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MEMORANDUM CIRCULAR
NO.: 2020 – 064

GUIDELINES AND PROCEDURES IN THE DEVELOPMENT AND IMPLEMENTATION OF THE PNP GENERAL SERVICES MANAGEMENT - SUPPORT TO OPERATIONS MANAGEMENT INFORMATION SYSTEM

1. **REFERENCES:**
   a. Notice to Proceed of the PNP SOMIS dated December 26, 2019;
   b. Republic Act (RA) No. 11032 - "Ease of Doing Business and Efficient Government Service Delivery Act of 2018";
   c. PNP Command Memorandum Circular No. 18 – 2016 "Guidelines and Procedures in the Development of the PNP Enterprise Resource Planning System (PNP ERPS)" dated June 23, 2016;
   d. NHQ Bids and Awards Committee Resolution No. 2016-042 entitled "Recommending to the Head of Procuring Entity (HOPE) the Delegation of the Procurement of Support to Operations Management Information System (SOMIS) to the Information Technology Management Service Bids and Awards Committee (ITMS BAC);
   e. PNP NHQ BAC Resolution No. 2016-042 – "Delegation of Authority"; and
   f. Memo Circular No. 2010-016 – "Consultation of all Information and Communication Technology Matters with DICTM" dated August 26, 2010.

2. **RATIONALE:**

   This Memorandum Circular (MC) shall set forth the guidelines and procedures in the successful development and implementation of PNP General Services Management (GSM) - Support to Operations Management Information System (SOMIS).

3. **SITUATION:**

   The current information system landscape in the Philippine National Police (PNP) is challenged with the disconnected frontline processes, disparate and duplicated systems and components, and the absence of executive level reports which aid the decision makers in activities related to frontline services and operations of the organization.

To date, the PNP maintains disparate information systems, some of which are systems used to support the operational functions of units and offices nationwide while the PNP still maintains different network infrastructure. Along with this structure, using the systems separately may cause delay due to the incapability to collaborate with the other systems, especially with the following nine critical systems from the different frontline services of the PNP:

CSG One Stop Shop;

FEO Firearms Information System;

FEO Explosives Management Information System;

SOSIA Information and ID System / License to Exercise Security Profession Information System;

HPG Vehicle Information System;

PTCFOR Information System;

MG Fishing Vessel Clearance Information System;

Crime Laboratory Information System;

Health Service Neuro Psychiatric Information System; and

DIDM National Police Clearance System.

RA No. 11032 also known as "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," mandates all government offices and agencies including Local Government Units (LGUs), Government-Owned or Controlled Corporations (GOCCs) and other government instrumentalities to provide services covering business and non-business related transactions, which adopt simplified procedures that will reduce red tape and expedite transactions in government.

The PNP Camp BGen Rafael T Crame houses the main office for the registration and issuance of permits, licenses, and clearances such as firearms registration, license to own and possess firearms, permit-to-carry firearms outside residence, license to exercise security profession, permit for explosives and regulated chemicals, vehicle clearance, and maritime vessel clearance. These services are also available in other Police Regional Offices (PROs) nationwide with some limitations.

Before the said issuances, the applicant must undergo several processes such as drug test at Crime Laboratory (CL) and Neuro-Psychiatric (NP) exam at the Health Service (HS). For the vehicles and maritime vessels to be cleared, it shall undergo macro-etching procedure at the CL before the issuance of a clearance from the Highway Patrol Group (HPG) and Maritime Group (MG).

Since the procedure for the issuance of clearances and permits involves different offices/units, there is a tendency for the delay in the process considering the time for preparation and transfer of results. Moreover, the absence of information systems in the NP Section, HS and CL results in the manual generation of relevant documents which all the more causes delay in the processes. Hence, there is no digital storage and documentation of relevant information that may be deemed necessary as reference in the near future.

In line with RA No. 11032 and in order to achieve its vision of a highly capable, effective and credible police service, the PNP recognizes the need to focus on the delivery of its frontline services where the PNP directly connects to the public. Hence, the PNP hopes to provide fast and efficient delivery of services especially to the common public through its agenda for a S.M.A.R.T. or "Secured, Mobile, AI-driven, Real-Time" policing. Its direction focuses in providing integrated information system, database, and networks put through a unified Enterprise Resource Planning System (ERPS) which intends to bring the linkages between operational and other frontline services system of the PNP.

