
Performance Of Online Communications Imaging and Monitoring System

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Abstract - The Philippine National Police (PNP) has increasingly embraced the use of online communication tools and technology to strengthen its operations and services. Internally, these tools facilitate seamless communication and coordination among different PNP units, enhancing overall operational efficiency. Additionally, online communication aids in the monitoring and analysis of crime data and trends, enabling the PNP to identify high-risk areas and develop targeted law enforcement strategies. This research study conducted an in-depth analysis of OLCIMS in terms of operation and coordination. The findings served as the basis for policy enhancement. It utilized descriptive research design in combination with the explanatory research design. The respondents of the study are the OLCIMS employees of the different regional offices at Luzon (NCR), Visayas (Cebu), and Mindanao (Davao). The total number of respondents is seventy-four (74). The overall result suggests a consensus that OLCIMS operates very efficiently. Difficulties encountered by the OLCIMS personnel and the sender revealed that in terms of OLCIMS operation, the identified difficulties underscore the importance of clear guidelines, personnel coordination, and effective communication. In terms of coordination, lack of proper guidelines and coordination can lead to operational inefficiencies, necessitating well-defined protocols, comprehensive training, and collaboration among personnel. A policy enhancement as outlined in Memorandum Circular No. 202-007 in areas such as guidelines, personnel training, and communication protocols could be considered for incorporation into the existing policy framework. The recommendations aim to address the operational challenges identified in the study and contribute to the continued effectiveness of OLCIMS within the PNP.

Keywords - online communication, imaging, monitoring system

Introduction

Communication is the lifeblood of any organization, playing a pivotal role in shaping its culture, productivity, and overall success (Sethi & Seth, 2009). It serves as the foundation for efficient operations, ensuring that tasks and responsibilities are clearly understood and executed. Online communication has become a cornerstone of modern society (Sultan 2023), playing a crucial role in various aspects of business, education, and personal interactions. Its global reach enables businesses to transcend geographical barriers, connecting with a diverse audience and expanding their market presence. By facilitating efficient collaboration, it allows teams to work seamlessly across different locations, fostering productivity and teamwork.

The Philippine National Police (PNP) has increasingly embraced the use of online communication tools and technology (ITMS 2024) to strengthen its operations and services. One key area of focus is the dissemination of crucial information, where the PNP utilizes its website, social media platforms, and mobile applications to keep the public informed about public safety, crime prevention, and other pertinent updates. Moreover, online communication serves as a vital channel for community engagement, allowing the PNP to foster better relationships with citizens and encourage their active participation in crime prevention efforts. Online platforms also provide accessible avenues for the public to report crimes, file complaints, and seek assistance, streamlining the process and enhancing accessibility to law enforcement services. The PNP leverages online communication for public awareness campaigns, utilizing various media formats to educate the public on important safety measures and promote responsible citizenship. Internally, these tools facilitate seamless communication and coordination among different PNP units, enhancing overall operational efficiency. Additionally, online communication aids in the monitoring and analysis of crime data and trends (Mwiya & Phiri 2007), enabling the PNP to identify high-risk areas and develop targeted law enforcement strategies.

In the context of modern communication technology, there are significant risks associated with the safety and security of sensitive data and private information. Internet-based communication exposes electronic data to potential threats

like interception, manipulation, and unauthorized access by adversaries, posing risks to the privacy and security of data transmitted through telecommunication infrastructures. Even information stored in the servers of email hosting or cloud service providers is susceptible to unauthorized access, potentially compromising the confidentiality of the data. To address these challenges, the Philippine National Police (PNP) has introduced the PNP Intranet Connectivity and Collaboration Suite, designed to establish secure and streamlined communication channels within the organization. This initiative aims to provide updated communication systems and processes, ensuring convenient access and enabling the PNP to adapt to the evolving landscape of Information Technology (MC-067 s. 2020).

