National Library of the Philippines

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Information Technology Division

Procedural Manual

NLP itd

Rules, Policies and Procedures

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I. Background

The creation of this manual is in line with the mission of the National Library of the Philippines (NLP) as the repository of the printed and recorded cultural heritage of the country and other intellectual literary and information sources to conserve and preserve these collection and provide timely access through facilities and resources such as national bibliographic services and a system of public libraries and information centers throughout the country.

As such, when the Information Technology Division (ITD) was created during the rationalization of National Library of the Philippines (NLP) in 2007, the division was envisioned to implement information and communication technologies for NLP (based on the 2007 Rationalization Plan), taking over the tasks assigned to the Information Technology Center (ITC), and the Philippine eLibrary Data Center.

A. Vision

Central hub of developed information and communication technologies (ICTs) to democratize access to NLP services by Filipinos.

B. Mission

Develop and implement appropriate ICTs to improve and expand information products and services of NLP and public libraries in the Philippines.

C. Major Functions

1. Serve all stakeholders of the ITD
2. Digitize and convert library resources
3. Provide information resources and services
4. Development and maintenance of IT Systems

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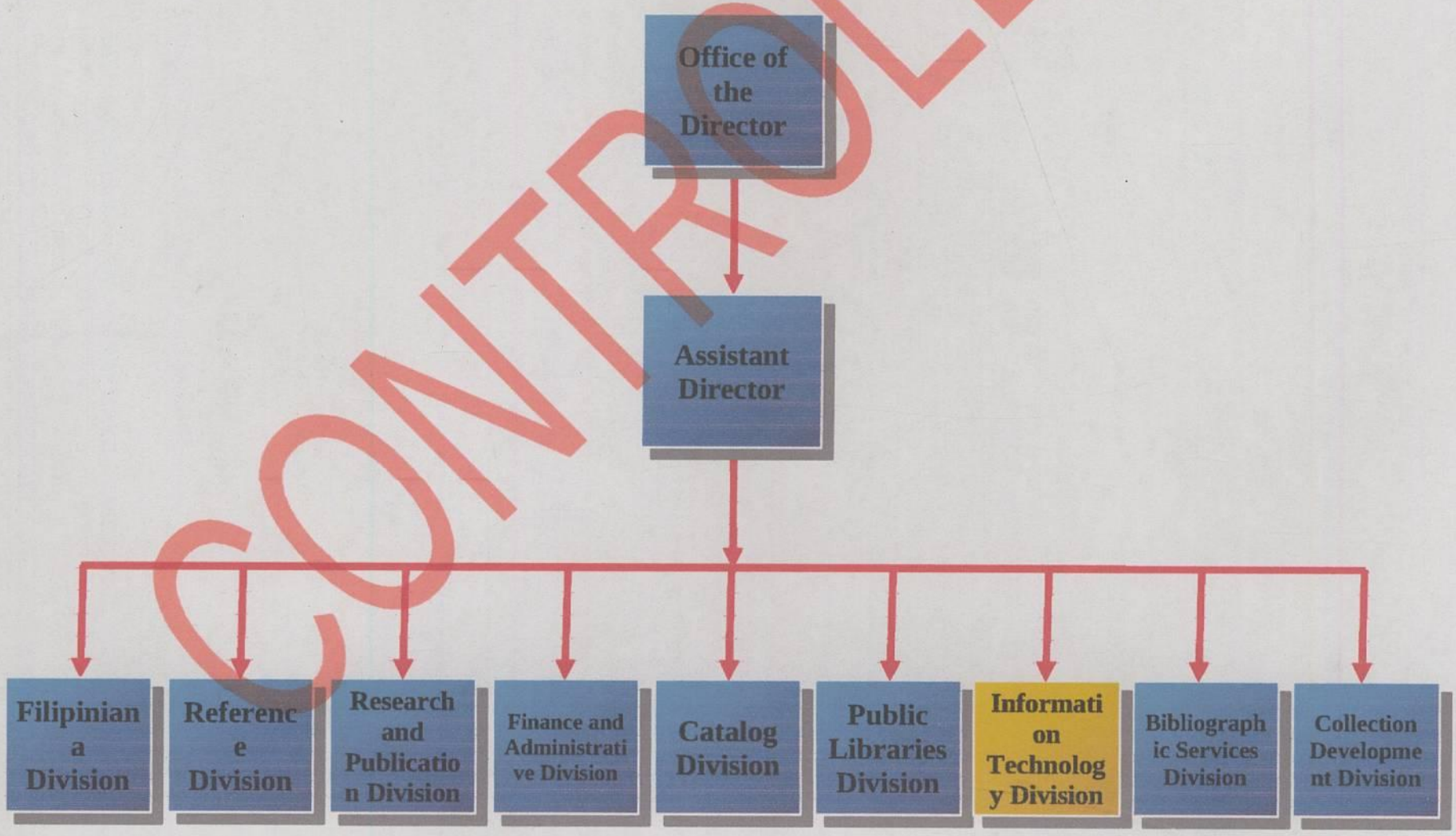
II. Organizational Structure

A. ITD in relation to NLP Organizational Structure

ITD is an organic division in NLP. Its relationship in terms with the whole agency structure is illustrated below.



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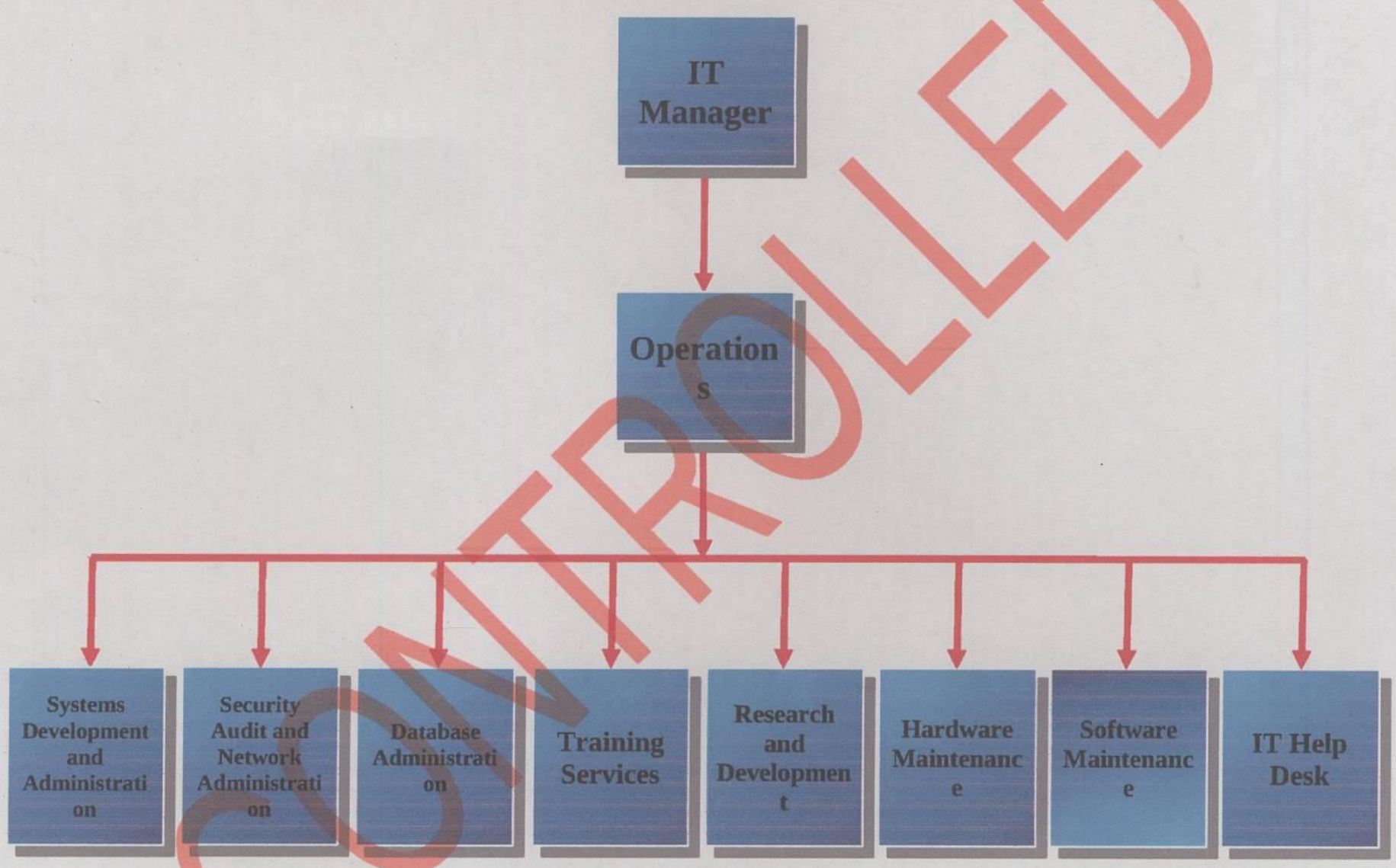
B. ITD Organizational Structure

The division was created in the 2007 Rationalization Plan of the agency.



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C. Current Organization

Regular employees under the IT Division have specific roles that are in accordance to the functions of the division. With the pending implementation of the new rationalization plan wherein new items will be created, contractual staff supplement the ITD manpower.

