



# **Information Communication Technology Division**



## 1. Attending to Client Inquiries

Attending to Client Inquiries by receiving of Request Form and recorded after the approval of ICT Team Leader and proceed for proper action.

<b>Office or Division:</b>	Information Communication Technology Division			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Employees of the Provincial Government of Lanao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Form, Request Letter (2 copies)		ICT person in-charge		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Request for technical assistance	1. Filled Out Office Log Book (Applicant)	None	1 Minute	
	1.1 Filled up Request Form (Applicant)	None	1 Minute	
	1.2 Received, recorded the Request Form and route to the Division Head	None	2 Minutes	Marlon D. Apat Computer Maintenance Technologist I
	1.3 Approved the Request Form and assigned to the technical staff available	None	1 Minute	Charles R. Bacalla Computer Programmer II Louie C. Mata Programmer I
	1.4 Informed the client that he/she will proceed to his/her office and/ or advised the client for proper action on his/her request	None	2 Minutes	Jaimes Gary L. Sara Data Entry Machine Operator I Joel Karl Malinao Data Entry Machine Operator I Charles R. Bacalla



				Computer Programmer II Louie C. Mata Programmer I Marlon D. Apat Computer Maintenance Technologist I
<b>TOTAL:</b>		<b>None</b>	<b>7 Minutes</b>	



## 2. Attending to Online Clients

Attending to online clients by receiving of Request Form/Request Letter thru online and recorded after the approval of ICT Team Leader and proceed for proper action.

<b>Office or Division:</b>	Information Communication Technology Division			
<b>Classifications:</b>	Complex			
<b>Type of Transactions:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Employees of the Provincial Government of Lanao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Form, Request Letter (2 copies)			ICT person in-charge	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Request for technical assistance	1. Filled up online Request Form (Applicant)	None	1 Minute	
	1.1 Received, recorded the Request Form and route to the Division Head	None	2 Minutes	Marlon D. Apat Computer Maintenance Technologist I
	1.2 3. Approved the Request Form and assigned to the technical staff available	None	1 Minute	Charles R. Bacalla Computer Programmer II Louie C. Mata Programmer I
	1.3 4. Informed or advised the client for proper action on his/her request	None	7 Days	Jaimes Gary L. Sara Data Entry Machine Operator I Joel Karl Malinao Data Entry Machine Operator I



				Charles R. Bacalla Computer Programmer II Louie C. Mata Programmer I Marlon D. Apat Computer Maintenance Technologist I
<b>TOTAL:</b>		<b>None</b>	<b>7 Days &amp; 4 Minutes</b>	



### 3.Repair and Maintenance of Software Services

Repair and maintenance of software services by filled out office log book and applied proper action after verify the request of ICT Team leader.

<b>Office or Division:</b>	Information Communication Technology Division			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Employees of the Provincial Government of Lanao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Form, Request Letter(2 copies)			ICT person in-charge	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Client request	1. Filled Out Office Log Book (Applicant)	None	1 Minute	
	1.1 2.Received, recorded and 1.2 route to the Division 1.3 Head	None	1 Minute	Marlon D. Apat Computer Maintenance Technologist I
	1.4 3. Verify the request	None	1 Minute	Charles R. Bacalla Computer Programmer II Louie C. Mata Programmer I
	1.5 4.Informed the client 1.6 regarding his/her request 1.7 and applied proper action 1.8 for repairing and 1.9 maintenance request	None	2 Days	Jaimes Gary L. Sara Data Entry Machine Operator I Joel Karl Malinao Data Entry Machine Operator I Charles R. Bacalla Computer Programmer II Louie C. Mata Programmer I Marlon D. Apat Computer Maintenance Technologist I
	<b>TOTAL:</b>	<b>None</b>	<b>2 Days &amp; 3 Minutes</b>	



## 4.Repair and Maintenance of Hardware Services

Repair and maintenance of hardware services by filled out office log book and applied proper action after verify the request of ICT Team leader.

<b>Office or Division:</b>	Information Communication Technology Division			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Employees of the Provincial Government of Lanao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Form, Request Letter(2 copies)			ICT person in-charge	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Client request	1. Filled Out Office Log Book (Applicant)	None	1 Minute	
	1.1 Received, recorded and 1.2 route to the Division Head	None	1 Minute	Marlon D. Apat Computer Maintenance Technologist I
	1.3 Verify the request	None	1 Minute	Charles R. Bacalla Computer Programmer II Louie C. Mata Programmer I
	1.4 .Informed the client regarding his/her request 1.5 and applied proper action 1.6 for repairing and 1.7 maintenance request	None	2 Days	Jaimes Gary L. Sara Data Entry Machine Operator I Joel Karl Malinao Data Entry Machine Operator I Charles R. Bacalla Computer Programmer II Louie C. Mata Programmer I Marlon D. Apat Computer Maintenance Technologist I
<b>TOTAL:</b>		<b>None</b>	<b>2 Days &amp; 3 Minutes</b>	



## 5. On-Field Repair and Maintenance of Software Services

On-field repair and maintenance of software services by receiving of Request Form/Request Letter thru online or personal and recorded after the approval of ICT Team Leader and proceed on-field for proper action.

<b>Office or Division:</b>	Information Communication Technology Division			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Employees of the Provincial Government of Lanao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Form, Request Letter(2 copies)			ICT person in-charge	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Request for technical assistance	1. Filled up Request Form (Applicant)	None	1 Minute	
	1.1 Received, recorded the Request Form and route to the Division Head	None	2 Minutes	Marlon D. Apat Computer Maintenance Technologist I
	1.2 Approved the Request Form and assigned to the technical staff available	None	1 Minute	Charles R. Bacalla Computer Programmer II Louie C. Mata Programmer I
	1.3 Informed the client 1.4 regarding his/her request 1.5 and applied proper 1.6 action for repairing and 1.7 maintenance request	None	2 Days	Jaimes Gary L. Sara Data Entry Machine Operator I Joel Karl Malinao Data Entry Machine Operator I Charles R. Bacalla Computer Programmer II Louie C. Mata Programmer I Marlon D. Apat Computer Maintenance Technologist I
	<b>TOTAL:</b>	<b>None</b>	<b>2 Days &amp; 4 Minutes</b>	





## 6. On-Field Repair and Maintenance of Hardware Services

On-field repair and maintenance of hardware services by receiving of Request Form/Request Letter thru online or personal and recorded after the approval of ICT Team Leader and proceed on-field for proper action.

<b>Office or Division:</b>	Information Communication Technology Division			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Employees of the Provincial Government of Lanao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Form, Request Letter(2 copies)			ICT person in-charge	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Request for technical assistance	1. Filled up Request Form (Applicant)	None	1 Minute	
	1.1 Received, recorded the Request Form and route to the Division Head	None	2 Minutes	Marlon D. Apat Computer Maintenance Technologist I
	1.2 Approved the Request Form and assigned to the technical staff available	None	1 Minutes	Charles R. Bacalla Computer Programmer II Louie C. Mata Programmer I
	1.3 Informed the client regarding his/her request and applied proper action for repairing and maintenance request	None	2 Days	Jaimes Gary L. Sara Data Entry Machine Operator I Joel Karl Malinao Data Entry Machine Operator I Charles R. Bacalla Computer Programmer II Louie C. Mata Programmer I Marlon D. Apat Computer Maintenance Technologist I
<b>TOTAL:</b>		<b>None</b>	<b>2 Days &amp; 4 Minutes</b>	

