

B. Provision of Other ICT Services				
CLIENT STEPS	AGENCY	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling out of the ICT Service Request Form		None	1-2 minutes	Customer
	1. Receipt and review of request for ICT-related assistance		1-2 minutes	MIS Officer and Staff
	2. Provision of assistance:  a. ICT logistics preparation and/or setup b. ICT assistance during the activity c. assistance in the use of software d. web content uploading e. graphics design or layout		5 minutes – ICT logistics preparation  5 - 20 minutes – ICT logistics setup  Depending on the duration of the activity - ICT assistance during the activity  5 - 20 minutes – assistance in the use of software  5 - 10 minutes – web content uploading  30 minutes – 4 hours - graphics design or layout	
	4. Provide update or feedback to client and have them accomplish the CSF Form		3-5 minutes	