

## V. MANAGEMENT INFORMATION SYSTEM UNIT

### A. Conduct of Corrective Maintenance of ICT Equipment and Software

This is for the repair of agency procured ICT equipment and software applications that have malfunctioned or with issues.

**Office or Division:** Office of the Regional Office – MIS Unit

**Classification:** Simple and Complex

**Type of Transaction:** Internal Office Operation

**Who may avail:** Internal Customers

| CHECKLIST OF REQUIREMENTS                      |  | WHERE TO SECURE |                 |                       |
|--|--|-----------------|-----------------|-----------------------|
| Request for ICT Maintenance Form               |  | MIS Office      |                 |                       |
| 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     |                       |

### B. Provision of Other ICT Services

This is for the provision of ICT assistance to internal clients in their official activities requiring the use of ICT equipment or software applications.

**Office or Division:** Office of the Regional Office – MIS Unit

**Classification:** Simple and Complex

**Type of Transaction:** Internal Office Operation

**Who may avail:** Internal Customers

| CHECKLIST OF REQUIREMENTS        |        | WHERE TO SECURE |  |  |
|----------------------------------|--------|-----------------|--|--|
| Request for ICT Maintenance Form |        | MIS Office      |  |  |
| CLIENT STEPS                     | AGENCY |                 |  |  |

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