



Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
 Region XIII (Caraga)
 1559 Matimco Bldg, Km 4, Libertad, Butuan City | www.caraga.dilg.gov.ph

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| Document Code | | |
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MASTERLIST OF RECORDS

| DOCUMENT CODE | DOCUMENT TITLE | CUSTODIAN | LOCATION | FILING SYSTEM | | RETENTION PERIOD | | | DISPOSAL |
|-----------------------------------|---|----------------------------|--|-------------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| | | | | FOLDER | SCHEME | ACTIVE | STORAGE | TOTAL | |
| Management of DILG Website | | | | | | | | | |
| | Management of DILG-Region XIII (Caraga) Website Quality Procedure | ITO I Vincent Troy A. Calo | DILG-Region XIII (Caraga) Website Management Filer Box | QP Folder | Permanent until revised | Permanent until revised | Permanent until revised | Permanent until revised | Permanent until revised |
| | Management of DILG-Region XIII (Caraga) Website Quality Objectives | ITO I Vincent Troy A. Calo | DILG-Region XIII (Caraga) Website Management Filer Box | QO Folder | Permanent until revised | Permanent until revised | Permanent until revised | Permanent until revised | Permanent until revised |
| | Management of DILG-Region XIII (Caraga) Website Quality Monitoring and Evaluation | ITO I Vincent Troy A. Calo | DILG-Region XIII (Caraga) Website Management Filer Box | QME Folder | Permanent until revised | Permanent until revised | Permanent until revised | Permanent until revised | Permanent until revised |
| | Management of DILG-Region XIII (Caraga) Website Process Summary LogSheet | ITO I Vincent Troy A. Calo | DILG-Region XIII (Caraga) Website Management Filer Box | PSL Folder | Permanent until revised | Permanent until revised | Permanent until revised | Permanent until revised | Permanent until revised |
| | Management of DILG-Region XIII (Caraga) Website Posting Request Form | ITO I Vincent Troy A. Calo | DILG-Region XIII (Caraga) Website Management Filer Box | Website Posting Request Form Folder | Permanent until revised | Permanent until revised | Permanent until revised | Permanent until revised | Permanent until revised |
| | Retained Copies of Acted and Fully Accomplished Website Posting Request Form | ITO I Vincent Troy A. Calo | DILG-Region XIII (Caraga) Website Management Filer Box | Labeled per month | | | | | |

Prepared By

VINCENT TROY A. CALO
 ITO I
 Process Owner

Noted By

DONALD A. SERONAY
 CAO / OIC-Asst. Regional Director
 Regional QMR





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Name of Division/FOU: Office of the Regional Director

MASTER LIST OF MAINTAINED DOCUMENTED INFORMATION (INTERNAL)

| DOCUMENT CODE | DOCUMENT TITLE | REVISION | | | | | |
|-----------------------------------|-----------------------------------|----------|----|----|----|----|----|
| | | 00 | 01 | 02 | 03 | 04 | 05 |
| Management of DILG Website | | | | | | | |
| QP-R13-ORD-03 | Quality Procedure | 10.16.17 | | | | | |
| QO-QP-R13-ORD-03 | Quality Objective | 10.16.17 | | | | | |
| QME-QP-R13-ORD-03 | Quality Monitoring and Evaluation | 10.16.17 | | | | | |
| FM-QP-R13-ORD-03-01 | Process Summary Logsheet | 10.16.17 | | | | | |
| FM-QP-R13-ORD-03-02 | Website Posting Request Form | 10.16.17 | | | | | |
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| | | | | | | | |

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 LGOO III
 Regional Document Controller

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Name of Division/FOU: Office of the Regional Director

