|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **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 | |
|  | 1. Inspection of the faulty equipment or software | 5-10 minutes |
|  | 1. Conduct of corrective maintenance | 5-30 minutes |
|  | 1. 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 BE PAID** | **PROCESSING TIME** | **PERSON REPONSIBLE** | |
|
| 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 |