

NEA BIT

Quick Reference Guide

for the Web Portal and
Business Intelligence System

FOR NEA USERS



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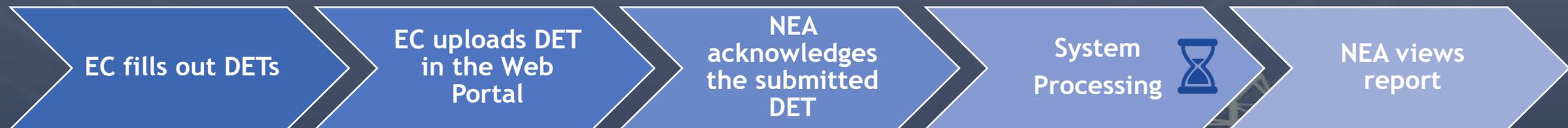
OVERVIEW



WHAT IS NEA BIT?

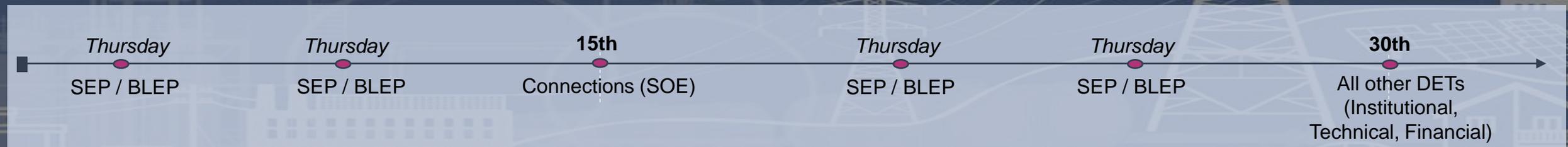
Delivers better diagnostics necessary to support and provide intervention to Electric Cooperatives towards the realization of rural electrification and sustainable development.

GENERAL PROCESS



DET SUBMISSION SCHEDULE

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



SUBJECT AREAS

What are in scope?

Covers the process of submission to viewing of a sample report for Financial, Institutional, Technical and Projects subject areas.

Subject Area	DET	REPORT TYPE	REPORT
Institutional	List of Employees	Operational Reports	Monthly Institutional Report (MIR) Form D
		Subscription	Monthly Institutional Report (MIR)
Project	Connections	Operational Reports	Status of Energization Per EC
		Subscription	Status of Energization Per EC
Project	SEP/BLEP	Operational Reports	SEP Subsidy - Details
		Operational Reports	BLEP Subsidy - Details
Technical	DLSPQ	Operational Reports	Monthly Engineering Report (MER)
		Subscription	Monthly Engineering Report (MER)
Financial	MFSR	Operational Report	MFSR 01 Statement of Operations
		Subscription	Monthly Financial and Statistical Report (MFSR)

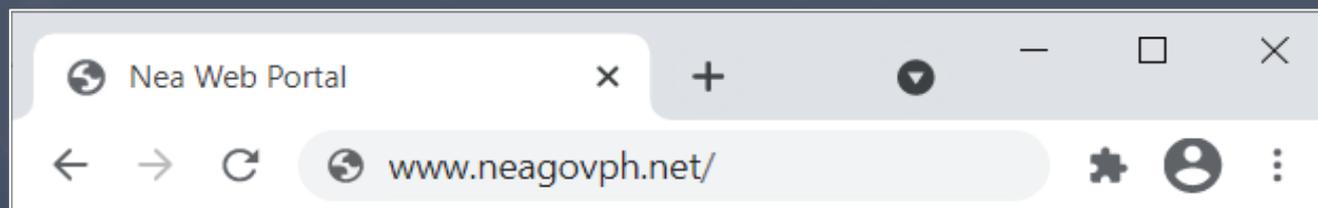
WEB PORTAL NAVIGATION

A. INSTALL SECURITY CERTIFICATES

- ✓ Security certificates must be imported. This step will only be done **ONCE**.
- ✓ Certification is required for all PCs / laptops that will be used to access the Web Portal and Reports Portal.

