

OVERVIEW



WHAT IS NEA BIT?

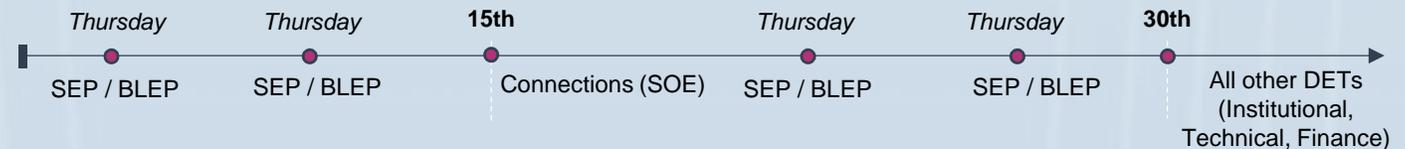
The project aims to deliver better diagnostics necessary to support and provide intervention to Electric Cooperatives towards the realization of rural electrification and sustainable development.

GENERAL PROCESS



DET SUBMISSION SCHEDULE

*Data Entry Templates submission will follow the same reporting schedule.



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What are in scope?

Phase 2 Covers Technical and Rates DETs

Technical DETs

- NGCP Bill
- Power Supply
- Energy and Interruption
- Distribution Lines, Substation, & Power Quality
- Compliance to PDC
- Compliance to PGC
- Power Supplier Report

Finance

- Rates DET

This guide aims to provide an easy reference for activities relating to NEA BIT. The **Phase 2 of NEA BIT Go-Live** including **Rates and Technical modules**, is effective Feb19, 2017.

WEB PORTAL NAVIGATION

WEB PORTAL SETUP

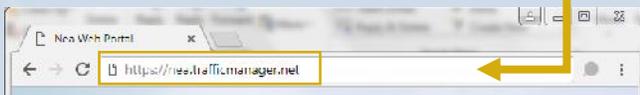
To experience the full functionalities and security of the system, certifications must be imported. Note that this step will only be done **ONCE**. Certification is required for all PCs / laptops that will be used to access the Web Portal. Here are the steps:

1. In the **NEA BIT Infopedia References > Security Certificate**, open the **Web Portal Certificate** folder.
2. Open the **Certificate Import Guide** file in PDF.
3. Follow the steps indicated.

ACCESSING THE NEA BIT WEB PORTAL

Once the certification has been applied, you can now access the Web Portal.

1. Open Google Chrome 
2. Input this URL: <https://nea.trafficmanager.net>



 **Note:** The Web Portal is available from **7AM to 1AM daily**. You may download blank DET templates and fill them out offline.

LOGGING IN THE WEB PORTAL

The initial password given is generic. It is **REQUIRED** to have your password changed immediately for security.

1. Enter given **Username** and **Password**
2. Click **LOGIN**.
3. In the upper right corner, click **SETTINGS**.
4. Select **UPDATE PASSWORD**.

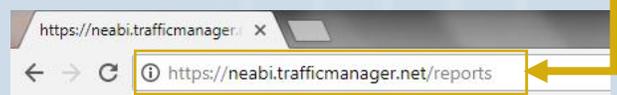


5. Enter the preferred password. Note that password is case sensitive and must be updated every 6 months.

ACCESSING NEA BIT REPORTS PORTAL

Once the certification has been applied, you can now access the Web Portal.

1. Open Google Chrome 
2. URL: <https://neabi.trafficmanager.net/reports>



 **Note:** The Reports Portal is available from **7AM to 11PM daily**. You may download report for offline analysis.

LOGGING IN THE REPORTS PORTAL

The initial password given is generic. It is **REQUIRED** to have your password changed immediately for security.

1. Enter given **Username** and **Password**
2. Click **LOGIN**.



3. Select Reports to view.
Reports in the Reports Portal are grouped by Subject Area.

Definition of terms

Operational Reports	Standard EC reports e.g. MER, MFSR, MIR, SOE, PSMR
Analytics / Analytical Views	Visual reports e.g. graphs based on uploaded DETs including historical information

NEA ROLES AND RESPONSIBILITIES

VALIDATOR

You are the **knowledgeable gate keepers** of the system and are needed to control what data will proceed to system processing and to the reports.

1. Refer to the **Notification section** to know which DETs were submitted.
 - Through the Web Portal - Click the bell icon to view updates in the Web Portal.
 - Through Email - An email will be sent to the account that uploaded the DET.
2. As a Validator, you will frequently use the **Data Entry** module to perform the validation.



TIP: Use the search and sort function to easily locate the DETs that you want to validate. You can sort by Reporting Month, Submission Status, Subject Area, EC who submitted, Create Date.

3. Finalize by changing Submission Status of each DET.

FOR VALIDATION

All uploaded DETs will have a status of **FOR VALIDATION** by default. This means that this file is for review and validation.

FOR REVISION

If you find something out of place, tag the file as **FOR REVISION**. Coordinate with the EC as necessary.

VALIDATED

Once DET has been reviewed by tag the submitted DET as **VALIDATED**. Validate up to version 3 only. Coordinate with EC as necessary.

REPORTS ANALYST

You are responsible for screening potential errancies in the reports generated from the Web and Reports Portal and if necessary, coordinate with DET validators for clarifications.

Technical Reports Analyst are those who view, analyze and approve MER, and Power Market Report, etc.

