



REPUBLIC OF THE PHILIPPINES  
**PHILIPPINE STATISTICS AUTHORITY**

Reference No. 21-PRO04-05-011

**OFFICE MEMORANDUM NO. 2021-124**

TO : ALL REGIONAL DIRECTORS, CHIEF STATISTICAL SPECIALISTS, AND OFFICERS-IN-CHARGE

SUBJECT : Amended Escalation Process on the Reporting of Defective Philippine Identification System (PhilSys) Registration Kits

DATE : 26 May 2021

To ensure the strict monitoring of issues related to reporting and resolution of defective registration kits, the PhilSys Registry Office (PRO) hereby amends the escalation process on the preparation of incident reports and reporting of defective registration kits as prescribed during the training of provincial trainers.

Attached for reference is the revised instructions and escalation process. In the revised process, the Registration Management Division (RMD) will take an active role in monitoring cases of defective registration kits, including its components, to ensure these will be properly addressed and cause minimal disruption in the registration operations.

For your information, and appropriate action.

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Date: 2021.06.04 12:30:37  
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**DENNIS S. MAPA, Ph.D.**  
Undersecretary  
National Statistician and Civil Registrar General

RPB/JFB/KLA

*Attachments:*

1. Amended Escalation Process on the Reporting of Defective Registration Kits
2. Damages not covered by warranty



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[www.psa.gov.ph](http://www.psa.gov.ph)

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Attachment 1

## **Philippine Identification System (PhilSys) Amended Escalation Process and Instructions on Reporting of Defective Registration Kits**

The Registration Center (RC) Supervisor is responsible for the preparation of reports related to the registration operations such as the Incident Report. Incident reports are prepared when the registration team encounters a technical issue that cannot be resolved onsite. This issue includes system errors and hardware malfunctioning, among others.

If the registration team encounters a registration client application issue that cannot be resolved at the registration center, the RC Supervisor must notify the provincial Information Systems Analyst (ISA I) immediately. If the ISA cannot provide a sufficient resolution, the ISA must escalate the issue to the Information and Systems Management Division (ISMD) of the PhilSys Registry Office (PRO).

Urgent concerns must first be consulted with the ISMD through the **RegKit Support Group** on Viber. If the issue requires further action from ISMD, the ISA I shall be advised to login to their matrix account at [matrix.philsys.gov.ph](http://matrix.philsys.gov.ph) and create a ticket. The details of the ticket shall be based on the incident report submitted by the concerned RC Supervisor.

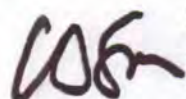
Hardware issues, on the other hand, shall be reported directly by the ISA I to NextIX, the service provider. The following process must be observed to ensure systematic and immediate resolution of hardware issues, including repair/replacement of defective registration kits and their components.

### **A. Basic Troubleshooting**

1. The Registration Kit (RegKit) Operator must perform basic troubleshooting to address hardware concerns. A troubleshooting guide can be found in the Registration Work Instruction Manual for the PhilSys. If the RegKit Operator fails to resolve the issue, he/she must inform the RC Supervisor, who will then escalate the issue to the ISA I. The RC Supervisor must prepare an incident report detailing the hardware issue encountered.

### **B. Reporting Process**

1. With the assistance of the RC Supervisor, the ISA I must determine which registration kit component is defective. Once the component has been identified, the ISA I shall file a report/create a ticket through the Next Ticketing Portal at <http://psa.nextix.org/psa/index.php>



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2. To create a ticket, the ISA I must provide the following information:
  - a. Incident Description
  - b. Registration Kit/Photobooth Serial Number
  - c. Component's Serial Number (if applicable)
  - d. Signed Incident Report (may be sent once available)
  - e. Proof of Damage (Photo/Video)
3. Upon creation of a ticket, the ISA I shall access the monitoring tool for Defective Registration Kits and Peripherals through the following Google link: <https://tinyurl.com/587863rv> and supply the required information. This tool will allow the Registration Management Division (RMD) to determine the number of defective registration kits, assess their impact on the daily targets and accomplishments of the Field Office, and monitor the implementation of required action to resolve the issue.
4. The Support Team from NextIX will monitor the ticketing portal daily. The Support Team will review the information provided along with the created ticket. If needed, the Support Team will coordinate with ISA I for clarification or further information regarding the created ticket.

