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ACCOMPLISHMENT REPORT
2ND QUARTER (APRIL TO JUNE 2020)

I.   TECHNICAL SUPPORT

- Provided technical action to 193 total number of service requests which had been received from different areas for the month of April to June 2020.
- 92.79% of total number requests received responded in a timely manner.

II.   ICT EQUIPMENT

- Ensured the functionality of IT Equipment which attained 98.66% of the total number of computer units issued to support the functions of different areas.
- Conducted scheduled preventive maintenance of ICT Equipment.
- Facilitated the new request for eighty-three (83) units of Desktop Computer.

III.   NETWORK SYSTEM

- Attained an average of 1.87% reduced downtime of the network system.
- Continuous configuration of security protocols to optimize the security of the hospital network.
- Installation of new network cables to improve the functionality of network system in different areas.
- Installation of redundant network connection through a secondary Internet Service Provider (ISP) to lessen the downtime of network system.

IV.   PROJECTS/ACTIVITIES

- Continuous development of Human Resource Management Information System (HRMIS). Started the Beta test for the encoding of Personal Data Sheet (PDS) in the said system on April 2020.
- Developed a dedicated system to strategize a fast and efficient access of Case Investigation Form for COVID-19. The IHOM Unit started developing the system on the month of April, 2020 and implemented on May, 2020.
- Initiated the installation of CCTV Cameras at the Emergency Service Complex and Female Medical Ward for the designated isolation rooms of COVID-19 patients.
- Continuous buildup of library of the IHOMIS.

V.   STAFF DEVELOPMENT

- All trainings and seminars were temporarily suspended to prevent the ongoing spread of COVID-19.

VI.   ISSUES AND CONCERNS

- The intended benchmark of iHOMIS to other government hospitals that currently utilize the system was temporarily postponed due to unforeseen circumstances made by the ongoing COVID-19 outbreak.

- End user's training for Basic Computer Literacy and Hospital Information System are still suspended for the 2nd quarter of the Calendar Year 2020 due to COVID-19 pandemic.

- Delayed submission to IHOM Unit of the required data to establish the library of iHOMIS.

VII.   RECOMMENDATIONS

- Allocation of budget for the procurement of essential ICT Equipment for the implementation of iHOMIS.

- Customized alternative training plan applicable to the 'new normal' due to pandemic outbreak in order to proceed with the end user training for the implementation of iHOMIS.

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