Office of the City Administrator – City Information and Communication Technology Office

Internal Services

1. Processing of IT Equipment Repair/Maintenance

The IT equipment of the City Government of San Pedro undergo regular maintenance to prevent damage to its software or hardware. However, should there be any problems, the City Information and Communications Technology Office (CICTO) looks into these damages and repairs it accordingly.

Office or Division:	City Information and Communications Technology Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Any current city government employee or former employee			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. IT Equipment Repair/Maintenance Request Form (1 Original Copy)		CICTO		
2. IT Equipment Recommendation Form (1 Original Copy)		CICTO		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Accomplish and submit the Repair and Maintenance Request Form	1. Receive and verify the request.	None	5 minutes	*Action Officer CICTO*
2. Wait for the resolution or result of diagnosis.	2. Diagnose the problem and inform the end-user of the findings. Notes: • If serviceable equipment, repair the IT equipment. • If unserviceable, draft a recommendation letter for disposal.	None	3 days	*Action Officer CICTO*
3. Wait for the serviceable equipment to undergo repair.	3. Repair the equipment.	None	Simple – 3 days Moderate – 7 days Complex –14 days	*Computer Technician CICTO*
4. Wait for IT equipment to be released.	4. Release IT equipment	None	10 minutes	*Computer Technician CICTO*

		None		Computer Technician CICTO
	TOTAL:	**None**	**Simple – 6 Days and 15 Minutes Moderate – 16 Days and 15 Minutes Complex – 16 Days and 15 Minutes**	

2. Processing of Local Area Network Cabling Setup

The CICTO can set-up a local area network at the various offices to establish internet connectivity, which has become essential to the overall productivity and efficiency of the departments, when it comes to performing their duties and responsibilities. In addition, CICTO also provides technical assistance for the installation of mobile devices such as multimedia projectors and printers.

Office or Division:	City Information and Communications Technology Office				
Classification:	Complex				
Type of Transaction:	G2G – Government to Government				
Who may avail:	Any current city government employee or former employee				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. IT Equipment Repair/Maintenance Request Form (1 original)		CICTO			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Accomplish and submit the Repair and Maintenance Request Form.	1. Receive and verify the request.	None	5 minutes	Action Officer CICTO	
2. Wait for action officer to assess the location/site	2. Receive and verify the request.	None	10 minute	Action Officer CICTO	
	2.1 Assess the location/site	None	1 hour	Action Officer CICTO	
4. Wait for staff-in-charge to set up LAN Cables.	4. Install and configure LAN cables.	None	Simple – 4 hours Moderate – 3 days Complex – 7 days	Computer Technician CICTO	
	Total:	**None**	**Simple – 4 Hours and 20 Minutes Moderate – 3 Days, 3 Hours, and 20 Minutes Complex – 7 Days, 3 Hours, and 20 Minutes**		

3. Processing of IT Equipment and Software Recommendation

CICTO provides the appropriate specifications for equipment and software based on the nature of work or function of requesting department/office/employee.

Office or Division:	City Information and Communications Technology Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Various City Departments and Offices			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Approved letter request (1 Original Copy)		City Department/Office Heads		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit approved letter request for the acquisition of IT equipment/software.	1. Receive approved letter request.	None	1 day	*Administrative Staff* CICTO
	1.1 Conduct interview to the requesting department/office	None	1 day	*Action Officer* CICTO
2. Wait for the recommendation of CICTO	2. Draft comments/recommendation letter with appropriate IT equipment/software specifications.	None	1 day	*Action Officer* CICTO
3, Receive final recommendation from the CICTO.	4. Release comments/recommendation letter with appropriate technical specifications.	None		*Administrative Staff* CICTO
	Total:	**None**	**3 Days**	

4. Processing of Inspection for all delivered IT Equipment and Peripherals

The CICTO Inspector will be responding to inspect and verify if the delivered IT equipment and peripherals based on P.O or contract are compliant to the required quality and specifications. The CICTO Inspector will certify and secure a copy of the IT Equipment Inspection Certification and shall certify with the Acceptance and Inspection Report from the General Services Office.

Office or Division:	City Information and Communication Technology Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	Supplier, Contractor			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Purchase Order or Contract		General Services Office and Procurement Office		
2. Acceptance and Inspection Report				
3. Delivered equipment/peripherals				
4. Technical Specifications				
5. Notice of Delivery				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Notice of Delivery.	1. Receive Notice of Delivery and inform the inspectorate of the schedule.	None	5 minutes	*Administrative Staff* CICTO
2. Inspect the delivered items together with CICTO Inspectorate.	2. Draft a certification for the delivered items.	None	1 day for less than 20 items and 3 days for more than 20 items	*Action Officer* CICTO
3. Receive final recommendation with technical specifications.	3. Release comments/recommendation letter with technical specification.	None	5 minutes	*Administrative Staff* CICTO
	TOTAL:	**None**	**1 Day and 10 Minutes for less than 20 items; 3 Days and 10 Minutes for more than 20 items**	