The Philippine National Police (PNP) has implemented robust security measures to tackle information security concerns. Communication through the Online Communications Imaging and Monitoring System (OLCIMS) is channeled via the PNP INTRANET System, using the OTCDS Virtual Private Routed Network, which necessitates proper credentials and connection through licensed operating systems from the OTCDS for secure access. The data processed by OLCIMS is stored on servers located in foreign countries. The OLCIMS server acts as a central repository for all PNP Command Group communications, recording, monitoring, updating, printing, and archiving official PNP documents. Additionally, it functions as the principal document tracking and monitoring system within the PNP (2020 PNP Annual Accomplishment Report).

The utilization of advanced security systems, such as the implementation of the PNP INTRANET System and the Online Communications Imaging and Monitoring System (OLCIMS), while aiming to enhance information security within the Philippine National Police (PNP), might encounter several challenges. One potential issue could arise from the complexity of managing access credentials and ensuring that all users have the necessary authorization to access the OTCDS Virtual Private Routed Network. Moreover, the reliance on server machines located in foreign countries could pose difficulties in terms of data sovereignty, data jurisdiction, and adherence to international data protection regulations, potentially leading to legal and compliance challenges. Additionally, the centralized nature of the OLCIMS server as the main repository for all PNP communications could raise concerns about data integrity and the risk of unauthorized access, demanding rigorous security protocols and continuous monitoring to safeguard sensitive information. Therefore, ensuring seamless integration of these systems while mitigating the risks associated with data security, access management, and international regulatory compliance remains crucial for the effective and secure functioning of the PNP's communication infrastructure.

It is for the above-mentioned reasons that the researcher aimed to conduct an in-depth analysis of OLCIMS utilization as basis for policy enhancement.

Materials and Methods

The setting of the study was at the regional offices of Luzon, Visayas, and Mindanao. Specifically, Luzon (NCR), Visayas (Cebu), and Mindanao (Davao). The respondents of the study are the OLCIMS employees of the different regional offices at Luzon (NCR), Visayas (Cebu), and Mindanao (Davao). The total number of respondents is seventy-four (74). The following data gathering instrument were utilized: 1) To answer the Statement of the Problem question number 1 (level of performance of OLCIMS) a researcher-made questionnaire was used. The questionnaire is consisted of twenty-four (24) items. 2) To answer Statement of the Problem question number 2 on the difficulties encountered by the OLCIMS personnel and the sender, interview method was used.

Results and Discussion

1. Level Of Performance Of OLCIMS

1.1. Operation

The Online Communication Imaging and Monitoring System (OLCIMS) operates as a centralized platform within the Philippine National Police (PNP), serving as a sophisticated tool for managing electronic communications. The operation of OLCIMS involves several key components and processes. The system acts as a central repository, collecting, storing, and managing electronic data related to PNP communications. This includes both incoming and outgoing communications originating from or passing through the PNP Command Group.

One primary function of OLCIMS is to facilitate the efficient categorization of scanned communications. This categorization process is overseen by the designated Chief of Message Centers (Memorandum Circular No. 2020-007). By systematically organizing scanned communications based on their relevance and content, OLCIMS optimizes storage space and ensures easy retrieval of information when needed. This categorization may involve sorting communications according to their nature, origin, or other criteria, contributing to a well-organized and accessible database.

Moreover, OLCIMS plays a crucial role in the approval and authorization of document downloads. Users, particularly those from the PNP Message Center, are required to seek approval from OLCIMS supervisors before gaining access to download documents or attachments included in communications. This adds a layer of security and control, ensuring that sensitive information is accessed only by authorized personnel.

The system operates with a dedicated server that functions as the central hub for all electronic data. This server serves as the backbone of OLCIMS, providing a secure and centralized location for storing a variety of electronic communications. The overall goal of OLCIMS is to enhance the efficiency of communication management within the PNP, promoting systematic organization, secure access controls, and streamlined processes for handling electronic data.

The two (2) groups of respondents both gave the same highest assessments of 4.00 (strongly agree) on item No. 16 of the questionnaire – “OLCIMS users of the PNP Message Center requests approval from the OLCIMS supervisors before they are granted access/authorization to download the documents and/or attachments included in the communications”.

