

<b>1 APPLICATION SYSTEMS AND WEBSITE DEVELOPMENT</b>				
Description				
The Division is responsible for the formulation of the information systems concept and architecture, development and installation of applications systems technology projects. In line with the division mandate, ICTD caters PGNO offices needs for applications system and website development.				
Classification		Highly Technical		
Type of Transaction		G2G-Government to Government		
Who may avail		PGNO Offices		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requirement documents which includes:		client provided		
* Descriptions of the system properties				
*Specifications for how the system should work				
*constraints placed upon the development process				
*other supporting documents relevant to the system development				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide all requirements document	1.1 Receive and review the requirements document	NONE	10 days	OFFICE HEAD Admin Section ICTD
	1.2 Conduct meetings with client for details (budget source, cost estimates, hardware and software requirements, approvals etc.) and decision making.	NONE	10 days	OFFICE HEAD Admin Section ICTD
2. Communicate and coordinate with the ICTD system development team throughout the System Development Process to facilitate system development needs and requirements.	2. Start the System Development process	NONE	variable	OFFICE HEAD Admin Section ICTD
	2.1 System Development Planning	NONE	variable	OFFICE HEAD Admin Section ICTD
	2.2 System Development Analysis	NONE	variable	OFFICE HEAD Admin Section ICTD
	2.3. System Development Design	NONE	variable	OFFICE HEAD Admin Section ICTD

	2.4. System Testing	NONE	variable	OFFICE HEAD Admin Section	ICTD
	2.5 System Implementation	NONE	variable	OFFICE HEAD Admin Section	ICTD
	<b>TOTAL</b>	NONE			

**2 APPLICATION SYSTEMS AND WEBSITE MAINTENANCE MINOR JOB REQUEST**

Description

The Division is responsible for the data and system administration; operate and maintain the developed application system and provide maintenance services to various offices of the Provincial Government. This includes : Payroll System's payroll deletion, revision, verification and modification/ DTS deletion/ PIS Report generation and personnel information updates and minor system modification/ Website updates/ Other minor system maintenance

Classification                      Simple  
Type of Transaction                G2G-Government to Government  
Who may avail                        PGNO Offices and employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. ICTD FORM No. 1 WEB/MIS JOB REQUEST FORM (2 copies )		ICTD OFFICE ADMIN SECTION or DEVELOPMENT SECTION			
2. OTHER documents relevant to the job requests( if applicable)		REQUESTING OFFICE/CLIENT			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fill in the required Job Request Form	1. Give the WEB/MIS JOB REQUEST FORM to the client	NONE	15 mins	ISA II                      ICTD Development Section or                              Acting AO ICTD Admin Section	
2. Submit the required documents to the ICTD Admin Section for Approval of Head of the Office	2. 1 Receive the required documents and check for completeness	NONE	15 mins	Acting AO                      ICTD Admin Section	
	2.2 Forward the required documents to the Head of the Office for approval	NONE	1 hr	Acting AO                      ICTD Admin Section	
	2.3 Route the required documents to the assigned ICTD personnel to start processing the request.	NONE	15 mins	OIC-ICTD                      ICTD Admin Section	

	2.4 Process the request	NONE	1 day	ISA II ICTD Development Section
	2.5 Inform the client about the job request status	NONE	15 mins	ISA II ICTD Development Section
3.1 Review the job request result/ accomplishment.	3.1 Coordinate with the client for update or any concerns	NONE	1 hr	ISA II ICTD Development Section
3.1.1 If Job Request is completely accomplished: Approve and sign the lower portion of the WEB/MIS Job Request Form by the Head/AO of the requesting client and return 1 copy of the required documents to ICTD	3.1.1 Receive a copy of the required documents approved by the client for record purposes.	NONE	1 hr	ISA II ICTD Development Section
3.1.2 If Job Request incomplete or partially accomplished: Contact the ICTD personnel incharged.	3.1.2 Reprocess the request until fully accomplished (Repeat Agency Action 2.4, 2.5, 3.1 until 3.1.1 is obtained).	NONE	1 day	ISA II ICTD Development Section
<b>TOTAL</b>			2 days , 4 hrs.	

### 3 APPLICATION SYSTEMS MAINTENANCE MAJOR JOB REQUEST

**Description**

The Division is responsible for the data and system administration; operate and maintain the developed application system and provide maintenance services to various offices of the Provincial Government. This includes : Application System's module revisions, modifications and additions.

Classification

Highly Technical

Type of Transaction

G2G-Government to Government

Who may avail

PGNO Offices and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.ICTD FORM No. 1 WEB/MIS JOB REQUEST FORM (2 copies )	ICTD OFFICE ADMIN SECTION or DEVELOPMENT SECTION

2. OTHER documents relevant to the job requests( if applicable) * Descriptions of the system properties *Specifications for how the system should work * other concerns and constraints.		REQUESTING OFFICE/CLIENT		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill in the required Job Request Form	1. Give the WEB/MIS JOB REQUEST FORM to the client	NONE	15 mins	ISA II Development Section or ICTD Admin Section ICTD Admin Section
2.1 Submit the required documents to the ICTD Admin Section for Approval of Head of the Office	2. 1 Receive the required documents and check for completeness	NONE	15 mins	Acting AO Section ICTD Admin
	2.2 Forward the required documents to the Head of the Office for approval	NONE	1 hr	Acting AO Section ICTD Admin
	2.3 Route the required documents to the assigned ICTD personnel to start processing the request.	NONE	15 mins	OIC-ICTD Section ICTD Admin
	2.4 Process the request	NONE	10 days	ISA II ICTD Development Section
	2.5 Inform the client about the job request status	NONE	15 mins	ISA II ICTD Development Section
3.1 Review the job request result/ accomplishment.	3.1 Coordinate with the client for update or any concerns	NONE	1 hr	ISA II ICTD Development Section
3.1.1 If Job Request is completely accomplished: Approve and sign the lower portion of the WEB/MIS Job Request Form by the Head/AO of the requesting client and return 1 copy of the required documents to ICTD	3.1.1 Receive a copy of the required documents approved by the client for record purposes.	NONE	1 hr	ISA II ICTD Development Section

