



Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
REGION XIII (CARAGA)
1559 Matimco Bldg, Km 4., Libertad, Butuan City
caraga.dilg.gov.ph

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FM-SP-R13-01A-01		
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Name of Division/FOU: Office of the Regional Director

MASTER LIST OF MAINTAINED DOCUMENTED INFORMATION (INTERNAL)

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 (TARF)	10.16.17					

Prepared By

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Noted By

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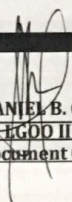
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
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Name of Division/FOU: Office of the Regional Director

MASTER LIST OF MAINTAINED DOCUMENTED INFORMATION (EXTERNAL)

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DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
Provision of Technical Assistance on ICT Resources							

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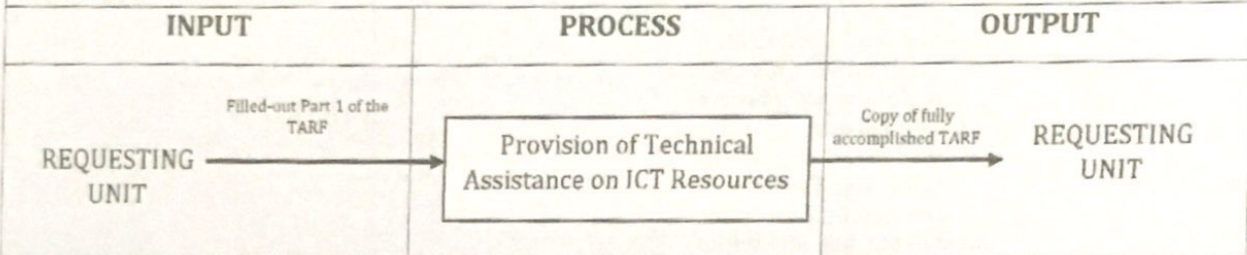
DILG – REGION XIII (CARAGA)
**QUALITY
PROCEDURE (QP)**

Document Code
QP-R13-ORD-31

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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



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. 	<ul style="list-style-type: none"> Technical Assistance Request Form (TARF) (FM-QP-R13-ORD-01-01)
2	IT Technical Staff	Receive request	<ul style="list-style-type: none"> Receive and log TARF in the Technical Assistance Log Book 	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> TARF (FM-QP-R13-ORD-01-01)
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 	<ul style="list-style-type: none"> TARF (FM-QP-R13-ORD-01-01)





DILG - REGION XIII (CARAGA)
**QUALITY
PROCEDURE (QP)**

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			<ul style="list-style-type: none"> log to the TARF. If beyond the means of IT Unit, provide recommendation/s (e.g. Defective ICT parts) and log in the TARF If ICT resources was found to be defective but within warranty period, coordinate with General Services Section to contact the Service Provider for resolution. 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. 	
6	IT Technical Officer	Conduct Testing	<ul style="list-style-type: none"> Conduct testing and log the result to the TARF. 	<ul style="list-style-type: none"> TARF (FM-QP-R13-ORD-01-01)
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. 	<ul style="list-style-type: none"> TARF (FM-QP-R13-ORD-01-01)
8	IT Personnel	Provide copy of TARF	<ul style="list-style-type: none"> Provide copy of the fully accomplished TARF to the requesting unit. 	<ul style="list-style-type: none"> TARF (FM-QP-R13-ORD-01-01)
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. 	<ul style="list-style-type: none"> TARF (FM-QP-R13-ORD-01-01)

Prepared By	Reviewed By		Approved By
 VINCENT TROY C. CALO IT Officer	 RAY GREGORY F. JARANILLA LGOO VII / Chief, LG MED	 DONALD A. SERONAY OIC-Asst. Regional Director	 LILIBETH A. FAMACION, CESO III Regional Director
Process Owner	Division Chief/Next Higher Supervisor	Deputy QMR	Regional QMR





DILG - REGION XIII (CARAGA)
QUALITY
PROCEDURE (QP)

