MEMORANDUM

FOR	:	**ALL ITDI Employees**
FROM	:	**DR. ZORAYDA V. ANG** OIC, Deputy Director for ATS and Chief, PMISD
NOTED BY	:	**DR. ANNABELLE V. BRIONES** Director
SUBJECT	:	**Synology Chat Messenger for PMISD-MIS IT Support Request**
DATE	:	19 July 2021

To ensure efficient and secured communication of ICT technical service request the Planning and Management Information Systems Division – Management Information Section (PMISD-MIS), we require everyone to use the Synology Chat to raise IT related concerns/requests such as computer troubleshooting, network connection, software installation, email request, file server request and others.
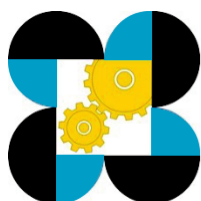
We have created the following channel in the Synology Chat as means of communication and are separated per Division for easy monitoring of request. This group will be maintained by the respective divisions Computer Maintenance Pool and PMISD-MIS:

Division	Name of Private Chat Group/Channel	Computer Maintenance Pool as per ITDI Special Order No.23 and No. 123
ADM	MIS_ADM-TechSupport	Liezl Cudapas
CED	MIS_CED-TechSupport	Jay-Ar Banados
EBD	MIS_EBD-TechSupport	Mario Josefino Capule / John Paul Matthew Guzman
FMD	MIS_FMD-TechSupport	Julie Ann P. Geneta
FPD	MIS_FPD-TechSupport	Bienvenido Flores/ Virjo-Anne Lacasandile
MSD	MIS_MSD-TechSupport	Marianito Margarito / Alvin Collera
NMD	MIS_NMD-TechSupport	John Mark Tolentino
OD/ODD	MIS_OD-ODD-TechSupport	Kristoffer Rem C. Labing-isa
PMISD	MIS_PMISD-TechSupport	Joseph M. Pasag

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Republic of the Philippines
Department of Science and Technology
INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE
DOST Compound, General Santos Ave., Bicutan, Taguig City
Tel. Nos.: 8837-2071 to 82 (DOST Trunklines)
Telefax No.: 8837-3167 / 8837-6150
www.itdi.dost.gov.ph

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PTD	MIS_PTD-TechSupport	Ericson Nolasco
STD	MIS_STD-TechSupport	Liza Lagpao /Alvin Umali
TSD	MIS_TSD-TechSupport	Rey Adrian Ilarde / Karen Cruz
CMP	MIS_CMP-TechSupport	PMISD-MIS and CMP

The Computer Maintenance Pool are tasked to add all employees in their respective divisions as members to the chat group/channel and to regularly update the members in case there will be new/retired/resigned employees.

We require everyone to use the Synology Chat in order to avoid using unofficial request platform, namely the Facebook messenger or other similar platforms in raising requests to PMISD-MIS. This is to ensure that your request will be received immediately, properly recorded and acted upon.

The MIS Form such as the ICT Troubleshooting Request Form, Software Installation Form and others are still being implemented, this is only added as a primary way of communicating your request.

The Synology Chat application was previously installed in your computer/laptop. It can also be downloaded in the Google Playstore for mobile devices. For any concerns on this matter, you may call Ms. Clare Capito at local 2205.

Attached is the procedure on how to access the group and add members for your reference.

Thank you.

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