

## 8. Provision of Technical Support to Field Offices – Various Concerns of PhilSys Registration

The provision of Technical Support to Field Offices for PhilSys Registration outlines the commitments of the PhilSys Registry Office to provide reliable and efficient technical support to all field offices involved in the PhilSys registration process.

The standard for timely resolution of technical issues, availability of necessary resources, and effective communication with field offices are needed to ensure smooth and successful implementation of PhilSys registration. The agency is committed to provide the highest level of service to support the completion of accurate and secure registration of all citizens in the Philippines especially for the following:

1. Online Step 1 Registration
2. Step 2 Registration
3. ePhilID implementation

<b>Office or Division:</b>	Infrastructure and Systems Management Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	PSA Field Offices	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ol style="list-style-type: none"> <li>1. PhilSys IT Support Ticketing for complex issue</li> <li>2. Registration Kit Support Group Chat for Minor Issue</li> </ol>		PhilSys tracking system

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> <li>1. Report technical issue(s) based on its specification:               <ol style="list-style-type: none"> <li>a. Minor Issue - Viber Group</li> <li>b. Complex Issue - Matrix System</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>1.1. Receive the report, troubleshoot, and provide a technical solution.</li> </ol>	None	15 Minutes  Note: Varies depending on issue(s) specification if minor or complex issues	Computer Maintenance Technologist I/II / Information Systems Analyst II

2. Provide feedback and/or comments.	2.1. Close Matrix ticket upon resolution of issue(s).	None	5 Minutes	Computer Maintenance Technologist I/II / Information Systems Analyst II
<b>TOTAL:</b>		<b>None</b>	<b>20 minutes</b>	