**NC Technical Assistances for the month of September**

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| --- | --- | --- | --- | --- | --- | --- |
| Date | Employee/ Department | Activity/Task/Problem | Category | Request Type | Solution | Status |
| 01/09/2023 | MIS | Graphics - Oversized Cheque layout for OSR6 | Graphics | Design/Layout | Layout oversized cheque layout per OSR6 requirements. | Completed |
| 03/09/2023 | MIS | Video Editing - Moonshot TNK 2023 highlights | Video Editing | Video Editing | Edited Moonshot TNK 2023 highlights video. | Completed |
| 05/09/2023 | MIS | Graphics - Update the partners list | Graphics | Design/Layout | Updated the partners list with new information. | Completed |
| 05/09/2023 | Sir Kurt | Zoom assistance - can't access online Zoom request | ICT Helpdesk | Technical Assistance | Assisted with resolving the issue of not being able to access an online Zoom request. | Completed |
| 05/09/2023 | MIS | Graphics - Moonshot TNK Certificate of appreciation | Graphics | Design/Layout | Designed the Moonshot TNK Certificate of appreciation. | Completed |
| 05/09/2023 | Maam judy | ICT Helpdesk - press conference with regional director | ICT Helpdesk | Technical Assistance | Provided tech support during the press conference with the regional director. | Completed |
| 06/09/2023 | MIS | Graphics - layout Welcome tarpaulin | Graphics | Design/Layout | Designed the layout for the Welcome tarpaulin. | Completed |
| 06/09/2023 | MIS | Graphics - OSR6 Certificate of appreciation | Graphics | Design/Layout | Designed the OSR6 Certificate of appreciation. | Completed |
| 06/09/2023 | MIS | Tech run | Activity Based | Technical Support | Conducted a tech run to ensure everything functions correctly. | Completed |
| 07/09/2023 | MIS | OSR6 Day 1 | Activity Based | Technical Support | Managed and planned activities for OSR6 Day 1. | Completed |
| 07/09/2023 | MIS | Video editing - HIMS countdown for unveiling | Video Editing | Video Editing | Edited the HIMS countdown video for the unveiling. | Completed |
| 08/09/2023 | MIS | OSR6 Day 2 | Activity Based | Technical Support | Managed and planned activities for OSR6 Day 2. | Completed |
| 11/09/2023 | MIS | Graphics - Certificate of recognition | Graphics | Design/Layout | Designed the Certificate of recognition. | Completed |
| 11/09/2023 | ARD Rachel | Random ads pop out | ICT Helpdesk | Technical Assistance | Assess and resolved random ad pop-up issue. | Completed |
| 11/09/2023 | Maam Yolly | Site can't be reached | ICT Helpdesk | Technical Assistance | Assess and resolved the issue of the site not being reachable. | Completed |
| 11/09/2023 | Maam Rossel | Set up printer | ICT Helpdesk | Technical Assistance | Set up the printer for use. | Completed |
| 11/09/2023 | Maam Cathy | No internet connection | ICT Helpdesk | Technical Assistance | Assess and resolved the issue of no internet connection. | Completed |
| 12/09/2023 | Maam Flor | Technical support WHIC | Activity Based | Technical Support | Provided ICT Helpdesk for WHICH in AVR. | Completed |
| 12/09/2023 | Maam Flor | Technical support WHIC | Activity Based | Technical Support | Provided ICT Helpdesk for WHICH in Briefing room. | Completed |
| 13/09/2023 | Maam Emily | Reinstall payroll | Software/HR | Technical Assistance | Reinstalled the payroll software. | Completed |
| 13/09/2023 | Sir Bong | Troubleshoot printer - require attention | ICT Helpdesk | Technical Assistance | Troubleshoot and provided attention to printer issues. | Completed |
| 14/09/2023 | Maam May Ann | Keyboard is not detected | ICT Helpdesk | Technical Assistance | Assess and resolved keyboard detection issue. | Completed |
| 14/09/2023 | Maam Andrea | Graphics - Social media card for CoCaNut | Graphics | Design/Layout | Designed the social media card for CoCaNut. | Completed |
| 18/09/2023 | Maam Kristine | Technical Support Pre-Bidding | Activity Based | Technical Support | Provided ICT Helpdesk for bidding. | Completed |
| 18/09/2023 | Maam Tara | DTR Enrollment of DMO | Other | Data Management | Enrolled DMO in the DTR system. | Completed |
| 18/09/2023 | Nong Jonathan | DTR Enrollment of driver | Other | Data Management | Enrolled a driver in the DTR system. | Completed |
| 18/09/2023 | Maam Cathy | Troubleshoot printer - printer disconnected | ICT Helpdesk | Technical Assistance | Troubleshoot and reconnected the printer. | Completed |
| 18/09/2023 | Maam Flor | Stretched monitor display | ICT Helpdesk | Technical Assistance | Assess and resolved stretched monitor display issue. | Completed |
| 19/09/2023 | Sir Kurt | ICT Helpdesk - Briefing room | ICT Helpdesk | Technical Assistance | Provided ICT Helpdesk for the briefing room. | Completed |
| 20/09/2023 | Maam Andrea | Troubleshoot internet connection | ICT Helpdesk | Technical Assistance | Troubleshoot and resolved internet connection issues. | Completed |
| 20/09/2023 | Maam Yolly | Troubleshoot internet connection | ICT Helpdesk | Technical Assistance | Troubleshoot and resolved internet connection issues. | Completed |
| 21/09/2023 | Maam Flor | ICT Helpdesk - Creative industry | ICT Helpdesk | Technical Assistance | Provided ICT Helpdesk for the creative industry. | Completed |
| 21/09/2023 | Maam Andrea | Graphics - Certificate of appreciation for CoCaNuT | Graphics | Design/Layout | Designed the Certificate of appreciation for CoCaNuT. | Completed |
| 21/09/2023 | Maam Andrea | Graphics - Certificate of participation for CoCaNuT | Graphics | Design/Layout | Designed the Certificate of participation for CoCaNuT. | Completed |
| 25/09/2023 | Maam Andrea | Graphics - Social media card for posting of CoCaNut | Graphics | Design/Layout | Designed the social media card for posting of CoCaNut. | Completed |
| 25/09/2023 | Maam Cathy | Troubleshoot printer - inaccessible printer options | ICT Helpdesk | Technical Assistance | Installed printer driver to access the additional options. | Completed |
| 28/09/2023 | Maam Au | Set up Microsoft Authenticator app for mobile | ICT Helpdesk | Technical Assistance | Set up Microsoft Authenticator app on mobile. | Completed |
| 28/09/2023 | Maam Caesa | Monitor has no display | ICT Helpdesk | Technical Assistance | Assess and resolved monitor display issues by checking power cord. | Completed |
| 29/09/2023 | Maam Anne | Troubleshoot printer - no power | ICT Helpdesk | Technical Assistance | Transferred the power cord to a different power slot. | Completed |