1	Information Technology Officer III Division Chief In-charge, Research and Development and Digitization Vacant
2	Leonardo P. Bernabe Information Technology Officer II In-charge, Data Center Network, Security, and Audit Administrator
3	Information Technology Officer I Vacant
4	Maricris L. Abancia Information Systems Analyst II Database Administrator Systems Development Administrator
5	Ana Fe V. Azuela Computer Programmer II In-charge, Training Services
6	Christopher T. Diaz Administrative Assistant II In-charge, Software Services
7	Charlie Garcia Administrative Assistant III In-charge, Hardware Services
8	Administrative Assistant III Vacant
9	Harris Estolano Administrative Assistant II In-charge, IT Support Services
10	Israel P. Mendoza Administrative Assistant II In-charge, ICT Facilities and IT Help Desk

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III. Products and services

A. ITD Products

ITD delivers the following products:

A.1 Transaction stub for free library access (***cut-off time 4:45PM***)

A.2 Tekno-Aklatan

A.3 Integrated Library System (***Koha ILS***)

A.4 Complimentary PVC ID for PWD, senior citizens and public library staff

A.5 Barcode stickers for library Materials

B. ITD Services

ITD delivers the following services:

B.1 Client Services

- IT assistance
- ID registration assistance (***cut-off time 4:45PM***)
- Free Computer and Internet use
- Digital reproduction (***as per copyright restriction***)

B.2 NLP Organization Services

- ICT training
- Software installation, configuration, and maintenance
- Hardware installation, configuration, and maintenance
- ICT Support for Projects
- ICT Planning

B.3 Public Library Services

- ICT training and Consulting
- Data Conversion and Migration
- Software installation, configuration, and maintenance

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- Hardware installation, configuration, and maintenance
- ICT Support
- ICT Planning

B.4 Other Services

- IT Technical Support for Events

C. ITD Managed Facilities

ITD takes charge in the management of the facilities and certain equipment located within the various areas of the NLP building.

C.1 Data Center

The Data Center facility is located at the Second Floor, East Wing of NLP.

It houses the servers and network appliances of the NLP. The Data Center also has a standby generator with automatic fail-over in times of power interruption and outages.

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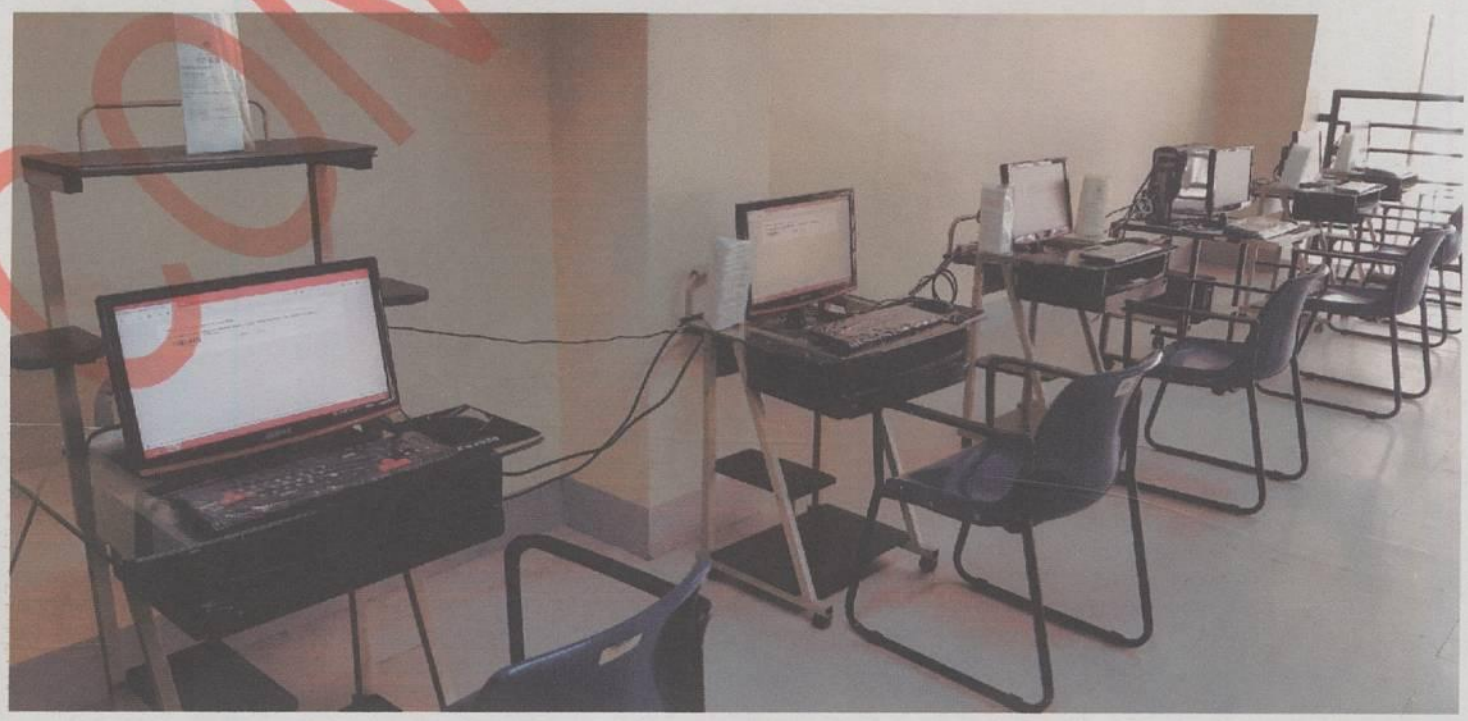
C.2 ID Registration Station

The ID Registration stations service are located at Third Floor, East Wing and Third Floor Mezzanine, East Wing.

The computers are intended for self-registration of library users to the library system.

C.2.1 Third Floor, East wing

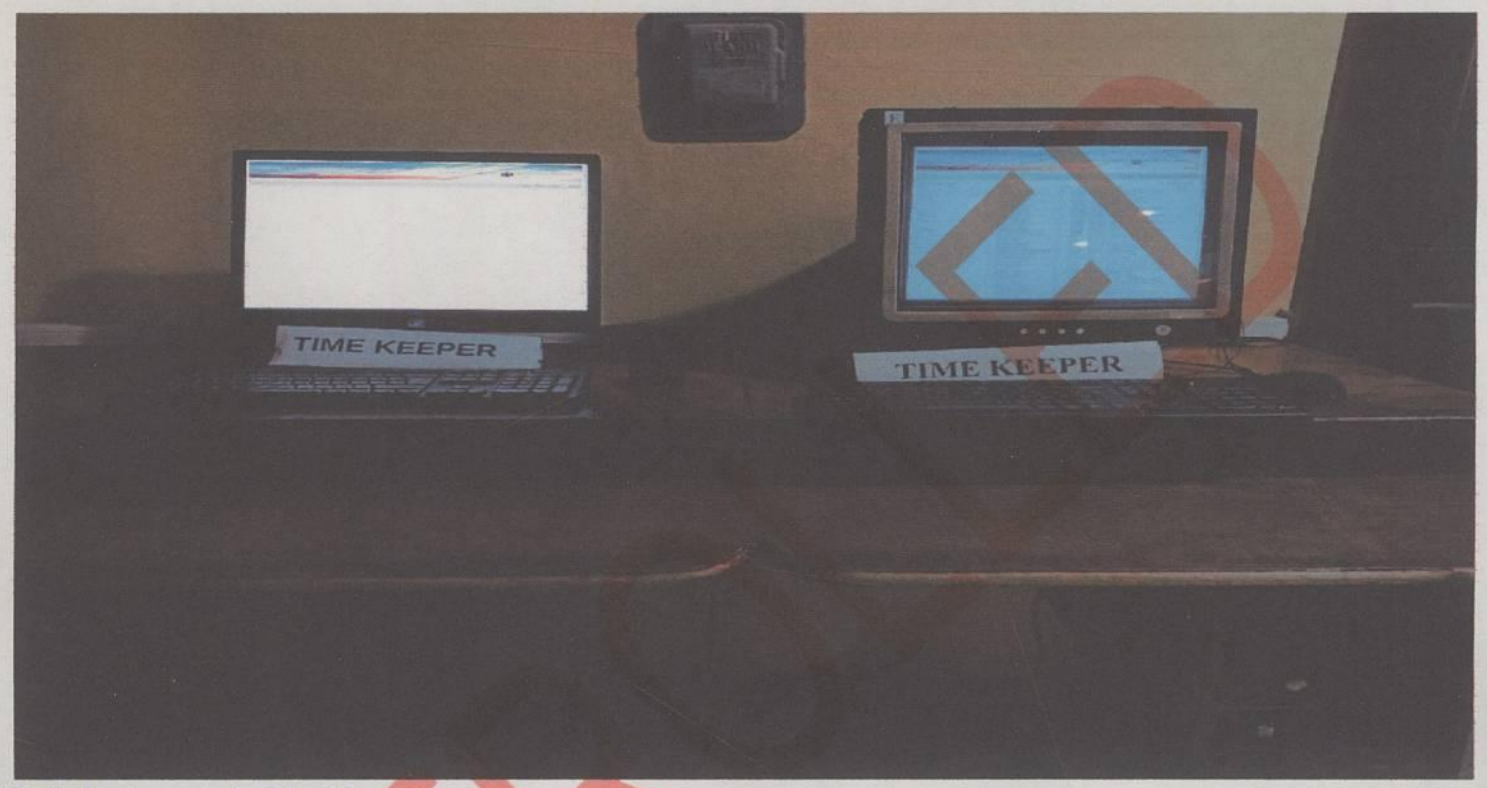


C.2.2 Third Floor Mezzanine, East Wing

C.3 Time Management Station

The Time Management stations are located at the AMS Hall, Main Lobby, Second Floor East Wing and Second Floor Mezzanine, East Wing exclusive for employees' use.

