1. ICT Support Services

A. Information Systems Development

Information Systems Development is a process for planning, creating, testing, deploying and maintaining an information system.

Office or Division:	RICTMS
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	All DSWD Caraga ODSU
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Memorandum or Proposal	Requesting Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The process owner [Office, Division, Section or Unit] submits a request for information systems development thru a memorandum, proposal or request for Technical Assistance	1. Four [4] sub-processes are initiated by the RICTMS: • BPRA • System Design • System Development • System Testing 2. A fifth [5] sub-process which is the System **Deployment** is done in partnership with the CO.	**N/A**	Depends on the requirement of the process owner	Michael P. Beray, ISA III Richardren Escol, CP II Allen O. Hilado, CMT II Kim Jay Aro, CP II Symon Jay Cocon, CP II
TOTAL	**No fees**		**100 days**	

B. Management of Change Request

The change management process in systems engineering is the process of requesting, determining attainability, planning, implementing, and evaluating changes to a system.

Office or Division:	RICTMS
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	All DSWD Caraga ODSU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Change Request Form	RICTMS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Process owner submits a Change Request Form.	1. The Systems Analyst logs and reviews the Change Request Form. If the CRF is valid, the Systems Analyst will draft an assessment and recommendation else the CRF will be returned to the Process owner with attached notes. 2. If the CRF is transactional, the assigned staff handling databases executes the request through the back-end. An execution report and signed CRF will be prepared right after the execution. 3. If the CRF is not transactional, but a System Functionality-Related concern, the Developer codes the request. 4. Unit testing will be conducted once coding is done. If there are no bugs found in the system, the Systems Analyst conducts system testing. 5. Once the system passes the testing and no bugs are found, the Systems Analyst prepares a UAT form which will be accomplished by the Process owner. 6. The Process owner conducts the User Acceptance Testing. 7. The Systems Analyst reviews and logs the accomplished UAT form. If there are no bugs found in the system the developer will request for system deployment. 8. The technical staff deploys the requested changes on the Production Environment.	**N/A**	Minor change (1-2 days) Major change (7-14 days) New module (30-60 days)	Vergel Rey B. Abucayon, ITO II Michael P. Beray, ISA III Richardren Escol, CP II Allen O. Hilado, CMT II Kim Jay Aro, CP II Symon Jay Cocon, CP II

	9. The Systems Analyst consolidates the forms and updates the status in the project monitoring system. 10. The Team Leader signs the form and returns them to process owner.			
Total	Minor change: 1-2 days Major change: 7-14 days New module: 30-60 days			

C. VPN Connection Issue Resolution/Escalation

The RICTMS in coordination with the Central Office Cyber Security Group administers, manages and maintains Perimeter Security solutions and related Systems across all regional offices and data centers

Office or Division:	RICTMS
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All DSWD Caraga ODSU
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
ICT Support Ticket	ICT Support Ticketing System. https://ictsupport.dswd.gov.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Client [Office, Division, Section or Unit] submits a ticket thru ICT Support Ticketing System.	1. RICTMS will then Transcribe/Classify/ Escalate the Ticket 2. RICTMS will Assess and Validate User Credentials and Authorization 3. RICTMS will process VPN Service authorization availability	**N/A**	4 Hours (Refer to ICTMS SLA)	Vergel Rey B. Abucayon, ITO II Karl Lemuel A. Serrano, ITO I Francis Louie H. Algodon

	4. RICTMS in coordination with the CO-CSG will then configure policy for Application Server/VPN Access for User and Test User connectivity			
tal		NO FEES	4 Hours (Refer to ICTMS SLA)	

D. Virus or Malware Issue

The RICTMS in coordination with the Central Office Cyber Security Group administers and maintains enterprise End-point Security Solutions for the Field Office.

