b. Request for Account Deactivation for PhilSys Accounts (Digital Card Service, Matrix System, PhilSys Cloud)

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

1. Ticket Request for Account Deactivation with the following details:
  a. Template Name: Account Deactivation
  b. Tracker: PhilSys Account Deactivation
  c. Issue Title: [PSO/Division Name]-[Full Name]
  d. Issue Body:
  - Full Name
  - System
  - End Date/Late Working day
	PhilSys tracking system

2. Accomplished PhilSys Account Form (PARF)	Infrastructure and Systems Management Division through the PhilSys tracking system

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request through the PhilSys IT Support Ticketing webpage.	1.1. Acknowledge receipt of the request.	None	5 minutes	Computer Maintenance Technologist I
2. Download, accomplish, and submit the approved PARF.	2.1. Receive and print the approved PARF.	None	1 minute	Computer Maintenance Technologist I
None	2.2. Check the completeness and assess the accuracy of the information in the PARF.	None	3 minutes	Information Systems Analyst II/ Computer Maintenance Technologist II

	Note: If the information is incorrect and/or incomplete, return the PARF to the requestor for correction/ completion.			
None	2.3. Endorse the PARF to the Division Chief.	None	1 minute	Administrative Assistant
None	2.4. Approve/ disapprove the received PARF and return the form to the AA for disseminati-on.

Note: If the request is disapproved, return the form to the requestor via email | None | 4 minutes | Information Technology Officer II/III |
None	2.5. Distribute the approved PARF to designated personnel for deactivation.	None	1 minute	Administrative Assistant
	2.6. Deactivate the account.	None	3 minutes	Computer Maintenance Technologist I/II / Information Systems Analyst I/II
3. Receive the notification that the account has been deactivated.	3.1. Send notification through the email of the requestor's supervisor/ authorized staff that the account has been deactivated.	None	5 minutes	Computer Maintenance Technologist I
None	3.2. Close the Job Ticket.	None	1 minute	Computer Maintenance Technologist I
	TOTAL:	**None**	**24 minutes**	