



PAMBANSANG PUNONGHIMPILAN TANOD BAYBAYIN NG PILIPINAS
(National Headquarters Philippine Coast Guard)
139 25th St., Port Area
1018 Manila

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NHQ-PCG/CG-11

STANDING OPERATING PROCEDURES
NUMBER 09-20

**GUIDELINES ON THE PROPER UTILIZATION, OPERATION AND MAINTENANCE OF
THE GOOGLE-BASED VIRTUAL USER-EFFICIENT SYSTEM (GVUES)**

I. REFERENCE:

The Commandant, Philippine Coast Guard guidance for the Coast Guard to have an efficient Document Tracking System dated 02 June 2020.

II. PURPOSE:

This Standing Operating Procedure (SOP) prescribes the policies and procedures on the proper utilization, operation and maintenance of Google-base Virtual User-Efficient System (GVUES).

III. SCOPE:

This SOP applies to PCG Central Staff, Technical Staff, Special Staff, Major Units, Districts and Stations wherein paper document is the means of communication.

IV. DEFINITION:

- A. **Cybercriminal/Hacker** – is person who conducts some form of illegal activity using computers or other digital technology such as the Internet. The criminal may use computer expertise, knowledge of human behavior, and a variety of tools and services to achieve his or her goal.
- B. **Encoder** – responsible in entering the data, managing the hard copies and scanning the QR code attached in the document.
- C. **End-User** – are the ones who utilize the System Function as Originator (the identity wherein a document with generated QR code is released or originated) and Receiver (The receiving identity confirming the released of document with generated QR code).

- D. **Google-Based Virtual User-Efficient System (GVUES)** – a document tracking system that aims to increase productivity and efficiency, improve workforce processes, eliminate misplacing of document and improve document tracking. The system uses the Quick Response (QR) Code as reference in encoding and searching information from the data base.
- E. **Quick Response (QR) Code** – The QR in the name stands for quick response, expressing the development concept for the code, whose focus was placed on high-speed reading. QR code is consists of a number of black-squares and dots which represent certain pieces of information.
- F. **System Administrator** – or sysadmin, responsible for the upkeep, configuration, and reliable operation of GVUES.
- G. **Supervisor** – responsible for assisting with system operation and ensuring the standard utilization of the system.
- H. **Working Station** – a computer or device, such as computer workstation, a high-performance desktop computer (e.g., one with error-correcting memory), as may be designed for or engineering applications.

V. **POLICIES:**

- A. The use of the GVUES by all PCG Central Staff, Technical Staff, Special Staff, Major Units, Districts and Stations is mandatory;
- B. A dedicated working station of the GVUES shall placed per offices;
- C. View only capability shall given to the offices in monitoring database;
- D. A Coast Guard domain email account will be registered to view the database;
- E. Offices shall have a dedicated smart-phone installed with GVUES app;
- F. The System Administrator shall install the GVUES application to dedicated smart-phone;
- G. All communications and documents to and from Offices shall be assigned with a computer-generated QR Code which is printed on standard paper size of 2.75" x 3.5" (h x w).

VI. **PROCEDURES:**

A. **Training**

- 1. The System Administrator and Operator must complete the required instruction prior to the utilization of the system.
- 2. The training will include familiarization of all aspects of the system, the uploading process; and

3. Only personnel who undergone the required training are authorize to use the system.

B. Operation

1. GVUES app as Originator

a. Filling the data GVUES application:

- i. Tick the Originating Office box;
- ii. Scroll down and Select Type of Document (Initial);
- iii. Scroll down and Select Originating Office;
- iv. Input name of Encoder (*e.g. PO3 Dela Cruz PCG*);
- v. Input the Subject of the document in the given box;

b. Scanning the QR Code;

- i. Open the QR Code reader by clicking the "Scan" button;
- ii. Hold the smart-phone device over the generated QR Code so that it's clearly visible within your smartphone's screen to automatically scans the code.
- iii. Click the "Out" button to tag the QR Code as an outgoing communication.
- iv. Verify in the GVUES database if document was registered.

2. GVUES app as Receiver

a. Filling the data in GVUES application;

- i. Tick the incoming Document box;
- ii. Input name receiver (*e.g. PO3 Juancho PCG*);
- iii. Input the Subject of the document in the given box;

b. Scanning the QR Code:

- i. Open the QR Code reader by clicking the "Scan" button;
- ii. Hold the smart-phone device over the generated QR Code so that its clearly visible within your smartphone's screen to automatically scans the code.
- iii. Click the "In" button to tag the QR Code as an incoming communication;
- iv. Verify in the GVUES database if document was registered.

3. Generating and attaching the QR Code

- a. Offices must generate and encode QR code (*Annex A*) using Microsoft Office Word installed at the working station;
- b. The QR code and required data shall be encoded as specified in Annex A; And;
- c. Printed QR code to be attached at the document using black clip at the most top left corner of the document;

C. Maintenance

1. Any functionality or serviceability problem shall be reported and notify the Supervisor immediately Document the Incident in writing and;
2. Any failure diagnosis and all unresolved issues must be properly documented in writing and reported to HCGWCEISC;

VII. RESCISSION:

This SOP rescinds all other publication contrary to the provision stated herein.

IX. EFFECTIVITY:

This SOP takes effect upon publication.

BY COMMAND OF ADMIRAL URSABIA PCG:

OFFICIAL:

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RADM PCG
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Annex:

A – GVUES QR Code Standard Form