The PNP through its Information and Communications Technology (ICT) Program Thrusts sets forth its direction that will provide linkages between human resource, operational and frontline services system support to operations (STO) into one single platform. In order to achieve its vision in the next coming years with priority focus on automating its frontline services, this is how the PNP should directly connect to the public.

It shall put in place an integrated information system relative to the frontline services of the PNP to support its operation. It shall also ensure consistency of information, process, and systems, eliminates duplication of data and processes, and provide a single source of information across the entire organization.

To date, the PNP maintains disparate information systems, some of which are systems used to support the operational functions of units and offices nationwide while it still maintains different network infrastructure. To address this, the Directorate for Information and Communications Technology Management (DICTM) through the Information Technology Management Service (ITMS) initiated the conceptualization of the PNP Support to Operations Management Information System (SOMIS) under the General Services Management (GSM) module of PNP ERPS that will initially integrate the mission critical systems of the PNP offices namely: Civil Security Group (CSG) and its support offices Firearms and Explosives Office (FEO) and Supervisory Office on Security and Investigation Agencies (SOSIA); Highway Patrol Group; Maritime Group; Permit to Carry Firearms Outside Residence (PTCFOR) Secretariat; Health Service; Crime Laboratory; and Directorate for Investigation and Detective Management (DIDM).

The GSM-SOMIS shall be customized according to the integration of workflow and processes of the organization, adaptable to the existing user interfaces and data requirements. Documentations will be available for study and analysis. The project is expected to be completed and implemented in 360 days including the user and technical trainings.

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4. PURPOSE:

In line with RA No. 11032 and in order to achieve its vision of a highly capable, effective and credible police service, the PNP recognizes the need to put focus on the delivery of its frontline services where the PNP directly connects to the public. Hence, the PNP hopes to provide fast and efficient delivery of services, especially to the common public through its agenda for a S.M.A.R.T. policing. Its direction focuses on providing integrated information systems, database, and networks put through a unified ERPS which intends to bring the linkages between operational and other frontline services system of the PNP.

a. General Objective

The main objective of the SOMIS project is to develop an integrated system that aims to provide accurate, standard procedures and reports on frontline services of the PNP which shall be used as a tool to come up with a sound strategy to support the operational functions of the organization.

b. Specific Objectives

The project aims to provide the following:
1) Provide a system that is highly secured and accessible and can electronically monitor all SOMIS transaction services;

2) Provide a systematic means of accounting and monitoring of all permits, licenses, and clearances issued;

3) Provide a customized tool to support the manual process of recording, storing, accounting, monitoring, reporting and quick retrieval of real-time information on SOMIS frontline services;

4) Provide a control scheme for data integrity and security;

5) Eliminate redundancy of information by providing a unique reference key identifier that shall establish link and integration among SOMIS frontline services;

6) Standardize generated documents and reports embedded with security control features;

7) Generate accurate, reliable, consistent, and real-time reports necessary for planning, investigation, financial management, policy formulation and decision making; and

8) Provision of backup strategy for software and application systems and its database.

a) **Hardware and Network Infrastructure**

a.1) Use latest technology that conforms with the NAPOLCOM specifications;

a.2) Enhance the existing network connection of SOMIS frontline service internal stakeholders within Camp Crame;

a.3) Secure infrastructure using an enterprise grade firewall;

a.4) Provide static IP address for secured and dedicated connection; and

a.5) Provide reliable and resilient virtual private network connection for Information Systems of Civil Security Group attached units such as Firearms Information Management System (FIMS) of the Firearms and Explosives Office (FEO), SOSIA Information and ID System (SIIDS)/License to Exercise Security Profession (LESP) and the One-Stop-Shop; the Vehicle Information Management System (VIMS) of the Highway Patrol Group (HPG); Permit-To-Carry Firearms Outside Residence (PTCFOR) Information System of PTCFOR, Fishing Vessel Clearance Information System of Maritime Group, Explosives Management Information System of FEO, Crime Laboratory Information System, Health Service Neuro Psychiatric Information System and National Police Clearance System of DIDM

b) **Services**

1) Integration of all frontline services for SOMIS;

2) Development of HS Neuro Psychiatric Information System;

3) Development of CL Drug Test and Macro-Etching Information System;

4) Development of Statistics and Reports Dashboard with Analytics for Executive Level;

5) Migration and enhancement of current database;

6) Provision of single-sign-on authentication policy;

7) Access to centralized databases;

8) Network sharing of all existing application and resources of frontline services; and

9) Streamlining of processes of frontline services.

