

# INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) SUPPORT SERVICES

## I. OFFICE OR DIVISION

POLICY AND PLANS DIVISION- ICTS

## II. SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY- FRIDAY (8:00 AM-5:00 PM)

## III. WHO MAY AVAIL OF THE SERVICE

Field Office Staff

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
<b>INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) SUPPORT SERVICES</b>	
1. Computing device with internet connection	Provided to internal staffs
2. Personal email address	Gmail signup via web
3. Request Ticket	Through ICT ticket web portal

## IV. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The ICT Support Ticketing System is accessible via Web form and via email. The URL to access the said system is <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a> using the AD credentials for login. The email address is <a href="mailto:ictsupport.fo7@dswd.gov.ph">ictsupport.fo7@dswd.gov.ph</a>	None	3 minutes	<i>Shena Marie B. Diamante AA III</i>
	None	3 Days (Complex) 3 Hours Simple)	<i>Rey Mark Lariosa CMT I March Joey Lamanilao ITO I Galileo Dayagbil CMT II Von Brian Adlaon ITO I Jecel Cataytay CMT I Jason King Hofileña CMT II</i>
	None	3 minutes	<i>Rey Mark Lariosa CMT I March Joey Lamanilao ITO I Galileo Dayagbil CMT II Von Brian Adlaon ITO I Jecel Cataytay CMT I Jason King Hofileña CMT II</i>

# INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) SUPPORT SERVICES

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Should the requester agree, he/she will update the ticket status from resolved to close otherwise she/he should reply to the ticket to reopen the ticket automatically.	None	5 Minutes	Requestor

## V. PROCESSING TIME

3 hours, 11 minutes (Simple) 3 days, 11 minutes (Complex)
--

## VI. FEEDBACKS AND COMPLAINTS MECHANISM

How to send feedback	Fill out online form sent to the requestor’s email after closing the ticket
How feedbacks are processed	Sorted according to positive and negative feedbacks. Make plans for improvement and implement the plan.
How to file a complaint	Using the online feedback form.
How complaints are processed	All complaints receive are consolidated and are handled with confidentiality.
Contact Information of CCB, PCC, ARTA	<b>Anti-Red Tape Authority (ARTA):</b> complaints@arta.gov.ph 8-478-5093 <b>Presidential Complaint Center (PCC):</b> pcc@malacanang.gov.ph 8888 <b>Contact Center ng Bayan (CCB):</b> SMS: 0908-881-6565 Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph Facebook: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a> Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)