



PLANNING, POLICY, AND SPECIAL PROJECTS DEPARTMENT—Quezon City

INTERNAL SERVICES



8.1.a. MIS Technical Assistance/Service (Simple Troubleshooting)

Assistance/Service is given to SRA employees who seek technically related matters pertaining to ICT equipment and its peripherals through email, phone or walk-in.

Office or Division:	Planning, Policy and Special Projects Department/ (PPSPD) / Planning, Policy & Programming Division (PPPD) / MIS Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	SRA Employees.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for technical assistance/service through email, phone or walk-in		SRA employees requesting for the assistance/ service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for technical assistance/service through email, phone or walk-in at the MIS Section of PPSPD	1.1. Acknowledges the request, checks and assesses the assistance / service. Fills-out the Service Request Form on the details of the assistance/service sought. * Simple - includes services like printer error, no monitor display, loose connections, and other related troubleshooting concerns.	None	1 hour	MIS Assistant/ Computer Operator IV
	Approves the Service Request		30 minutes	Information Systems Analyst III
	1.2. Carries-out the technical assistance/ service needed	None	Simple - 1 day	MIS Assistant/ Computer Operator IV
	1.3. Informs the requester once the assistance/service has been completed	None	30 minutes	MIS Assistant/ Computer Operator IV
2. Acknowledges the completeness of the technical assistance/service at the MIS Section of PPSPD	2. Ask the requester to sign on the Requestor portion and the Date of Acceptance in the Service Request Form for the assistance/ service rendered	None	10 minutes	MIS Assistant/ Computer Operator IV
	Total	None	1 day	

8.1.b. MIS Technical Assistance/Service (Complex Troubleshooting)

Assistance/Service is given to SRA employees who seek technically related matters pertaining to ICT equipment and its peripherals through email, phone or walk-in.

Office or Division:	Planning, Policy and Special Projects Department/ (PPSPD) / Planning, Policy & Programming Division (PPPD) / MIS Section			
Classification:	Complex			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	SRA Employees.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for technical assistance/service through email, phone or walk-in		SRA employees requesting for the assistance/service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for technical assistance/service through email, phone or walk-in at the MIS Section of PPSPD	1.1. Acknowledges the request, checks and assesses the assistance / service. Fills-out the Service Request Form on the details of the assistance/service sought. * Complex— includes services like hard disk error (reformat), installation of software, LAN cabling, and other related troubleshooting concerns.	None	1 hour	MIS Assistant/ Computer Operator IV
	Approves the Service Request	None	30 minutes	Information Systems Analyst III
	1.2. Carries-out the technical assistance/ service needed	None	Complex - 2 days	MIS Assistant/ Computer Operator IV
	1.3. Informs the requester once the assistance/service has been completed	None	30 minutes	MIS Assistant/ Computer Operator IV
2. Acknowledges the completeness of the technical assistance/service at the MIS Section of PPSPD	2. Ask the requester to sign on the Requestor portion and the Date of Acceptance in the Service Request Form for the assistance/ service rendered	None	10 minutes	MIS Assistant/ Computer Operator IV
	Total	None	2 days	