

**CITY INFORMATION
TECHNOLOGY AND RECORDS
MANAGEMENT UNIT
(CITRMU)
CITIZEN'S CHARTER**



CITY INFORMATION TECHNOLOGY AND RECORDS MANAGEMENT UNIT

EXTERNAL SERVICES



REVIEW FOR CCTV

OFFICE OR DIVISION	City Information Technology and Records Management Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government, G2B – Government to Business, G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	All offices under the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request	1. Accommodate the request	None	2 minutes	Technical Staff
2. Wait for the schedule	2. Review of CCTV footage	None	2 minutes	Technical Staff
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	4 minutes	



CITY INFORMATION TECHNOLOGY AND RECORDS MANAGEMENT UNIT

INTERNAL SERVICES



1. EVALUATION OF APPLICATION SYSTEMS TO BE DEVELOPED/ OUTSOURCED

OFFICE OR DIVISION	City Information Technology and Records Management Unit			
CLASSIFICATION	Highly-technical			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All offices under the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request	1. Assist the inquiries on the needed system	None	2 minutes	Cristina S. Escarilla
2. Evaluate if the system will be outsourced or in-house	2. Discuss and evaluate the system	None	1 hour	Cristina S. Escarilla
3. Receive the evaluation letter	3. Send the evaluation letter to the requesting department	None	5 minutes	Cristina S. Escarilla
TOTAL		None	1 hour and 7 minutes	



2. TECHNICAL ASSISTANCE FOR IT HARDWARE AND SYSTEM APPLICATIONS

OFFICE OR DIVISION	City Information Technology and Records Management Unit			
CLASSIFICATION	Highly-technical			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All offices under the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Phone call		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for technical assistance	1. Accommodate the request	None	2 minutes	Technical Staff
2. Provide information on the technical assistance needed	2. Interview the client	None	5 minutes	Technical Staff
3. Wait for the completion of request.	3. Process the request	None	30 minutes	Technical Staff
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	37 minutes	

NOTE: Duration of time depends on the level of technicality of the service



3. TECHNICAL ASSISTANCE FOR SPECIAL OR COMMON PROJECTS OF OTHER OFFICES

OFFICE OR DIVISION	City Information Technology and Records Management Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All offices under the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request	1. Accommodate the request	None	2 minutes	Technical Staff
2. Receive technical assistance	2. Assign a technician	None	2 minutes	Technical Staff
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	4 minutes	



4. PROVIDE RECOMMENDATION FOR THE APPROPRIATE SPECIFICATION OF IT EQUIPMENT PURCHASE OF EACH OFFICE

OFFICE OR DIVISION	City Information Technology and Records Management Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All offices under the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Client		
Copy of Purchase Request		Client/ General Services Office (GSO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for assistance	1. Accommodate the request	None	2 minutes	Technical Staff
2. Provide the information about the request	2. Interview the client	None	5 minutes	Technical Staff
3. Receive recommendation form	3.1 Processing of request	None	30 minutes	Technical Staff
	3.2 Inspect and evaluate IT equipment	None		
	3.3 Sign the recommendation	None	2 minutes	Cristina Escarilla
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	39 minutes	



5. REQUEST FOR TECHNICAL SUPPORT FOR LIVE STREAMING, ONLINE MEETINGS AND CONFERENCE

OFFICE OR DIVISION	City Information Technology and Records Management Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All offices under the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request	1. Accommodate the request	None	2 minutes	Cristina S. Escarilla
2. Scheduled event	2. Assign a staff for the activity	None	1 minutes	Cristina S. Escarilla
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	3 minutes	

