



Supreme Court of the Philippines
Management Information Systems Office

30 June 2020

MARIA CARINA M. CUNANAN
Deputy Clerk of Court and Chief Administrative Officer
Office of Administrative Services

OFFICE OF ADMINISTRATIVE SERVICE
RECEIVED
JUN 30 2020
BY: *[Signature]*
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Dear Atty. Cunanan,

In compliance with your letter dated 26 June 2020 re: *SC-MISO Operating Procedures*, we respectfully submit MISO's amended operating procedures, in accordance with Item III, Section G (iv) of Memorandum Circular No. 04-2020 dated 14 May 2020.

For your kind consideration. Thank you.

Respectfully yours,

JOSELITO N. ENRIQUEZ
SC Chief Judicial Staff Officer



Supreme Court of the Philippines
Management Information Systems Office

30 June 2020

ATTY. MARIA CARINA M. CUNANAN

Deputy Clerk of Court and Chief Administrative Officer
Office of Administrative Services

Dear Atty. Cunanan:

Pursuant to Memorandum Circular No. 04-2020 dated 14 May 2020 re: Supreme Court Workplace Protocol, and in accordance with Item III, Section G (iv) of the same issuance, we respectfully submit the following MISO Operating Procedures starting 01 June 2020:

I. Work Schedule and Special Arrangements

- a. The MISO SC Compound personnel shall be working on a Skeleton Staff-Work from Home-On Call set-up, starting 01 June 2020, Mondays to Fridays, from 8:00am to 4:30pm. It shall form the over-all regular office operations of MISO during the GCQ period.
- b. The MISO eCourts technical support personnel shall strictly follow the work protocol and guidelines being implemented in the location of their assigned court station.

II. Transportation

- a. Since there is still no public transportation available and the locations of the residence of the concerned MISO personnel are different from the route of the SC Shuttle Service, they will have to be transported using the MISO service vehicle (Revo SGY 739).

III. General Operating Procedures

- a. All Supreme Court judicial, administrative, and financial information systems, such as, CAS, PMIS, FMIS, etc., shall be managed and maintained by the assigned MISO System Administrators, and are 100% fully operational.
- b. Likewise, complementing the Judiciary Legacy Systems, the Judiciary Data Center (JDC), the network infrastructure, the Internet connections, and the email system are also 100% fully operational and are maintained by the assigned Network and Security Administrators and other technical support personnel.
- c. If the need arises, and in the exigency of the service, any MISO technical personnel and support staff may be required to conduct field work or go to the lower courts within Metro Manila on any day and time during the GCQ period to provide technical assistance.

- d. MISO-related concerns outside Metro Manila shall be managed by their respective eCourt technical support personnel, under the close supervision of the concerned MISO System Administrators, and Network and Security Administrators depending on the requirements.
- e. Technical issues or concerns that cannot be resolved by the eCourts technical support personnel shall be referred to MISO following MISO's escalation protocols.
- f. If the need arises, and in the exigency of the service, any MISO technical personnel and support staff may be required to stay overnight/sleep-at-work on any days during the GCQ period, depending on the requirements, issues, or concerns that are needed to be addressed or acted upon.
- g. All Division Heads of MISO are available 24/7 for any IT-related matters and concerns requiring their immediate attention and action.

IV. MISO Contact Details

Main Office	
Office	Contact Details
SC-MISO Centennial	(02) 8552-9622 (02) 8552-9624 scmiso@sc.judiciary.gov.ph
SC-MISO Technical	(02) 8525-7157 (02) 8525-7164 scmiso@sc.judiciary.gov.ph

eCourt Sites		
Site	Contact Person	Contact Details
Angeles City	Jorich Tapia	09277431429
	Jason Caoleng	09759774261
Cagayan de Oro	Steffany Ann Caiban	09453183567
	Nathaniel Ebasco	09565945197
Cebu City	Kim Richard Caracut	09989895735
Davao City	Jeno Villanueva	09437078431 / 09451238165 (082) 295-3710 / 299-2506
Lapu-Lapu City	Isaac Miro	(032) 262-0435

Makati City	Karl Oraña	(02) 8870-1581
	Ricson Castro	
Mandaluyong City	Joseph Mondragon	09982108086 / (02) 8553-3749
Manila City	Geronimo De Villa, Jr.	09063962238 / (02) 5663-5428 to 30
	Jonatan Moreno	09957454839 / (02) 3100930
	Christian Espinola	09151469159 / (02) 310-0930
	Ronelyn Salcedo	09176729395 / (02) 310-0930
	Frence Baldeo	09178143836
Pasay City	Gene Baylon, V	(02) 8831-9306
	James Alexander Cueto	
Pasig City	Paolo Araullo	09175117361
Quezon City	Lester Pusong	09162832128
	John Alvin Sadim	09567941910
Tacloban	Arnel Chu	09957730864

For your kind consideration. Thank you.

Respectfully yours,

(Original Signed)

JOSELITO N. ENRIQUEZ

Chief Judicial Staff Officer, SDJADivision

(Original Signed)

JOVITO N. SALONGA

Chief Judicial Staff Officer, SPPEDivision

(Original Signed)

RICARDO N. LAI, JR.

Chief Judicial Staff Officer, SDAADivision