REVISION OF PROCEDURES FOR O365 IDENTITY AND ACCOUNT MANAGEMENT FOR REGIONAL OFFICE, DIVISION OFFICE AND SCHOOL EMPLOYEES

To: All Schools Division Superintendents

1. This has reference to OUA Memorandum No. 00-1120-0186 dated November 16, 2020, entitled Revision of Procedures for O365 Identity and Account Management for Regional Office, Division Office and School Employees.

2. Attached is the memorandum for reference.

3. For information, guidance and compliance.

Encl.: As stated
To be indicated in the Perpetual Index
under the following subjects:

ICT
PROJECT/PROGRAMS
REFERENCE
GUIDELINES

TOLENTINO G. AQUINO
Director III
Officer-In-Charge
Office of the Regional Director

November 24, 2020
OUA MEMO 00-1120-0186
MEMORANDUM
16 November 2020

For: Regional Directors and BARMM Education Minister
Schools Division Superintendents

Attn: Regional Information Technology Officers
Division Information Technology Officers

Subject: REVISION OF PROCEDURES FOR OFFICE 365 IDENTITY
AND ACCOUNT MANAGEMENT FOR REGIONAL OFFICE,
DIVISION OFFICE, AND SCHOOL EMPLOYEES

In relation to OUA Memo 14-0320-0703, the Information and
Communications Technology Service (ICTS) is revising the procedures in Microsoft
365 user account creation, password reset, update and deletion.

Password Reset

Regional and Division IT Administrators shall have access to a password
reset facility for accounts of schools and employees in the regional office, division
office, and schools. This password reset facility is available thru mystaff.microsoft.com and can be accessed using the admin accounts
indicated in Annex 1. My Staff.

Creation, Update and Deletion

The ICTS is also updating its OAMF as there have been numerous incidents
of non-compliance to the procedure and required format for processing of Microsoft
365 accounts. The Office 365 Account Management Form (OAMF) version
3 and its procedure shall supersede previous templates and procedures. Please see Annex 2. Office 365 Identity and Account Management v3 for the
procedure. The OAMF v3 will only be shared to the Microsoft 365 Admin Account
of each Regional and Division IT Administrator in the main tenant
(@deped.gov.ph).

Requests should strictly follow the format specified in Annex 3. Format
Guide.
Incomplete or incorrectly formatted requests will not be processed.

Cut-off for requests is 5:00 PM every Monday. All requests before this cut-off will be processed. Requests made after the cut-off will be processed the week after. User credentials of processed accounts will be shared to their respective ITOs on or before Friday of the same week.

![Diagram showing weekly cut-off and processing of requests]

Figure 1. Weekly cut-off and processing of requests

For queries and other concerns, please contact Ms. Bernalou “Jen” Parrucho, Administrative Support II of ICTS-SDD, through 0905-251=4371 or email at bernalou.parrucho@deped.gov.ph.

For immediate dissemination and appropriate action.

ALAIN DEL B. PASCUA
Undersecretary
Annex 1. My Staff

Admin Account

The table below indicates the admin account the Regional and Division IT Administrators will use:

<table>
<thead>
<tr>
<th>My Staff</th>
<th>Regional IT Admin</th>
<th>Division IT Admin</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admin / Action</td>
<td>admin.&lt;reg&gt;@deped.gov.ph</td>
<td>admin.&lt;reg&gt;.&lt;division&gt;@deped.gov.ph</td>
</tr>
<tr>
<td>RO/DO Employees</td>
<td><a href="mailto:admin.nl1@deped.gov.ph">admin.nl1@deped.gov.ph</a></td>
<td><a href="mailto:admin.nl7.cebu@deped.gov.ph">admin.nl7.cebu@deped.gov.ph</a></td>
</tr>
<tr>
<td></td>
<td><a href="mailto:admin.ncr@deped.gov.ph">admin.ncr@deped.gov.ph</a></td>
<td><a href="mailto:admin.car.abra@deped.gov.ph">admin.car.abra@deped.gov.ph</a></td>
</tr>
<tr>
<td>School Employees</td>
<td>-</td>
<td>admin.&lt;division&gt;@&lt;tenant&gt;.deped.gov.ph</td>
</tr>
<tr>
<td></td>
<td>Example: <a href="mailto:admin.nl7.cebu@deped.gov.ph">admin.nl7.cebu@deped.gov.ph</a></td>
<td></td>
</tr>
<tr>
<td>School Accounts</td>
<td>-</td>
<td>admin.&lt;reg&gt;.&lt;division&gt;@deped.gov.ph</td>
</tr>
</tbody>
</table>

Using My Staff

How to Reset Passwords using My Staff
1. Access the My Staff portal via mystaff.microsoft.com
2. Login using the Admin account indicated in the table
3. Search for the user account to be reset in the search bar
4. Click the Reset password button and confirm the resetting of the password
5. A temporary password will be provided. Be sure to provide this temporary password to the user immediately.

