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DEPARTMENT ORDER)
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NO. **46**)
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Series of 2020)

SUBJECT: **Redefining the Duties and Responsibilities of Central, Regional and District Engineering Offices in the Implementation of the Communication Network and Application Systems**

In line with our effort to conduct continuing review of the duties and responsibilities of offices involved in the implementation of the Department Wide Area Communication Network and in order that the said communication system will be used in a manner that is cost effective and supportive of the objectives of the Department, the duties and responsibilities of the Central, Regional and District Engineering Offices in the implementation of the DPWH Communication Network and Application Systems are hereby redefined as follows:

1. **Definition of Terms**

   For purposes of this Department Order, the following terms shall mean as defined below:

   1.1 Call accounting – a system that monitors and records telephone usage for inbound and outbound calls.

   1.2 Communication network – the transfer of information among interconnected computers.

   1.3 Generator set – also known as genset, is an equipment that produces electrical power that can be utilized during power interruptions.

   1.4 Hardware – all equipment involved in the operations of a computer system, including, but not limited to, computers, data communications equipment, workstations, smartphones, tablets and various peripherals such as printers and plotters.

   1.5 Information and Communication Technology (ICT) - is 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.

   1.6 Network equipment – devices used in computer network such as, but not limited to, servers, data switches, routers, modems/multiplexers, automatic voltage regulator, computers and other peripherals.

   1.7 Peripherals – a piece of equipment, such as printer, that can be connected to a computer.

1.8 Server – a type of computer that provides centralized access or services in a network.

1.9 Software - all programs involved in the operation of a computer system, including, but not limited to, operating systems, data communications software, database management systems and applications software.

1.10 Structured cabling – medium of data communication such as, but not limited to, fiber optic cables, unshielded twisted pairs, conduits, connectors and I/O ports.

1.11 Wide Area Network (WAN) – a network connection between two or more offices from different regions or geographical locations.

2. Duties and Responsibilities

2.1 Information Management Service (IMS)

2.1.1 Technology Support Division

2.1.1.1 Direct and oversee the responsibilities of the Regional IT Support Officers (RITSOs).

2.1.1.2 Supervise and monitor the activities of RITSOs.

2.1.1.3 Evaluate the performance of the RITSOs.

2.1.1.4 Manage and maintain the wide area network which includes the network infrastructure, enterprise servers and technology for both voice and data.

2.1.1.5 Ensure that mission-critical networks are operational and that downtimes, if unavoidable, are reduced to the minimum.

2.1.1.6 Ensure the security of the server/network room, building/floor distributors, structured cabling and other facilities that are essential to the operations of the communication network.

2.1.1.7 Assume responsibility and accountability of the ICT equipment, structured cabling, and other facilities used for the communication network.

2.1.1.8 Ensure availability of backup power (genset and UPS) to support the communication network facilities during power interruptions or blackouts.

2.2 Regional and District Engineering Offices

2.2.1 Regional Directors and District Engineers

2.2.1.1 Ensure that the appointed Information Technology Officer I and Computer Programmer II in the Regional Office and the Computer Maintenance Technologist II in the District Engineering Office are acting full-time Regional and District IT Support Officers.

2.2.1.2 Shall course through to the IMS for concurrence, the evaluation and screening of candidates for the above positions, if vacant, to ensure that the ones hired have the requisite technical competence demanded by the position.

2.2.1.3 Furnish IMS, copies of the performance ratings for the above positions.

2.2.1.4 Ensure that this Department Order and other ICT-related Department Orders are followed accordingly.

2.2.2 Regional and District IT Support Officers

2.2.2.1 Manage and maintain the network infrastructure, servers and technology for both voice and data in their respective area of jurisdiction.

2.2.2.2 Ensure that mission-critical networks are operational and that downtimes, if unavoidable, are reduced to the minimum.

2.2.2.3 Ensure the security of the server/network room, building/floor distributors, structured cabling and other facilities that are essential to the operations of the communication network.

2.2.2.4 Assume responsibility and accountability of the ICT equipment, structured cabling, and other facilities used for the communication network.

2.2.2.5 Provide support for application deployment and training.

2.2.2.6 Ensure that the backup procedures provided by IMS for all databases and files stored on servers are implemented as per schedule.

2.2.2.7 Ensure that the preventive maintenance activities and checklist provided by IMS for all ICT equipment and facilities are implemented as per schedule.

2.2.2.8 Ensure availability of backup power (generator set and UPS) to support the communication network facilities during power interruptions or blackouts.

2.2.3 Regional IT Support Officers

2.2.3.1 Direct and oversee the responsibilities of the District IT Support Officers (DITSOs).

2.2.3.2 Supervise and monitor the activities of DITSOs.

2.2.3.3 Evaluate the performance of the DITSOs.

2.2.3.4 Coordinate ICT-related activities with the IMS.

2.2.3.5   Perform other duties as may be appropriate upon direction and instruction from the concerned Head of Office and IMS.

2.2.4   District IT Support Officers

2.2.4.1   Coordinate ICT-related activities with the RITSOs.

2.2.4.2   Perform other duties as may be appropriate upon direction and instruction from the concerned Head of Office, RITSOs and/or IMS.

3. Cost

The cost involved in the operations of the communication network that would be shouldered by offices shall include the following:

3.1   Human Resource and Administrative Service (HRAS):

3.1.1   Operation and maintenance expenses, which include fuel and oil cost for backup generator in Central Office.

3.2   Information Management Service (IMS):

3.2.1   Any cost involved in the operation and maintenance on monthly recurring charges of telephone and internet services at the Central Office and all leased lines connecting the Central Office and the Regional and District Engineering Offices.

3.3   Regional and District Engineering Offices:

3.3.1   One time installation cost and monthly recurring charges of telephone service.

3.3.2   Operation and maintenance.expenses, which include fuel and oil cost for backup generators.

3.3.3   Any cost involved in movement or replacement of network equipment and cabling.

3.3.4   Additional network equipment and cabling for office expansion and/or renovation.

3.4   Bureaus, Services, Project Management Offices and other Offices:

3.4.1   Any cost involved in movement or replacement of network equipment and cabling.

3.4.2   Additional network equipment and cabling for office expansion and/or renovation.

3.4.3   Call usage costs for National and International Direct Dialing (NDD/IDD).

4. Training

On-the-job training will be provided by the IMS to all Regional and District IT Support Officers as part of the implementation of the Communication Network and Application Systems. The IMS may provide additional training as the need warrants it.

This Order supersedes Department Order No. 135, Series of 2014 and shall take effect immediately.

MARK A. VILLAR
Secretary

11.1.2 RGG/NSP

Department of Public Works and Highways
Office of the Secretary

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