**iMMIS Technical Assistances for the month of September**

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| --- | --- | --- | --- | --- | --- | --- |
| Date | Employee/ Department | Activity/Task/Problem | Category | Request Type | Solution | Status |
| 13/09/2023 | iMMIS | Add system logs per pages | IT/Development | System Enhancement | Implemented system logs per pages. | Completed |
| 13/09/2023 | iMMIS | Create Audit Trail for Client approval page | IT/Development | Trailing | Develop Audit trail for Client approval page. | Completed |
| 13/09/2023 | iMMIS | Create Audit Trail for Assistance approval page | IT/Development | Trailing | Develop Audit trail for Assistance approval page. | Completed |
| 13/09/2023 | iMMIS | Create Audit Trail for MSME approval page | IT/Development | Trailing | Develop Audit trail for MSME approval page. | Completed |
| 13/09/2023 | iMMIS | Create Audit Trail for Client page | IT/Development | Trailing | Develop Audit trail for Client page. | Completed |
| 13/09/2023 | iMMIS | Create Audit Trail for Assistance page | IT/Development | Trailing | Develop Audit trail for Assistance page. | Completed |
| 13/09/2023 | iMMIS | Create Audit Trail for MSME page | IT/Development | Trailing | Develop Audit trail for MSME page. | Completed |
| 13/09/2023 | iMMIS | Create Audit Trail for MSME Branches | IT/Development | Trailing | Develop Audit trail for MSME Branches. | Completed |
| 13/09/2023 | iMMIS | Create Audit Trail for MSME Asset sizes | IT/Development | Trailing | Develop Audit trail for MSME Asset sizes. | Completed |
| 13/09/2023 | iMMIS | Create Audit Trail for MSME Business Stages | IT/Development | Trailing | Develop Audit trail for MSME Business Stages. | Completed |
| 13/09/2023 | iMMIS | Create Audit Trail for MSME Programs | IT/Development | Trailing | Develop Audit trail for MSME Programs. | Completed |
| 13/09/2023 | iMMIS | Create Audit Trail for MSME Capital Structure | IT/Development | Trailing | Develop Audit trail for MSME Capital Structure. | Completed |
| 13/09/2023 | iMMIS | Create Audit Trail for MSME Product Lines | IT/Development | Trailing | Develop Audit trail for MSME Product Lines. | Completed |
| 13/09/2023 | iMMIS | Create Audit Trail for MSME Financial Aids | IT/Development | Trailing | Develop Audit trail for MSME Financial Aids. | Completed |
| 13/09/2023 | iMMIS | Create Audit Trail for DTI Programs | IT/Development | Trailing | Develop Audit trail for DTI Programs. | Completed |
| 13/09/2023 | iMMIS | Create Audit Trail for DTI Trainings | IT/Development | Trailing | Develop Audit trail for DTI Trainings. | Completed |
| 13/09/2023 | iMMIS | Create Audit Trail for MSME Online Platform | IT/Development | Trailing | Develop Audit trail for MSME Online Platform. | Completed |
| 13/09/2023 | iMMIS | Audit Trail Sales histories | IT/Development | Trailing | Develop Audit trail for Sales histories. | Completed |
| 13/09/2023 | iMMIS | Test the developed audit trails | Testing/Quality | Testing | Conducted testing of audit trails. | Completed |
| 13/09/2023 | iMMIS | DV Digital Ocean's for September | Documents | Disbursement Voucher | Processed the disbursement voucher of Digital Ocean for September. | Completed |

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| NC ICT Helpdesks | 39 |
| Activity based technical assistances | 6 |
| Graphics | 10 |
| ICT helpdesk | 18 |
| Video editing | 2 |
| Other | 3 |

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| --- | --- |
| iMMIS ICT Helpdesks | 20 |
| Audit trail | 17 |
| Documents | 1 |
| System Enhancement | 1 |
| Testing | 1 |

Prepared by:

**DAN ALFREI FUERTE**

NC/iMMIS Technical Support Staff

Reviewed by:

**ANGELO PATRIMONIO**

STIDS/IT Officer

Approved by:

**YOLANDA GALLENERO**

STIDS/OIC - BDD