Office or Division:	RICTMS
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All DSWD Caraga ODSU
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
ICT Support Ticket	ICT Support Ticketing System. https://ictsupport.dswd.gov.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Client [Office, Division, Section or Unit] submits a ticket thru ICT Support Ticketing System.	1. RICTMS will transcribe/ classify the Incident if it's a valid virus or malware incident. 2. The RICTMS will perform 2 processes: 1) Investigate cause of incident and Issue/update and install/Update Endpoint Solution.	**N/A**	8 hours (Refer to ICTMS SLA)	Karl Lemuel A. Serrano, ITO II Francis Louie H. Algodon, CMT II Allen O. Hilado, CMT II

	3. advisory on affected/restored services. 4. If the issue requires AV installation or update, RICTMS will isolate the infected unit If the issue needs OS Level repair/restoration, RICTMS will isolate the infected unit for deep analysis and execute restoration of services. 5. If it needs external SLA, RICTMS in coordination with the CO-CSG for escalation to external SLA.			
Total		NO FEES	8 hours (Refer to ICTMS SLA)	

E. Server Provisioning

Provide Infrastructure Management, the ICT core service that lays the foundation of information management services, and manages and secures the network, computing, and data center infrastructure and ancillary services that support its operation.

Office or Division:	RICTMS
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All DSWD Caraga ODSU
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
ICT Support Ticket	ICT Support Ticketing System. https://ictsupport.dswd.gov.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting office will be sending the request in via memorandum addressed to the Regional Director for approved / disapproved	1. The request would be encoded in the ICTMS ticketing via system for documentation and assigned to the proper technical staff. The server provision shall	N/A	8 Hours – If resources are available	Vergel Rey B. Abucayon, ITO II

and copy furnish the RICTMS head	be based on the deployment specifications. 2. The technical staff would evaluate the current capacity of existing ICT resources. In case that the resources can accommodate the requirements, the server is then provisioned. Otherwise, the requirements would be pending for procurement, upon availability of funds.			
Total		NO FEES	8 Hours – If resources are available	

F. Active Directory Account Provisioning

Direct the development, installation, and maintenance of information systems, security controls, confidentiality, integrity and availability of information

Office or Division:	RICTMS
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All DSWD Caraga ODSU
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
ICT Support Ticket	ICT Support Ticketing System. https://ictsupport.dswd.gov.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The user or client will create a technical support ticket via ICTMS ticketing system at https://ictsupport.dswd.gov.ph. Once the ticket is created, a ticket number shall automatically be sent to the	1. The ticket is being evaluated by the helpdesk staff and will be assigned to the proper RICTMS technical staff. 2. Once the ticket is assigned to the System Administrator group or technical staff, the technical	**N/A**	4 Hours	Vergel Rey B. Abucayon, ITO II Karl Lemuel A. Serrano, ITO I Francis Louie H. Algodon Michael P. Beray, ISA III Richardren Escol, CP II

client's registered or official email. The helpdesk administrator shall acknowledge the client's Technical Assistance (TA) request.	staff will coordinate to client for validation and get the necessary information: a. First Name: b. Middle Initial: c. Surname: d. Ext. Name (if any): e. Office Name and Division/Unit: f. Official Email or personal email (where the user credentials would be sent) 4. The technical staff will process the creation of an Active Directory (AD) account (username and password). 5. Once the AD account is created, the technical staff shall provide the user credential.			Allen O. Hilado, CMT II Kim Jay Aro, CP II Symon Jay Cocon, CP II
Total		NO FEES	4 hours	

G. Active Directory Account VPN Access

Provide Infrastructure Management, the ICT core service that lays the foundation of information management services, and manages and secures the network, computing, and data center infrastructure and ancillary services that support its operation.