Finance Reports Analyst are those who view and analyze MFSR, Rates, etc.

- NEA users can view the ECs' reports (e.g. SOE) through the Web portal.



- **MIR access in the Web Portal is limited to specific NEA users.** Granting of access to MIR is subject to approval (see Support Process for modifying user access).
- All other reports and analytical views will be viewed through the Reports Portal.

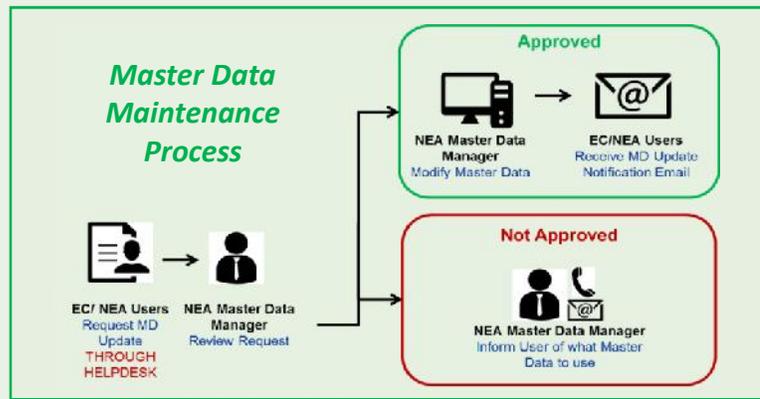
NEA ROLES AND RESPONSIBILITIES

MASTER DATA MANAGER

You are the **Master Data keeper** who ensures organization and consistency of data to prevent misunderstanding.

Sample Master Data to check and maintain:

- Geography
- EC Profile
- BOD Profile
- Power Supplier
- Power Plant
- Chart of Accounts
- Power Plants
- Power Supplier
- etc.



As a Master Data Manager, you will be frequently using the **Master Data module**.

TIP: Use the search and sort function to easily locate the Master Data entry that you want to check/update.



DATA PROVIDER

You are mainly responsible for accomplishing the following DETs containing EC information that will come from NEA.

- GM performance = IDD

Process:

1. Download the latest version of the DET.

Note: You will receive notifications for updates in the templates. Make sure to download the updated file to ensure successful submission.

2. Accomplish and upload the DET.
3. View generated report. DETs uploaded by Data Providers do not undergo validation.

SUBJECT MATTER EXPERT

You are responsible for:

- Providing support for resolving EC or NEA concerns related to the Institutional / Project DETs and process.
- Providing support for clarifying Institutional or Projects change request requirements.
- Answering inquiries raised through the NEA Helpdesk within the defined SLA.
- Coordinating directly with NEA or EC for clarifications on the issues raised.

NEA BIT HELPDESK

SUPPORT PROCESS



The Support Process aims capture, communicate, escalate, and resolve incidents and requests to appropriate support groups to ensure successful daily transactions in the system.

Accessing the Helpdesk

1. Open your web browser.
2. Enter the URL: <http://neaotrs.indracompany.com.ph/otrs/customer.pl>
3. Enter **Username** and **Password**. The Username is the name before the @ symbol (e.g. juandelacruz@yahoo.com = **username is juandelacruz**)
4. Click **LOGIN**.
5. Alternatively, you may also reach the NEA BIT Support by calling Helpdesk No. **09992200319**.



Note: Username is based on the provided email addresses in the user list. The password is the generic one provided for the portal, make sure to update your password.

Types of Requests



Requests are formal solicit for service, information or change in functionalities.

1. Existing Data/ Functionality: New User, Update Master Data, etc.
2. New Data/ Functionality: New Report, Modify DET, etc.



Incidents are unplanned interruption or decline in the quality of the system that will need fixing.

1. System Issues/ Errors: System Down, Inaccessible System, etc.
2. Non-system Issues/ Errors: Connectivity, Virus, etc.



ROLES

- **User** - EC or NEA personnel can report an incident and request
- **Helpdesk** - Front-liners providing User with information and support
- **NEA SME** - Technical team resolving **NON-SYSTEM** related incidents and authorized request approvers. Can be an IT SME or a Functional Group SME.
- **Support Team** - Technical team resolving system-related incidents and fulfilling approved requests

Reporting of Incidents Encountered

For concerns encountered in the Web Portal, provide screenshots of the errors encountered in the Web Portal and/or in the Data Entry Templates.

NEA BIT INFOPEDIA

NEA BIT INFOPEDIA is your one-stop online source of NEA BIT - related information and references.

Accessing the NEA BIT Infopedia

There are two ways to access it:

1. Click the **NEA BIT logo** on the left portion of the NEA website
2. Enter the URL on your web browser:
<http://www.nea.gov.ph/whats-latest-in-nea-bit>

WANT TO KNOW MORE ABOUT NEA BIT?

Access the NEA BIT INFOPEDIA NOW from the NEA website!

Sections of the NEA BIT Infopedia

- **NEA BIT Overview** - Background on the NEA BIT Project
- **What's latest in NEA BIT?** - NEA BIT Newsletters
- **NEA BIT Quick Tips** - Tips on using NEA BIT and accomplishing DETs
- **Frequently Asked Questions** - NEA BIT / DET Frequently Asked Questions
- **NEA BIT References** - NEA BIT Web Portal and DET Quick Reference Guides