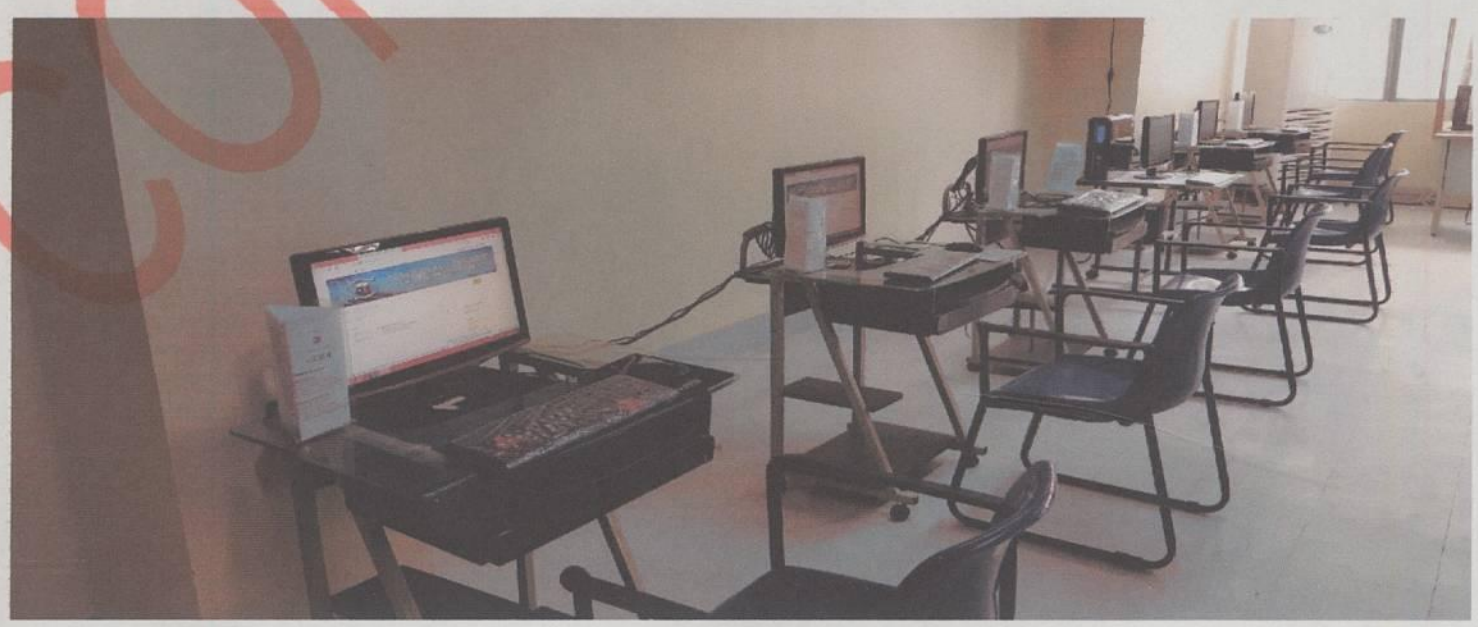
The computers are intended for monitoring the daily attendance of employees.



C.4 Internet Station

The Internet station is located at Third Floor, Reading Area, East Wing allotted for library patrons' use.

The computers are available for computer and internet access as well as for IT assistance as needed.



C.4.1 Third Floor, East wing

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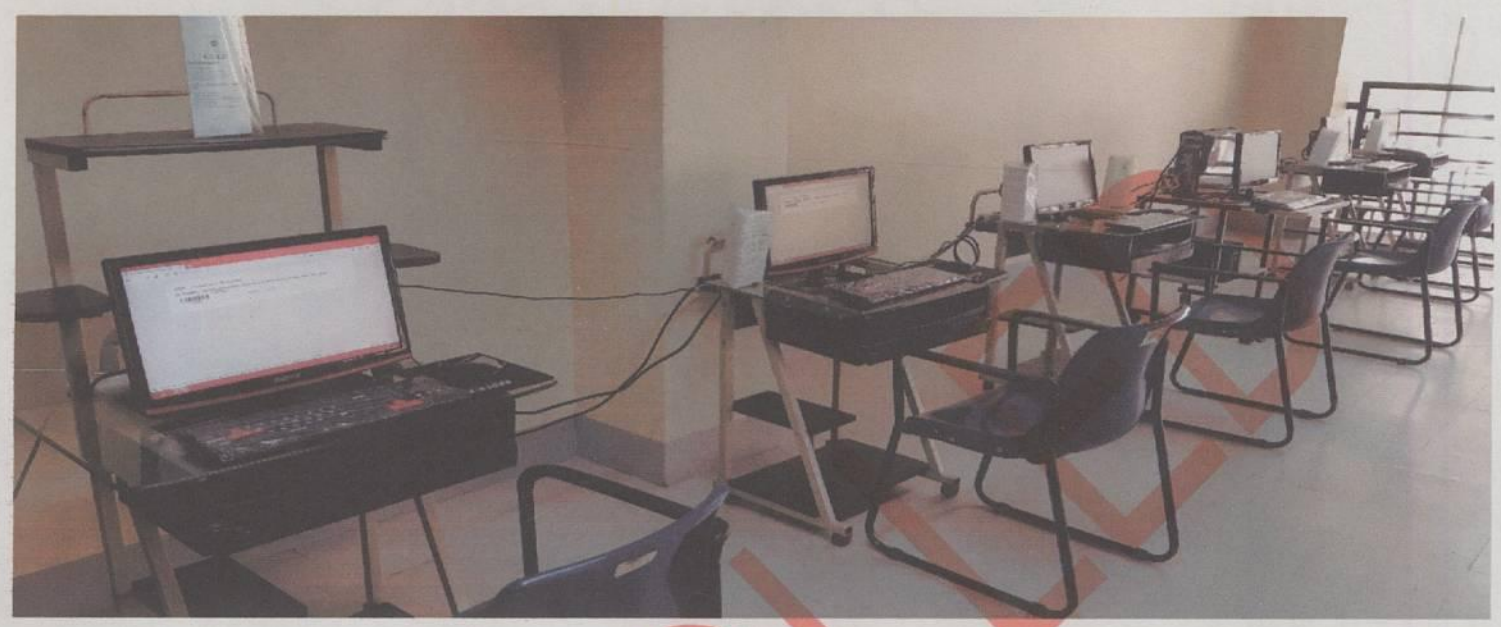
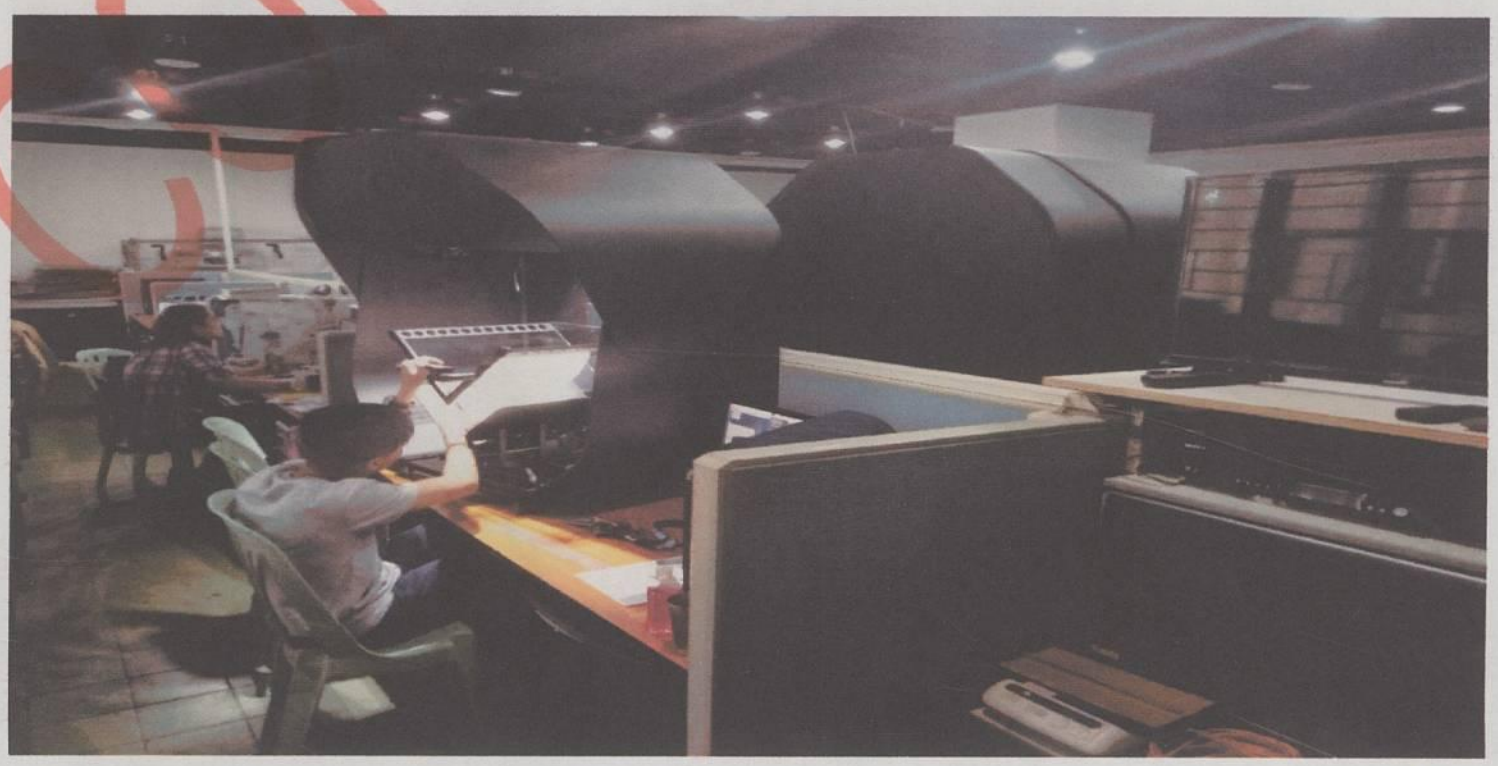


C.4.2 Third Floor, Mezzanine, East Wing

C.5 Digitization Center

The Digitization center is located at Second Floor, East Wing.

It houses digitization equipment intended for digital conversion of print, audio and video materials. It is also used for digital reprography, regular and large format printing, and digitization training as needed.



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C.6 IT Training Center

The IT Training center facility is located at Second Floor, East Wing.

The facility serves as a venue for in-house, public library staff, and NLP partner staff training activities as well as for meetings and workshops.