Office or Division:	RICTMS
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All DSWD Caraga ODSU
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
ICT Support Ticket	ICT Support Ticketing System. https://ictsupport.dswd.gov.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The user or client will create a technical support ticket via ICTMS ticketing system at https://ictsupport.dswd.gov.ph. Once the ticket is created, a ticket number shall automatically be sent to the client's registered or official email. The helpdesk administrator shall acknowledge the client's Technical Assistance (TA) request.	1. The ticket is being evaluated by the helpdesk staff and will be assigned to the proper technical staff. 2. Once the ticket is properly assigned, the technical staff will coordinate to client for validation and get the following information: a. Purpose: b. Server/System to be accessed: (sample: http://172.XX.XX.XX:3000) c. Access Type: (sample: HTTPS) 4. The technical staff shall then add the user account to the pre-created AD group with the same access, otherwise the technical staff escalate the ticket to CO-Cyber Security Group (CSG) which contains pertinent information to the CSG process. a.) AD Group Name b.) Purpose c.) System to be accessed d.) List of users included	N/A	4 Hours (Subject to the approval of CSG)	Vergel Rey B. Abucayon, ITO II Karl Lemuel A. Serrano, ITO I Francis Louie H. Algodon Michael P. Beray, ISA III Richardren Escol, CP II Allen O. Hilado, CMT II Kim Jay Aro, CP II Symon Jay Cocon, CP II
Total		NO FEES	4 Hours (Subject to the approval of CSG)	

H. Systems Patching

Perform methodical data processing, integration, system integration, or enterprise application integration, organized as shared service of the DSWD and an inherent entity within the ICTMS and RICTMS.

Office or Division:	RICTMS
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All DSWD Caraga ODSU
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
ICT Support Ticket	ICT Support Ticketing System. https://ictsupport.dswd.gov.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The user or client will create a technical support ticket via ICTMS ticketing system at https://ictsupport.dswd.gov.ph. Once the ticket is created, a ticket number shall automatically be sent to the client's registered or official email. The helpdesk administrator shall acknowledge the client's Technical Assistance (TA) request.	1. The ticket is being evaluated by the helpdesk staff and will be assigned to the proper technical staff. 2. The technical staff would ensure that a backup of the system files is secured prior to patching 3. The technical staff would apply the patch and inform the CO-CSG of the patches applied. 4. The technical staff will inform the client and create a report via the ticketing system for documentation.	N/A	Web Application: 4 Hour Software Server side: 8 Hours	Vergel Rey B. Abucayon, ITO II Michael P. Beray, ISA III Richardren Escol, CP II Allen O. Hilado, CMT II Kim Jay Aro, CP II Symon Jay Cocon, CP II
Total		NO FEES	Web Application: (4 Hours) Software Server side: (8 Hours)	

I. Master Data Management (Database Development)

Master Data Management is the set of technology, tools, and processes that ensure master data is coordinated across the enterprise.

Office or Division:	R ICTMS
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All DSWD Caraga ODSU
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
ICT Support Ticket	ICT Support Ticketing System. https://ictsupport.dswd.gov.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for system development or enhancement	1. Gather user process and data requirements 2. Design Database logical design 3. Create database physical design in development environment 4. Test developed database 5. Create Database in production	**N/A**	Specs Provision (4 Hours) Deployment/ Installation (2 Weeks)	Vergel Rey B. Abucayon, ITO II Michael P. Beray, ISA III Richardren Escol, CP II Allen O. Hilado, CMT II Kim Jay Aro, CP II Symon Jay Cocon, CP II
Total		NO FEES	Specs Provision (4 Hours) Deployment/ Installation (2 Weeks)	

J. Master Data Management Change Management (Add/Change/Delete Master Data or Existing Databases)

Just like with database development or database structure creation, change management involves close coordination with the data owners and systems analysts or software developers.