B. ACCESSING NEA BIT WEB PORTAL

1. Open Google Chrome 
2. Input this URL <https://www.neagovph.net/>



Note: The Web Portal is available from 7AM to 1AM daily. From 8PM to 1AM, the system is processing acknowledged DETs into Reports.

C. LOGGING IN THE WEB PORTAL

1. Enter given Username and Password. Generic Password: nea12345
2. Click LOGIN.
3. In the upper right corner, click SETTINGS.



*Note: It is **REQUIRED** to have your password changed immediately for security*

WEB PORTAL NAVIGATION

C. LOGGING IN THE WEB PORTAL

4. Select UPDATE PASSWORD.



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



Note: Reset password is also available in the login page.

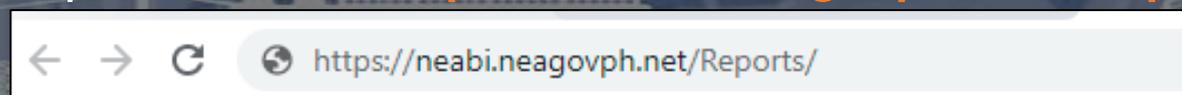
REPORTS PORTAL NAVIGATION

A. INSTALL SECURITY CERTIFICATES

- ✓ Security certificates must be imported. This step will only be done **ONCE**.
- ✓ Certification is required for all PCs / laptops that will be used to access the Web Portal and Reports Portal.

B. ACCESSING NEA BIT REPORTS PORTAL

1. Open Google Chrome
2. Input this URL <https://neabi.neagovph.net/Reports/>



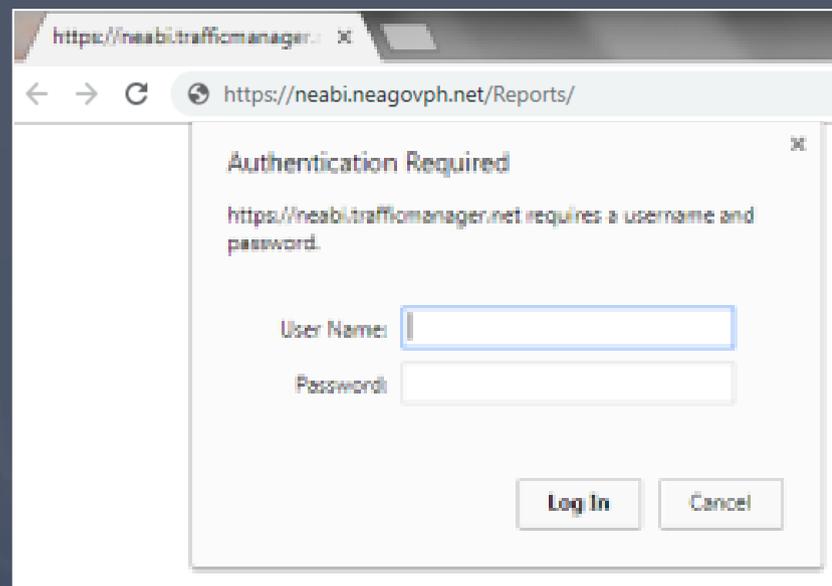
Note: The Reports Portal is available from 7AM to 1AM daily. You may download report for offline analysis.

REPORTS PORTAL NAVIGATION

A. LOGGING IN THE REPORTS PORTAL

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

 *Note: It is **REQUIRED** to have your password changed immediately for security.*



3. Select Reports to view.
4. Reports in the Reports Portal are grouped by Subject Area.
5. Report Types

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 & RESPONSIBILITIES

DET REVIEWER

✓ **Knowledgeable gate keepers** of the system who 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
- Through Email

2. As a Reviewer, you will frequently use the **Data Entry** module to perform the validation.



TIP: You can sort by Data Entry Name, Subject Area, Reporting Month, Submission Status, EC who submitted, Create Date and Update Date.