The OLCIMS users within the PNP Message Center adhere to a stringent access control protocol, as evidenced by the mandatory approval process implemented before users can download documents or attachments included in communications (Memorandum Circular No. 2020-007). This signifies a security-conscious approach, emphasizing the importance of controlled information access within the Online Communication Imaging and Monitoring System. The requirement for approval underscores a commitment to information security, ensuring that sensitive documents are accessible only to personnel with the appropriate authorization. Moreover, the presence of a supervisory approval process implies a well-structured governance framework for OLCIMS usage, with supervisors playing a crucial role in overseeing and regulating access. This approach not only aligns with established protocols and organizational policies but also contributes to compliance with potential regulatory and legal requirements. By emphasizing document and attachment control, the PNP Message Center demonstrates a proactive stance toward information management, balancing accessibility with the imperative to maintain the confidentiality and integrity of communications within OLCIMS.

The second highest mean assessment of the level of performance of the OLCIMS in terms of operation is 3.96 (very efficient) – “The OLCIMS server serves as the central repository of all electronic data such as but not limited to incoming and outgoing communications from and/or through the PNP Command Group.” The OLCIMS server plays a pivotal role as the central repository for a comprehensive range of electronic data, encompassing both incoming and outgoing communications facilitated by or through the PNP Command Group. This highlights the system's integral function in consolidating, organizing, and securely storing a diverse array of information vital to the Philippine National Police's operational and strategic activities. By serving as the central repository, the OLCIMS server ensures the centralized management of electronic data, contributing to streamlined access, retrieval, and archival processes (Memorandum Circular No. 2020-007). This centralized approach not only enhances operational efficiency but also bolsters data security and integrity, as it provides a singular point of control and monitoring for the PNP Command Group. Additionally, the centralization of electronic data within the OLCIMS server aligns with contemporary information management best practices, fostering a structured and systematic approach to handling the wealth of digital information generated and received by the PNP Command Group in the course of its duties.

The third highest mean assessment of 3.93 (very efficient) – “To maximize space in the storage of OLCIMS, scanned communications are categorized by the designated Chief, Message Centers.” To optimize storage space within the OLCIMS, a strategic approach has been implemented wherein scanned communications are systematically categorized under the supervision of the designated Chief of Message Centers. This approach reflects a conscious and organized effort to manage the influx of data efficiently. By categorizing scanned communications, the system ensures that the storage space is utilized judiciously, and that relevant information is readily accessible when needed. The role

of the designated Chief of Message Centers in overseeing this categorization process adds a layer of hierarchy and accountability, contributing to the systematic arrangement of scanned communications. This organizational strategy not only facilitates streamlined data storage but also enables swift retrieval, as communications are logically arranged based on their designated categories. Ultimately, this approach reflects a commitment to optimizing the functionality of the OLCIMS, aligning with principles of effective data management within the context of the Philippine National Police's communication infrastructure.

The grand mean of 3.65 revealed that both group of respondents assessed the performance of the OLCIMS as very efficient in terms of operation.

1.2. Coordination

The coordination of the Online Communication Imaging and Monitoring System (OLCIMS) involves a multi-faceted approach to ensure the seamless functioning of the system within the Philippine National Police (PNP). One aspect of coordination lies in the establishment of specific guidelines and procedures governing the utilization of OLCIMS. These guidelines are crucial for providing a standardized framework for users across different PNP units, ensuring uniformity and consistency in the operation of the system. The absence of specific guidelines within the PNP OLCIMS can pose challenges to effective coordination.

Effective coordination also requires clear communication channels among OLCIMS personnel. An open and clear line of communication is essential to convey operational requirements, address issues, and share critical information. This includes real-time monitoring of OLCIMS operations, especially since the system is designed to operate 24/7. Any delay in the delivery of information between PNP units could hinder the system's responsiveness and compromise its effectiveness.