C.7 Online Public Access Catalog Station

The Online Public Access Catalog station is located at Third Floor, Reading Area, East Wing for library patrons' use.

The computers serve as stations for OPAC to search library materials.

C.7.1 Third Floor, East wing

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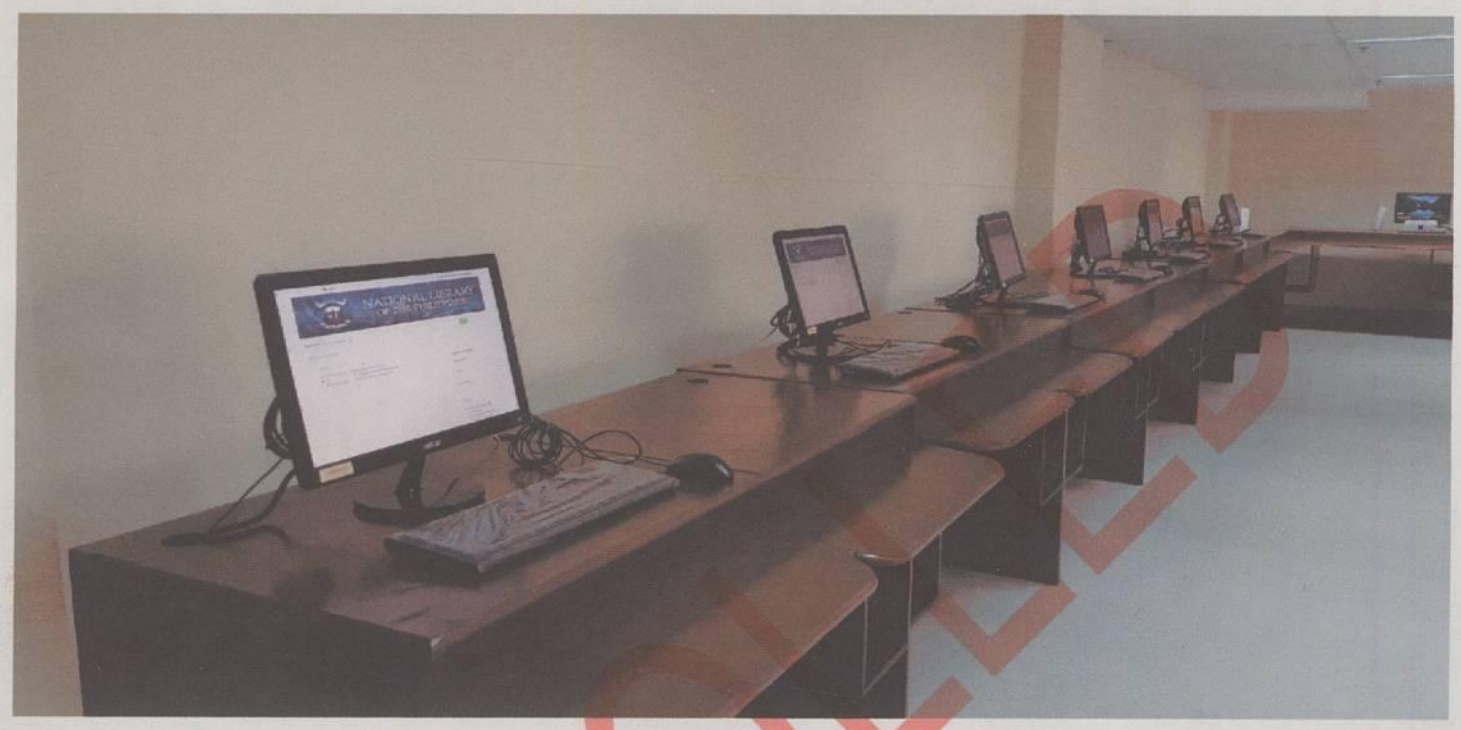
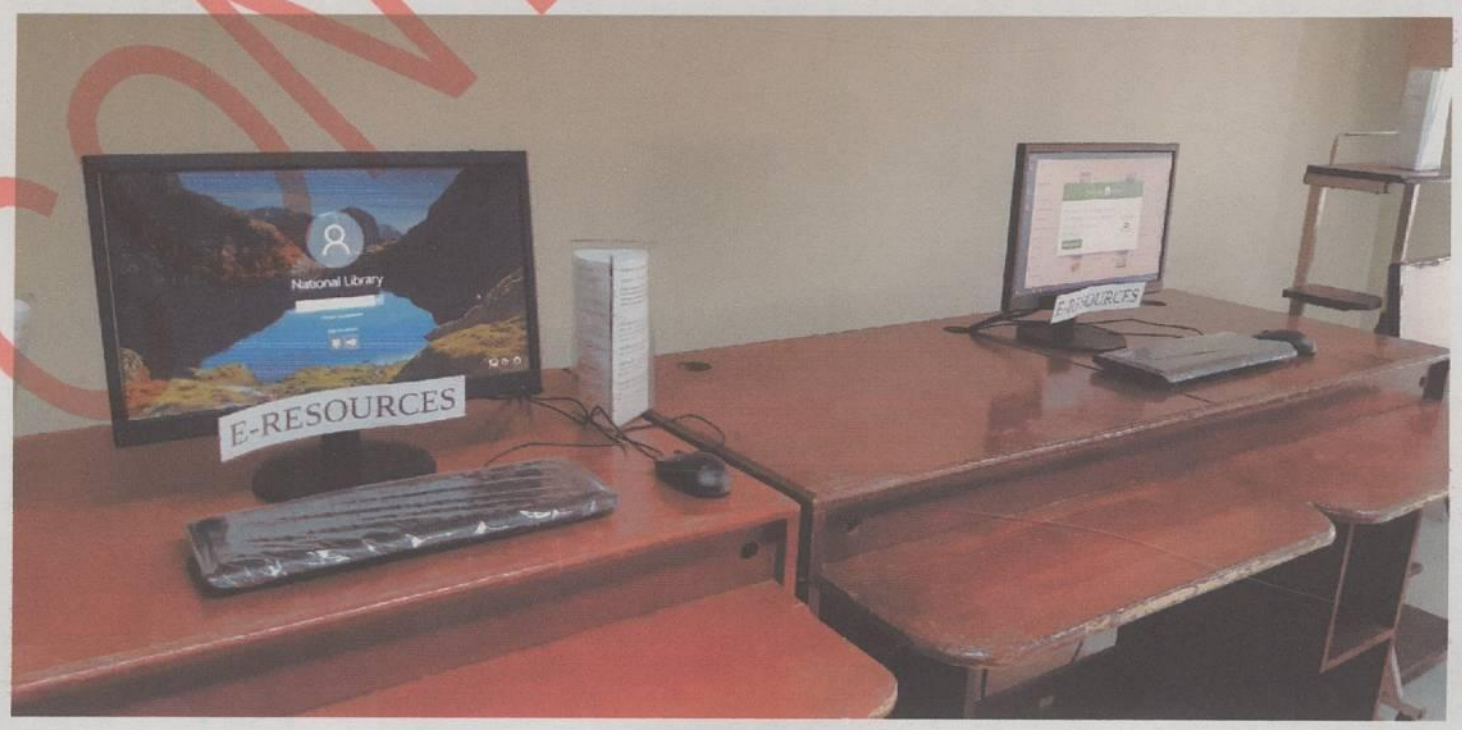


C.7.2 Third Floor, Mezzanine, East Wing

C.8 E-Resources Station

The E-Resources station is located at Third Floor, Reading Area, East Wing for library patrons' use.



C.8.1 Third Floor, East wing

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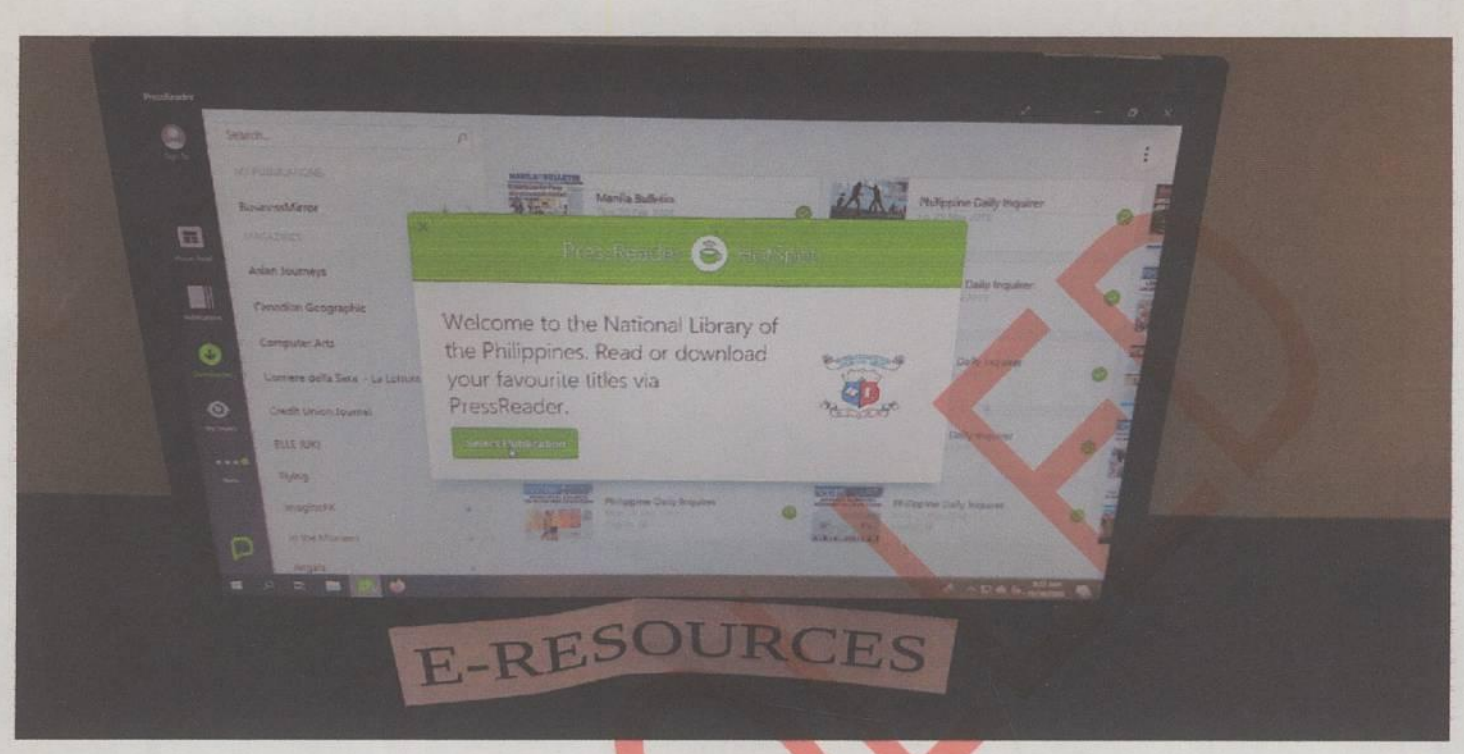

C.8.2 Third Floor, Mezzanine, East Wing

IV. General Policies

In the conduct of business, all ITD personnel shall adhere to Civil Service Commission rules and regulations, in addition to NLP issuances.