3. Finalize by changing Submission Status of each DET.

SUBMITTED

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

FOR REVISION

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

ACKNOWLEDGED RECEIPT

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

NEA ROLES & RESPONSIBILITIES

REPORTS ANALYST

- ✓ **Screens potential errors** in the reports generated from the Web and Reports Portal and if necessary, coordinate with DET reviewers for clarifications.
 - **Finance Reports Analyst** - MFSR, Rates, etc.
 - **Technical Reports Analyst** - MER, and Power Market Report, etc.
 - **Projects Reports Analyst** - SOE, Program Status Acc. SEP/BLEP, etc.
 - **Institutional Reports Analyst** - MIR
- NEA users can view the ECs' standard reports (e.g. MER, MIR, SOE, PSMR, and MFSR) 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.
- All other reports and analytical views will be viewed through the Reports Portal.

DATA PROVIDER

- ✓ **Accomplishes the following DETs** containing EC information that will come from NEA.
 - **Institutional:** Audit Findings, GM Performance Rating
 - **Financial:** Power Accounts Payable Overall, Schedule of Outstanding Loan, Releases

Process:

1. Download the latest version of the DET.
2. Accomplish and upload the DET.
3. View generated report. DETs uploaded by Data Providers are automatically set to Acknowledged Receipt.



