

City Mayor's Office Information Technology Division

External Services

1. Technical Assistance to Researchers

Researchers from academe, government agencies and private entities shall have official request as to their needed data.

Office or Division:	Information Technology Division				
Classification:	Simple				
Type of Transaction:	Government to Client (G2C), Government to Business Entity (G2B), Government to Government (G2G)				
Who may avail:	Academes, Private Entities, Government Agencies, City offices and employees				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Letter request					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Researchers with official request goes to the Information Technology Office to ask for technical assistance	1.1 Information Systems Analyst III verifies/checks the request as to availability of data	None	2 minutes	<i>Information Systems Analyst III</i>	
	1.2 Information Technology Officer II coordinate with concerned office and ask permission as to release of data being requested	None	5 minutes	<i>Information Technology Officer II</i>	
	1.3 Information Systems Analyst III extract from database the requested data and release to the researcher.	None	5 minutes	<i>Information Systems Analyst III</i>	
2. Researcher/s received the data and concur that the same are correct.	2.1 Information Systems Analyst III ask the researcher to receive the data officially	None	3 minutes	<i>Information Systems Analyst III</i>	
TOTAL:		None	15 minutes		

City Mayor's Office Information Technology Division

Internal Services

1. Request for Computer, Printer, Internet and Network Repair or Troubleshooting

Legazpi City hall employees shall request technical assistance for their respective offices.

Office or Division:	Information Technology Division			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	City Offices and employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. City hall employee goes to the Information Technology Office to ask for technical assistance	1.1 Verifies/checks the area that needs assistance and their concern	None	20 minutes	<i>Information Systems Analyst III</i> <i>Senior Administrative Assistant II</i>
2. City hall employee demonstrates the Issue or technical Problem	2.1 Visits the area with concern and physically inspect the problem	None	20 minutes	<i>Information Systems Analyst III</i> <i>Senior Administrative Assistant II</i>
3. City hall Employee concurs that the technical Issue is resolved	3.1 Troubleshoots the technical issue and ensures that the problem is solved	None	8 hours	<i>Information Systems Analyst III</i> <i>Senior Administrative Assistant II</i>
TOTAL:		None	8 Hours & 40 minutes	