



Information Technology Services Division



INFORMATION TECHNOLOGY SERVICES DIVISION

I. Mandate:

Information Technology Services Division is chartered to provide the City Government with a single and centralized group tasked to manage IT systems pertaining to the development, implementation, management and administration of IT equipment and assets.

II. Vision:

A secured, efficient and real-time processing of government services with the use of latest ICT resources for a more productive and advanced economy.

III. Mission:

To manage ICT assets and services with centralized systems for processing and storage of secured information by maintaining a fast and reliable interconnectivity.

IV. Service Pledge:

We commit to:

11. *To recommend the acquisition of spare parts, consumables, tools and equipment related to hardware/software operations and maintenance.*
12. To develop information systems and provide technical support to the Batangas City Government in terms of IT systems and equipment.
13. To ensure that the data and communications systems within the City Government are secured and protected.

V. List of Services

Systems Development

Technical Assistance - Hardware Repair (Simple)

Technical Assistance - Hardware Repair (Highly Technical)

Technical Assistance - Network Repair

Technical Assistance - Installation of Hardware & Software

Graphic Design and Printing



A.) Internal Services

1.) Systems Development

Systems development is the process of defining, designing, testing and implementing a new/update software application or program.

Office or Division:	City Mayor's Office - Information Technology Services Division
Classification:	Highly Technical
Types of Transaction:	G2G - Government to Government
Who may avail:	Batangas City Government Offices

Checklist of Requirements		Where to Secure		
System Request Form		ITSD Front Desk		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Fill in and submit system request form	1.1) Review/ evaluate system request form	None	30 minutes	IT Officer II
	1.2) Gathers data/forms & interview client		4 hours	IS Analyst II
	1.3) Design proposed process & system flow		2 days	IS Analyst II
	1.4) Check and approve proposed process/system flow		1 hour	IT Officer II
	1.5) Create mock-up User Interfaces		2 days	Administrative Aide II

2.) Technical Assistance - Hardware Repair (Simple)

Hardware repair is the process of identifying, troubleshooting and resolving problems/issues on hardware such as desktop, laptops, servers and printers.

Office or Division:	City Mayor's Office - Information Technology Services Division
----------------------------	--



2. Approval of proposed process and system flow	2.1) Present approved proposed process/system flow & mock-up User Interfaces to client	None	4 hours	IT Officer II IT Officer I IS Analyst II
	2.2) Create database structures, migrate and validate data references		5 days	IS Analyst I
	2.3) Develop requested system		20 days but may exceed up to additional 15 days	IT Officer II
3. Test developed system	3.1) Test & deploy the System	None	4 hours	IT Officer II IT Officer I IS Analyst II IS Analyst I
	3.2) Train system users		4 hours	IT Officer I
TOTAL :			29 days, 4 hours & 30 minutes	

Classification:	Simple
Types of Transaction:	G2G - Government to Government
Who may avail:	Batangas City Government Offices

Checklist of Requirements		Where to Secure		
Service Request Form		ITSD Front Desk		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Phone call/walk-in for technical assistance	1.1) Prepare service request form/interview client	None	15 minutes	Administrative Assistant I Administrative Aide III Administrative Aide II
	1.2) Sign form & delegate service request		5 seconds	IT Officer II
			10 minutes	



	1.3) Identify problem/issues		1 hour	Administrative Assistant I Administrative Aide III Administrative Aide II
	1.4) Troubleshoot and resolve issues (for pull out if needed)		10 minutes	Administrative Assistant I Administrative Aide III Administrative Aide II
	1.5) Test hardware			Administrative Assistant I Administrative Aide III Administrative Aide II
2. Sign on service request form	2.1) Fill in service request form 2.2) Provide one copy of service request form to client	None	5 minutes	Administrative Assistant I Administrative Aide III Administrative Aide II Administrative Assistant I Administrative Aide III Administrative Aide II
TOTAL :			1 hour & 35 minutes	

3.) Technical Assistance - Hardware Repair (Highly Technical)

Hardware repair is the process of identifying, troubleshooting and resolving problems/issues on hardware such as desktop, laptops, servers and printers.

Office or Division:	City Mayor's Office - Information Technology Services Division
Classification:	Highly Technical
Types of Transaction:	G2G - Government to Government



Who may avail:	Batangas City Government Offices
-----------------------	----------------------------------

Checklist of Requirements		Where to Secure		
Service Request Form Purchase Request Form		ITSD Front Desk		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Phone call/walk-in for technical assistance	1.1) Prepare service request form/interview client	None	15 minutes	Administrative Assistant I Administrative Aide III
	1.2) Sign form & delegate service request		5 seconds	Administrative Aide II
	1.3) Identify problem/ issues		10 minutes	IT Officer II Administrative Assistant I Administrative Aide III
	1.4) Pull out of hardware & bring to ITSD office		10 minutes	Administrative Aide II
	1.5) Disassemble, clean, test defective part (needed parts for replacement & purchase)		1 hour	Administrative Assistant I Administrative Aide III Administrative Aide II Administrative Assistant I Administrative Aide III Administrative Aide II
2. Sign on purchase request form and bring to GSD office	2.1) Provide purchase request form to client for their signature and wait for item to be purchase and delivered	None	20 days	Administrative Assistant I Administrative Aide III Administrative Aide II GSD
3. Provide purchased parts	3.1) Repair, replace defective parts & test hardware	None	2 days	Administrative Assistant I