Issues related to staffing patterns and leadership changes within the OLCIMS command structure can impact coordination. Constant changes in leadership commanding the OLCIMS and improper division of work may lead to confusion and inefficiencies in the execution of tasks. A stable organizational structure and a well-defined division of responsibilities are essential for maintaining smooth coordination among OLCIMS operators.

Furthermore, challenges arise when there is a lack of a common database for OLCIMS. A unified database is crucial for storing, organizing, and retrieving electronic data efficiently. Issues related to the presence of other platforms for information dissemination can also affect coordination, as integrating these platforms may pose technical challenges.

In summary, effective coordination in OLCIMS involves the development and adherence to guidelines, open communication channels, stability in leadership, proper division of work, a unified database, and addressing challenges related to information dissemination platforms. These elements collectively contribute to the optimal functioning of OLCIMS within the PNP.

The coordination of the Online Communication Imaging and Monitoring System (OLCIMS) involves multiple key players within the Philippine National Police (PNP) to ensure its successful implementation and continuous operation. The Tactical Command Directing Staff (TCDS) holds a supervisory role, overseeing all phases of the OLCIMS program and ensuring its effective implementation across the PNP.

The Department of Information and Communications Technology Management (DICTM) collaborates with the TCDS to support OLCIMS implementation. DICTM focuses on researching security issues and developing email services and applications tailored to the PNP's needs, contributing to the system's efficiency and security.

The Directorate for Comptrollership (DC) plays a crucial role by providing funds for the acquisition of equipment and materials essential for OLCIMS development, innovation, regular operations, and maintenance. Financial support is vital for sustaining the system's functionality.

The Information Technology Management Service (ITMS) is designated as the co-Office of Primary Responsibility (OPR) for the Message Center (MC) in coordination with the Office of the TCDS (OTCDS). ITMS provides technical support and expertise, ensuring the day-to-day operations of OLCIMS nationwide.

Additionally, various units within the PNP, such as D-Staff, P-Staff, Police Regional Offices (PROs), and National Support Units (NSUs), are involved in the coordination. They designate OLCIMS Supervisors, OPR/Administrators, Chiefs of Message Centers, and CIMS Users/Operators. These designations help establish a clear chain of command and responsibilities, contributing to effective coordination and smooth operation of the OLCIMS across different organizational levels within the PNP. The collaborative efforts of these units and individuals ensure that OLCIMS functions optimally, aligning with the PNP's operational and communication needs.

2. Difficulties Encountered By The OLCIMS Personnel And The Sender

2.1. Operation

Categories of Responses

1. Complexity of OLCIMS Operation

Complex and Time-Consuming Processes. The use of OLCIMS involves lengthy and intricate processes due to its technical nature. This complexity can potentially slow down operations and increase the time required for tasks.

Familiarity and Mastery Issues. Users may encounter difficulties in effectively navigating and mastering the programs, technologies, and equipment associated with OLCIMS. Insufficient training or a lack of familiarity can impede the system's optimal utilization.

Technical and Operational Glitches. OLCIMS may experience technical and operational glitches, which could range from software malfunctions to hardware issues. These glitches can disrupt normal system functions, affecting the accuracy and reliability of imaging and monitoring processes.

Addressing these difficulties may involve streamlining processes for efficiency, providing comprehensive training programs for users to enhance their skills, and implementing robust maintenance and troubleshooting mechanisms to minimize technical glitches and ensure smooth OLCIMS operations.

2. External and Internal Affecting Factors in OLCIMS Operation

Obsolete and Inadequate Equipment. The system encounters difficulties due to outdated and insufficient equipment. This can impede its effectiveness and compromise the quality of imaging and monitoring processes.

Fluctuating and Slow Internet Connectivity. OLCIMS relies on internet connectivity for communication and data transmission. Fluctuations and slow internet speeds can hinder real-time monitoring and compromise the timely exchange of critical information.

Power Interruptions. Sudden and prolonged power interruptions pose a significant challenge to OLCIMS operations. The system likely requires a continuous power supply to function optimally, and interruptions can lead to disruptions in monitoring and communication processes. Addressing these difficulties may involve upgrading equipment to meet current technological standards, improving internet infrastructure, and implementing backup power solutions to ensure uninterrupted OLCIMS operations.

