

CITIZEN'S CHARTER



Republic of the Philippines
MUNICIPALITY OF SAN FRANCISCO
 San Francisco, Agusan del Sur

ICT EQUIPMENT ACQUISITION RECOMMENDATION

This service ensures that all requests for new or replacement equipment are thoroughly reviewed for technical suitability, cost-effectiveness, and alignment with organizational goals.

Office	Information Communication Technology Division (ICTD)			
Classification	Simple			
Type of transaction	G2G			
Who may avail	All Employees			
Checklist of Requirements			Where to Secure	
1. ICT Equipment Acquisition Recommendation Form			Can be downloaded at https://www.sfads.gov.ph	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Fill up the ICT Equipment Acquisition Recommendation Form	1. Receive and Acknowledge 2. Initial Review 3. Evaluate the Recommendation 4. Conduct Market Research 5. Provide a Recommended equipment, supplier options and cost estimates.	None	10 minutes	IT Officer

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ICT EQUIPMENT REQUEST FOR REPAIR

Handles the submission and management of repair requests for damaged or faulty ICT equipment

Office	Information Communication Technology Division (ICTD)
Classification	Simple
Type of transaction	G2G
Who may avail	All Employees

Checklist of Requirements	Where to Secure
1. ICT Equipment Repair Request Form	Can be downloaded at https://www.sfads.gov.ph

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit filled out ICT Equipment Repair Request Form	<ol style="list-style-type: none"> 1. Receipt and Logging 2. Initial Review 3. Assessment and Diagnosis 4. Repair Process 5. Testing and Verification 6. Return and Notification 7. Documentation and Closure 8. Feedback and Review 	None	1 day or longer, depending on the complexity	IT Support Staff

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ICT SUPPORT TICKETING

It documents the problem or request, tracks its status, and ensures timely resolution by the ICT support team. This system helps in managing and prioritizing support tasks efficiently, facilitating effective communication between users and IT staff.

Office	Information Communication Technology Division (ICTD)			
Classification	Simple			
Type of transaction	G2G			
Who may avail	All Employees			
Checklist of Requirements			Where to Secure	
1. ICT Support Ticket Form			Can be downloaded at https://www.sfads.gov.ph	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit filled out ICT Support Ticket Form	1. Acknowledge Receipt 2. Log and Categorize 3. Assign to Technician 4. Investigate and Diagnose 5. Resolve or Escalate 6. Update Ticket 7. Communicate with User 8. Verify Resolution 9. Close Ticket 10. Collect Feedback	None	1 day or longer, depending on the complexity	IT Support Staff