ITD shall develop, improve and implement ICT standards, policies and guidelines as approved by the agency.

A. Framework

1. Ensure that information resources fit together in an agency system to provide ready access to information, data, computer services, and communication resources;

2. Apply to technological hardware and software developed and/or acquired by all units;

3. Use international and industry standards, whenever possible; and

4. Revised and expanded whenever technological advances are necessary.

The establishment of standards shall be based upon international, industry, and/or de facto standards. Technology advances will necessitate periodic revisions and additions to the standards adopted under this policy.

Emphasis will be on standardizing the multiple elements of the information technology infrastructure. The goal of this approach is to reduce aggregate operating costs and eliminate complexity while improving the effectiveness of service.

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B. ITD Staff Development

Technology is rapidly changing and thus in order to provide a consistent quality service to all stakeholders, all ITD personnel, without exception, are required to undergo continuous capacity building activities

It should include both in-house and external training activities. In-house training and re-training should always be enforced to cover technologies implemented within NLP and PLs

External training should cover but is not limited to, critical technologies and those that require certifications.

C. NLP Staff and Public Library Staff Training

ITD shall conduct ICT training requirements needs of NLP and PLs in order to plan and implement ICT trainings. Training materials should also be developed and be made available to NLP and PL personnel.

A continuous training program should be implemented to ensure a balance of effective technology use and provision of ICT-related library education .

D. Technology Selection

Technology selection for NLP and PLs should undergo research and testing prior to implementation. Technology should always be:

1. OS independent for applications software
2. Wide range of hardware support for OS, network and application software
3. Scalable and provide seamless integration with existing technologies at NLP

E. ICT Solutions Development

Documentation of any ICT service delivered should be practiced at all times, to include solutions provided based on research and best practices, and incorporation of effective solution packages. With emphasis on least implementation time, less dependencies, and cost-effective solutions.

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VII. Processes and Procedures

A. ICT Planning Process

A.1 Purpose

To ensure a smooth planning process, all NLP divisions are required to submit IT requirements for operations or projects to ITD for review.

A.2 Policy

Divisions shall submit to ITD their IT requirements for operations or projects. ITD will review submissions based on feasible and cost beneficial information technology initiatives and/or projects that integrate with, and are in support of, the agency's business plan, budget requests, and technology goals.

ITD shall document their information technology initiatives and/or projects on a three (3) year planning horizon with annual updates similar to the format of the agency-wide budget process. (Annual updates allow documentation of planned responses to legislative mandates, funding situations, and new technologies.)

The Agency IT Plan shall include detailed information of all IT and telecommunications projects for the next fiscal year, including an estimate of the agency's total IT budget. Summary information on IT initiatives that are in the three (3) year planning cycle must also be submitted in conjunction with the annual Agency IT Plan.

This annual IT Plan shall be submitted, allowing ITD time to review the IT requirements and consider the information during the annual agency budgeting process. Additionally, the IT requirements must be submitted as an electronic document to: itd@nlp.gov.ph

ITD will select specific IT or telecommunications projects that require submission of a project profile. The Agency IT Plan and project profiles will be evaluated by ITD for compatibility with the agency-wide information technology and telecommunications plans as well as ITD policies and standards. The ITD may subsequently select specific projects for a formal, comprehensive review and approval.

Proposed projects should also be included in the Agency's IT Plan. If additional initiatives and/or projects arise that are not included in the Agency's annual IT Plan, the Agency shall provide an updated list of IT and telecommunications projects in a timely manner. Additional projects that are submitted separately from the Agency IT Plan may require greater detail, upon request from the ITD.

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B. ITD Business Process

In the conduct of specific ITD businesses, the following should be observed as necessary:

B.1 IT Support Services

IT support services should use the following processes, as necessary:

1. Report Documentation
2. Case investigation
3. Priority labeling
4. Risk identification
5. Solutions Identification
6. Solutions development
7. Solutions testing
8. Solutions implementation
9. User acceptance
10. Case terminal preparation

B.2 ICT Training

ICT Training services should use the following processes, as needed:

1. Training needs analysis
2. Training request documentation
3. Module development
4. Training proposal
5. Training plan development
6. Training kit preparation
7. Training advisory delivery
8. Training program or agenda preparation
9. Training report preparation
10. Training certificate preparation
11. Training invitation letter delivery

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12. Training facility preparation
13. Lecture delivery
14. Training facilitation

B.3 ICT Research

ICT research services should use the following processes, as needed:

1. Research request documentation
2. Technology bibliography preparation
3. Technology literature review preparation
4. Comparative technology assessment
5. Technology impact assessment
6. Technology testing

B.4 Systems Development

Systems development services should use the following processes, as needed:

1. Systems development request documentation
2. System requirements documentation
3. Systems mission documentation
4. Scope of work documentation
5. Business case documentation
6. Risk assessment
7. Financial feasibility assessment
8. Technical feasibility assessment
9. Systems proposal preparation
10. Software requirements documentation
11. Software requirements analysis
12. Software requirements specification
13. Software requirements validation
14. Software architecture specification
15. Data architecture specification

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16. Network architecture specification
17. Process architecture specification
18. Database architecture specification
19. Graphical interface architecture specification
20. Software construction
21. Unit testing
22. Integration testing
23. System testing

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C. ITD Reporting System

Statistics shall be gathered regularly for reporting purposes. Reports shall be used by NLP internally and as required by other government processes. Reports shall be collected at person level, software application level and portal level.

The indicators and their respective points are indicated below:

C.1 Information technology Services

Client transactions	Number of client transactions
Client system transactions	Number of client-system transactions
Digitization of AV materials	Number of minutes of AV materials digitized
Digitization of printed materials	Number of pages of printed materials digitized
Digitization of printed AV materials	Number of printed AV materials digitized
Events technical support	Number of events requiring technical support
Information product production	Number of information product produced

C.2 IT Support Services

Report documentation	Number of service requests
Case investigation	Number of case investigated
Priority labeling	Number of cases analyzed
Risk identification	Number of risks identified
Solutions Identification	Number of solutions identified
Solutions development	Number of solutions developed

Solutions test	Number of solutions tested
Solutions implementation	Number of solutions implemented
User acceptance	Number of solutions accepted
Case terminal report	Number of terminal reports prepared

C.3 ICT Training

Training needs analysis	Number of training needs analysis prepared
Training request documentation	Number of training requests documented
Module development	Number of modules developed
Training proposal	Number of training proposals prepared
Training plan	Number of training plans prepared
Training kit preparation	Number of training kits prepared
Training advisory	Number of training advisory prepared
Training program or agenda	Number of training program/agenda prepared
Training report	Number of training reports prepared
Training certificate	Number of certificates issued
Training invitation letter	Number of letters (email) prepared and sent
Training facility prepared	Number of facilities prepared
Lecture conducted	Number of lectures delivered
Training facilitated	Number of training facilitated

C.4 ICT Research

Research request documentation	Number of research request documented
Technology bibliography preparation	Number of technology bibliography prepared
Technology literature review	Number of technology literature review prepared

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Comparative technology assessment	Number of comparative technology assessment prepared
Technology impact assessment	Number of technology impact assessment prepared
Technology testing	Number of technology tested

C.5 Systems Development

Systems development request documentation	Number of systems development request documented
System requirements	Number of System requirements prepared
Systems' mission	Number of Systems' mission prepared
Scope of work	Number of Scope of work prepared
Business case	Number of Business case acted upon
Risk assessment	Number of Risk assessment prepared
Financial feasibility assessment	Number of Financial feasibility assessment prepared
Technical feasibility assessment	Number of Technical feasibility assessment prepared
Systems proposal	Number of Systems proposal prepared
Software requirements	Number of Software requirements prepared
Software requirements analysis	Number of software requirements analysis prepared
Software requirements specification	Number of software requirements specification prepared
Software requirements validation	Number of software requirements validated
Software architecture specification	Number of software architecture specified
Data architecture specification	Number of data architecture specified
Network architecture specification	Number of network architecture specified
Process architecture specification	Number of Process architecture specified
Database architecture	Number of Database architecture specified

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specification	
Graphical interface architecture specification	Number of graphical interface architecture specified
Software construction	Number of software constructed
Unit test	Number of unit tested
Integration test	Number of Integration testing made
System test	Number of system tested

