



Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
REGION XIII (CARAGA)

1559 Matimco Bldg, Km 4., Libertad, Butuan City

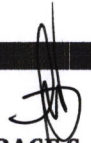
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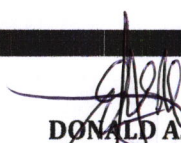
Document Code		
FM-R13-SP-01A-01		
Rev. No.	Eff. Date	Page
00	10.16.17	1 of 1

Name of Division/FOU: Office of the Regional Director

MASTER LIST OF MAINTAINED DOCUMENTED INFORMATION (INTERNAL)

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
PROVISION OF TECHNICAL ASSISTANCE ON ICT RESOURCES							
QP-R13-ORD-31	Quality Procedure	10.16.17					
QO-QP-R13-ORD-31	Quality Objective	10.16.17					
QME-QP-R13-ORD-31	Quality Monitoring and Evaluation	10.16.17					
FM-QP-R13-ORD-31-01	Process Summary Logsheet	10.16.17					
FM-QP-R13-ORD-31-02	Technical Assistance Request Form	10.16.17					
	Regional Order No. 2017-69						

Prepared By

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LGCO II
Regional Document Controller

Noted By

DONALD A. SERONAY
OIC Asst. Regional Director
Regional QMR



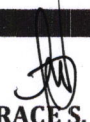
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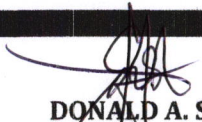
Document Code		
FM-R13-SP-01B-01		
Rev. No.	Eff. Date	Page
00	10.16.17	1 of 1

Name of Division/FOU: Office of the Regional Director

MASTER LIST OF MAINTAINED DOCUMENTED INFORMATION (EXTERNAL)

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
PROVISION OF TECHNICAL ASSISTANCE ON ICT RESOURCES							

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DILG-Region XIII
**QUALITY
 PROCEDURE (QP)**

Document Code		
QP-R13-ORD-31		
Rev. No.	Eff. Date	Page
00	10.01.17	1 of 2

PROCEDURE TITLE	Provision of Technical Assistance on ICT Resources		
SCOPE	This procedure starts from the request for technical assistance by requesting unit up to the furnishing a copy of the fully accomplished Technical Assistance Request Form(TARF) to the requesting unit.		
PURPOSE	To define standard procedure for the provision of technical assistance on ICT Resources		
PROCESS DESCRIPTION			
INPUT		PROCESS	OUTPUT
REQUESTING UNIT	Filled-out Part 1 of the TARF	Provision of Technical Assistance on ICT Resources	Copy of fully accomplished TARF REQUESTING UNIT

DESCRIPTIVE STATEMENT:

The requesting operating unit will fill out the Technical Assistance Request Form and submit the accomplished form to the IT Unit. The ITU will evaluate, conduct diagnosis (If it needs part replacement – refer to the Procurement Unit), troubleshooting, testing and endorse the ICT Resources to the requesting unit for acknowledgement of the completion of technical assistance.

Step No.	Responsible Personnel	Process/Activity	Details	References
1	Operating Unit	Fill out the TARF	<ul style="list-style-type: none"> Fill out the TARF and forward to IT Unit. 	TARF
2	IT Technical Staff	Receive request	<ul style="list-style-type: none"> Receive and log TARF in the Technical Assistance Log Book 	TARF TARF Technical Assistance Log Book
3	IT Technical Officer	Assess request	<ul style="list-style-type: none"> Assess the request to determine the specific concern or problem and fill out Part 2 of the TARF. 	TARF
4	IT Technical Officer	Act on the Request	<ul style="list-style-type: none"> Conduct troubleshooting based on the initial assessment and log the results to the TARF If within the means of IT Unit, provide resolution/s to ICT concern (e.g. Installation of softwares, rebooting of internet connection, etc.) and log to the TARF. If beyond the means of IT Unit, provide recommendation/s (e.g. Defective ICT parts) and log in the TARF 	TARF



