



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

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MASTERLIST OF RECORDS

DOCUMENT CODE	DOCUMENT TITLE	CUSTODIAN	LOCATION	FILING SYSTEM		RETENTION PERIOD			DISPOSAL
				FOLDER	SCHEME	ACTIVE	STORAGE	TOTAL	
Provision of Technical Assistance on ICT Resources									
	Processing of Provision of Technical Assistance on ICT Resources Quality Procedure	ITO I Vincent Troy A. Calo	Technical Assistance on ICT Resources Filer Box	QP Folder	Permanent until revised	Permanent until revised	Permanent until revised	Permanent until revised	Permanent until revised
	Processing of Provision of Technical Assistance on ICT Resources Quality Objectives	ITO I Vincent Troy A. Calo	Technical Assistance on ICT Resources Filer Box	QO Folder	Permanent until revised	Permanent until revised	Permanent until revised	Permanent until revised	Permanent until revised
	Processing of Provision of Technical Assistance on ICT Resources Quality Monitoring and Evaluation	ITO I Vincent Troy A. Calo	Technical Assistance on ICT Resources Filer Box	QME Folder	Permanent until revised	Permanent until revised	Permanent until revised	Permanent until revised	Permanent until revised
	Processing of Provision of Technical Assistance on ICT Resources Process Summary LogSheet	ITO I Vincent Troy A. Calo	Technical Assistance on ICT Resources Filer Box	PSL Folder	Permanent until revised	Permanent until revised	Permanent until revised	Permanent until revised	Permanent until revised
	Processing of Provision of Technical Assistance on ICT Resources Technical Assistance Request Form (TARF)	ITO I Vincent Troy A. Calo	Technical Assistance on ICT Resources Filer Box	TARF Folder	Permanent until revised	Permanent until revised	Permanent until revised	Permanent until revised	Permanent until revised
	Retained Copies of Acted and Fully Accomplished Technical Assistance Request Forms (TARF)	ITO I Vincent Troy A. Calo	Technical Assistance on ICT Resources Filer Box	Labeled per month					

Prepared By

VINCENT TROY A. CALO
 ITO I
 Process Owner

Noted By

DONALD A. SERONAY
 CAO / OIC-Asst. Regional Director
 Regional QMR





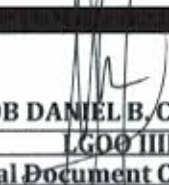
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Name of Division/FOU: Office of the Regional Director

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-01	Quality Procedure	10.16.17					
QO-QP-R13-ORD-01	Quality Objective	10.16.17					
QME-QP-R13-ORD-01	Quality Monitoring and Evaluation	10.16.17					
FM-QP-R13-ORD-01-01	Process Summary Logsheet	10.16.17					
FM-QP-R13-ORD-01-02	Technical Assistance Request Form (TARF)	10.16.17					

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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		
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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		
INPUT	PROCESS	OUTPUT
REQUESTING UNIT Filled-out Part 1 of the TARF	Provision of Technical Assistance on ICT Resources	REQUESTING UNIT Copy of fully accomplished TARF

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)**

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			<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
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Process Owner	Regional QMR	Top Management





DILG REGION XIII (CARAGA)
QUALITY OBJECTIVE (QO)

Document Code		
QO-QP-R13-ORD-01		
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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	<ul style="list-style-type: none"> Fully Functional ICT Equipments after provision of technical assistance 	<ul style="list-style-type: none"> 80% of Technical Assistance Request Forms processed within the day of receipt 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Monthly 	<ul style="list-style-type: none"> IT Personnel 	<ul style="list-style-type: none"> Technical Assistance Logbook Technical Assistance Request Forms

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DILG REGION XIII (CARAGA)
**PROCESS QUALITY MONITORING
 AND EVALUATION (QME)**

Document Code		
QME-QP-R13-ORD-01		
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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 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.													

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Process Owner	Regional QMR	Top Management





DILG REGION XIII (CARAGA)

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

Document Code
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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


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ITO I
Process Owner

Reviewed By


DONALD A. SERONAY
CAO / OIC-Asst. Regional Director
Regional QMR





TECHNICAL ASSISTANCE REQUEST FORM

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 ASSESSMENT:

<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



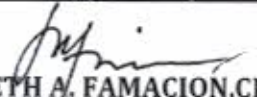
RATINGS AND EVALUATION:

	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

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