3. Lack of Personnel

Lack of Dedicated IT Personnel. The absence of Information Technology (IT) personnel assigned to OLCIMS can lead to challenges in system maintenance, troubleshooting, and addressing technical issues promptly. Dedicated IT support is crucial for ensuring the effective and continuous operation of the system.

Labor Shortages. Shortages in the workforce may impact the availability of personnel to operate and manage the OLCIMS. Insufficient staffing levels can strain the system's capacity and hinder its ability to handle imaging, monitoring, and security tasks effectively. To mitigate these challenges, allocating dedicated IT personnel to OLCIMS and addressing labor shortages through recruitment or resource optimization strategies are essential steps. This ensures that the system receives the necessary technical expertise and human resources for optimal performance and reliability.

4. Inter-personnel Relation Difficulties

Ineffective Rapport and Communication. Challenges in establishing effective rapport and communication among OLCIMS personnel can hinder the smooth operation of the system. Poor communication may lead to misunderstandings, delays in information exchange, and a lack of cohesion among team members responsible for the functioning of the OLCIMS. To address this challenge, fostering a culture of open communication, team-building activities, and regular meetings can enhance collaboration and rapport among OLCIMS personnel. Clear communication channels and protocols should be established to ensure a seamless flow of information within the team.

Emerging Themes

OLCIMS Operation-Related Factors. These challenges pertain to issues directly associated with the functioning and performance of the OLCIMS system. This may include technical issues, system errors, or inefficiencies in the operation of the imaging and monitoring functions.

OLCIMS Operators' Related Factors. Challenges in this category are associated with the individuals responsible for operating and managing the OLCIMS. It involves factors such as the operators' skills, training, familiarity with the system, and their ability to address operational issues effectively.

To address these challenges, comprehensive training programs for OLCIMS operators, regular system maintenance, and the implementation of user-friendly interfaces can enhance the overall efficiency and effectiveness of the OLCIMS operation. Continuous monitoring and support for operators are essential to mitigate challenges and ensure the smooth functioning of the system.

2.2. Coordination

Categories of Responses

1. Lack of Guidelines.

Absence of Specific Guidelines within the PNP OLCIMS. The lack of clear and specific guidelines within the OLCIMS framework can lead to confusion and inefficiencies in its utilization. Establishing comprehensive protocols for operation, monitoring, and data management is crucial to ensure a standardized and effective process.

Absence of Uniformity in Coordination Across PNP Units. Inconsistent coordination practices among different PNP units can hinder seamless communication and collaboration. Establishing uniform procedures and communication protocols ensures that all units are aligned in their use of OLCIMS, promoting cohesive and integrated operations.

Absence of Specific Guidelines on Monitored Documents or Communications. Without clear guidelines on what documents or communications should be monitored, there is a risk of overlooking critical information or, conversely, overburdening the system with irrelevant data. Specific criteria and protocols need to be established to guide the monitoring process effectively. To address these challenges, the PNP should consider implementing standardized guidelines for OLCIMS usage, conducting comprehensive training programs for personnel, and fostering communication and collaboration among different units. Regular reviews and updates to guidelines can also ensure that the system remains adaptive to evolving needs and technologies.

2. Manpower Factor

Constant Changing of Leadership Commanding the OLCIMS. Frequent changes in leadership can disrupt the continuity and effectiveness of OLCIMS coordination. Each change in leadership may bring new strategies, priorities, and management styles, leading to potential coordination issues and delays in decision-making.

Improper Division of Work. An ineffective division of work, possibly reflected in the staffing pattern, can lead to confusion regarding roles and responsibilities within the OLCIMS operation. This can result in inefficiencies, overlapping tasks, and a lack of clarity in coordination efforts. Addressing these challenges requires strategies such as

providing stability in leadership positions, ensuring comprehensive handovers during leadership transitions, and establishing a clear and well-defined division of responsibilities among OLCIMS personnel. Regular communication and collaboration efforts are essential to maintain effective coordination despite changes in leadership or organizational structure.

