



Republic of the Philippines
Department of Finance
BUREAU OF CUSTOMS
1099 Manila

21 July 2016

CUSTOMS MEMORANDUM ORDER
NO. 19-2016

SUBJECT: Development of Information Technology (IT) Disaster Recovery Plan

1. General Policy

Pursuant to Section 109 of Republic Act No. 10863, otherwise known as the "Customs Modernization and Tariff Act (CMTA)," and in compliance with the directives of the President and of the Secretary of Finance, the Bureau of Customs (BOC) shall ensure that the security of data and communication is consistent with applicable local and internationally accepted standards on information security.

2. Objectives

This Order is issued for the following purposes:

- 2.1. To ensure a structured approach in responding to unplanned incidents that threaten the IT infrastructure of the BOC;
- 2.2. To safeguard the integrity of the BOC's IT infrastructure; and
- 2.3. To protect the BOC's ability to conduct its operations in case of IT-related interference and maintain its uptime goal for electronic and online services.

3. Scope

- 3.1. This will cover all IT systems, applications and data of the BOC, including networks, servers, desktops, laptops, wireless devices, data and connectivity.

4. General and Administrative Provisions

- 4.1. The Management Information Systems and Technology Group (MISTG) is hereby directed to back up the existing IT systems of the BOC within 72 hours from receipt of this Order.
- 4.2. An IT Recovery Team is hereby constituted, which shall be composed of the following:

Project Head : Jonathan Soriano, Chief of Technical Support Division

Members : Reginaldo Linang
Rick Dumalay
Jayson Matienzo

4.3. The Recovery Team shall:

- 4.3.1. Identify measures to reduce the effect of system disruptions and increase system availability;
- 4.3.2. Develop recovery strategies to ensure that the system can be recovered quickly and effectively after disruption;
- 4.3.3. Develop an IT contingency plan containing the detailed guidelines and procedures for restoring a damaged system; and
- 4.3.4. Ensure the continuous effectiveness of the recovery plan.

5. Repealing Clause

All Orders inconsistent herewith are deemed repealed, superseded and modified accordingly.

6. Effectivity

This Order shall take effect immediately.

Nicanor E. Faeldon
NICANOR E. FAELDON
Commissioner