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

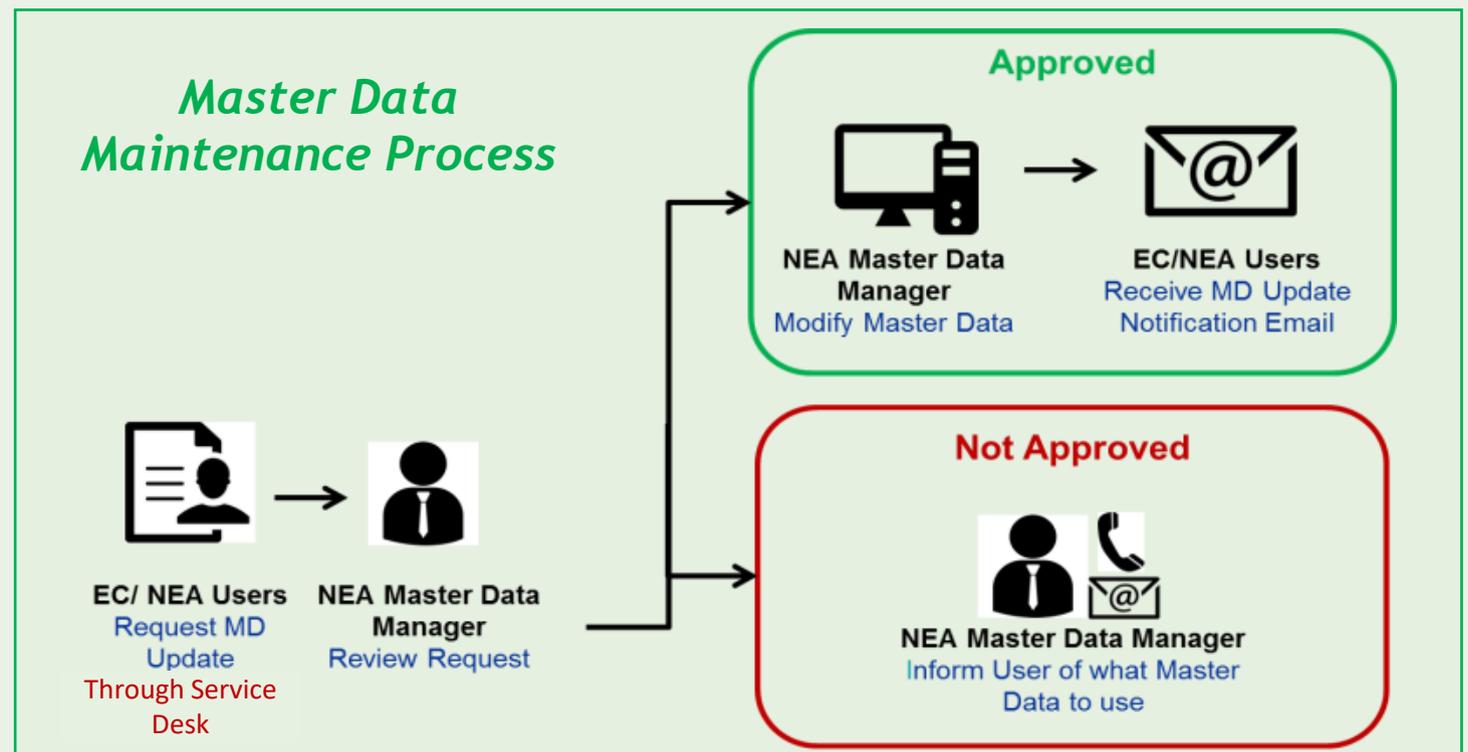
NEA ROLES & RESPONSIBILITIES

MASTER DATA MANAGER

✓ **Master Data keeper** who ensures organization and consistency of data.

Sample Master Data to check and maintain:

- Geography - Projects
- EC Profile - Institutional
- BOD Profile - Institutional
- Power Supplier - Technical
- Power Plant - Technical
- Substation - Technical
- Transformer - Technical
- 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.



NEA ROLES & RESPONSIBILITIES

PROCESS OWNER

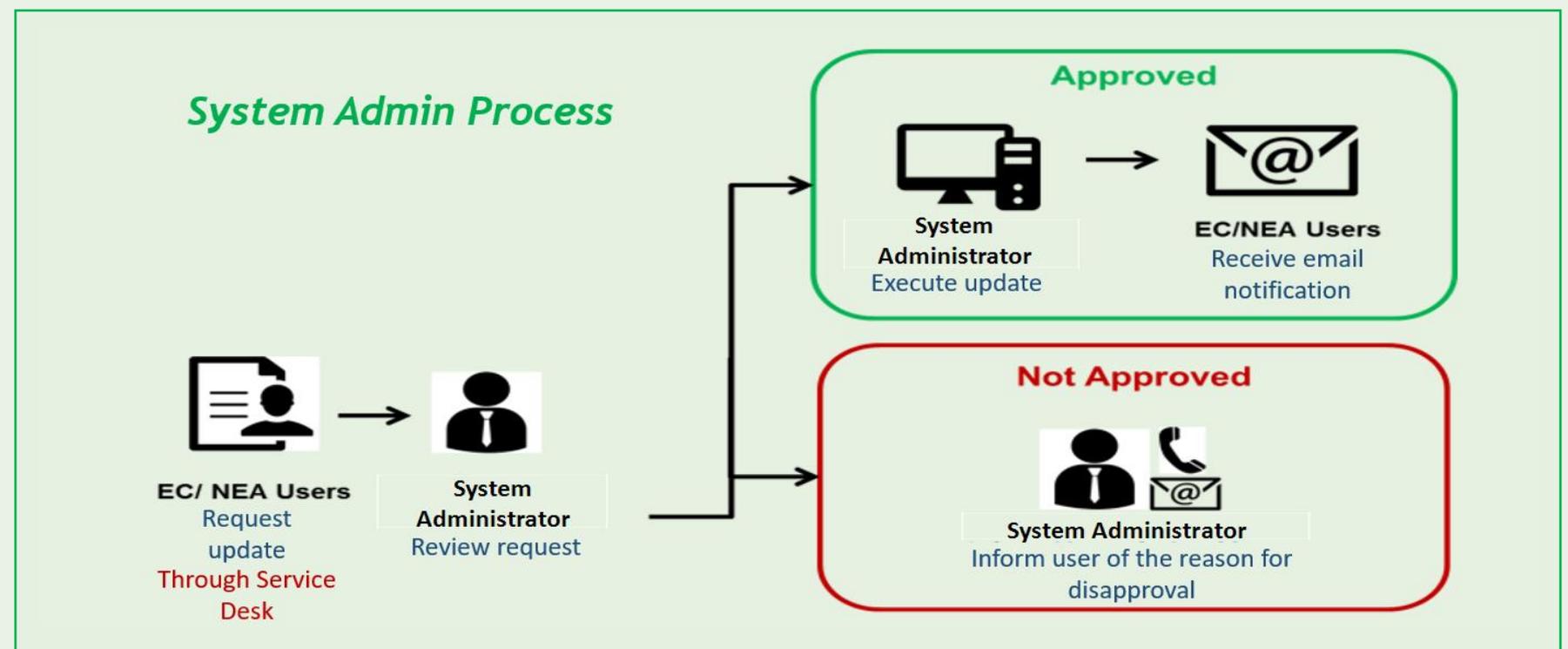
✓ Responsible for the following:

