
- **LDP** **LDDAP - ADA**
- **NWS** **News**
- **PPP** **Public Private Partnership**

AGREEMENT

I have read and understood the Policies and Guidelines on the Use of DPWH Information and Communication Technology (ICT) Resources and hereby agree to abide by these; that any violation thereof shall lead to the revocation of all my rights and privileges to access the DPWH ICT resources and/or be subjected to disciplinary actions.

Employee Name	Signature

Attested by:

_____
Supervisor's Signature over Printed Name

AUTHORIZATION

Request Authorized by:

_____
Head of Office
(Signature over Printed Name)

GRANTING OF ACCESS (to be filled out by IMS)

Date Web Posting Utility User Access has been granted: _____

Implemented by:

_____
Application Support Person
(Signature over Printed Name)

Please contact the IT Service Desk for more details about this form.

Republic of the Philippines
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
CENTRAL OFFICE
Bonifacio Drive, Port Area, Manila

DATA CHANGE
REQUEST FORM

Service Request No. _____ Work Order No. _____

REQUEST

Date of Application: _____

Office/Division/Section: _____

Name of Application: _____

Record ID	Description	Request to		Reason / Correction
		Delete	Edit	
				Attach additional sheets as necessary

Requested by:

_____
Application End-User
(Signature over Printed Name)

Approved by:

_____
Head of Office (End-User)
(Signature over Printed Name)

EVALUATION OF REQUEST

To be filled-out by the Application User Coordinator if he/she is not the requesting Application End-User

Evaluated by:

Remarks: _____

_____

_____

_____
Application User Coordinator
(Signature over Printed Name)

To be filled-out by Information Management Service

Date Received: _____ **Date Evaluated:** _____

Action: ☐ Approved ☐ Disapproved

Remarks: _____

_____

_____

Evaluated by: _____

Recommended by:

_____
Chief, Application Support Division
(Signature over Printed Name)

Approved by:

_____
Director, Information Management Service
(Signature over Printed Name)

EXECUTION OF REQUEST

Date Received: _____ **Date Executed:** _____

Remarks: _____

_____

Executed by: _____

Please contact the ITSD for more details about this form.

Republic of the Philippines
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
CENTRAL OFFICE
Bonifacio Drive, Port Area, Manila

REQUEST FOR INFORMATION SYSTEMS SERVICES

Service Request No. _____ Work Order No. _____

REQUEST (to be filled out by the AUC)

Date Requested: _____

Date Required: _____

Requesting Office: _____

Contact Number: _____

Name of Application: _____

Type of Service requested:

- ☐ Development (New Application)
- ☐ Enhancement (Reports, Additional Functionalities / Modules)

Please provide a detailed description of the request. Attach additional documents as necessary.

Note:

For requests involving reports, please attach a sample format of the report (may contain data). The format must be initiated by the AUC and Head of Office. IMS will not process the request if a sample report is not provided.

☐ Sample format attached

Requested by:

_____
Application User Coordinator
(Signature Over Printed Name)

Approved by:

_____
Head of Office
(Signature Over Printed Name)

EVALUATION OF REQUEST (to be filled out by IMS)

Assigned ASP: _____
(Signature over Printed Name)

Date Received by ASP: _____

Action:

- ☐ Approved
- ☐ Disapproved
- ☐ Deferred

Remarks:

_____

_____

_____

Recommended by:

_____
Chief, Application Support Division
(Signature over Printed Name)

Approved by:

_____
Director, Information Management Service
(Signature over Printed Name)

Please contact the ITSD for more details about this form.