**QUALITY CONTROL PLAN**

*Effective as of: January 8, 2024*

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| Name of the Process: | **ICT Management**: User Support/Help Desk |

| **SOURCE OF INPUTS** | **INPUTS** | **ACTIVITY** | **RESPONSIBILITIES** | **OUTPUTS** | **CUSTOMER** | **CONTROLS** |
| --- | --- | --- | --- | --- | --- | --- |
| *(Position Title, Office Name providing the inputs)* | *(Information, Documents, Materials, etc.)* | *(Main and Sub-activities, Process Steps)* | *(Position Title/Office Name performing the activity)* | *(Title of Documents, Service, Products)* | *(Recipient of outputs)* | *(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)* |
| Schools of Division Office  Schools | Client requirements | 1. Acknowledging the requirements | Information and Communication Technology Unit | Calendar of Activities | Information and Communication Technology | SDO-OSDS-F020  Help Desk Form |
| Information and Communication Technology Unit | Technical Assistance Form-Report | 1. Provision of requirement | Information and Communication Technology Unit | Technical Assistance  Report | Schools Division Office  Schools | SDO-OSDS-F020  Help Desk Form |
| Division Personnel | Technical Assistance  Report | 1. Analysis of Feedback | Information Technology Officer I | Consolidation of feedback | Division Personnel | SDO-OSDS-F017  Technical Assistance Form – Report |

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| Prepared by: |  |  | Approved by: |
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| **MARK BRYAN F. VALENCIA** | **CELEDONIO B. BALDERAS JR.** |
| Information Technology Officer I | Schools Division Superintendent |