- Providing support for resolving process-related EC or NEA concerns.
- Providing support for clarifying NEA BIT change request requirements.
- Answering inquiries raised through the NEA Service Desk.
- Coordinating directly with NEA or EC for clarifications on the issues raised.

SYSTEM ADMIN

✓ Responsible for user management, report viewer assignment, DET reviewer assignment, links, and manuals.

- User Management
- DET Reviewer assignment
- Report Viewer assignment
- Links
- Manuals



NEA ROLES & RESPONSIBILITIES

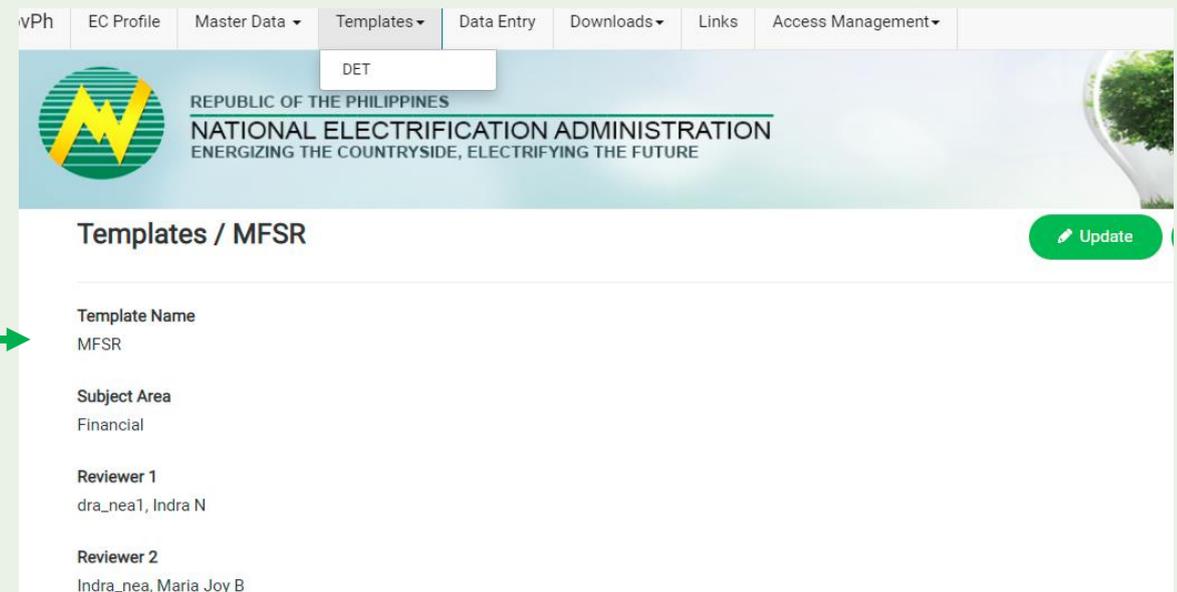
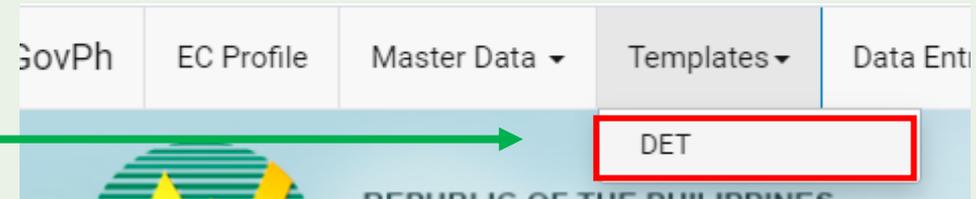
SYSTEM ADMIN