C.6 ICT Planning

Information Systems Strategic Plan	Number of Information Systems Strategic Plan prepared
Enterprise Architecture Plan	Number of Enterprise Architecture Plan prepared
Procurement Plan	Number of ICT Procurement Plan prepared
Operational Plan	Number of Operational Plan prepared
Resource allocation plan	Number of Resource allocation planned
Process plan	Number of Process planned
Effort, schedule and cost estimate	Number of Effort, schedule and cost estimate made
System life cycle definition	Number of System life cycle defined
Staff development plan	Number of Staff development planned
ICT Policy	Number of ICT Policy prepared
Disaster management plan	Number of Disaster management planned

C.7 ICT Monitoring

Transaction log analysis	Number of transaction log analyzed
Software configuration status	Number of software configuration status analyzed
System performance analysis	Number of system performance analyzed
System utilization analysis	Number of system utilization analyzed
Bandwidth consumption analysis	Number of bandwidth consumption analyzed

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Network load analysis	Number of network load analyzed
Computer equipment performance analysis	Number of computer equipment performance analyzed
ICT facilities environment analysis	Number of ICT facilities environment analyzed
Disaster preparedness assessment	Number of disaster preparedness assessed
Computer Equipment inspection	Number of Computers inspected
Software Inspection	Number of Software Inspected
Network connectivity inspection	Number of networked equipment inspected

C.8 ICT Auditing

Systems and applications audit	Number of Systems and applications audited
Information processing audit	Number of Information processing audited
Systems development and enhancement audit	Number of Systems development and enhancement audited
ICT and enterprise architecture management audit	Number of ICT and enterprise architecture management audited
Client and or server audit	Number of Client and or server audited
Telecommunications audit	Number of Telecommunications audited
Intranet audit	Number of Intranet audited
Extranet audit	Number of Extranet audited
ICT facilities audit	Number of ICT facilities audited

C.9 ICT Procurement

Request for Proposal	Number of Request for Proposal
Technical specifications	Number of Technical specifications
Technical evaluation of bids	Number of Technical evaluation of bids
ICT purchase request	Number of ICT purchase requested
Delivery inspection	Number of Delivery inspected
Delivery test	Number of Delivery tested

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Delivery acceptance	Number of Delivery accepted

C.10 Systems Deployment

Application installation and configuration	Number of Application installed and configured
Operating system installation and configuration	Number of Operating system installed and configured
Accounts creation and configuration	Number of Accounts created and configured
Network installation and configuration	Number of Network installed and configured
ICT equipment driver installation and configuration	Number of ICT equipment driver installed and configured
Software functional test	Number of Software functionality tested
Security test	Number of Security tested
Load test	Number of Load tested
Performance test	Number of Performance tested
Fault test	Number of Fault tested
Software configuration identification and configuration	Number of Software configured, identified and configured

C.11 Systems Maintenance

Physically clean equipment	Number of equipment physically cleaned
Software updates	Number of Software updated
File archive	Number of File archived
Driver updates	Number of Driver updated
Virus scan	Number of Virus scanned
Storage media integrity test	Number of Storage media integrity tested
Back-up power test	Number of Back-up power tested
Configuration integrity test	Number of Configuration integrity tested
Network integrity test	Number of Network integrity tested
Security test	Number of Security tested

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Software configuration control	Number of Software configuration controlled
Software retired	Number of Software retired
Data migrated	Number of Data migrated
System migration	Number of System migrated
Software integration	Number of Software integrated
Reverse engineering	Number of Reverse engineered
Forward engineering	Number of Forward engineered
System archived	Number of System archived
Notification	Number of notification sent

C.12 Administrative services

Organizational meetings	Number of organizational meetings attended
Events preparation	Number of events prepared
Risk management	Number of risks management score cards prepared
Quality management	Number of quality management score cards prepared
Plan management	Number of plan management score cards prepared
Communications management	Number of communications management score cards prepared
Staff performance review	Number of staff performance review conducted
Unit performance review	Number of unit performance review conducted
Facilities management	Number of facilities management score cards prepared
Equipment management	Number of equipment managed

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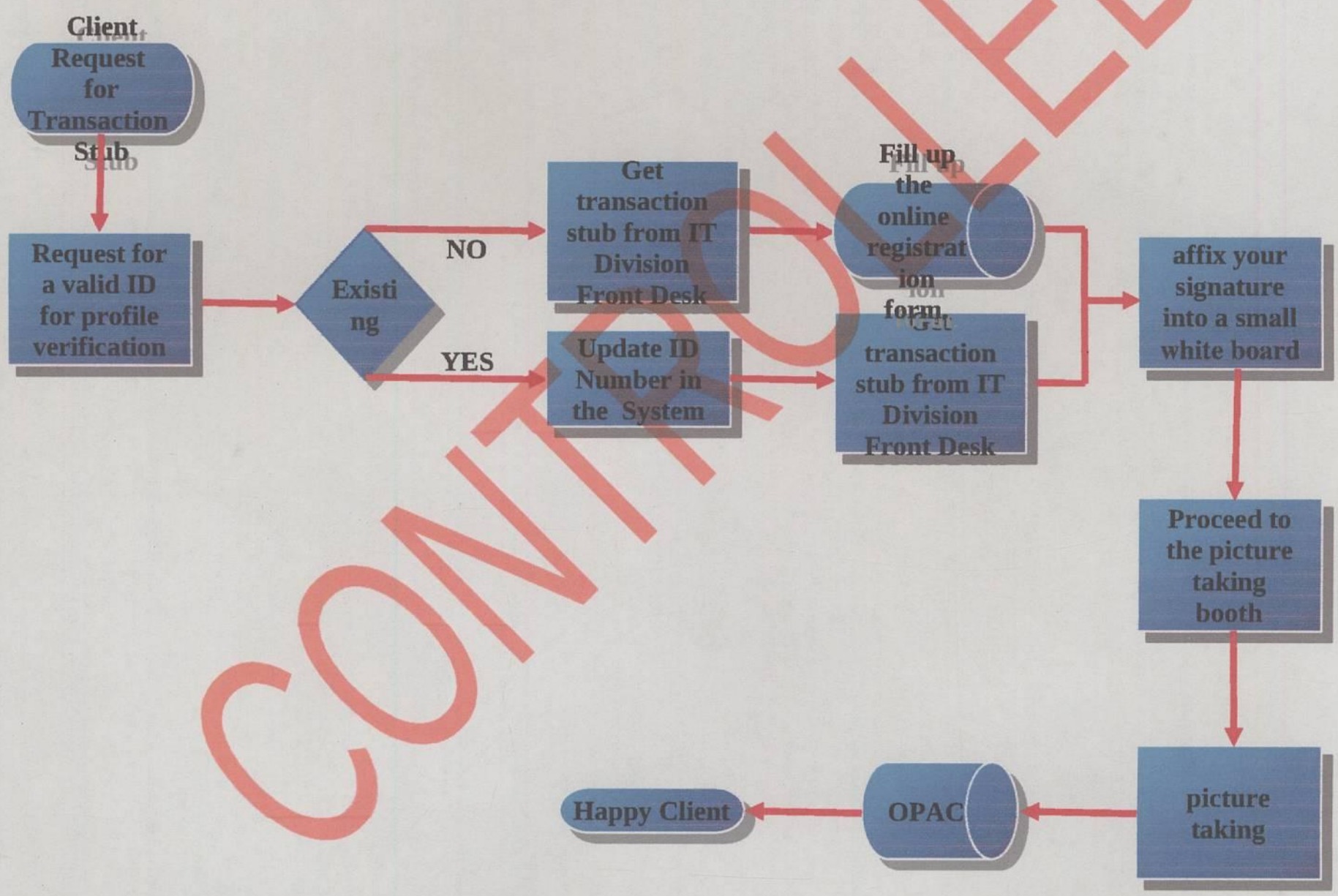
D. Work Procedure

D.1 Procedure in applying for NLP Transaction Stub (FREE)

1. Get a stub from the IT Division Front Desk.

2. Fill up the online registration form.
3. Proceed to picture taking booth
   3.1. Get a small white board that is provided and affix your signature
   3.2 Fall in line for picture taking.

D.1.a NLP Transaction Stub application workflow



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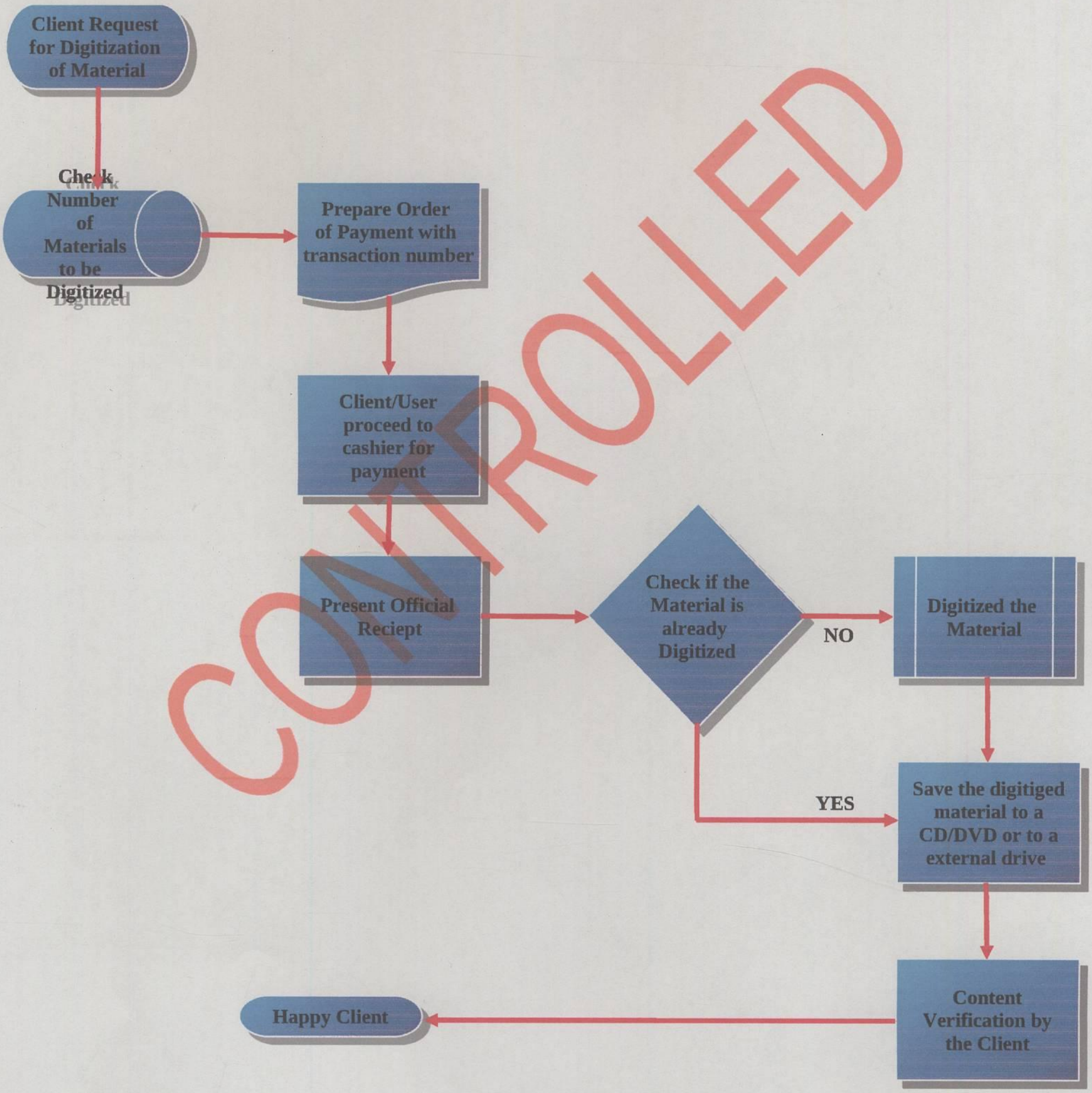
D.2 Procedure in Digitizing material for NLP Clients

