



REQUEST FOR ICT SYSTEM AUTOMATION

ICT System Development

Office		ICT Division		
Classification				
Type of Transaction		G2G		
Who may avail		Provincial Departments		
Checklist of Requirements		Letter request for system automation, Required documents for system development, Business process flow		
STEP(s)	ACTION OF THE CLIENT (s)	SERVICE PROVIDER's ACTION	TIME	PERSON IN-CHARGE
1	Send letter request to Provincial Governor for system automation, with business process flow and other required documents	<ul style="list-style-type: none"> > Checks and receives the submitted request >Records the documents on the Incoming Tracker 	5-10 minutes 2-5 minutes	G.O. Staff (front desk)
2		<ul style="list-style-type: none"> > Endorse letter of request to ICTD for System Development and implementation > Approve ICT requirements needed in the automation project 	20 minutes to 1 hour	Governor
3		<ul style="list-style-type: none"> > Coordinate with the Client > Process requirements based on the Project Management Plan > Perform Planning, initial system analysis and design, and Software Development Life Cycle 	1-2 weeks	IT Officer I
4		<ul style="list-style-type: none"> > Perform final system analysis and design, make system prototype, do initial coding, run 	1-2 weeks	Information System Analyst



		<p>and test the system, and implement</p> <p>> Perform final system development life cycle, Use Cases, UML, system level of evaluation, implement, and User's Acceptance Test</p>		
5		<p>> Code the system for development</p> <p>> Provide input for system manual</p> <p>> Run and test the developed system</p> <p>> Manage User's Acceptance Test</p> <p>> Maintain the change management and system maintenance</p>	<p>2 mos. - 2 years</p> <p>1-5 mos.</p> <p>1-5 mos.</p> <p>1-2 mos.</p> <p>indefinite</p>	<p>Computer/ System Programmer</p>
6	<p>Claim or receive the automated system</p>	<p>> Turn-over of the requested automated system</p>	<p>10 minutes</p>	<p>G.O. Staff (Front Desk)</p>



REQUEST FOR ICT TECHNICAL ASSESSMENT AND RECOMMENDATION

Provision of ICT technical assessment and recommendation to various departments

Office	ICT Division			
Classification				
Type of Transaction	G2G			
Who may avail	Provincial Departments			
Checklist of Requirements	Letter request, Purchase request			
STEP(s)	ACTION OF THE CLIENT (s)	SERVICE PROVIDER'S ACTION	TIME	PERSON IN-CHARGE
1	Submit or present letter request / purchase request	> Receives the documents, gives the receiving copy / file copy to the personnel or transacting client.	5 minutes	ICTD Staff
2		> Checks request feasibility > Provide ICT Technical Assessments > Provide ICT Technical Recommendations > Provide Standard ICT Technical Analysis	1 day	IT Officer I, Computer Maintenance Technologist I
3	Receives ICT technical assessment, receives their purchase request	> Release of documents	5 minutes	ICTD Staff



REQUEST FOR ICT TECHNICAL ASSISTANCE

Provision of ICT technical assistance to various departments

Office	ICT Division			
Classification				
Type of Transaction	G2G			
Who may avail	Provincial Departments			
Checklist of Requirements	Service Report Form, Computer hardware/software for troubleshooting			
STEP(s)	ACTION OF THE CLIENT (s)	SERVICE PROVIDER'S ACTION	TIME	PERSON IN-CHARGE
1	Submit Service Report Form and hardware/software for troubleshooting	<ul style="list-style-type: none"> > Receives the request from client > Assess task required and fill-out service report form 	5-10 minutes	Computer Maintenance Technologist
2		<ul style="list-style-type: none"> > Arrange the requests on a first-come, first-served basis 	10 minutes	Computer Maintenance Technologist
3		<ul style="list-style-type: none"> > Check previous records for the particular request > Diagnose/assess the unit for repair > Perform necessary measures for the completion of tasks required 	30mins-1 week	Computer Maintenance Technologist
4		<ul style="list-style-type: none"> > After completion, get conformed signature from the client at the bottom of the Service Report Form > Record the procedure/task on the logbook 	20-45 minutes	Computer Maintenance Technologist



Office	Address	Contact Information
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