

10. Provision of Technical Support (ICT Issues) to PhilSys Registry Office in Centris 5

The Infrastructure and Systems Management Division provides technical support to PhilSys personnel at ETON Centris Cyberpod 5 Building who are having technical problems, including network issues, hardware, and software issues.

Office or Division:	Infrastructure and Systems Management Division
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	PhilSys Registry Office
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PhilSys IT Support Ticketing with the following details: a. Template Name: PRO ICT Tech Support b. Tracker PRO ICT Tech Support c. Issue Title:<Category>_<Concern> d. Issue Body: [Unit/Division and Name of Requestor]	Infrastructure and Systems Management Division through the PhilSys tracking system

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File ticket request through PhilSys IT Support Ticketing webpage.	1.1. Acknowledge receipt of the request.	None	5 minutes	Computer Maintenance Technologist I
None	1.2. Provide appropriate action.		30 minutes Note: Troubleshooting time may vary depending on the issue.	Computer Maintenance Technologist I
2. Test the component, acknowledge, and send feedback to the task provided.	2.1. Close the Job Ticket.	None	10 minutes	Computer Maintenance Technologist I

	TOTAL:	None	45 minutes
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