Office or Division:	RICTMS
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All DSWD Caraga ODSU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ICT Support Ticket	ICT Support Ticketing System. https://ictsupport.dswd.gov.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Signed CRF	1. Change Management process 2. Executes request on backend 3. Updates concerned database 4. Update master database (if needed) 5. Communicate changes	**N/A**	Patching (4 Hours) Change Request (4 Hours	Vergel Rey B. Abucayon, ITO II Michael P. Beray, ISA III Richardren Escol, CP II Allen O. Hilado, CMT II Kim Jay Aro, CP II Symon Jay Cocon, CP II
Total		NO FEES	Patching (4 Hours) Change Request (4 Hours)	

K. Database Support

Aside from the above processes, the DMD also receives Database Support services such as database table updates, data extraction, data migration, database-related application deployment, script deployment, table extraction, transformation, and loading, application support via addition of admin users, etc.

Office or Division:	RICTMS
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All DSWD Caraga ODSU
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
ICT Support Ticket	ICT Support Ticketing System. https://ictsupport.dswd.gov.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The user or client will create a technical support ticket via ICTMS ticketing system at https://ictsupport.dswd.gov.ph. Once the ticket is created, a ticket number shall automatically be sent to the client's registered or official email. The helpdesk administrator shall acknowledge the client's Technical Assistance (TA) request.	1. Provide initial response within 30 mins. and coordinate with the requester. 2. Provide resolution within set SLA 3. Review and approve resolution' 4. Change ticket status Close Ticket	**N/A**	Maintenance/ Optimization (24 Hours/depend on the size of the tables/ database)	Vergel Rey B. Abucayon, ITO II Michael P. Beray, ISA III Richardren Escol, CP II Allen O. Hilado, CMT II Kim Jay Aro, CP II Symon Jay Cocon, CP II
Total		NO FEES	Maintenance/ Optimization (24 Hours/depend on the size of the tables/ database)	

L. GIS Support

The Geographic Information Systems (GIS) Unit of the Data Management Division handles all GIS-related concerns and support of the Department.

Office or Division:	DMD ICTMS
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	All DSWD Caraga ODSU
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
ICT Support Ticket	ICT Support Ticketing System. https://ictsupport.dswd.gov.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for GIS TA and provides	1. Coordinate with ODSU/Client Clarifies TA	**N/A**	Data Support (30 days)	Vergel Rey B. Abucayon, ITO II

corresponding data	needs and data availability. 2. Analyzes needed data 3. Process Spatial Data 4. Cleanses data 5. Process Spatial Data 6. Finalize Processed Spatial Data 7. Assess if request is met 8. Receive GIS output 9. Provide Users training			Michael P. Beray, ISA III Richardren Escol, CP II Allen O. Hilado, CMT II Kim Jay Aro, CP II Symon Jay Cocon, CP II
Total			Data Support (30 days)	

M. Incident Requests on ICT Hardware and Software

Processes technical assistance for both hardware and software

Office or Division:	NTSSD ICTMS
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All DSWD Caraga ODSU
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
ICT Support Ticket	ICT Support Ticketing System. https://ictsupport.dswd.gov.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The ODSUs submit their incident request through the ICT helpdesk system.	1. The Service Support Team Lead assesses and assigns the ticket to the appropriate desktop support engineer. 2. Desktop Support Engineer provide service support for ICT software and hardware	**N/A**	4 Hours (Refer to ICTMS SLA)	Vergel Rey B. Abucayon, ITO II Karl Lemuel A. Serrano, ITO I Francis Louie H. Algodon Michael P. Beray, ISA III Richardren Escol, CP II Allen O. Hilado, CMT II

	trouble to end user 3. If there's a need for Service Provider's intervention, service support engineer provides a TA Report for submission to Property Section, if for warranty claim or to the ODSU concerned for facilitation of Purchase Request, if for Service Provider's diagnosis and parts replacement.			Kim Jay Aro, CP II Symon Jay Cocon, CP II
Total		NO FEES	4 Hours (Refer to ICTMS SLA)	

