



ICT TECHNICAL ASSISTANCE FORM

(Note: Please read the attached instructions before filling out this form)

COMPLETE NAME OF ORGANIZATION	MINISTRY OF TRANSPORTATION AND COMMUNICATION
COMPLETE ADDRESS OF ORGANIZATION	BGC, COTABATO CITY
TYPE OF ORGANIZATION	<input checked="" type="checkbox"/> Ministry <input type="checkbox"/> Agency <input type="checkbox"/> Office <input type="checkbox"/> Special Project <input type="checkbox"/> Consortium / Organizations / Groups
TELEPHONE / MOBILE NUMBER	
FAX NUMBER	
NATURE OF REQUEST (Please refer to the instruction attach to this form)	<input checked="" type="checkbox"/> Tech Support <input type="checkbox"/> Device Setup <input type="checkbox"/> Communication <input type="checkbox"/> Account Security <input type="checkbox"/> Cloud Services <input type="checkbox"/> Remote Assistance <input type="checkbox"/> Maintenance and troubleshooting
INFORMATION (Briefly Indicate the problem you have encounter. Continue on separate sheet if necessary)	REQUESTING FOR PASSWORD RESET OR ACTIVATION
TECHNICAL CONTACT PERSONS	
PRIMARY TECHNICAL CONTACT PERSON	
NAME:	POSITION:
ABDEL NASSER D. KUNDACK	CTRO
EMAIL ADDRESS:	MOBILE NUMBER:
nazef.mico@gmail.com	09064603512
ALTERNATE TECHNICAL CONTACT PERSON	
NAME:	POSITION:
ROUMA M. ABUGAD	ADMIN. ASSISTANT IV
EMAIL ADDRESS:	MOBILE NUMBER:
abugadorouma@gmail.com	09171164306

☒ I hereby certify that the information provided in this form is true and correct.

MUHAMMAD M. GALO
MOTC-BARNM

PRINTED NAME AND SIGNATURE

Date signed

DATE

08/06/2024



NOTE: Please send the accomplished form at isdms@bicto.bangsamoro.gov.ph. For inquiries, you may call us at 09653848388. Please wait for an email notification from the bangsamoro.gov.ph Domain Registrar regarding your application. The notice will be emailed to the authorized contact person/s you indicated in this form.



INSTRUCTIONS IN FILLING OUT ICT TECHNICAL ASSISTANCE FORM

1. All fields in the forms must be filled out. If not applicable, write N/A.
2. Entries in the forms may be filled out by typing or by handwriting. 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,*
5. *Governor Gutierrez Avenue, Rosary Heights VII, Cotabato City 9600*).
6. Check the nature of request and choose your desired technical assistance.
 - a. **Tech Support** - Use this if you need help with fixing device problems, installing and using software, internet and Wi-Fi assistance, file management, or online safety.
 - b. **Device Setup** - Use this if you need assistance with setting up devices like smartphones, tablets, and computers.
 - c. **Communications** - Use this if you need help with email, messaging apps, or online chat tools provided by the Bangsamoro Government.
 - d. **Maintenance and Troubleshooting** - Use this if you need information on updates, device maintenance or troubleshooting, or tips on staying safe online.
 - e. **Account Security** - Use this if you want tips for secure password and account management.
 - f. **Cloud Services** - Use this if you need help with using online storage and file sharing services.
 - g. **Remote Assistance** - Use this if you need support for getting help online.
7. There should be at least two (2) technical contact person and should be an employee of your agency. Technical contact from a third party is **NOT** allowed. Each technical contact person should have different phone numbers and email addresses.
8. Tick the box "I hereby certify that the information provided above is true and correct."
9. The requesting personnel must affix his/her signature over printed name and indicate the date when the form was signed.
10. Submit the scanned copy (in PDF format) together with the letter of request to isdms@bicto.bangsamoro.gov.ph.