

Republic of the Philippines
Department of Education
REGION IV-A CALABARZON



20 July 2022

Regional Memorandum

No. 429 s. 2023

**MANAGING SOCIAL MEDIA ACCOUNT/S OF SCHOOLS
AND FIELD OFFICES AND INCIDENT REPORTING**

To **Schools Division Superintendents
Designated Division Information Officers
Division Information Technology Officers
Principals and Schools Heads
Designated School Information Officers
ICT Coordinators**

1. Due to the increasing online hacking incidents of official Facebook pages of Department of Education offices and schools, this office, through the Information and Communication Technology Unit (ICTU) and the Public Affairs Unit (PAU), releases the Social Media Management, Privacy and Security, and Incident Report Submission Procedures.
2. Schools Division Offices (SDOs) and public schools are hereby advised to strictly obey follow the following:
 - a. Creating a safe and welcoming social media page
 - i. Share photos and videos that you own the right to share
 - ii. Post appropriate content
 - iii. Foster meaningful and genuine interactions
 - iv. Follow community standards and existing DepEd issuances
 - b. Managing Social Media Account
 - i. Pin important posts to the top of your page
 - ii. Manage individual comments
 - iii. Block offensive language
 - iv. Hide impolite and improper words in comments
 - v. Pin your favorite comments
 - c. Privacy and Security
 - i. Secure Strong Password
 - ii. Apply two-factor authentication
 - iii. Review Page roles and permissions
 - iv. Watch out for suspicious links and malicious software
 - v. Never share your login information
 - vi. Make sure to log out of Facebook when using a public computer you share with other people




Address: Gate 2, Karangalan Village, Cainta, Rizal
Telephone No.: 02-8682-2114
Email Address: region4a@deped.gov.ph
Website: depedcalabarzon.ph



Certificate No. PHP QMS
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- vii. Limit your Official Facebook page administrators to two (2) trusted personnel
 - viii. Be sure to remove the additional temporary admin account once live streaming is done.
3. SDOs and public schools are instructed to submit an incident report of online hacking incidents together with an action plan to be taken, within 12 hours after the online hacking occurred. Send these incident reports and action plans to ICTU and PAU through email at ict.calabarzon@deped.gov.ph and pau.calabarzon@deped.gov.ph. Moreover, the incident must be reported directly to the nearest/ available Cybercrime Division for appropriate action. The SDOs and schools may coordinate with their local Cybercrime Division for contact details. Attached hereto is the Incident Report and Action Plan templates to be used.
4. Strict compliance with this memorandum is desired.


ATTY. ALBERTO T. ESCOBARTE, CESO II
Regional Director

cc: ict-il



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Control No:

School ID		Date	
School Name		SDO	
Type of Incident		Date/Time Incident	
School Head Name		Contact No.	
FB Page Administrator		Contact No.	

Description of Incident:

Prepared by:

FB Page Administrator

Noted:

School Head

Recommended

Schools Division Superintendent



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Control No:

Type of Incident:

Date/Time of Incident:

Person Responsible/s:

Plan of Action/Activity	Timeline	Person Responsible	Office/s Concerned	Status/Remarks

Prepared	Noted:	Reviewed:	Recommended
FB Page Administrator	School Head	Division Information Technology Officer	School Division Superintendent