MASTER LIST OF MAINTAINED DOCUMENTED INFORMATION (EXTERNAL)

| DOCUMENT CODE | DOCUMENT TITLE | REVISION | | | | | |
|-----------------------------------|--------------------------------------|----------|----|----|----|----|----|
| | | 00 | 01 | 02 | 03 | 04 | 05 |
| Management of DILG Website | | | | | | | |
| | DILG Memorandum Circular No. 2016-05 | 10.16.17 | | | | | |
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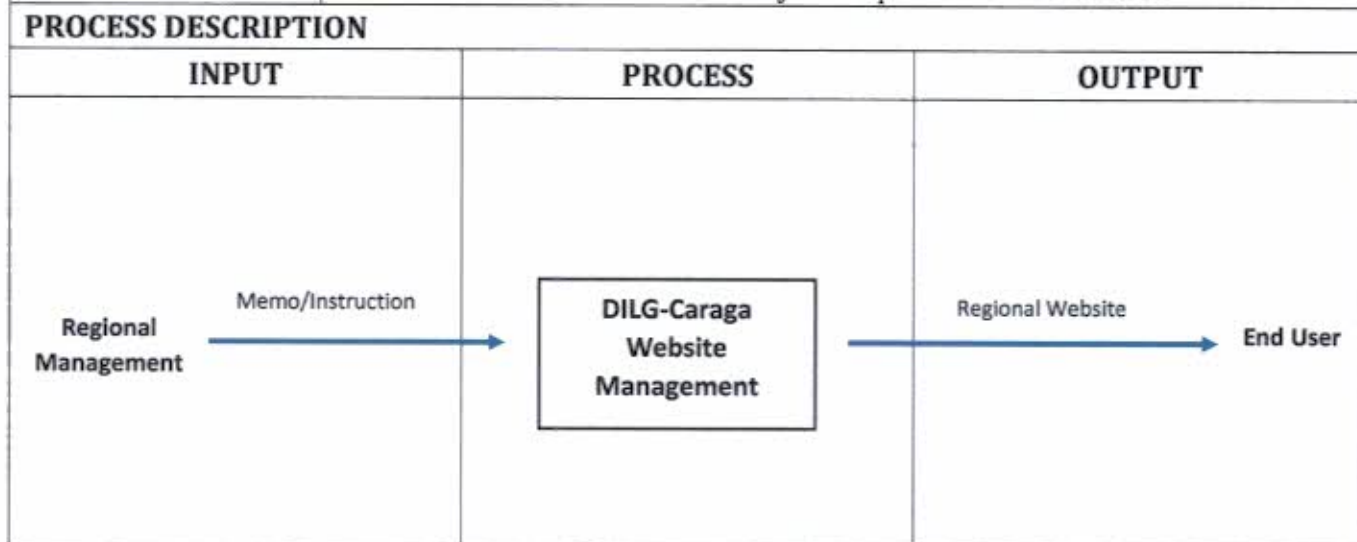
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Noted By

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 Deputy QMR





| | |
|------------------------|---|
| PROCEDURE TITLE | Management of DILG Website |
| SCOPE | This process starts from assigning user’s control up to managing the content of DILG-Caraga Website with the Content Management System (CMS) for adding, editing, deleting and posting content materials. |
| PURPOSE | <ol style="list-style-type: none"> To manage the content and web design interface To ensure the accessibility and up-to date information |



DESCRIPTIVE STATEMENT:
 The IT Staff will receive and log website update requests and will be forwarded to the IT Officer for assessment on the content updates gives instruction to the Web Administrator on proper placement of materials on the Regional Website.

| Step No. | Responsible Personnel | PROCESS/ACTIVITY | Details | References |
|----------|-----------------------|---------------------------|--|---|
| 1 | IT Personnel | Receive Website Update | <ul style="list-style-type: none"> Log request/instruction Forward Request / instruction to IT Officer | <ul style="list-style-type: none"> Verbal/written directives Memorandum Circulars Website Posting Request Form |
| 2 | IT Officer | Website Update Assessment | <ul style="list-style-type: none"> Check the Data for Posting with regard to the following criteria <ul style="list-style-type: none"> Correctness Appropriate Module If Any deficiencies found, log the error and advise the concerned personnel from the requesting unit to update the contents | <ul style="list-style-type: none"> Website Posting Request Form Content Materials |





