

**CITY INFORMATION
TECHNOLOGY AND RECORDS
MANAGEMENT UNIT
EXTERNAL SERVICES**

1. CCTV FOOTAGE REVIEW

Viewing of CCTV Footage/s within City Government premises for security reasons and other legal purposes.

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 and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved CCTV Request Form		Office of the City Administrator		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved CCTV Request Form	1.1 Receive the approved CCTV Request Form	None	2 minutes	Katrina Garcia Bookbinder I
	1.2 Assessment of Request	None		
2. Wait for the CCTV footage viewing schedule	2. Viewing of CCTV footage	None	2 hours	IT Staff
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	2 hours and 2 minutes	

NOTE: Processing time varies depending on the scope of investigation.

**CITY INFORMATION
TECHNOLOGY AND RECORDS
MANAGEMENT UNIT
INTERNAL SERVICES**

1. IT EQUIPMENT REPAIR AND MAINTENANCE

Troubleshooting and repair or maintenance for all types of IT equipment (desktop, laptop, monitor, other peripherals, access points, switches, etc.)

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		
Online IT Request Form or Request Letter		CITRMU (via QR Code) Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit Online IT Request Form	1.1 Receive the Online IT Request Form or Request Letter	None	2 minutes	Ronabelle Silla Administrative Asst. IV
	1.2 Assessment of Request	None		Katrina Garcia Bookbinder I
	1.3 Assign IT Staff	None		Ronabelle Silla Administrative Asst. IV
2. Wait for the release of IT Equipment	2.1 Repair or maintenance of IT equipment	None	3 hours	IT Staff
	2.2 Release the repaired IT equipment	None		
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	3 hours and 2 minutes	

NOTE: Processing time varies depending on the technicality of IT procedures to be made and availability of IT Staff.

2. INSTALLATION OF VARIOUS SOFTWARE

Provide necessary technical assistance and support: installation and updating of various software such as Operating System, MS Office, and all needed software/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		
Online IT Request Form OR Request Letter		CITRMU (via QR Code) Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit Online IT Request Form	1.1 Receive the Online IT Request Form or Request Letter	None	2 minutes	Ronabelle Silla Administrative Asst. IV
	1.2 Assessment of Request	None		Katrina Garcia Bookbinder I
	1.3 Assign IT Staff	None		Ronabelle Silla Administrative Asst. IV
2. Receive technical assistance and support	2.1 Installation	None	1 hour	IT Staff
	2.2 Endorse installed software	None		
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	1 hour and 2 minutes	

NOTE: Processing time varies depending on the type of software to be installed.

3. TECHNICAL SUPPORT FOR VIRTUAL PROJECTS AND PROGRAMS

Provide necessary technical assistance and support: setup for livestreams, online meetings and conferences.

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		
Request Letter (Approved by the Department Head)		Client		
Online IT Request Form		CITRMU (via QR Code)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit Online IT Request Form and Request Letter	1.1 Receive the Request Letter and Online IT Request Form	None	2 minutes	Ronabelle Silla Administrative Asst. IV
	1.2 Assessment of Request	None		Katrina Garcia Bookbinder I
	1.3 Check schedule availability	None		
2. Receive technical assistance and support	2. Setup necessary IT equipment	None	1 hour	Karl Foz IT Officer I
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	1 hour and 2 minutes	

NOTE: Processing time varies depending on the technicality of IT procedures to be made.

4. COMMISSIONING OF INTERNET ACCESS

Provide internet access levels.

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		
Online Device Registration Form		CITRMU (via QR Code)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit Online Device Registration Form	1.1 Receive the Online Device Registration Form	None	4 minutes	Vanessa Mendoza Computer Operator I
	1.2 Assessment of Registered Device	None		Krissell Andal Info. Systems Analyst I
	1.3 Verification	None		
2. Wait for Internet access	2. Provide internet access level	None	10 minutes	Karl Foz IT Officer I
TOTAL		None	14 minutes	

NOTE: Processing time varies depending on the volume of requests for Internet access.

5. NETWORK CABLING

Provide network access: installation of network cabling and necessary network equipment.

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		
Request Letter (Approved by the Department Head)		Client		
Online IT Request Form		CITRMU (via QR Code)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit Online IT Request Form and Request Letter	1.1 Receive the Request Letter and Online IT Request Form	None	1 minute	Ronabelle Silla Administrative Asst. IV Katrina Garcia Bookbinder I
	1.2 Assessment of Request	None	2 minutes	Karl Foz IT Officer I
	1.3 Set schedule and assign IT Staff	None	2 minutes	Ronabelle Silla Administrative Asst. IV
2. Settle schedule for Ocular Assessment and installation	2.1 Ocular Assessment	None	3 hours	Karl Foz IT Officer I
	2.2 Installation	None		
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	3 hours and 5 minutes	

NOTE Processing time varies depending on the technicality of IT procedures to be made.