				Administrative Aide III Administrative Aide II
4. Sign on service request form	4.1) Fill in service request form 4.2) Provide one copy of service request form to client	None	5 minutes	Administrative Assistant I Administrative Aide III Administrative Aide II
TOTAL :			22 days, 1 hour & 40 minutes	

4.) Technical Assistance - Network Repair

Network repair is a process used to identify, diagnose and resolve problems and issues within a computer network.

Office or Division:	City Mayor's Office - Information Technology Services Division
Classification:	Simple
Types of Transaction:	G2G - Government to Government
Who may avail:	Batangas City Government Offices

Checklist of Requirements		Where to Secure		
Service Request Form		ITSD Front Desk		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Phone call for technical assistance	1.1) Prepare service request form/ interview client	None	15 minutes	Administrative Assistant I Administrative Aide III Administrative Aide II
	1.2) Sign form & delegate service request		5 seconds	Administrative Aide II
	1.3) Restart computer, reset internet modem, router & network		15 minutes	IT Officer II
	1.4) Test network connection		5 minutes	Administrative Assistant I Administrative Aide III Administrative Aide II



				Administrative Assistant I Administrative Aide III Administrative Aide II
2. Sign on service request form	2.1) Fill in service request form 2.2) Provide one copy of service request form to client	None	5 minutes	Administrative Assistant I Administrative Aide III Administrative Aide II
TOTAL :				40 minutes

5.) Technical Assistance - Installation of Hardware & Software

Installation refers to the particular configuration of a software or hardware.

Office or Division:	City Mayor's Office - Information Technology Services Division
Classification:	Simple
Types of Transaction:	G2G - Government to Government
Who may avail:	Batangas City Government Offices

Checklist of Requirements		Where to Secure		
Service Request Form		ITSD Front Desk		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Phone call for technical assistance	1.1) Prepare service request form/interview client	None	5 minutes	Administrative Assistant I Administrative Aide III
	1.2) Sign form & delegate service request		5 seconds	Administrative Aide II
	1.3) Install and deploy hardware &		45 minutes	IT Officer II Administrative Assistant I



	needed applications			Administrative Aide III Administrative Aide II
2. Sign on service request form	2.1) Fill in service request form 2.2) Provide one copy of service request form to client	None	5 minutes	Administrative Assistant I Administrative Aide III Administrative Aide II
TOTAL :			55 minutes	

6.) Graphic Design and Printing

Graphic Design is the process of creating and designing overall layout for certificates, logo, brochures, tarpaulins and other types of printouts.

Office or Division:	City Mayor's Office - Information Technology Services Division
Classification:	Simple
Types of Transaction:	G2G - Government to Government
Who may avail:	Batangas City Government Offices

Checklist of Requirements		Where to Secure		
Layout details		Client		
Flash drive		Client		
Service Request Form		ITSD Front Desk		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible



1. Provide layout details	1.1) Receive/ interview client about layout details	None	30 minutes	Administrative Aide II
	1.2) Layout and design		2 hours	Administrative Aide II
	1.3) Approve design		20 minutes	IT Officer II
	1.4) Present to client (print layout or send thru email if needed)		10 minutes	Administrative Aide II
2. Provide flash drive	2.1) Copy file to flash drive	None	5 minutes	Administrative Aide II
3. Sign on service request form	3.1) Fill in service request form		5 minutes	Administrative Aide II
	3.2) Provide one copy of service request form to client			
TOTAL :			3 hours	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	<p>Answer the client feedback form and drop it at the designated drop box in front desk of the Information Technology Services Division Office</p> <p>Contact info: 402-3403 or email at itsd@batangascity.gov.ph</p>
How feedbacks are processed?	<p>Every Friday, the assigned officer in the front desk opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to IT Officer II and required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then forwarded to the client.</p>



	For inquiries and follow-ups client may contact telephone number 402-3403
How file complaints?	<p>Answer the client complaint form and drop it at the designated drop box in front desk of the Information Technology Services Division Office</p> <p>Complaints can also be filed thru telephone and provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups client may contact telephone number 402-3403</p>
How complaints are processed?	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation the Complaints Officer shall be discuss to IT Officer II to come up with a decision.</p> <p>A report will be made and discuss with the complainant.</p> <p>For inquiries and follow-ups client may contact telephone number 402-3403</p>

Contact Information of ARTA, PCC, CCB	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>
Contact Information of ITSD	<p>For inquiries and follow-ups client may contact telephone number 402-3403 email itsd@batangacity.gov.ph</p>