| Step No. | Responsible Personnel | PROCESS/ACTIVITY | Details | References |
|----------|-----------------------|---|---|--|
| | | | <p>otherwise instruct the Web Administrator on the proper placement and posting of data to the Regional Website.</p> <ul style="list-style-type: none"> ▪ For posting of information that requires a new “corner” in the website, instruct Web Administrator to creat Link or shortcut in the form of banners or Menu Buttons in addition to the posting of the content materials. ▪ Fill up Part 2 of the Website Management Processing Form | |
| 3 | Web Administrator | Update Content/Modules/W eb Design | <ul style="list-style-type: none"> ▪ Update contents of regional Website through Add,ing Editing or Deleting Content/Modules/ Design of the Website ▪ Fill up Part 3 of the Website Management Processing Form | <ul style="list-style-type: none"> ▪ Website Posting Request Form ▪ Content Materials |
| 4 | Requesting Unit | Acknowledge Completion of the Request for Website Posting | <ul style="list-style-type: none"> • Sign “Acknowledged by:” portion of Website Management Processing Form to be confirmed by the IT Personnel. | <ul style="list-style-type: none"> ▪ Website Posting Request Form |
| 5 | IT Personnel | Retain Records | <ul style="list-style-type: none"> ▪ Retain records in accordance with Control of Retained Documented Information Procedures and Masterlist of Records | <ul style="list-style-type: none"> ▪ Website Posting Request Form ▪ Website Management Logbook |





DILG – Regiona XIII (Caraga)
**QUALITY
 PROCEDURE (QP)**

| Document Code | | |
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| QP-R13-ORD-03 | | |
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Definition of Terms:

- **Content Management System (CMS)** – refers to a system/applications that allow publishing, editing, and modifying content as well as maintenance from a central interface.
- **Web Administrator** – Responsible for the management, development and enhancement of the Regional Website using the CMS.
- **Content Materials** (n). Any tools, visual or written presentation such as press releases and information, education and communication (IEC) materials produced by the Regional Office meant to transfer knowledge to target audience to assist promoting the Department’s plans, programs and activities as well as other government-related information.

Legal References:

- DILG MC 2016-05 – Formal adoption and guidelines for the strategic communications plan, brand identity manual, and the enhanced functions of the public affairs and communications service



| Prepared By | Reviewed By | Approved By |
|--|---|---|
| VINCENT TROY C. CALO IT Officer | DONALD A. SERONAY CAO / OIC-Asst. Reg'l Director | LILIBETH A. FAMACION, CESO III Regional Director |
| Process Owner | Regional QMR | Top Management |



DILG REGION XIII (CARAGA)
**QUALITY
 OBJECTIVE (QO)**

| Document Code | | |
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| QO-QP-R13-ORD-03 | | |
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|--------------------------------|---------------------------------|
| DIVISION/FOU | Office of the Regional Director |
| QUALITY PROCEDURE TITLE | Management of DILG Website |

| Function | Key Performance Indicators (KPI) | | | Frequency of Monitoring Results | Responsible for Monitoring | Applicable Documents (e.g. Tracker, Monitoring Log Sheet, Summary Log Sheet, Report, Memo, etc.) |
|---|---|---|--|---|--|--|
| | Objective | Target | Indicator/Formula (if applicable) | | | |
| To Process all received instructions and Website Management Processing Forms | <ul style="list-style-type: none"> Regional Website with updated contents Timely posting of website content within standard processing time (1 day) | <ul style="list-style-type: none"> 80% Website Management Processing Forms processed within the day of receipt | <ul style="list-style-type: none"> Total number of processed Forms within 1 day or set timeframe / Total Number of received Forms | <ul style="list-style-type: none"> Monthly | <ul style="list-style-type: none"> IT Personnel | <ul style="list-style-type: none"> Website Posting Request Form |

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| Process Owner | Regional QMR | Top Management |





DILG REGION XIII (CARAGA)
**PROCESS QUALITY MONITORING
 AND EVALUATION (QME)**

| | | |
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| Document Code | | |
| QME-QP-R13-ORD-03 | | |
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|--|---|--------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| DIVISON/FOU | Office of the Regional Director | | | | | | | | | | | | |
| PROCEDURE TITLE | Management of DILG Website | | | | | | | | | | | | |
| OBJECTIVE STATEMENT | 1. 80% of Technical Assistance Request Forms processed within the day of receipt. | | | | | | | | | | | | |
| CURRENT PERIOD | | | | | | | | | | | | | |
| INDICATORS | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
| • Objective 1: 80% Website Management Processing Forms processed within the day of receipt | | | | | | | | | | | | | |
| A | Total number of processed Forms within 1 day or set timeframe. | | | | | | | | | | | | |
| B | Total Number of received Forms | | | | | | | | | | | | |
| C | Formula: $(A/B) \times 100$ | Target Result: 80% | | | | | | | | | | | |
| D | Gap Analysis: In case the objective is not met, put your analysis why it is not met | | | | | | | | | | | | |
| Note: For unmet targets, the QMS Secretariat will issue Corrective/Preventive Action Report (CPAR) duly signed by the DILG-XIII Deputy QMR. | | | | | | | | | | | | | |

