



OSOS - ICT

Republic of the Philippines  
**Department of Education**  
 Cordillera Administrative Region  
**SCHOOLS DIVISION OFFICE OF ABRA**

Office of the OIC- Assistant Schools Division Superintendent

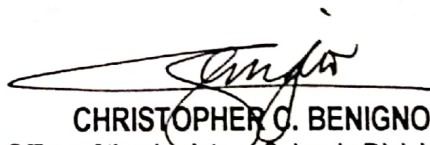
UNNUMBERED MEMORANDUM

February 05, 2020

**PREPARATION FOR SDO ISO YEAR 1 SURVEILLANCE AUDIT**

To: Chief Education Supervisors, SGOD and CID  
 Section Heads  
 Management Review Committee  
 Document Controllers  
 All Others Concerned

1. In preparation for the forthcoming Surveillance Audit of the Schools Division Office Quality Management System, all SDO offices are hereby advised to prepare, update and review the necessary Opportunities For Improvement (see attached) as stated in the ISO Audit Results last July 2019 in order to further strengthen your management system.
2. For your information, guidance and compliance.



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## OPPORTUNITIES FOR IMPROVEMENT

Process Owner	Opportunities for Improvement	Remarks
OSDS - Information and Communication Technology (ICT) Services	Consider further enhancement of Preventive Maintenance (Facilities Information and Communication Technology Equipment) process so that what needs to be done during maintenance activities are consistently documented and accomplished by required personnel (whether internal and external service providers) per planned schedule.	
OSDS - Legal Services	<p>Combine and simply document procedure to show requirements for service had been defined to achieve their intended result.</p> <p>C.I.P.            SDOABRA- WIM- OSDS- LSU - 003            Legal Management (Child Protection Policy)            SDOABRA- WIM- OSDS- LSU - 004            Legal Management (Bullying)            SDOABRA- WIM- OSDS- LSU - 005            Legal Management (Child in Conflict with the Law, and Child-At-Risk)</p>	
OSDS - Administrative Services - Property and Supply Unit	Consider to re- visit the Supplier Performance Evaluation by incorporating appropriate processes and methods to serve as basis in monitoring the performance, and re- evaluation of external providers, based on their ability to provide products and services in accordance with requirements of the organization.	