



BGOVICT Form No. G0001v2.3.s2024

ICT TECHNICAL ASSISTANCE FORM					
<b>COMPLETE NAME OF ORGANIZATION</b>		Bangsamoro Information and Communications Technology Office			
<b>COMPLETE ADDRESS OF ORGANIZATION</b>		Bangsamoro Government Center, Cotabato City, Governor Gutierrez Ave., Rosary Heights VII			
<b>TICKET CODE</b> <small>Please attached the BICTO Support Desk System ticket code</small>		#1443			
<b>TYPE OF ORGANIZATION</b>		<input type="checkbox"/> Ministry <input type="checkbox"/> Agency <input checked="" type="checkbox"/> Office <input type="checkbox"/> Special Project <input type="checkbox"/> Others		<b>CONCERN TYPE</b>	
<b>DIGITAL PLATFORMS CONCERN</b>		<input checked="" type="checkbox"/> BGGOVMAIL <input type="checkbox"/> BGWHS <input type="checkbox"/> BGVCSS <input type="checkbox"/> BGMPSS <input type="checkbox"/> BGDNSS <input type="checkbox"/> Others		<input type="checkbox"/> NEW ACCOUNT <input checked="" type="checkbox"/> MODIFICATION	
<b>PURPOSE OF REQUEST</b> <small>Please explain the details of the concern</small>		On October 21, 2024, at 11:00 AM, GovMail under BICTO became inaccessible, allegedly due to a password change made at 10:00 AM. The password change did not trigger the usual OTP notification to the registered phone number			
TECHNICAL INFORMATION SECTION					
FOR NEW ACCOUNTS ONLY			FOR MODIFICATION ONLY		
No.	EMAIL OR USERNAME OR DOMAIN	Other Details (Such as IP Address, etc.)	No.	EMAIL OR USERNAME OR DOMAIN	Other Details (Such as IP Address, etc.)
1			1	bicto@bangsamoro.gov.ph	
2			2		
3			3		
4			4		
5			5		
6			6		
7			7		
8			8		
9			9		
10			10		
TECHNICAL CONTACT SECTION					
PRIMARY CONTACT FOCAL			I M P O R T A N T D E T A I L S	SECONDARY CONTACT FOCAL	
Sittie Yana Mardeyah I. Sanday				Noor Saleha U. Salem	
Name				Name	
yanasanday27@gmail.com				n.saleha98@gmail.com	
Email				Email	
Communication Officer				Information Officer	
Designation				Designation	
Contact Number				Contact Number	
<input checked="" type="checkbox"/> I hereby certify that the information provided in this form is true and correct.					
<input checked="" type="checkbox"/> Digital Copy	<b>PRINTED NAME AND SIGNATURE</b> HEAD OF ORGANIZATION			<b>BICTO - ISDMS ONLY</b>	
	Seal this form using your organizations dry seal.	Date signed			Received Stamp
ACTION SLIP (BICTO ONLY)					
REVIEWED BY	ACTION TAKEN	FINAL APPROVAL		RECOMMENDATION	
	<input type="checkbox"/> APPROVED <input type="checkbox"/> DISAPPROVED <input type="checkbox"/> INCOMPLETE <input type="checkbox"/> FOR REVIEW	DATU RAFFY RALPH S. SINSUAT, MS <i>C</i> .IT SECTION HEAD		<input type="checkbox"/> APPROVED <input type="checkbox"/> DISAPPROVED	

**NOTE:** Please send the accomplished form using your account at <https://support.bangsamoro.gov.ph> and attach it to your existing ticket.

## INSTRUCTIONS

1. All fields in the form must be filled out. If not applicable, write N/A.
2. Entries in the form may be filled out through handwriting or computer. If handwritten, please write legibly.
3. Indicate the COMPLETE name of your organization. DO NOT ABBREVIATE (e.g. Bangsamoro Information and Communications Technology Office).
4. Indicate the COMPLETE address of your agency (e.g. Bangsamoro Government Center., Governor Gutierrez Avenue, Rosary Heights VII, Cotabato City 9600).
5. There should be two (2) authorized contact persons and should be an employee of your agency. Authorized contact person from a third party is NOT allowed. Each contact person should have different phone numbers and email addresses.
6. Tick the box "I hereby certify that the information provided above is true and correct."
7. The Agency Head or MIS head must affix his/her signature over printed name and indicate the date when the form was signed.
8. Attach the scanned copy with dryseal or stamp seal (in PDF format) to your created ticket in <https://support.bangsamoro.gov.ph>.