DILG-Region XIII
**QUALITY
 PROCEDURE (QP)**

Document Code		
QP-R13-ORD-31		
Rev. No.	Eff. Date	Page
00	10.01.17	2 of 2

			<p>If ICT resources was found to be defective but within warranty period, coordinate with General Services Section to contact the Service Provider for resolution.</p> <p>If ICT resource was found to be defective but not anymore covered by a warranty, advise the End-user and coordinate with the General Services Section for Outside Repair or Parts Replacement.</p>	
6	IT Technical Officer	Conduct Testing	<ul style="list-style-type: none"> Conduct testing and log the result to the TARF. 	TARF
7	Requesting Unit	Acknowledge Completion of the Request for Technical Assistance	<ul style="list-style-type: none"> Sign "Accepted by:" portion of TARF to be confirmed by the IT Personnel. Rate timeliness and quality of the service provided by the IT Personnel. 	TARF
8	IT Personnel	Provide copy of TARF	<ul style="list-style-type: none"> Provide copy of the fully accomplished TARF to the requesting unit. 	TARF
9	IT Personnel	Retain Records	<ul style="list-style-type: none"> Retain records in accordance with the Control of Retained Documented Information Procedure and the Masterlist of Records. 	TARF

Prepared By	Reviewed By	Approved By
 VINCENT TROY C. CALO ITO I Process Owner	 DONALD A. SERONAY OIC-Asst. Regional Director Regional QMR	 LILIBETH A. FAMACION, CESO III Regional Director Top Management



DILG REGION XIII (CARAGA)
**QUALITY
OBJECTIVE (QO)**

Document Code		
QO-QP-R13-ORD-31		
Rev. No.	Eff. Date	Page
00	10.16.17	1 of 1

DIVISION/FOU	Office of the Regional Director
QUALITY PROCEDURE TITLE	Provision of Technical Assistance on ICT Resources

Function	Key Performance Indicators (KPI)			Frequency of Monitoring Results	Responsible for Monitoring	Applicable Documents (e.g. Tracker, Monitoring Log Sheet, Summary Log Sheet, Report, Memo, etc.)
	Objective	Target	Indicator/Formula (if applicable)			
To process all Technical Assistance Request Forms from the different Divisions/ Units in the office	• Fully Functional ICT Equipments after provision of technical assistance	• 80% of Technical Assistance Request Forms processed within the period	• Total number of Technical Assistance Request Forms processed within the period/ Total number of received Technical Assistance Request Forms within the period	• Monthly	• IT Personnel	• Technical Assistance Logbook • Technical Assistance Request Forms

Prepared By	Reviewed By	Approved By
 VINCENT TROY A. CALO IT Officer	 DONALD A. SERONAY OIC-Assst. Regional Director	 LILIBETH A. FAMACION, CESO III Regional Director
Process Owner	Regional QMR	Top Management

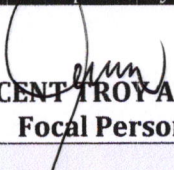
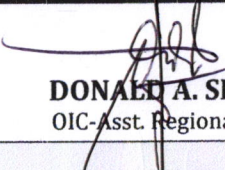
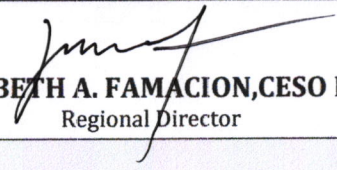


DILG REGION XIII (CARAGA)

**PROCESS QUALITY MONITORING
AND EVALUATION (QME)**

Document Code		
QME-QP-R13-ORD-31		
Rev. No.	Eff. Date	Page
00	10.16.17	1 of 1

DIVISON/FOU	Office of the Regional Director																													
PROCEDURE TITLE	Provision of Technical Assistance on ICT Resources																													
OBJECTIVE STATEMENT	1. 80% of Technical Assistance Request Forms processed within the period																													
CURRENT PERIOD																														
INDICATORS		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total																
Objective 1: 80% of Technical Assistance Request Forms processed within the day of receipt.																														
A	Total number of Technical Assistance Request Forms processed																													
B	Total number of received Technical Assistance Request Forms																													
C	Formula: $(A/B) \times 100$	Target Result: 80%																												
D	Gap Analysis: In case the objective is not met, put your analysis why it is not met																													
Note: For unmet targets, the QMS Secretariat will issue Corrective/																														
Action Report (C AR) duly signed by the DILG-XIII Deputy QMR.																														