#### C. Ways of Communication

1. The Support Team will establish contact with the ISA I through Viber. In this way, the Support Team will be able to easily coordinate with the ISA when providing technical assistance.
2. A group chat may be created based on the ticket. The Support Group may also require the ISA I to send additional videos/pictures of damages through the group chat. The Support Team will assess the videos/pictures and store them in OneDrive for easy reference.

#### D. Repair and Replacement of Registration Kit Components

1. The Support Team will assess the damages, whether these are physical and or related to functionality.
2. If the damages are covered by the warranty, NextIX will facilitate the replacement of the damaged component. Otherwise, the ISA shall receive a notification from the Support Team. Refer to **Attachment 2** for the list of damages not covered by the warranty.

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3. The ISA I shall coordinate with the NextIX Support Team for the repair of physical damages not covered by the warranty. Repair costs based on evaluation of the Support Team shall be charged against PhilSys funds.
4. If the damages are related to functionality, parts will be replaced once Incident Reports (IR) are received by the Support Team.
5. A representative of the Support Team shall visit the registration center to replace components such as laptops, printers, fingerprint scanners, and battery packs on-site. Meanwhile, replacements for light components such as cables, LED adapters, LED lights, and iris scanners, among others, shall be delivered to the registration center through a courier.
6. The ISA shall update the Google monitoring sheet to include the actions taken by the Support Team to resolve the hardware issue and close the ticket.



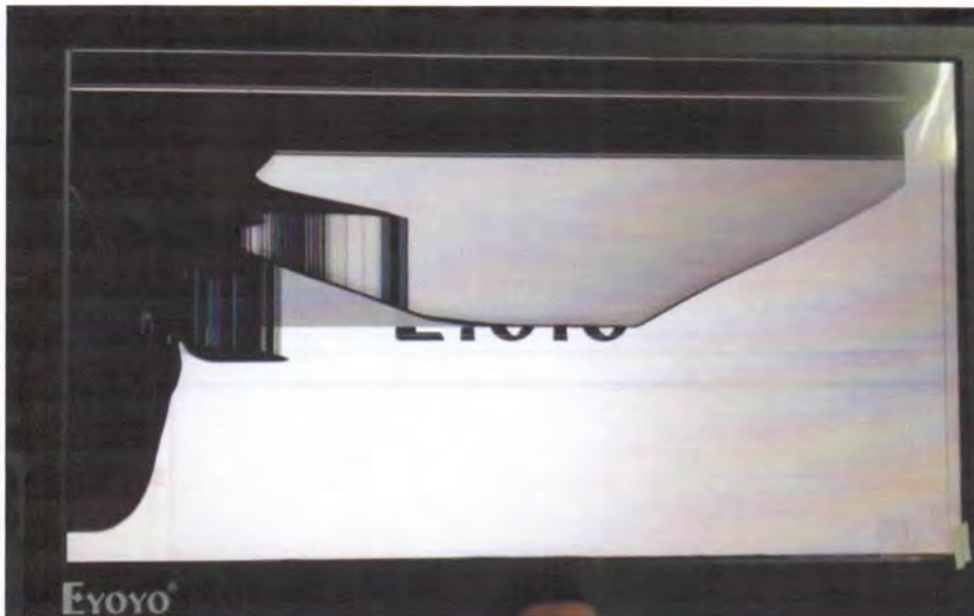
### DAMAGES NOT COVERED BY WARRANTY

All equipment is covered by 3-year warranty, however, physically damaged, or manhandled equipment like cases below will be denied. On the other hand, equipment with damages in function will be replaced.

We based some of the following cases from current reported issues. If found similar, 3-year warranty on these cases will not be covered.

For all support related concerns, log-in to <http://psa.nextix.org/psa> and file an Incident Report (IR). For basic troubleshooting, you may visit the link <https://drive.google.com/drive/folders/17llLrgGB7TSmsU3o1uqZFR22XYLQZUrg?usp=sharing>.

