7. Provision of Technical Support to Field Offices for Registration ID Checking and Investigation

This process is limited to addressing issues related to Registration ID errors encountered by PhilSys Operations - Information Systems Analysts when uploading packets on the Registration Client.

Office or Division:	Infrastructure and Systems Management Division
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	PSA Field Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Failed_RIDs_For_Investigation_PCO_Temple.xlsx	PhilSys tracking system

Matrix ticket filed with the following details:
    a.   Template Name
    b.   Tracker RID Checking
    c.   Issue Title: Province Name –RID Checking – (Date Filed [DD MMM YYY])
    d.   Issue Body <Explain the RIDs intended for checking>
	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 the request and validate the data based on the prescribed format.	None	5 minutes	Information Systems Analyst I/ Computer Maintenance Technologist I
None	1.2. Process the request.	None	1 minute **Note:** Processing time may vary depending on the number of Registration IDs (RIDs) 1 RID=1 minute	Information Systems Analyst I/ Computer Maintenance Technologist I

None	1.3. Fill out the result in the provided template.	None	2 minutes	Information Systems Analyst I/ Computer Maintenance Technologist I
2. Receive the result.	2.1. Send the result to the requesting Provincial Statistical Office.		1 minute	Information Systems Analyst I/ Computer Maintenance Technologist I
	TOTAL:	**None**	**9 minutes**	