3.1.2 If Job Request incomplete or partially accomplished: Contact the ICTD personnel incharged.	3.1.2 Reprocess the request until fully accomplished (Repeat Agency Action 2.4, 2.5, 3.1 until 3.1.1 is obtained).	NONE	5 days	ISA II ICTD Development Section
<b>TOTAL</b>			15 days , 4 hrs.	

#### 4 DATABASE SERVER ERRORS/MAINTENANCE

**Description**

The Division is responsible for the administration and maintenance of ICTD DATA SERVERS, diagnose and troubleshoot database errors. These support services is made available through phone calls or office visit as needed.

Classification                    simple  
Type of Transaction                G2G-Government to Government  
Who may avail                        PGNO Offices and employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform ICTD of the Database Server error encountered via phone call	1. 1 Receive phone call and take note of the issue	NONE	15 mins	DEMO I                    ICTD Technical Operations Section
	1.2 Check the database servers, troubleshoots the errors to resolve the issue	NONE	2 hr	DEMO I                    ICTD Technical Operations Section
	1.3 Inform the client via phone call once issue is resolved	NONE	15 mins	DEMO I                    ICTD Technical Operations Section
<b>TOTAL</b>			2 hrs, 30 mins.	

#### 5 LOCAL AREA NETWORK (LAN ) MAINTENANCE

**Description**

The Division is responsible for the administration and maintenance of Local Area Network (LAN) , diagnose and troubleshoot to maintain LAN connectivity

throughout the PGNO offices.

Classification                      Simple  
 Type of Transaction                G2G-Government to Government  
 Who may avail                        PGNO Offices and employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ICTD FORM No. 3 NETWORK SERVICE REQUEST FORM (2 copies )		ICTD OFFICE ADMIN SECTION or TECHNICAL OPERATIONS SECTION		
2. OTHER documents relevant to the job requests( if applicable)		REQUESTING OFFICE/CLIENT		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill in the required Job Request Form	1. Give the NETWORK SERVICE REQUEST FORM to the client	NONE	15 mins	DEMO I                      ICTD Technical Operations Section or                                      Acting AO ICTD Admin Section
2. Submit the required documents to the ICTD Admin Section or Technical Operations Section	2. 1 Receive the required documents and check for completeness	NONE	15 mins	DEMO I                      ICTD Technical Operations Section or                                      Acting AO ICTD Admin Section
	2.2 Route the required documents to the assigned ICTD personnel to start processing the request.	NONE	15 mins	DEMO I                      ICTD Technical Operations Section or                                      Acting AO ICTD Admin Section
	2.4 Process the request	NONE	1 day	DEMO I                      ICTD Technical Operations Section
	2.5 Inform the client about the job request status	NONE	15 mins	DEMO I                      ICTD Technical Operations Section
<b>TOTAL</b>			1 day, 2 hrs	

**6 COMPUTER HARDWARE AND SOFTWARE TECHNICAL ASSISTANCE**

Description

The Division is mandated to ensure the upkeep of all hardware and software facilities and provide maintenance services to the various offices of the Provincial Government .

Classification                      Complex  
 Type of Transaction                G2G-Government to Government  
 Who may avail                        PGNO Offices and employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ICTD FORM No. 2 COMPUTER HARDWARE & SOFTWARE SERVICE		ICTD OFFICE ADMIN SECTION or TECHNICAL OPERATIONS SECTION		
2. OTHER documents relevant to the job requests( if applicable)		REQUESTING OFFICE/CLIENT		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill in the required Job Request Form	1. Give the COMPUTER HARDWARE & SOFTWARE SERVICE REQUEST FORM to the client	NONE	15 mins	DEMO I                      ICTD Technical Operations Section or                                      Acting AO ICTD Admin Section
2. Submit the required documents to the ICTD Admin Section or Technical Operations Section	2. 1 Receive the required documents and check for completeness	NONE	15 mins	DEMO I                      ICTD Technical Operations Section or                                      Acting AO ICTD Admin Section
	2.2 Route the required documents to the assigned ICTD personnel to start processing the request.	NONE	15 mins	DEMO I                      ICTD Technical Operations Section or                                      Acting AO ICTD Admin Section
	2.4 Process the request	NONE	6 days	DEMO I                      ICTD Technical Operations Section
	2.5 Inform the client about the job request status	NONE	15 mins	DEMO I                      ICTD Technical Operations Section
<b>TOTAL</b>			6 days, 2 hrs	

**7 Schedule of Deductions(SOD), Deletion, Payroll Requests, Job Requests and other ICTD forms and certificates**

Description

The Division's administrative section provides forms to the various offices of the Provincial Government . These forms are issued to individuals needing the documents for various purposes.

Classification                      Simple

Type of Transaction  
Who may avail

G2G-Government to Government  
PGNO Offices and employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the ICTD personnel of requested form	1. Provide the client's requested form	NONE	15 mins	COMPUTER FILE LIBRARIAN ICTD Admin Section
<b>TOTAL</b>			15 mins	