Prepared By	Reviewed By	Approved By
 VINCENT TROY A. CALO Focal Person	 DONALD A. SERONAY OIC-Asst. Regional Director	 LILIBETH A. FAMACION, CESO III Regional Director
Process Owner	Regional QMR	Top Management



DILG - REGION XIII (CARAGA)

**Provision of Technical Assistance on ICT Resources
Process Summary Logsheets (PSL)**

Document Code
FM-QP-R13-ORD-31-01

Rev. No.	Eff. Date	Page
00	10.16.17	1 of 1

QUALITY OBJECTIVE: 1) 80 % of Technical Assistance Request Forms processed within the period

FREQUENCY OF MONITORING: Monthly

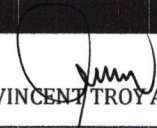
COVERED PERIOD:

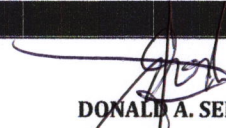
Due Date of Submission: Every 5th day of the ensuing month

Legend:

No.	Date	Total Number of received Technical Assistance Request Forms	Total Number of acted Technical Assistance Request Forms	Objective Results			Remarks/ Particulars
				Met	Unmet	Remarks, if unmet	
1							
2							
3							
4							
5							

Total
Result

Prepared By
 VINCENT TROY A. CALO
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Process Owner

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 DONALD A. SERONAY
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Regional QMR



DILG – Region XIII

TECHNICAL ASSISTANCE REQUEST FORM

Document Code

FM-QP-R13-ORD-31-01

Technical Assistance Reference

No.

NOTE: FILL-UP THIS FORM AND PLEASE WRITE LEGIBLY. (* - REQUIRED)

Part 1: (To be filled out by the requesting office.)

HARDWARE INFORMATION			
*Requested By:		*Equipment Type:	
*Section/Division/Operating Unit:		*Brand/Model:	
Problem/Concerned Encountered:			

Part 2: (To be filled out by the IT Personnel)

Date received:	
----------------	--

ICT Personnel:

INITIAL ASSESMENT:

<input type="checkbox"/> DESKTOP/LAPTOP REPAIR <input type="checkbox"/> Hardware Related <input type="checkbox"/> Software Related <input type="checkbox"/> PC Reformat <input type="checkbox"/> PC Tune-up <input type="checkbox"/> Virus Scanning	<input type="checkbox"/> INTERNET CONNECTIVITY <input type="checkbox"/> New Installation <input type="checkbox"/> Wired <input type="checkbox"/> Wireless <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Wired <input type="checkbox"/> Wireless	<input type="checkbox"/> SOFTWARE INSTALLATION <input type="checkbox"/> Microsoft Operation System <input type="checkbox"/> Microsoft Office <input type="checkbox"/> Antivirus <input type="checkbox"/> Other software/s (please specify) _____ _____
<input type="checkbox"/> PRINTER/SCANNER/COPIER <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Installation <input type="checkbox"/> Sharing/Networking	<input type="checkbox"/> GOVMAIL ASSISTANCE <input type="checkbox"/> Add/Modify Delete/Account <input type="checkbox"/> Unlock Account/Password Reset	<input type="checkbox"/> HARDWARE INSTALLATION <input type="checkbox"/> PC Assembly/Parts Replacement <input type="checkbox"/> PC/Printer/Scanner Setup <input type="checkbox"/> WiFi Router/Access Point Installation <input type="checkbox"/> Network Switch Deployment
<input type="checkbox"/> OTHERS (please specify) _____ _____ _____		

DESCRIPTION OF ICT CONCERN:

Assessed by: Date:

ACTION TAKEN/RESOLUTION/RECOMMENDATION:

TEST RESULT

Part 3: (To be filled out by the Requesting Unit & IT Personnel)

ACCEPTANCE OF SERVICE RENDERED		
Accepted by:	Date of Acceptance	Confirmed by:
_____	_____	_____
End-User's Signature over Printed name		IT Personnel/IT Officer

RATINGS AND EVALUATION:

	1 Poor	2 Good	3 Satisfactory	4 Very Satisfactory	5 Excellent
Timeliness					
Quality					

PROCESS/ACTIVITY
1. IT Personnelto receive the request for technical assistance.
2. ITPersonnel to assess the type of technical assistance needed.
3. IT to act on the request
4. IT Personnelto conduct testing.
5. Requesting Office/Unit to acknowledge the completion of the request for technical assistance

Prepared by:	Noted by:	Approved by:
VINCENT TROY A. CALO	DONALD A. SERONAY	LILIBETH A. FAMACION, CESO III
ITO 1	OIC-ASST. REGIONAL DIRECTOR	REGIONAL DIRECTOR
Process Owner	Regional QMR	Top Management