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5. DEFINITION OF TERMS

a. E-Government Master Plan (EGMP) – is a blueprint for the harmonization and integration of information and communications technology (ICT) efforts of the government. It builds on past experiences and plans while incorporating current aspirations to create a vision for the e-government of the future.

b. General Services Management (GSM) Module – is a module of the PNP ERPS with sub-modules to support the operational capability of the organization and services offered by the PNP. Initially, the ITMS shall develop the SOMIS project, integrating the information systems of the PNP frontline services namely: the information systems from CSG attached units FEO and SOSIA, the FIMS of FEO and SOSIA Information and ID System (SIIDS)/License to Exercise Security Profession (LESP); VIMS of HPG; PTCFOR IS of PTCFOR Secretariat, Office of the Chief, PNP; NPCS of the DIDM; Fishing Vessel Information System of MG; Drug Test and Macro-etching Information System of CL and Neuro-Psychiatric Information System of the HS.

c. Information Systems – is a system of major processes or operations which facilitates the storage, processing, retrieval, and generation of information for decision-making, planning, controlling, and monitoring purposes. It also refers to a group of related processes designed to generate information for the exclusive support of a major functional area of an organization.

d. Project Management – is the discipline of initiating, planning, executing, controlling, and closing the work of a team to achieve specific goals and meet specific success criteria. It is the application of knowledge, skills, tools, and techniques to project activities to meet the project requirements.

e. PNP Enterprise Resource Planning System (ERPS) – is an integrated process management system which shall automate the PNP's core capabilities and transactions. As a result, PNP personnel can focus on routine tasks that cannot be automated such as but not limited to patrolling and other operational readiness such as civil disturbance management, search and rescue, disaster preparedness and the like.

f. PNP General Services Management (GSM) Module – is an initiative of the PNP for the development and integration of the different information systems of its frontline services such as CSG attached units FIMS of FEO, SOSIA Information and ID System (SIIDS)/License to Exercise Security Profession (LESP) and the One-Stop-Shop; VIMS of HPG; PTCFOR Information System of PTCFOR, Fishing Vessel Clearance Information System of MG, Explosives Management Information System

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of FEO, CL Information System, Health Service Neuro Psychiatric Information System and NPCS of DIDM.

g. **PNP Support to Operations Management Information System (SOMIS)** – is an integrated system that aims to provide accurate standard procedures and reports on frontline services of the PNP which shall be used by decision makers to come up with a sound strategy to support operational functions of the organization.

h. **Terms of Reference (TOR)** – is the written document which defines the purpose, timeline, requirements, structures, and technical specifications of a certain project.

6. **GUIDELINES:**

a. General Guidelines:
   1) **Policies**
      a) **Streamlining of Business Processes.** For the purpose of integrating the systems and processes of the PNP relative to frontline services, DICTM through ITMS shall initiate the formulation of policies to streamline the business processes for licensing of firearms, permit-to-carry firearms outside of residence and purchase and transport of regulated chemicals and explosives; issuance of license for security personnel and security agencies; issuance of clearance for vehicles and maritime vessel, drug test, macro-etching and neuro-psychiatric examination.

      b) **Implementation of SOMIS.** DICTM through ITMS is tasked to ensure the smooth development and implementation of SOMIS in coordination and collaboration with identified PNP SOMIS stakeholders. The SOMIS stakeholders shall be responsible for the maintenance, sustainability, and continuous operation of the system.

      c) **Migration and Integration of PNP's SOMIS-Related Databases.** All PNP offices/units shall allow access and extraction of the SOMIS-related databases currently being managed and administered by identified office/unit stakeholders. Further, these databases shall be migrated and integrated into one single platform that will be managed and administered by the ITMS as the primary unit responsible in the maintenance of systems, databases, and network of the PNP. The existing systems and processes that use PNP databases separately shall still run parallel with the existing systems and processes. This new setup shall strengthen and enhance the 24x7x365 availability, integrity, and reliability of information in the PNP organization nationwide.