1. **Broken screen** (e.g., cracked screen, physical damage on laptop & extended monitor)



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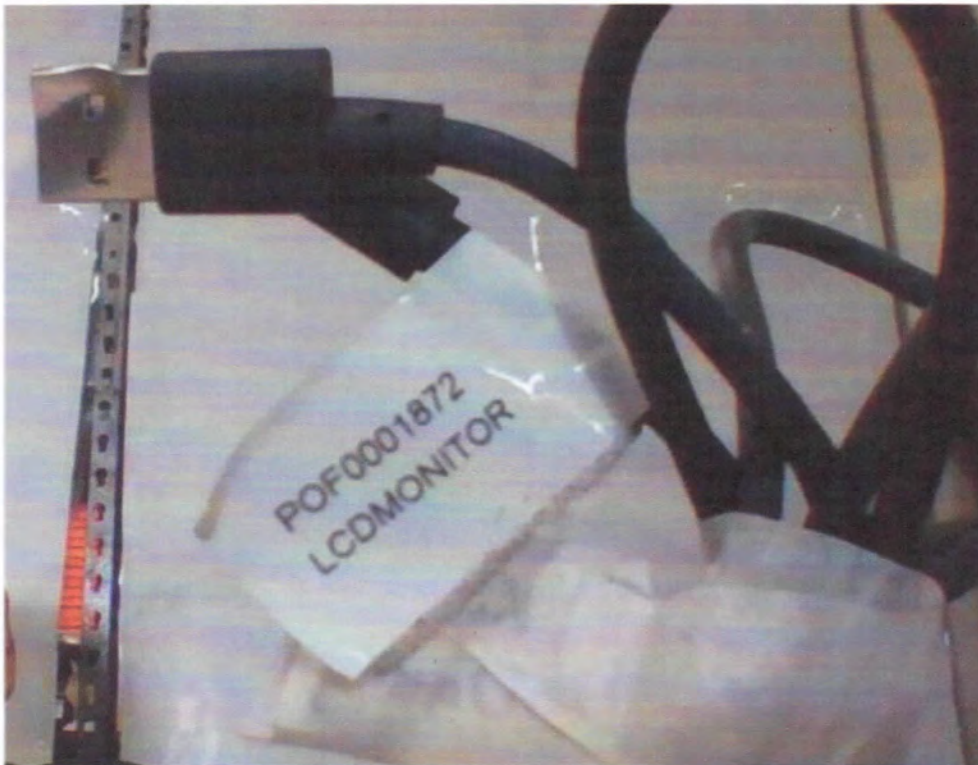
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Attachment 2

## 2. Physically damaged cables



## 3. Deformed cables (due to improper way of closing of registration kits)



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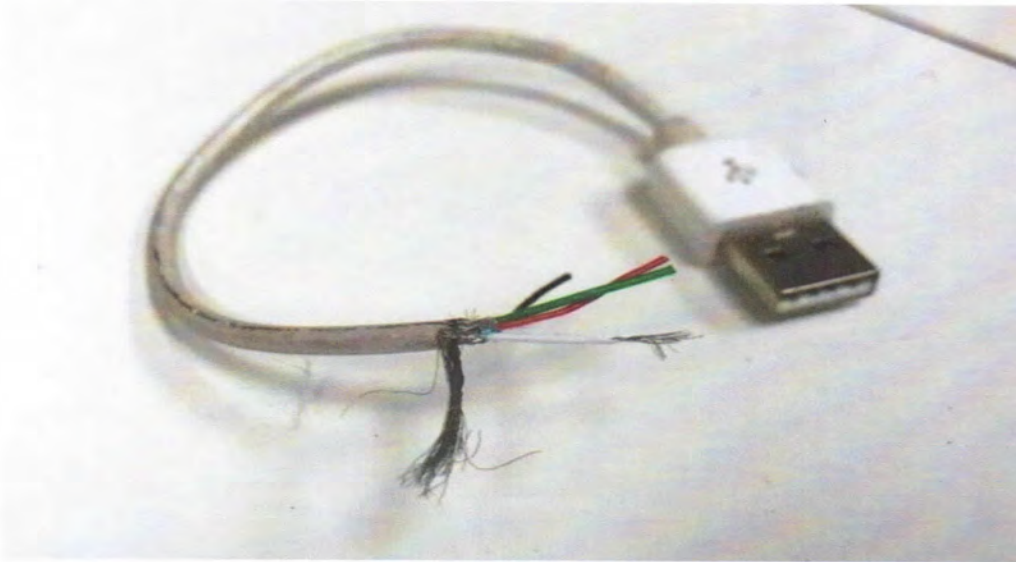
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**4. Physically damaged laptop (bumps and scratches)**