3. Issues with Communication.

Absence of an Open and Clear Line of Communication. The lack of a transparent and open communication channel hinders effective coordination. Clear communication pathways are essential for disseminating information, addressing concerns, and ensuring that all involved parties are on the same page regarding OLCIMS operations.

Issues with Real-Time Monitoring of OLCIMS (24/7). Continuous, real-time monitoring is a crucial aspect of OLCIMS. Any disruptions, technical issues, or gaps in monitoring can compromise the system's effectiveness. Addressing issues related to the 24/7 monitoring capability is essential for maintaining the system's integrity.

Delay in Delivery of Information Between PNP Units. Timely information exchange is vital for coordinated efforts among different PNP units. Delays in delivering information between units can hinder quick response times and decision-making, impacting the overall efficiency of OLCIMS. To overcome these challenges, establishing clear communication protocols, enhancing real-time monitoring capabilities, and implementing measures to expedite information delivery are crucial. Regular training and drills can also help personnel become more adept at navigating and addressing issues within the OLCIMS framework.

4. Issues with Database and Other Platforms

Issues with a Common Database for OLCIMS. The absence or inadequacy of a unified and comprehensive database within OLCIMS can lead to difficulties in information retrieval, sharing, and analysis. Establishing a standardized and well-maintained database is crucial for seamless coordination among different units and personnel.

Presence of Other Platforms for Information Dissemination. The existence of multiple platforms for information dissemination alongside OLCIMS can create confusion and hinder coordination. It may lead to challenges in consolidating data, ensuring data integrity, and maintaining a unified approach to communication and monitoring. To address these issues, implementing a robust and centralized database system within OLCIMS, which can integrate and streamline information from various sources, is essential. Additionally, coordinating efforts to streamline information dissemination platforms can enhance overall efficiency and reduce the risk of conflicting or fragmented communication channels.

Emerging Themes

Lack of Proper Guidelines and Right Personnel Coordination in OLCIMS. The absence of clear guidelines and inadequacies in coordinating the right personnel within OLCIMS can result in operational inefficiencies. Establishing well-defined protocols and ensuring proper training and collaboration among personnel are crucial to effective system utilization.

Issues with Communication Coordination. Challenges in coordinating communication within OLCIMS may lead to delays, misunderstandings, or misinterpretations of information. Establishing streamlined communication protocols, regular training programs, and promoting a culture of effective communication can help address these issues.

To enhance coordination, it is imperative to develop comprehensive guidelines for OLCIMS operations and ensure that the right personnel are well-trained and deployed. Additionally, fostering a communication-friendly environment and implementing efficient communication channels can contribute to the system's overall effectiveness.

3. Recommended Policy Enhancement To Strengthen The Implementation Of OLCIMS

KRA	Objective	Activities	Person Responsible	Expected Outcome
Technical and Operational Support	To help the personnel be familiar with the process involve in running and maintenance of the OLCIMS	Lecture, Interactive Discussion, Hands on training	Trained PNP officials/personnel on OLCIMS	Operators / Personnel should be able to operate and navigate OLCIMS with ease and mastery
Communication Support	To help personnel facilitates clear and timely communication within an organization.	Interactive Discussion	Trained PNP Staff	Operators / Personnel should have no trouble relaying important in a clear and timely manner.
Prioritization and Regular Budget Allocation	To procure all necessary resources from personnel to equipment	Discussion, Meeting	CPNP and Concerned Directorates	Provide a stable, reliable and better OLCIMS Services in the PNP

The result of the study leads to proposal/recommendations to the enhancement in the following section of the of Memorandum Circular No. 202-007 dated February 11, 2020 entitled “Online Communications Imaging and Monitoring System”:

6. Guidelines

A. General Guidelines

Section 1. As a general rule, all documents that will be coursed through the Online CIMS including its attachments should be scanned and saved to portable data format (PDF) unless otherwise deemed unnecessary by the originating units. However, documents and/or attachments that were tagged as unnecessary for scanning should be readily available and/or easily produced by the originating unit upon demand by higher competent authorities.