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d) **Authority to Develop, Administer, Implement, Maintain and Support Systems, Networks and Databases.** The PNP authorizes the ITMS as the primary unit responsible that shall develop, administer, maintain, implement and support reliable, robust and secure information systems, databases and computer networks of the PNP organization to ensure its availability, integrity, and reliability.

e) **Creation of SOMIS Project Management Team.** For the purpose of implementing the provisions of this MC, the ITMS shall establish the SOMIS Project Management Team which shall:

e.1) Supervise the actual design and implementation of SOMIS;

e.2) Create a Project Management Team (PMT) to ensure the successful implementation of SOMIS;

e.3) Formulate the implementing rules and regulations for the SOMIS for the approval of the CPNP;

e.4) Develop and execute the appropriate communication plans to inform the general public about SOMIS and training programs for PNP personnel who will implement the new information system;

e.5) Submit regular accomplishment reports to the CPNP on the status of the implementation of SOMIS; and

e.6) Perform other functions as directed by the CPNP.

f) **Creation of Counterpart Project Management Team for SOMIS Stakeholders.** For the purpose of implementing the provisions of this MC, all identified office/unit stakeholders namely DIDM, CSG, FEO, SOSIA, PTCFOR Secretariat, HPG, MG, CL and HS shall also establish their own SOMIS Project Management Team that shall:

f.1) Create a PMT to act as counterpart of the ITMS SOMIS PMT;

f.2) Supervise the design, implementation, and actual operations of the SOMIS within their respective offices/units;

f.3) Provide the necessary documentary, financial and logistical requirements that may deemed necessary for the effective implementation of the SOMIS project;

f.4) Develop and execute the appropriate communication plans to inform their respective offices/units about the SOMIS and training programs for PNP personnel who will implement the new information system;

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f.5) Submit regular accomplishment reports to the Heads of respective offices/units on the status of the implementation of SOMIS; and

f.6) Perform other functions as directed by the CPNP.

g) **Duties and Responsibilities of the SOMIS Project Management Team**

g.1) Review, evaluate, and monitor the day-to-day activities of the SOMIS project;

g.2) Evaluate deliverables based on the TOR;

g.3) Monitor overall progress and use of resources, initiating corrective action when necessary;

g.4) Prepare memoranda and conference notices for information of the stakeholders;

g.5) Provide status reports for information of ITMS; and

g.6) Perform other tasks as directed.

The DICTM shall supervise the implementation of this MC while ITMS shall be the OPR in the development and implementation of SOMIS. To ensure the successful migration, integration and streamlining of processes related to the support to the operations of the PNP organization, all PNP offices/units shall give their full support to this endeavor by cooperating and providing relevant information, processes, systems and databases. Likewise, they shall work together to ensure the successful development and implementation of the SOMIS Project.

The project shall cover the integration of information systems of identified frontline offices/units of the PNP National Headquarters, and the implementation of the integrated SOMIS for all office/unit stakeholders. The project engagement will be implemented and made operational based on the following milestones:

a. Design, develop, integrate, and implement the SOMIS integration software;

b. Supply, delivery and installation of the necessary hardware, software and network resources that would enable the end-user to operate and manage during the actual system rollout/implementation;

c. Establishment of network solutions interoperable with the existing information systems and network infrastructure of the PNP inclusive of one year information system maintenance support;

d. Secured, robust and reliable information system that shall pass the stress test;

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e. Data conversion/migration of database current data and initial parameter set-up into the new database as appropriate;

f. Provision of all source codes, system rights and controls, to include developer access privileges;

g. Conduct of technical and user training to ensure the transfer of technology to designated PNP personnel;

h. Documentation of technical (system administration, maintenance, and operation) and user manual of procedures, operation, and maintenance. Provision of at least two sets of manuals and softcopies per system and of updates and add-ons made thereafter;

i. Warranty provisions for software and application system for at least one year Post-Implementation Support Services after Project Completion and Acceptance and at least three years warranty for hardware and network equipment provided;

j. Provision of an after-warranty plan indicating future system functional enhancements, hardware/software upgrades, licenses renewals, timelines, and budgetary requirements; and

k. Continuous implementation of the integrated SOMIS for identified office/ unit stakeholders.

b. **Responsibilities:**

1) **TCDS** - Ensure the implementation of this MC.

2) **DICTM**
   a) Designated as the OPR in the implementation of this MC;

   b) Ensure conformity of SOMIS to the PNP information system and database standards; and

   c) Perform other tasks as directed.

3) **DIDM**
   a) Identify and formulate complete business process flow charts related to National Police Clearance System;

   b) Provide access to systems and databases pertaining to police clearance to ITMS; and

   c) Perform other tasks as directed.

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4) **DRD**
   a) Ensure conformity of the ICT equipment to the NAPOLCOM standards in coordination with the Committee on Inspection and Acceptance of ITMS for the SOMIS project;

   b) Provide systems and databases pertaining to logistics of the PNP to ITMS;

   c) Evaluate and recommend UESB ICT specifications for the project; and

   d) Perform other tasks as directed.

