

A. Conduct of Corrective Maintenance of ICT Equipment and Software				
CLIENT STEPS	AGENCY	FEES TO BE PAID	PROCESSING TIME	PERSON
1. Filling out of Request for Maintenance Form		None	1-2 minutes	Customer
	1. Receipt, review and verification of the contents of the customer's Request for Maintenance Form		1-2 minutes	MIS Officer and Staff
	2. Inspection of the faulty equipment or software		5-10 minutes	
	3. Conduct of corrective maintenance		5-30 minutes	
	4. Provide update or feedback to client and have them accomplish the CSF Form		3-5 minutes	