✓ As a System Admin, you will be frequently using the following modules:

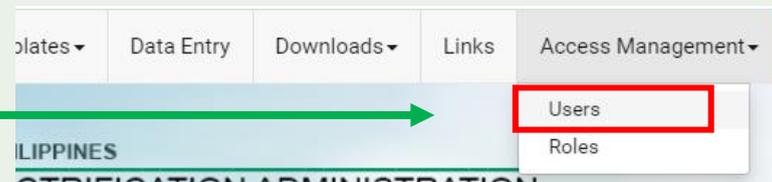


TIP: Use the search and sort function to easily locate the User entry that you want to check/update.

a. Template module (DET Reviewers)



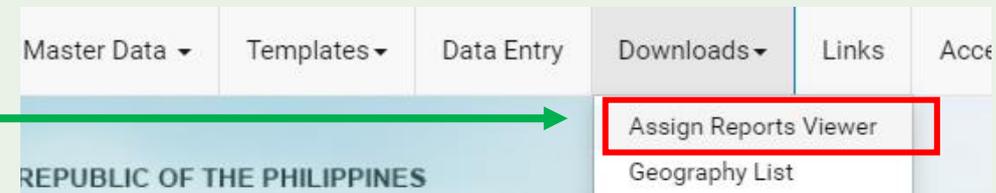
b. Users module



NEA ROLES & RESPONSIBILITIES

SYSTEM ADMIN

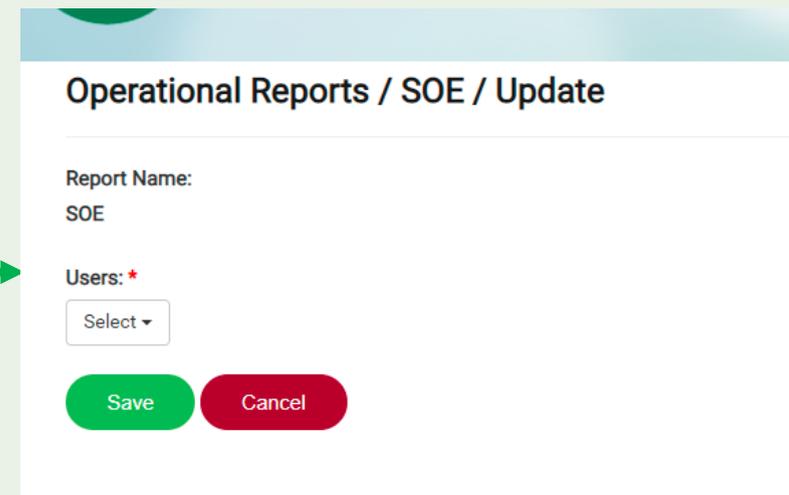
c. Reports Viewer



Master Data ▾ | Templates ▾ | Data Entry | Downloads ▾ | Links | Acce

REPUBLIC OF THE PHILIPPINES

Assign Reports Viewer
Geography List



Operational Reports / SOE / Update

Report Name:
SOE

Users: *
Select ▾

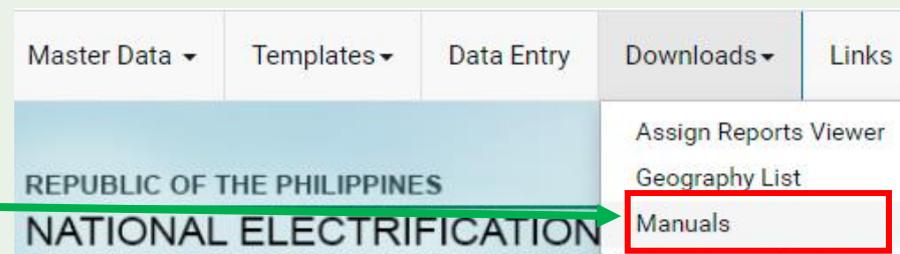
Save Cancel

d. Links



Data Entry | Downloads ▾ | **Links**

e. Manuals



Master Data ▾ | Templates ▾ | Data Entry | Downloads ▾ | Links

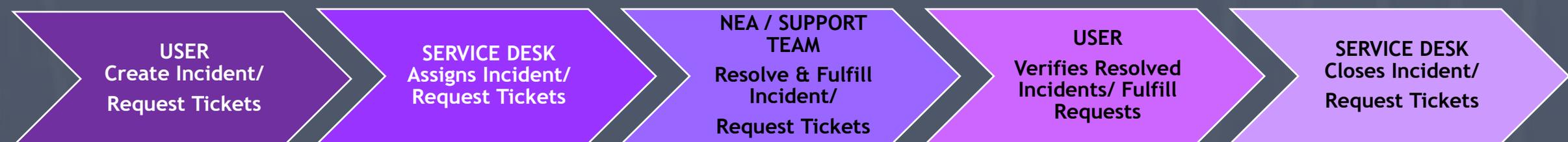
REPUBLIC OF THE PHILIPPINES

NATIONAL ELECTRIFICATION

Assign Reports Viewer
Geography List
Manuals

NEA BIT SERVICE DESK

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 Service Desk

1. Open your web browser.
2. Enter the URL: <https://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**.



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.

NEA BIT SERVICE DESK



ROLES

- **User** - EC or NEA personnel can report an incident and request.
- **Service Desk** - First level support to customers.
- **NEA Process Owners** - Team resolving **NON-SYSTEM** related and authorized request approvers. Can be an IT SME or a Process Owner.
- **Support Team** - Technical team resolving system-related incidents and fulfilling approved requests .

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.

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 INFOPIEDIA

✓ Your one-stop online source of NEA BIT - related information and references.

Accessing the NEA BIT Infopedia

