



**CITY MAYOR' OFFICE
INFORMATION TECHNOLOGY DIVISION**

External Services



- **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. Information Systems Analyst III verifies/checks the request as to availability of data	None	2 minutes	<i>Information Systems Analyst III</i>
	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>
	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>
3. Researcher/s received the data and concur that the same are correct.	4. 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		Information Technology Division Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.City hall employee goes to the Information Technology Office to ask for technical assistance	1. Information Systems Analyst III / Senior Administrative Assistant II verifies/checks the area that needs assistance and their concern	None	20 minutes	<i>Information Systems Analyst III/ Senior Administrative Assistant II</i>
2. City hall employee demonstrates the Issue or technical Problem	2. Visits the area with concern and physically inspect the problem	None	20 minutes	<i>Information Systems Analyst III/ Senior Administrative Assistant II</i>
3. City hall Employee concurs that the technical Issue is resolved	3. Troubleshoots the technical issue and ensures that the problem is solved	None	8 hours	<i>Information Systems Analyst III/ Senior Administrative Assistant II</i>
TOTAL:		None	8 Hours & 40 minutes	



2. Request for CCTV (Close-Circuit Television) Repair or Troubleshooting

Legazpi 911 Command Center employee shall request technical assistance.

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		Information Technology Division Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Command Center staff reports to the Information Technology Office for any faulty CCTV Cameras	1. Information Technology Officer II verifies/checks the CCTV camera that needs assistance and their concern	None	25 minutes	<i>Information Technology Officer II</i>
2. Command Center staff for further instructions	2. Visits the area with concern and physically inspect the problem	None	3 hours	<i>Senior Administrative Assistant II</i>
3. Command Center staff concurs that the technical issue is resolved	3. Troubleshoots the technical issue and ensures that the problem is solved	None	8 hours	<i>Senior Administrative Assistant II</i>
TOTAL:		None	1 day, 3 hours & 25 minutes.	