**5. Cut cables**



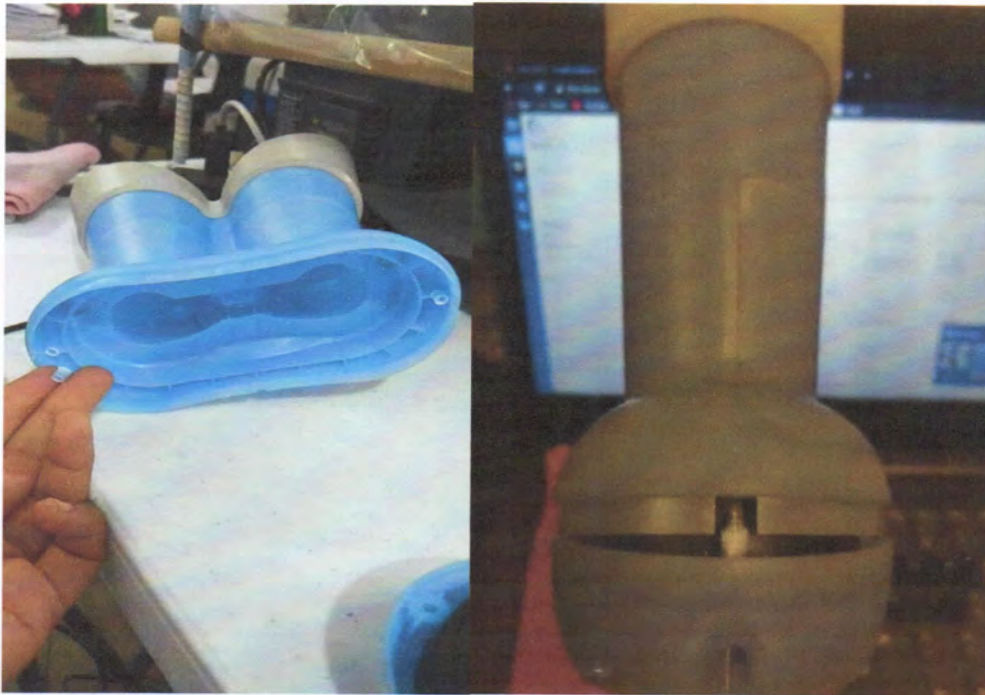
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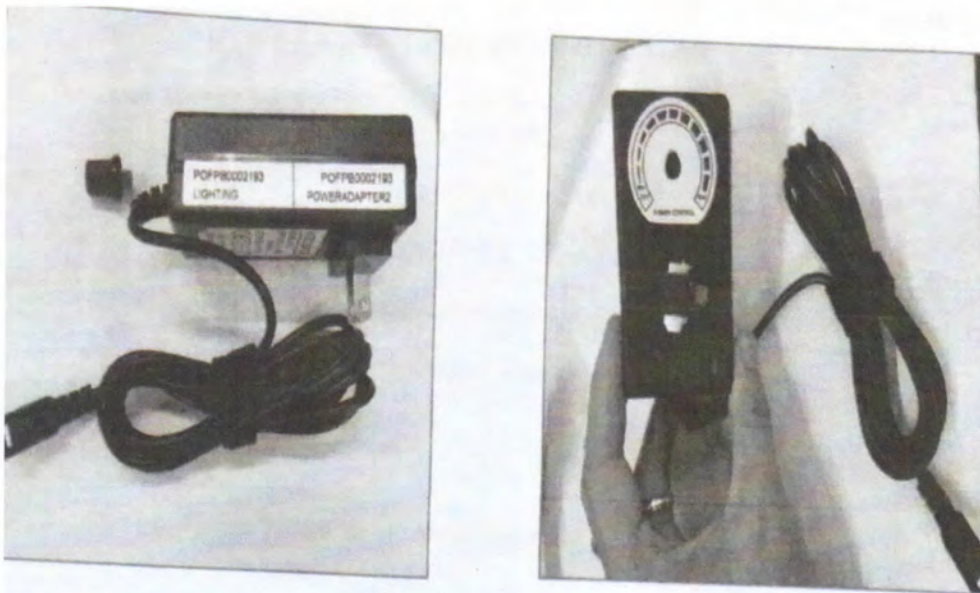
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Attachment 2

