C. Information and Communications Technology Unit

1. User Account Management for Centrally Managed Systems

Creation, deletion and renaming of user accounts, and resetting of passwords for the regular SDO proper and field personnel. This includes, but not limited to unless specified in different service, the DepEd Google for Education Accounts, DepEd Partnerships Database System, etc.

Office or Division:	ICT Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	SDO Personnel, School-based Personnel

CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
• ICT Technical Assistance Form				• ICT Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of accomplished ICT technical assistance form	1.1. Stamping "Received" on the document	None	1 minute	Records Section
	1.2. Transmitting the stamped document to the ICT Unit	None	5 minutes	
	1.3. Receive stamped document	None	1 minute	Client
	1.4. Evaluate the document and interview the client	None	10 minutes	ICT Unit
	1.5. Create/ delete/ rename account or reset password of client account	None	15 minutes	ICT Unit
	1.6. Give the credentials to the client	None	5 minutes	Client and ICT Unit
	Total:	**None**	**38 minutes**	

2. Checking of email sent	2.1. None	None	2 minutes	ICT Unit
	2.2. Evaluate the document sent. If blurry or has erroneous entry, return to sender. If client has no signature, return to sender.	None	10 minutes	ICT Unit
	2.3. Create/ delete/ rename account or reset password of client account	None	15 minutes	ICT Unit
	2.4. Give the credentials to the sender	None	5 minutes	ICT Unit
Total		**None**	**32 minutes**	

2. Troubleshooting of ICT Equipment

Evaluation, Assessment and Troubleshooting of government-procured ICT Equipment of SDO.

Office or Division:	ICT Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	SDO Personnel			
CHECKLIST OF REQUIREMENTS				**WHERE TO SECURE**
• ICT Technical Assistance Form				ICT Unit
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submission of accomplished ICT technical assistance form	1.1. Stamping "Received" on the document	None	1 minute	Records Section
	1.2. Transmitting the stamped document to the ICT Unit	None	5 minutes	
	1.3. Receive stamped document	None	1 minute	Client
	1.4. Evaluate the document and interview the client	None	10 minutes	ICT Unit
	1.5. Evaluate and analyze the ICT equipment	None	30 minutes to an hour	ICT Unit
	1.6. Troubleshoot the equipment If troubleshooting is possible to finish within the day, troubleshoot the equipment If troubleshooting is not possible to finish within the day, give recommendation to the client for next step	None	1 hour	Client and ICT Unit
	1.7. Give recommendation	None	15 minutes	ICT Unit

	to the client on what to do				
	1.8. Return the equipment to the client	None	5 minutes	ICT Unit	
	TOTAL	**NONE**	**2 hours and 7 minutes**		

3. Uploading of Publications

This describes the procedures in the uploading of publications on the official website and Workplace group account.

Office or Division:	Information and Communications Technology (ICT) Unit
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Uploading of Publications Request Sheet 2. Request Sheet – Certification of Published Article/s	ICT Unit
3. Request Sheet 4. Announcements 5. Articles	Records Unit
6. Issuances 7. Bidding Documents 8. Invitation to Bid 9. Request for Quotation 10. Notice of Award 11. Notice to Proceed	Bids and Awards Committee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Request Sheet	1.1 Give the Request Sheet and receive the document/s	None	2 minutes	Administrative Assistant III / ICTU
	1.2 Receive the document/s	None	2 minutes	
	1.3 Verify the document/s to be uploaded	None	2minutes	
	1.4 Scan the document/s to PDF format	None	5 minutes	
	1.5 Upload the document/s on the website or Workplace	None	5 minutes	
	TOTAL	None	**16 minutes**	