| | | |
|---|---|--|
| Prepared By | Reviewed By | Approved By |
| VINCENT TROY A. CALO Focal Person | DONALD A. SERONAY CAO / OIC-Asst. Regional Director | LILIBETH A. FAMACION, CESO III Regional Director |
| Process Owner | Regional QMR | Top Management |





DILG REGION XIII (CARAGA)

Management of DILG Website Process Summary Logsheets (PSL)

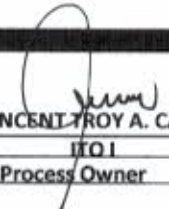
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QUALITY OBJECTIVE: 1) 80% Website Management Processing Forms processed within the day of receipt
FREQUENCY OF MONITORING: Monthly
COVERED PERIOD:
Due Date of Submission:
Legend:

| No. | Date | Total Number of Website Posting Request Forms | Total Number of Website Posting Request Forms acted | Objective Results | | | Remarks/Particulars |
|-----|------|---|---|-------------------|-------|-------------------|---------------------|
| | | | | Met | Unmet | Remarks, if unmet | |
| 1 | | | | | | | |
| 2 | | | | | | | |
| 3 | | | | | | | |
| 4 | | | | | | | |
| 5 | | | | | | | |
| 6 | | | | | | | |
| 7 | | | | | | | |
| 8 | | | | | | | |

Total Result

0 0 0

Prepared By

VINCENT TROY A. CALO
 ITO I
 Process Owner

Reviewed By

DONALD A. BERONAY
 CAO / OIC-Asst. Regional Director
 Regional QMR





DILG - Region XIII (Caraga)
WEBSITE POSTING REQUEST FORM

| Document Code | | |
|----------------------------|-----------|--------|
| FM-QP-R13-ORD-03-02 | | |
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NOTE: FILL-UP THIS FORM AND PLEASE WRITE LEGIBLY. (* - REQUIRED)

Part 1: (To be filled out by the Requesting Unit)

UPDATE INFORMATION

| | | | |
|-----------------------------------|--|-------------------|--|
| *Requested By: | | *Date of Request: | |
| *Section/Division/Operating Unit: | | | |
| *Update Content/Instruction: | | | |

Part 2: (To be filled out by IT Officer)

ASSESSMENT/ INSTRUCTIONS

Part 3: (To be filled out by Web Administrator)

ACTIONS TAKEN

Part 4: (To be filled out by the Requesting Unit and IT Personnel)

ACKNOWLEDGEMENT

| | | |
|-----------------------------|-------|-------------------------|
| Acknowledge by: | Date: | Confirmed by: |
| _____ | _____ | _____ |
| Requesting Unit / Personnel | | IT Personnel/IT Officer |

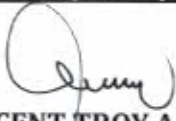

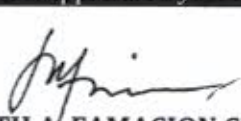
RATINGS AND EVALUATION:

| | 1 Poor | 2 Good | 3 Satisfactory | 4 Very Satisfactory | 5 Excellent |
|------------|-----------|-----------|-------------------|------------------------|----------------|
| Timeliness | | | | | |
| Quality | | | | | |



PROCESS/ACTIVITY

1. IT Personnel receives the request
2. Assessment of request
3. Update the Regional Website
4. Requesting Office/Unit to acknowledge the completion of request
5. Retain Records

| Prepared By | Reviewed By | Approved By |
|--|--|---|
|  VINCENT TROY A. CALO Focal Person |  DONALD A. SERONAY CAO / OIC-Asst. Regional Director |  LILIBETH A. FAMACION, CESO III Regional Director |
| Process Owner | Regional QMR | Top Management |