### 6. Iris Scanner detached



### 7. LED adapter detached/loose (or detached cable wire, deformed port)





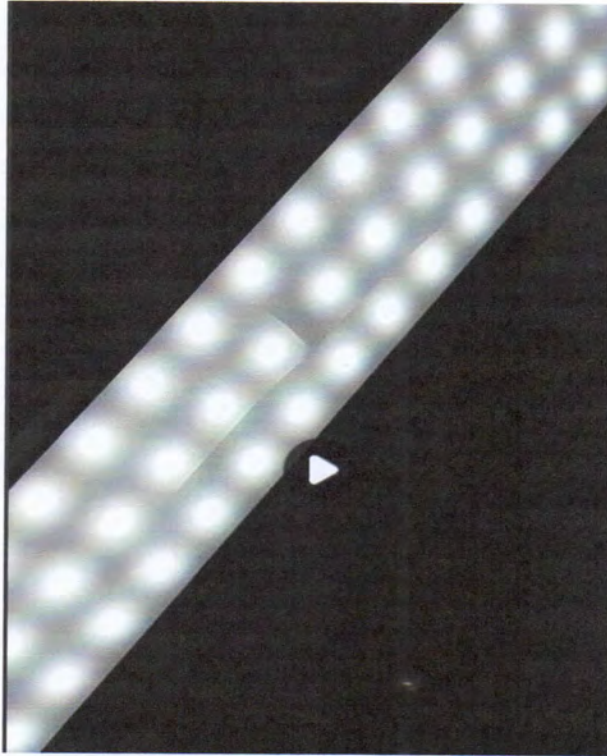
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### 8. LED Light Cracked



### 9. Deformed extended monitor USB port



10. Physically damaged Fingerprint Scanner (e.g., Broken glass, Badly scratches)
11. Cracked lens of the Webcam
12. Missing letters of the laptop keyboard (detached letters, chipped letters)
13. Physically damaged Laptop Mouse
14. Physically damaged Printer (e.g., Cracked glass, broken ink tubes, detached casing, spilled ink, etc.)
15. Deformed padlock

### REGISTRATION KIT PRICE BREAKDOWN

Biometric Registration Kit(Luggage)	Price
<b>Complete Set:</b>	
Power Station SKA300-Battery Pack	15,841.25
Photobooth	4,157.25
<b>Components inside the Luggage Kit:</b>	
Portable Monochrome Printer + Power Cable + USB Cable	14,031.15
Logitech 930e WebCamera + Lens Cover	5,207.20
13-16 inch Portable Colored LCD Monitor + Power Adapter + USB Cable	8,259.88
HDMI Cable (part of LCD monitor)	
LCD Stand (part of LCD monitor)	
Fingerprint Scanner + Cable	32,539.25
Laptop + Power Adapter + Powe Cable	57,102.68
Cable Lock (part of Laptop)	
Cable Lock Key (part of laptop)	
Mouse (part of Laptop)	
USB Hub	527.85
HUB Power Cable (part of USB Hub)	
Document Scanner + USB Cable + Scanner Pad	4,013.50
Padlock	262.78
Iris Scanner + USB Cable	17,527.15
USB Cable Type C to A Adaptor	527.85
Carrying Case	13,637.85

*Note: You may buy these items outside or from your preferred source.*