N. ICT Technical Specification Request

Processes technical assistance for both hardware and software

Office or Division:	RICTMS
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All DSWD Caraga ODSU
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
ICT Support Ticket	ICT Support Ticketing System. https://ictsupport.dswd.gov.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The ODSUs submit their incident request through the ICT helpdesk system.	1. The Service Support Team Lead assesses and assigns the ticket to the appropriate desktop support engineer.	**N/A**	3 Days (Refer to ICTMS SLA)	Vergel Rey B. Abucayon, ITO II Karl Lemuel A. Serrano, ITO I Francis Louie H. Algodon

	2. Desktop Support Engineers provide Technical Specification Report based on industry standard and market research.			Michael P. Beray, ISA III Richardren Escol, CP II Allen O. Hilado, CMT II Kim Jay Aro, CP II Symon Jay Cocon, CP II
Total		NO FEES	3 Days (Refer to ICTMS SLA)	

O. Request for Evaluation ICT Hardware and Software

Processes technical assistance for both hardware and software

Office or Division:	NTSSD ICTMS
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All DSWD Caraga ODSU
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
ICT Support Ticket	ICT Support Ticketing System. https://ictsupport.dswd.gov.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The BAC Secretariat request for evaluation of ICT equipment through a memorandum addressed to the RICTMS head	1. Technical staff (member of BAC-TWG for IT) to evaluate the Quotations of Bidders. 2. The Technical Working Group submits an Evaluation Report indicating if a	**N/A**	3 Days (Refer to ICTMS SLA)	Vergel Rey B. Abucayon, ITO II Karl Lemuel A. Serrano, ITO I Francis Louie H. Algodon Michael P. Beray, ISA III

	bidder is found to be compliant or not to BAC Secretariat.			
Total		NO FEES	3 Days (Refer to ICTMS SLA)	

P. Assessed as Activity/Training Support

Processes technical assistance for both hardware and software

Office or Division:	RICTMS
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All DSWD Caraga ODSU
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
ICT Support Ticket	ICT Support Ticketing System. https://ictsupport.dswd.gov.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The ODSUs submit their incident request through the ICT helpdesk system.	1. Provide tools/equipment if needed. 2. Deliver Technical Support. 3. Confirm with the client when done. 4. Return tools/equipment from their proper disposition if there is any.	**N/A**	Duration depends on ODSU request (Refer to ICTMS SLA)	Vergel Rey B. Abucayon, ITO II Karl Lemuel A. Serrano, ITO I Michael P. Beray, ISA III
Total		NO FEES	Duration depends on ODSU request (Refer to ICTMS SLA)	

Q. Technical Assistance for VOIP

Processes technical assistance for both hardware and software

Office or Division:	RICTMS
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	DSWD Caraga ODSU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ICT Support Ticket	ICT Support Ticketing System. https://ictsupport.dswd.gov.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The ODSUs submit their incident request through the ICT helpdesk system.	1. Reach out to the end user to verify the issue 2. After the issue is verified, The engineer assigned will apply remote (reboot the phone, change config and network status) solution to solve the issue 3. The Engineer will render onsite checking if remote solution do not addressed the issue such as, audio cables, displays, dial keys, and network connectivity 4. In the event that the issue cannot be resolved, the engineer will make factual conclusion and endorse the matter to network team	**N/A**	Duration depends on ODSU request (Refer to ICTMS SLA)	Vergel Rey B. Abucayon, ITO II Karl Lemuel A. Serrano, ITO I Francis Louie H. Algodon Michael P. Beray, ISA III
Total		NO FEES	Duration depends on ODSU request (Refer to ICTMS SLA)	