1. Check materials for digital reproduction (Scanning).
2. Give the client the Order of Payment form with transaction number.
3. Proceed to the Cashiers Section for payment.
4. Show receipt to IT Division (Digitization Room) for digital reproduction.
5. Give client schedule for release of digital image.
6. Reproduction/Printing: Scan the materials. Do image processing (cropping, adjusting orientation, etc) and then save the image to CD/DVD or to a flash drive or external storage of the client if requested.
7. Allow the client to view the digitized material before releasing the requested item/s.

D.2.a Digitizing material for NLP Clients workflow



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D.3 Procedure in providing IT Support Services

Forms needed:

1. Report Documentation form
2. Case Investigation Report form
3. Pull out form (if the equipment cannot be repaired on site)
4. User Acceptance Report form

1. When a client ask for technical support (face to face or through phone)

*** Fill up the Report Documentation form**

- ask for the name of the user or client
- ask for the location (division) of the user or client
- ask what equipment or item has a problem
- ask what is the problem in the said unit (Initial Report by the User)
- advise the user or client on what to do to fix the problem (note it in the Possible Solutions)
- The client and the person who processed the call should sign the Report Documentation form
- fill-up 2 copies (for the user and ITD)

*** Fill up the Case Investigation Report form**

- ask supervisor to Label the Priority
- ask supervisor to Identify the Risk
- ask supervisor to Identify some possible solutions to the problem
- if no solution set is available, ask supervisor to develop solution and document the solution
- test the solution to the problem or the developed solution and document the solution provided
- Implement the solution and document the solution provided (success or failed)
- The supervisor and the person who processed the call should sign the Case Investigation Report form
- fill up 1 copy (for ITD documentation only)

*** Fill up the Pull out form if the equipment cannot be fixed on site**

- Indicate the problem why the unit needs to be pulled out (Remarks)
- The client and the person who processed the call should sign the Pull out form
- fill up 2 copies (for the user and ITD)

*** Fill up the User Acceptance form**

- Document all the work done in the equipment (pass or fail)
- The client and the person who processed the call should sign the User Acceptance form
- fill up 2 copies (for the user and ITD)

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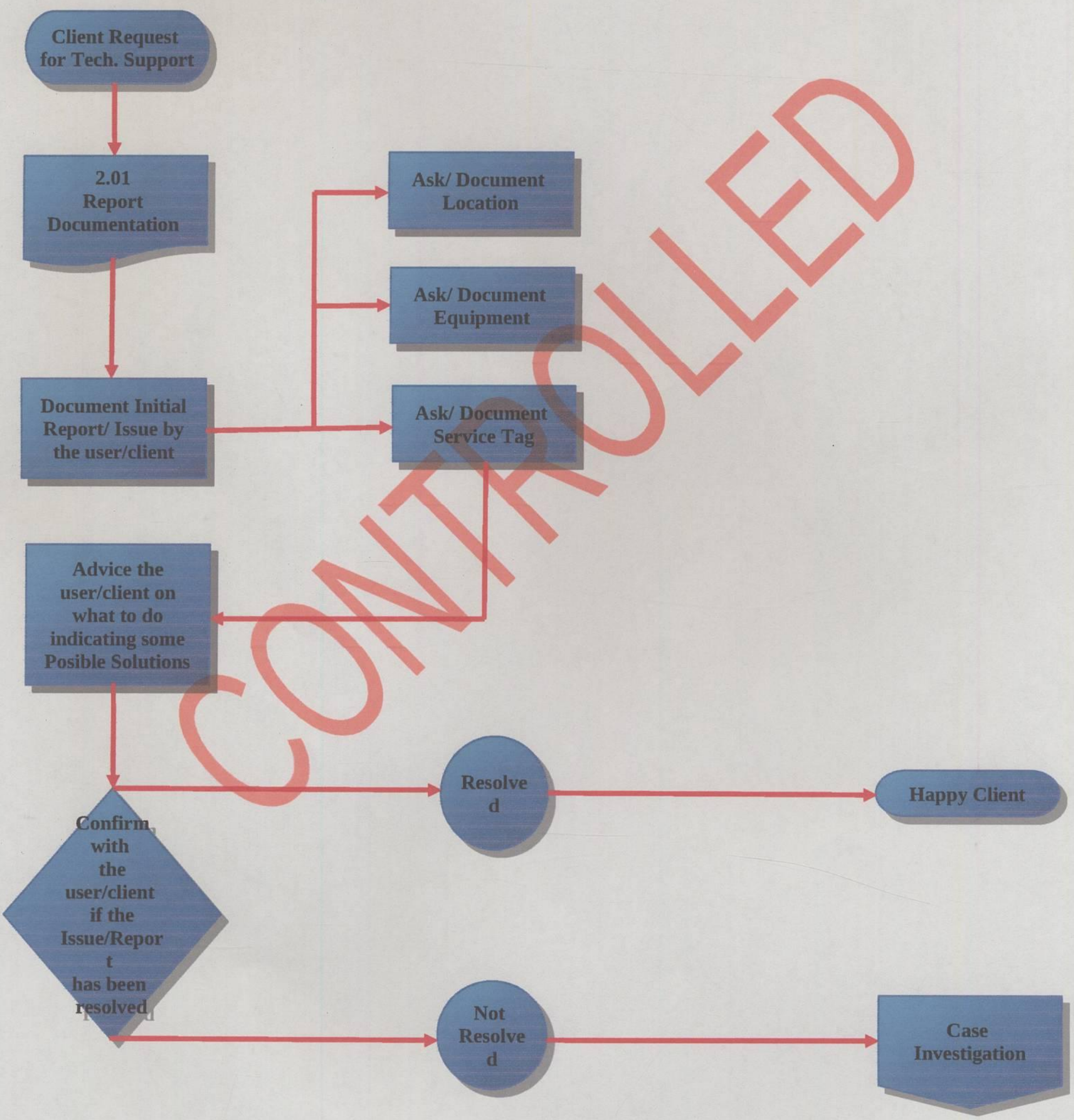
D.3.a Providing IT Support Services workflow