Ensure that the user has successfully set up their self-service password reset thru https://myaccount.microsoft.com/
Annex 2. Office 365 Identity and Account Management v3

Admin Account

The table below indicates the admin account the Regional and Division IT Administrators will use to access the OAMF and the shared folder for the credentials:

<table>
<thead>
<tr>
<th>Office 365 Account Management Form v3</th>
<th>Regional IT Admin</th>
<th>Division IT Admin</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access OAMF v3</td>
<td>admin.&lt;reg&gt;@deped.gov.ph</td>
<td>admin.&lt;reg&gt;_&lt;division&gt;@deped.gov.ph</td>
</tr>
<tr>
<td>Example:</td>
<td><a href="mailto:admin.r11@deped.gov.ph">admin.r11@deped.gov.ph</a></td>
<td><a href="mailto:admin.r7.cebu@deped.gov.ph">admin.r7.cebu@deped.gov.ph</a></td>
</tr>
<tr>
<td></td>
<td><a href="mailto:admin.ncr@deped.gov.ph">admin.ncr@deped.gov.ph</a></td>
<td><a href="mailto:admin.car.abro@deped.gov.ph">admin.car.abro@deped.gov.ph</a></td>
</tr>
<tr>
<td>Access to shared folder of processed requests</td>
<td>admin.&lt;reg&gt;@deped.gov.ph</td>
<td>admin.&lt;reg&gt;_&lt;division&gt;@deped.gov.ph</td>
</tr>
</tbody>
</table>

Procedure

1. IT Admins fill in the OAMF.
2. ICTS extracts the contents of the OAMF.
3. ICTS processes the requests from the OAMF.
4. ICTS uploads the credentials to the IT Admin’s shared folder.
5. IT Admins accesses the shared file in the shared folder for the credentials.
6. IT Admins securely distributes the credentials to the respective user.
7. IT Admins ensures that the user has successfully set up their self-service password reset.
Annex 3. Guide

A. Creation

The Office 365 Account Management Form shall strictly follow the format indicated below.

1. Office / School ID
   a. Only the following values are acceptable for this column:
      i. RO for Regional Office personnel
      ii. DO for Division Office personnel
      iii. 6-digit School ID for school personnel
   b. School names will not be accepted.

2. First Name
3. Last Name

4. Extension Name
   a. Select the extension name from the drop-down available in the sheet.
   b. If there is no extension name, leave blank.

5. Plantilla Position
   The plantilla position will be selected from the drop-down available in the sheet.

6. DepEd Email
   a. Only the requested personnel's DepEd email account in GSuite is acceptable, that is, <firstname>.<lastname>@deped.gov.ph.
   b. School or office emails are not valid.

7. Date Requested
   a. The only acceptable format for the date requested is MM/DD/YYYY.
   b. Antedated requests will not be processed.

Pasting into the sheet is not allowed as this will overwrite the data validations in the sheet.

Any request that does not comply with the above-mentioned format will not be processed.
B. Updating

The Office 365 Account Management Form shall strictly follow the format indicated below.

1. Microsoft 365 Account
   Indicate the issued Microsoft 365 account of the personnel
   i. RO/DO personnel:
      <firstname>.<lastname>@deped.gov.ph
   ii. School personnel:
      <firstname>.<lastname>@<tenant>.deped.gov.ph

2. Reason for Updating
   Only selection from the dropdown are valid:
   i. Change First Name
   ii. Change Last Name
   iii. Change Office and Position
   iv. Change Position
   v. Change Office
   vi. Others

3. Region
   Only selection from the dropdown are valid

4. Division
   Only selection from the dropdown are valid

5. Office / School ID
   a. Only the following values are acceptable for this column:
      i. RO for Regional Office personnel
      ii. DO for Division Office personnel
      iii. 6-digit School ID for school personnel
   b. School names will not be accepted

6. First Name
7. Last Name
8. Plantilla Position
   The plantilla position will be selected from the drop-down available in
   the sheet.
9. Date Requested
   a. The only acceptable format for the date requested is
      MM/DD/YYYY
   b. Antedated requests will not be processed

Pasting into the sheet is not allowed as this will overwrite the data validations in
the sheet.

Any requests that does not comply with the above-mentioned format will not
be processed.
C. Deletion

The Office 365 Account Management Form shall strictly follow the format indicated below.

1. Microsoft 365 Account
   a. Indicate the issued Microsoft 365 account of the personnel
      i. RO/DO personnel:
         <firstname>.<lastname>@deped.gov.ph
      ii. School personnel:
         <firstname>.<lastname>@<tenant>.deped.gov.ph

2. Reason for Deletion
   a. Retired
   b. Resigned
   c. Deceased

3. Date Requested
   a. The only acceptable format for the date requested is MM/DD/YYYY.
   b. Antedated requests will not be processed.

Accounts tagged for deletion can no longer be restored.
Pasting into the sheet is not allowed as this will overwrite the data validations in the sheet.
Any request that does not comply with the above-mentioned format will not be processed.