5) **DPRM**
   a) Issue appropriate orders on the composition of the SOMIS Project Management Team; and

   b) Perform other tasks as directed.

6) **DPL**
   a) Provide complete PNP organizational structure with job description to ITMS; and

   b) Perform other tasks as directed.

7) **DPCR**
   a) Prepare communication plan for the effective implementation of the SOMIS;

   b) Ensure awareness campaign programs and change management programs in coordination with PIO and ITMS;

   c) Ensure media coverage for the launching and kick-off ceremony; and

   d) Perform other tasks as directed.

8) **DI**
   a) Issue security clearance of the winning bidder and its project management staff;

   b) Ensure compliance of SOMIS-generated reports to the document security requirements; and

   c) Perform other tasks as directed.

9) **Executive Officer (DIDM), Chiefs of Staff (CSG, CL, HS, HPG, MG) and C, PTCFOR Secretariat**
   a) Act as the Project Team Leader for the counterpart PMT that shall monitor the milestones of the SOMIS project in their respective

offices/units during development, implementation, and actual operations; and

b) Perform other tasks as directed.

10) **CSG**

a) Identify and formulate complete business process flow related to the firearms registration; issuance of permit for use and transport of explosives and regulated chemicals, security agencies and license to exercise security profession;

b) Provide access to information systems and databases; and

c) Perform other tasks as directed.

11) **FEO**

a) Provide complete business process flow related to firearms registration, processing and issuance of license for firearms and permit for the use and transport of explosives and regulated chemicals;

b) Provide access to information systems and databases; and

c) Perform other tasks as directed.

12) **SOSIA**

a) Provide complete business process flow related to issuance of license to exercise security profession and permit for security agencies;

b) Provide access to information systems and databases; and

c) Perform other tasks as directed.

13) **HPG**

a) Provide complete business process flow related to the processing and issuance of vehicle clearance ;

b) Provide access to information systems and databases; and

c) Perform other tasks as directed.

14) **CLG**

a) Provide complete business process flow charts related to the conduct of drug test and macro-etching and issuance of results;

b) Provide access to information systems and databases; and

c) Perform other tasks as directed.

15) MG

a) Provide complete business process flow related to processing and issuance of maritime vessel permit ;

b) Provide access to information systems and databases; and

c) Perform other tasks as directed.

16) HS

a) Provide complete business process flow related to the conduct of neuro-psychiatric and issuance of results;

b) Provide access to information systems and databases; and

c) Perform other tasks as directed.

17) PTCFOR Secretariat

a) Provide complete business process flow related to the issuance of Permit-To-Carry;

b) Provide access to information systems and databases; and

c) Perform other tasks as directed.

18) LS

a) Assist the DICTM in addressing legal issues and concerns in the development and implementation of this MC; and

b) Perform other tasks as directed.

19) ES

a) Assist ITMS in the issuance of necessary permits related to the SOMIS project; and

b) Perform other tasks as directed.

20) HSS

a) Provide necessary assistance and support to the project proponent during ocular inspections and actual installation; and

b) Perform other tasks as directed.

21) ACG

a) Assist the PMT during penetration testing, vulnerability assessment and privacy impact assessment of the SOMIS integration; and

b) Perform other tasks as directed.

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22) CES

a) Provide expertise and technical insights in the successful establishments of PNP computer network;

b) Provide support during network installation of SOMIS; and

c) Perform other tasks as directed.

23) ITMS

a) Designated as the OPR in the development and implementation of SOMIS Project;

b) Create PMT for the implementation of SOMIS project;

c) Designate Deputy Director for IT Matters as the Overall Project Supervisor for monitoring and evaluation;

d) Assist DICTM in the implementation of this MC;

e) Ensure the smooth project implementation, monitoring and evaluation of the SOMIS project; and

f) Perform other tasks as directed.

24) PROs

a) Ensure the successful implementation of SOMIS in their respective areas of responsibility;

b) Ensure awareness campaign programs in coordination with PIO and ITMS;

c) Ensure support of their respective personnel to the SOMIS project; and

d) Perform other tasks as directed.