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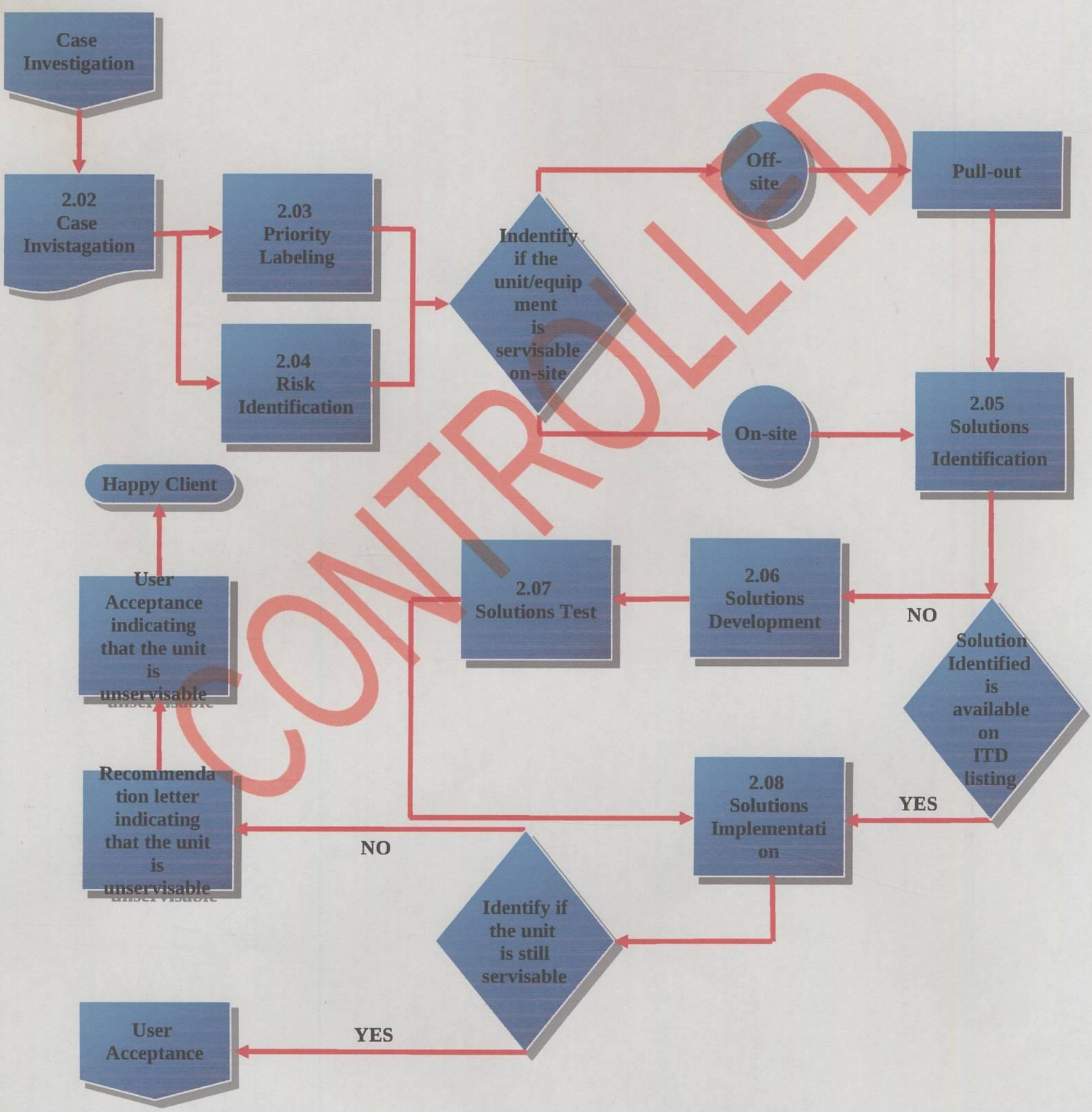
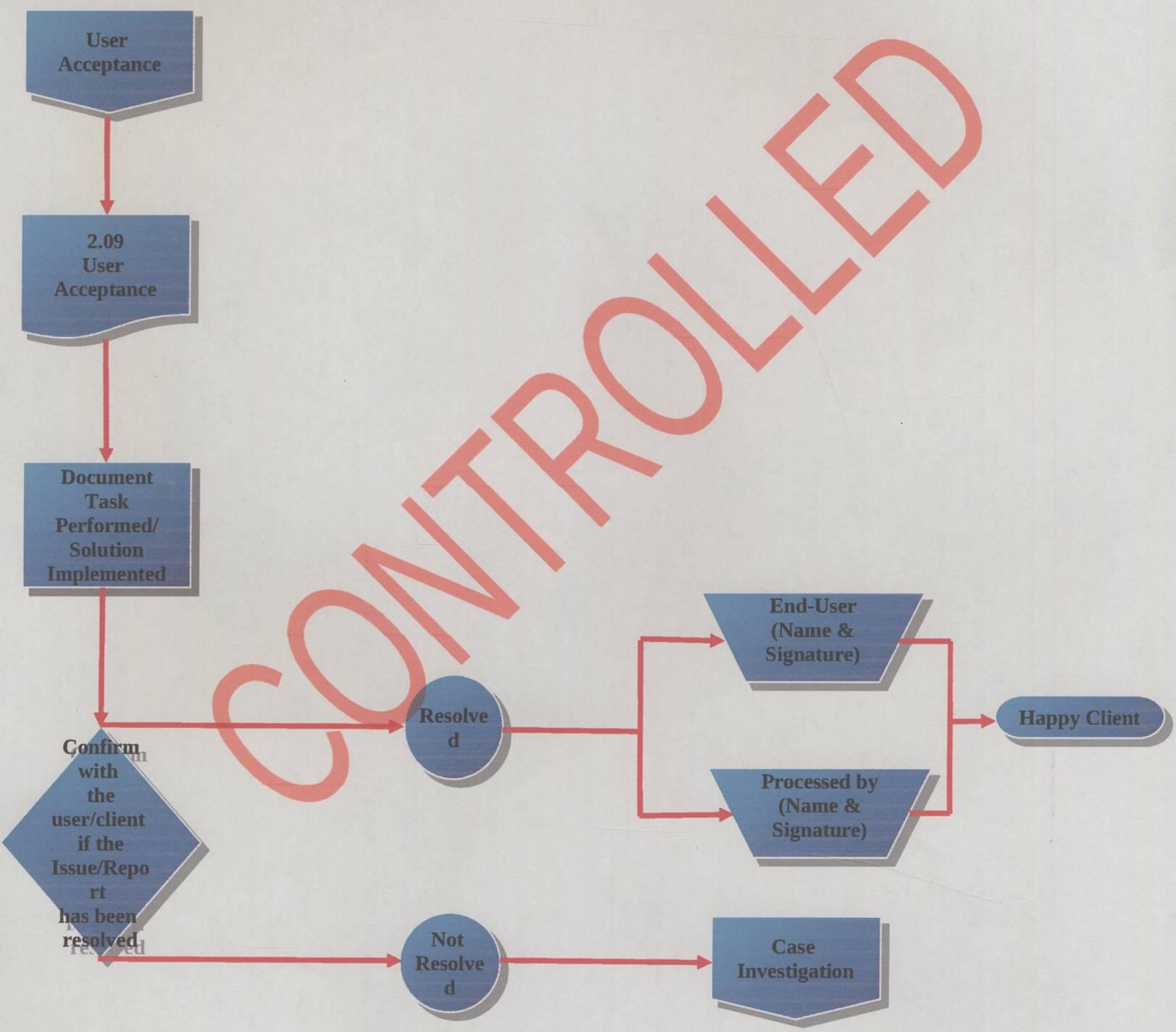
D.3.b Providing IT Support Services workflow (Case Investigation)



D.3.c Providing IT Support Services workflow (User Acceptance)



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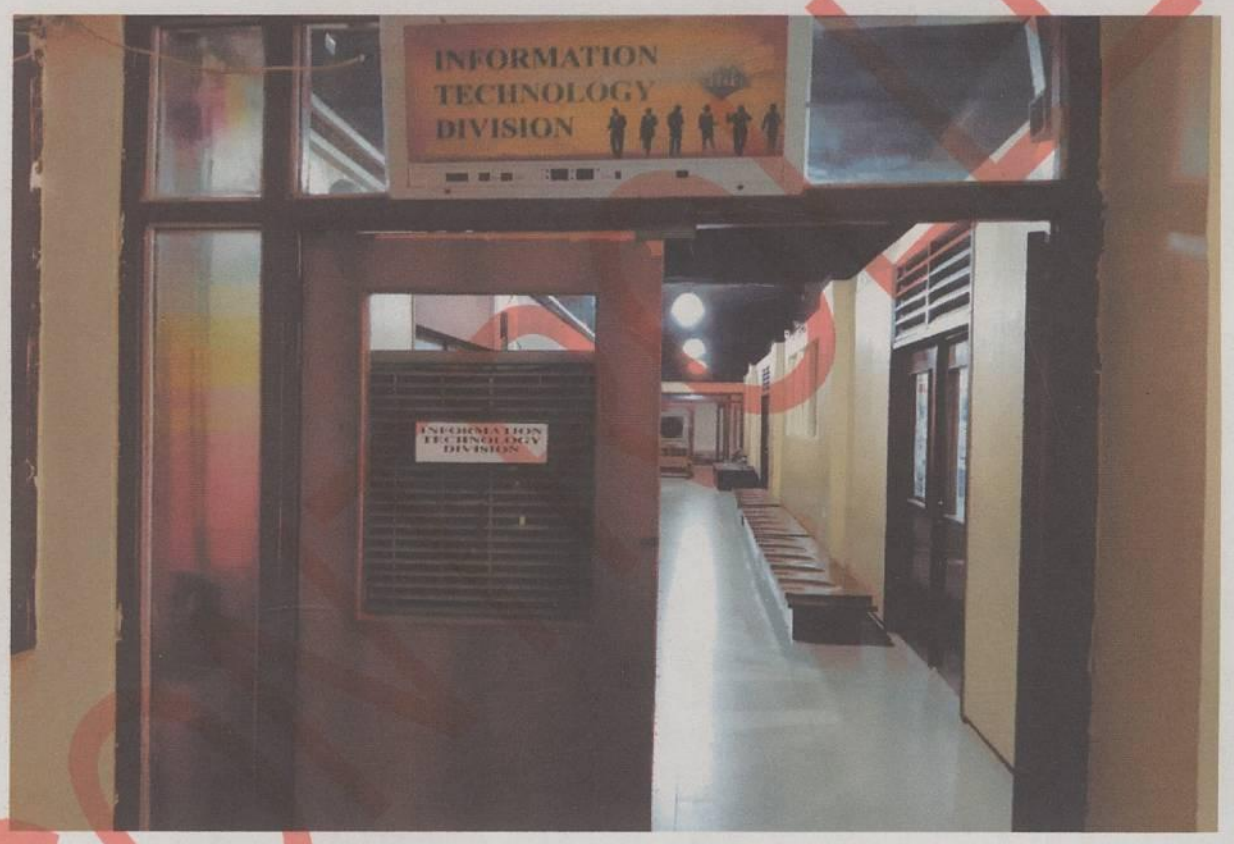

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VII. Annexes

A. Annex 1 – NLP Portal Privacy Notice

B. Annex 2 – ITD Preventive Maintenance Procedure

C. Annex 3 – ITD Digitization Guide

D. Annex 4 - Koha 19.05 Installation, Basic Configuration and Maintenance Manual

E. Annex 5 - Koha 19.11 on Ubuntu 10.04 Installation Manual

F. Annex 6 - Modified Koha 2.2.9 Software Deployment Training Manual

G. Annex 7 - Modified Koha 2.2.9 Hardware and Software Development Manual

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