Enter the URL on your web browser:

<https://www.nea.gov.ph/ao39/what-s-latest-in-nea-bit>

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

WANT TO KNOW MORE ABOUT NEA BIT?

Access the NEA BIT INFOPIEDIA NOW from the **NEA website!**



<p>NEA BIT Infopedia</p> <ul style="list-style-type: none"> • NEA BIT Overview • What's Latest in NEA BIT • NEA BIT Quick Tips • Frequently Asked Questions • NEA BIT References • Any NEA BIT Concerns? <p>See previous News Letter here:</p>	<p>WHAT'S LATEST IN NEA BIT</p> <p>Save the Date: NEA BIT - "GO LIVE WITH THE ECS"</p> <ul style="list-style-type: none"> • NEA BIT OPERATIONS WILL SOON BE OPERATIONAL! Did you know that..... • NEA BIT's new Operations and Maintenance provider is QUESTRONIX CORPORATION-INDRA.O&M services include enhancements, correctives and OTRS. • NEA BIT's Cloud Service Provider (CSP) is Software Ventures International (SVI) Technologies using Microsoft Azure Platform (the same with the previous NEA-BIT cloud platform) • NEA-BIT is now funded through the NEA's Internally Generated Funds (IGF) which was previously given in the form of Technical Assistance/grant by the EU and administered by the World Bank. • NEA BIT underwent User Review (UAT on Operations) at the NEA level which ended April 16, 2021. Questronix is currently cleansing systems operations. • Save the Date: Go Live with the ECs in May 2021! Orientation on the NEA-BIT User operations to follow. 	<p>NEA BIT Advisory</p> <ul style="list-style-type: none"> • New MFSR DET and Guidelines • Download the Operational Reports from the Web Portal • System Availability • New Helpdesk Number <p>Quick Links</p> <ul style="list-style-type: none"> • NEA BIT Web Portal • OTRS (for issues/requests) • OTRS (for MD Mgrs and SMEs) • Reports Portal
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THANK YOU!