

TECHNICAL ASSISTANCE: USAGE AND MAINTENANCE OF THE LEARNER INFORMATION SYSTEM (LIS) AND BASIC EDUCATION INFORMATION SYSTEM (BEIS)

Office or Division:		Planning & Research Section		
Classification:		Simple		
Types of transaction:		G2C- Government to Citizen		
Who May Avail:		External stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter addressed to the Schools Division Superintendent		Requesting external stakeholder / School LIS Coordinator		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request through online submission to the official email address of DepEd Malolos	1.1 Receive the letter request from the client and forward request to the SDS through online transmittal to the official email address of the SDS	None	10 minutes	Records Section Personnel
	1.2 Refer the letter request to the Chief ES of SGOD through transmittal to the the official email address of the Chief ES	None	1 hour	SDS
	1.3 Endorse the letter request to the Planning Officer through email transfer	None	20 minutes	Chief ES SGOD
	1.4 Review and identify the area of concern if policy issue or process concern	None	1 hour	Planning Officer
	1.5 If the area of concern is policy issue, refer to the applicable DepEd Order or refer to the Curriculum Implementation Division (CID)	None	1 hour	Planning Officer CID EPS in Charge
	1.6 Inform the concerned school	None	1 hour	Planning Officer SGOD Chief ES

	of the applicable DepEd Order / Division Memorandum / advice of EPS Concerned regarding the LIS through online / telephone method / official business or email correspondence			SDS School Head LIS Coordinator
	1.7 If the area of concern is process related, to identify if level of processing is at the Division or at the Central Office	None	1 hour	Chief ES SGOD
	1.8 The Planning Officer shall process the request/s at the Division Level.	None	10 minutes	Planning Officer
	1.9 If area of concern shall be elevated to the Central Office, School/s must be informed to prepare a Request for Correction Form or letter request for submission to the Division Office	None	10 minutes	Planning Officer LIS Coordinator
	1.10 Planning Officer shall prepare indorsement letter for submission to the Central Office through online ticketing (google form)	None	10 minutes	Planning Officer SGOD Chief ES SDS
	1.11 Advise / inform the concerned school of the resolution of concern/issue	None	30 minutes	Planning Officer

	elevated to the Central Office			
	1.12 Forward to Records Section SDS signed official correspondence relative to the LIS issue	None	20 minutes	Planning Officer Records Section Personnel
2. Receive the data report	2.1 Release the data report to the end-user through online release (email of end-user)	None	10 minutes	Planning Officer
TOTAL FOR POLICY CONCERNS		None	4 HOURS and 30 MINUTES	
TOTAL FOR PROCESS CONCERNS		None	5 HOURS	