Recommendation

There should be an establishment of a database exclusive only for OLCIMS documents and communications. This will result to less process, more accessibility and no delay.

Section 2. All PNP/unit message centers must ensure 24/7 inter-connectivity with the OTCDS Virtual Private Routed Network (Intranet System).

Recommendations

- Procurement of Heavy-Duty Equipment to be used in OLCIMS
- A very stable and reliable internet service provider must be secured to maintain a 24-7 open line of communication and employment of at least 1 (one) I.T personnel for maintenance and troubleshooting purposes.

Section 3. All PNP/unit message centers must ensure that they are logged-in to the Online CIMS 24/7.

Recommendation

There should be limitation and assignment of personnel that can access OLCIMS. It must be in their job description.

Section 4. All incoming and outgoing PNP Offices/Units communications must pass through their respective PNP Message Centers for scanning, recording, and inputting in the PNP Online CIMS.

Recommendation

There should be an established procedure/system wherein scanning, recording, and inputting process should be clearly specified for uniformity.

Section 6. The Online CIMS server shall serve as the central repository of all electronic data such as but not limited to incoming and outgoing communications from and/or through the PNP Command Group. It shall scan, record, monitor, update, print, and archive the official PNP communications and/or documents.

Recommendation

To maintain the integrity of the all communications within the OLCIMS and to avoid data breach (hacking), reliable software or program should be procured.

Section 7. All D-Staff/P-Staff/PROs/NSUs Message Center personnel shall have viewer's access to the Online CIMS upon request.

Recommendation

There should be at least 1 (one) I.T personnel for maintenance and troubleshooting purposes.

B. Specific Guidelines

Section 1. A bar code or quick response (QR) code sticker may be utilized to the document for proper identification.

Section 2. If barcode is used, the document shall be according to its classification.

Section 3. If QR code is used, the document series shall be according to its classification.

Recommendations

- Orientation and Training must be conducted to facilitate mastery in the use of Bar Codes and QR Codes.
- Formulate a master list for classification purposes of documents/communication that will be process under OLCIMS
- Making of a uniform label containing basic information of the documents (included within the QR or Bar Code)

Section 5. Outgoing Online CIMS users are required to logout their respective account after their Tour of Duty (TOD) in the PNP Message Centers and ensure that the incoming duty is logged-in to his own Online CIMS account.

Recommendations

- Formulation of master list of people who can access OLCIMS Documents
- Imposing administrative penalty for Concerned personnel in handling and processing of OLCIMS Documents if neglect is found.

Section 6. Online CIMS users of the PNP Message Center shall request approval from the online IMS supervisors before they are granted access/authorization to download the documents and/or attachments included in the communications.

Recommendation

Employment of internal or third party for quality and audit control purposes.

Section 9. This Online CIMS workflow shall be observed see Figure on Page 7/11):

Recommendation

Simplify the work chart to be used in OLCIMS, remove unnecessary channel and steps to avoid duplication of work.

Conclusion

In conclusion, the findings regarding the level of performance of the Online Communications Imaging and Monitoring System (OLCIMS) reveal a strong consensus among respondents regarding its efficient operation and strategic coordination within the Philippine National Police (PNP). The high mean assessments for key aspects of OLCIMS operation, such as the approval process for user access and the role of the OLCIMS server as a central repository, highlight its pivotal role in enhancing operational efficiency and data security. However, the difficulties encountered by OLCIMS personnel and senders underscore the importance of clear guidelines, personnel coordination, and effective communication in addressing operational challenges. The recommended policy enhancements, aligned with Memorandum Circular No. 202-007, emphasize the need for comprehensive guidelines, personnel training, and communication protocols to strengthen OLCIMS implementation and address identified operational challenges. These recommendations aim to contribute to the continued effectiveness of OLCIMS within the PNP by addressing operational challenges and ensuring streamlined coordination and communication processes.

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