25) IT Project Officers (DIDM, CSG, CL, HPG, MG, FEO, SOSIA, HS, PTCFOR, One-Stop-Shop)

a) Shall compose the Technical Working Group and SOMIS PMT;

b) Shall assist the counterpart PMT in the development, implementation, and actual operations of the SOMIS project;

c) Shall ensure the completeness and inclusion of business process flows under their detailed office to SOMIS;

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      d) Shall ensure that all requirements and compliances in the TOR are followed during the development and implementation of the SOMIS project; and

      e) Perform other tasks as directed.

c. Coordinating Instructions

    1) All PNP offices/units with existing information systems related to Support to Operations functions of the PNP are required to support the migration, integration, and streamlining of systems and processes in the SOMIS project

    2) Lateral coordination with concerned offices/units involved in this activity is authorized and highly encouraged;

    3) D-Staff concerned shall provide processes and generated reports being asked by various offices/units nationwide relative to SOMIS development to the ITMS;

    4) Tasked offices/units shall designate personnel who will compose their respective PMTs, and thus will formulate a streamlined process relative to the SOMIS project; and

    5) Tasked offices/units shall submit their respective IMPLAN to DICTM, copy furnished ITMS not later than 15 days after approval of this MC.

7. PROCEDURES:

In reference to the approved SOMIS Project and the MC on PNP ERPS, the DICTM through ITMS has initiated the development and implementation of SOMIS project, the first leg of the PNP ERPS that will integrate systems and streamlined processes related to frontline services functions of the PNP organization.

The SOMIS Project Management Team shall be activated specifically to ensure the timeliness and smooth implementation of the SOMIS with organizational structure below:
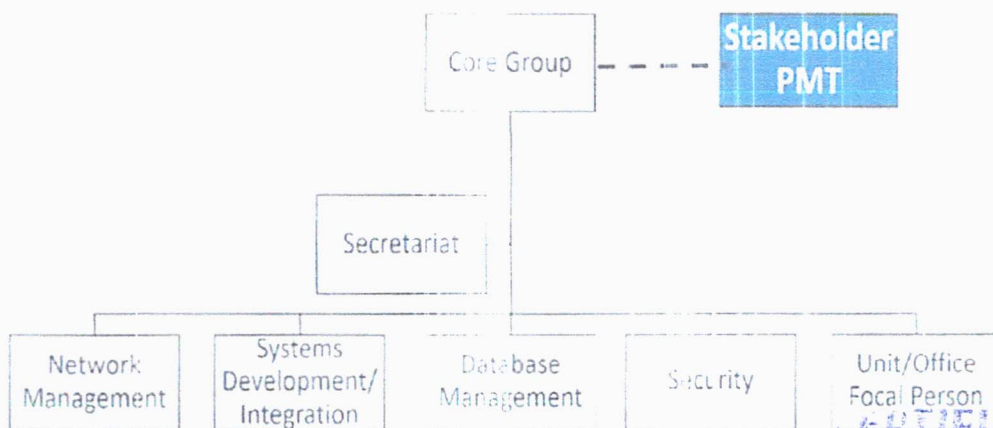
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The soft infrastructure of the project will cover the development and customization of SOMIS and migration and integration of the following Information Systems:

1) CSG One Stop Shop;

2) FEO Firearms Information System;

3) FEO Explosives Management Information System;

4) SOSIA Information and ID System/License to Exercise Security Profession Information System;

5) HPG Vehicle Information System;

6) PTCFOR Information System;

7) MG Fishing Vessel Clearance Information System;

8) Crime Laboratory Information System;

9) Health Service Neuro Psychiatric Information System; and

10) DIDM National Police Clearance System.

The social infrastructure of the project includes the training for developers, network and systems administrators, end-users, and top-level managers. It shall also include the awareness campaign of the project for its full acceptability within the organization with the change management programs.

To sustain the implementation of the project, monitoring and evaluation will be put in place to assess the timely compliance and impact of the system to the overall administrative efficiency of the police organization.

To ensure the security of the system, vulnerability assessment and penetration testing will be included in the project.

8. LIABILITY CLAUSE.

Any PNP officer or personnel who shall fail to strictly observe or comply with the above and other pertinent policies and regulations shall be dealt with under existing law, rules, and regulations.

9. REPEALING CLAUSE:

All other policies, guidelines, issuances, rules, and regulations that are not consistent with this MC are hereby revoked, rescinded or amended accordingly.

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10. EFFECTIVITY

This MC shall take effect after 15 days from filing a copy thereof at the UP Law Center in consonance with Section 3, Chapter 2, Book VII of Executive Order 292, otherwise known as the "Revised Administrative Code of 1987," as amended.

CAMILO PANCRATIUS P CASCOLAN
Police General
Chief, PNP

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