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DILG REGIONAL XIII (CARAGA) TECHNICAL ASSISTANCE REQUEST FORM

Document Code
QP-R13-ORD-01-01

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Part 1 (To be filled out by the reporting officer)																					
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>Reporting Officer Information</p> <p>Name: _____</p> <p>Rank: _____</p> <p>Unit: _____</p> </div> <div style="width: 45%;"> <p>Incident Information</p> <p>Date: _____</p> <p>Time: _____</p> <p>Location: _____</p> </div> </div>																					
Part 2 (To be filled out by the IT Personnel)																					
<p>IT Personnel: _____</p>																					
<p>Incident Assessment</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> <p><input type="checkbox"/> System/Network Status</p> <p><input type="checkbox"/> Fully Operational</p> <p><input type="checkbox"/> Partially Operational</p> <p><input type="checkbox"/> Degraded</p> <p><input type="checkbox"/> Down</p> </div> <div style="width: 30%;"> <p><input type="checkbox"/> Services/Operations</p> <p><input type="checkbox"/> Fully Operational</p> <p><input type="checkbox"/> Partially Operational</p> <p><input type="checkbox"/> Degraded</p> <p><input type="checkbox"/> Down</p> </div> <div style="width: 30%;"> <p><input type="checkbox"/> Security/Incident Status</p> <p><input type="checkbox"/> No Incident</p> <p><input type="checkbox"/> Minor Incident</p> <p><input type="checkbox"/> Major Incident</p> <p><input type="checkbox"/> Critical Incident</p> </div> </div>																					
<p>Incident Details</p> <p>Description: _____</p> <p>Impact: _____</p> <p>Resolution: _____</p>																					
<p>Incident Review</p> <p>Reviewed by: _____</p> <p>Date: _____</p>																					
<p>Actions Taken</p> <p>_____</p> <p>_____</p> <p>_____</p>																					
<p>IT Remarks</p> <p>_____</p> <p>_____</p> <p>_____</p>																					
Part 3 (To be filled out by the Reporting Unit & IT Personnel)																					
<p>Acceptance and Signatures</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> <p>Accepted by: _____</p> </div> <div style="width: 30%;"> <p>Date of Acceptance: _____</p> </div> <div style="width: 30%;"> <p>Reviewed by: _____</p> </div> </div>																					
<p>Ratings and Evaluation</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th>1 Poor</th> <th>2 Good</th> <th>3 Satisfactory</th> <th>4 Very Satisfactory</th> <th>5 Excellent</th> </tr> </thead> <tbody> <tr> <td>IT Personnel</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Operations</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>					1 Poor	2 Good	3 Satisfactory	4 Very Satisfactory	5 Excellent	IT Personnel						Operations					
	1 Poor	2 Good	3 Satisfactory	4 Very Satisfactory	5 Excellent																
IT Personnel																					
Operations																					
<p>Other Notes</p> <p>_____</p> <p>_____</p> <p>_____</p>																					

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DILG REGION XIII (CARAGA)

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

Document Code

FM-QP-R13-ORD-41-01

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

FREQUENCY OF MONITORING: Monthly

COVERED PERIOD:

Due Date of Submission:

Legend:

No.	Date	Total Number of Request for ICT TA	Total Number of ICT TA responded within one (1) day or within	Objective Results			Remarks/Particulars
				Met	Unmet	Remarks, if unmet	
1							
2							
3							
4							
5							
6							
7							
8							

Total
Result

0

0

0

Prepared By

VINCENT TROY A. CALO

ITO 1

Process Owner

Reviewed By

DONALD A. SERONAY

CAO / OIC-Asst. Regional Director

Regional QMR





DILG – Region XI.

TECHNICAL ASSISTANCE REQUEST FORM

Document Code

FM-QP-R13-ORD-31-02

Rev. No. Eff. Date Page

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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

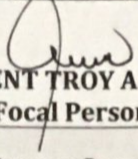
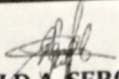

RATINGS AND EVALUATION:

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



PROCESS/ACTIVITY

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

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





DILG REGION XIII (CARAGA)

**QUALITY
OBJECTIVE (QO)**

Document Code

QO-QP-R13-ORD-31

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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 day of receipt	• Total number of processed Technical Assistance Request Forms processed within 1 working day or within the agreed period/ Total number of received Technical Assistance Request Forms	• 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 CAO / OIC-Asst. Regional Director	 LILIBETH A. FAMACION, CESO III Regional Director
Process Owner	Regional QMR	Top Management

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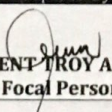

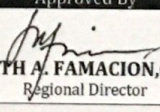
DILG REGION XIII (CARAGA)

**PROCESS QUALITY MONITORING
AND EVALUATION (QME)**Document Code
QME-QP-R13-ORD 31

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DIVISION/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 day of receipt.													
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 processed Technical Assistance Request Forms processed within 1 working day or within the agreed period.													
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/Preventive Action Report (CPAR) duly signed by the DILG-XIII Deputy QMR.

Prepared By	Reviewed By	Approved By
 VINCENT TROY A. CALO Focal Person	 DONALD A. SERONAY CAO / OIC-Asst. Regional Director	 LILIBETH A. FAMACION, CES0 III Regional Director
Process Owner	Regional QMR	Top Management

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