R. Technical Assistance for Web conference/Livestream

Processes technical assistance for both hardware and software

Office or Division:	RICTMS
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	DSWD Central Office ODSU
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
ICT Support Ticket	ICT Support Ticketing System. https://ictsupport.dswd.gov.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The ODSUs submit their incident request through the ICT helpdesk system.	1. Reach out to the end user to verify the issue 2. Gather the requirement of the end user such as the venue and the schedule of the event 3. Advice the end user to conduct an initial dry run to determine the issue that may arise 4. If an issue is encountered, coordinate with respective focal to addressed the issue 5. If the issue cannot be addressed due to defect on feature, escalate to the service provider	**N/A**	Duration depends on ODSU request (Refer to ICTMS SLA)	Vergel Rey B. Abucayon, ITO II Karl Lemuel A. Serrano, ITO I Francis Louie H. Algodon Michael P. Beray, ISA III Richardren Escol, CP II Allen O. Hilado, CMT II Kim Jay Aro, CP II Symon Jay Cocon, CP II
Total		NO FEES	Duration depends on ODSU request (Refer to ICTMS SLA)	

S. Network (Wired and Wireless)

Processes technical assistance for both hardware and software

Office or Division:	RICTMS
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All DSWD Caraga ODSU
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
ICT Support Ticket	ICT Support Ticketing System. https://ictsupport.dswd.gov.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The ODSUs submit	1. The first step to do when this issue occurs is to check	**N/A**	4 hours if only single user is affected, 8	Vergel Rey B. Abucayon, ITO II

their incident request through the helpdesk system.	the physical layer - the network cable for wired users and wireless adapters for wireless users. 2. Next is to check the network configurations of the device of the user requesting the ticket. Check the IP configurations of the device if it is acquiring the proper addressing scheme. Initiate a ping test to the LAN gateway and outside network such as Google DNS. Check the port where the device is connected in the switch or wireless access point where the device is connected. 3. Confirm to the end-user that the ticket is already resolved before closing the ticket in the Ticketing System. Document the procedure undertaken for reference.		hours if an ODSU is affected	Karl Lemuel A. Serrano, ITO I Francis Louie H. Algodon Michael P. Beray, ISA III Richardren Escol, CP II Allen O. Hilado, CMT II Kim Jay Aro, CP II Symon Jya Cocon, CP II
Total		NO FEES	4 hours if only single user is affected, 8 hours if an ODSU is affected	

T. ICT Support Ticketing System

Processes technical assistance for both hardware and software

Office or Division:	RICTMS
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All DSWD Caraga ODSU
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

ICT Support Ticket	ICT Support Ticketing System. https://ictsupport.dswd.gov.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The ICT Support Ticketing System is accessible via Webform and via email. The URL to access the said system is https://ictsupport.dswd.gov.ph using the AD credentials for login. 1.2 While the email is ictsupport@dswd.gov.ph .With this ticketing system, the end-user can now monitor the progress of his/her Technical Assistance (TA) request. There are two classifications of TA request, Incident and Service Request each has its respective Category and subcategory to be able to be concise on each TA request. 2.2. 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. 2.3 Once the ticket status has changed into close, the requester will receive an invitation to answer the Customer Satisfaction Survey.	1. The moderator will assign the TA to the technician. The assigned technician shall provide an initial response to the requester. 2. Upon resolution, the technician will change the status to resolved.	**N/A**	Depends on the Incident/Service Request (Refer to ICTMS SLA)	Vergel Rey B. Abucayon, ITO II Karl Lemuel A. Serrano, ITO I Francis Louie H. Algodon Michael P. Beray, ISA III Richardren Escol, CP II Allen O. Hilado, CMT II Kim Jay Aro, CP II Symon Jya Cocon, CP II
Total		NO FEES	Depends on the Incident/Service Request (Refer to ICTMS SLA)	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	ICTMS Request feedback through https://ictsupport.dswd.gov.ph/
How feedbacks are processed	Feedbacks are consolidated and reviewed by each division.
How to file a complaint	Complain can be sent through https://ictsupport.dswd.gov.ph
How complaints are processed	Each complaint or request are assigned to specific person that will take action
Contact Information ICTMS	Regional Information and Communications Technology Management Service (ICTMS) (085)303-8620 R. Palma Street, Butuan City ARTA : complaints@arta.gov.ph PCC: 8888 **CONTACT CENTER NG BAYAN:** SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/