6. REQUEST FOR NEW CUSTOM-BUILT SYSTEM

Development or creation of custom-built system.

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		
Request Letter (Approved by the Department Head)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter	1.1 Receive the Request Letter for a new system	None	2 minutes	Katrina Garcia Bookbinder I
	1.2 Assessment of Request	None	5 minutes	Mary Grace Catolico OIC-CITRMU
	1.3 Approval of Request	None	25 minutes	Mary Grace Catolico OIC-CITRMU
2. Receive system	2.1 Development of a new system	None	6 months	IT Staff
	2.2 Endorse system	None	1 hour and 30 minutes	
TOTAL		None	6 months and 2 hours	

NOTE: Processing time varies depending on the technicality of IT procedures to be made.

7. INSTALLATION OF IN-HOUSE AND OUTSOURCE SYSTEM

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		
Request Letter (Approved by the Department Head)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter	1.1 Receive the Request Letter for a new system	None	2 minutes	Katrina Garcia Bookbinder I
	1.2 Assessment of Request	None	2 minutes	Mary Grace Catolico OIC-CITRMU
	1.3 Approval of Request	None	2 minutes	Mary Grace Catolico OIC-CITRMU
2. Wait for system installation	2.1 Installation of System Applications	None	1 hour	IT Staff
	2.2 Endorse System Applications	None	30 minutes	
TOTAL		None	1 hour and 30 minutes	

NOTE: Processing time varies depending on the type of System Application to be installed.

8. REVISION OF IN-HOUSE AND OUTSOURCE SYSTEM

Revision of system for new features based on end users' request.

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		
Request Letter (Approved by the Department Head)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter	1.1 Receive the Request Letter for system revision	None	2 minutes	Katrina Garcia Bookbinder I
	1.2 Assessment and Approval of Request	None	13 minutes	Mary Grace Catolico OIC-CITRMU
2. Receive revised system	2.1 Revision or updating of System Application	None	3 months	IT Staff
	2.2 Endorse revised System Application	None	30 minutes	
TOTAL		None	3 months and 45 minutes	

NOTE: Processing time varies depending on the scope of System Application revision/s.

9. INSPECTION OF IT EQUIPMENT

Inspection and verification of delivered IT equipment based on Purchase Order (PO).

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		
Online IT Request Form		CITRMU (via QR Code)		
Purchase Order (PO)		GSO		
Photocopy of Sales Invoice		Supplier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit Online IT Request Form	1.1 Receive the Online IT Request Form	None	2 minutes	Ronabelle Silla Administrative Asst. IV
	1.2 Assessment of Request	None		
	1.3 Assign IT Staff	None		
2. Present Purchase Order and Photocopy of Sales Invoice	2.1 Inspect IT equipment	None	30 minutes	Philip Paul Gamis Computer Operator II Gerald Angeles Computer Operator I
	2.2 Prepare IT Equipment Inspection Report Form	None		
	2.3 Release IT Equipment Inspection Report Form	None		
TOTAL		None	32 minutes	

NOTE: Processing time varies depending on the volume of requests and number of IT equipment.

10. IT EQUIPMENT AND SOFTWARE RECOMMENDATION

Recommend the necessary specifications of IT hardware and software based on the requesting Department's needs and nature of work.

OFFICE OR DIVISION	City Information Technology and Records Management Unit			
CLASSIFICATION	Complex			
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		
Online IT Request Form		CITRMU (via QR Code)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit Online IT Request Form	1.1 Receive the Online IT Request Form	None	2 minutes	Ronabelle Silla Administrative Asst. IV
	1.2 Assessment of Request	None		
	1.3 Assign IT Staff	None		
2. Receive IT Recommendation Report Form	2.1 Prepare IT Recommendation Form	None	15 minutes	Philip Paul Gamis Computer Operator II
	2.2 Sign IT Recommendation Form	None		
	2.3 Release the IT Recommendation Report Form	None		
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	17 minutes	

NOTE: Processing time varies depending on the volume of requests and number of IT equipment types.

11. REVIEW OF IT-RELATED PROPOSALS

Review, comment and recommend IT-related proposals submitted by suppliers/vendors to top management and respective offices. Evaluate proposed IT projects for its feasibility, functionality, usability, reliability and efficiency.

OFFICE OR DIVISION	City Information Technology and Records Management Unit			
CLASSIFICATION	Complex			
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	
Proposal Letter			Client	
Presentation and Quotation			Client	
Proponent Profile			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Proposal Letter, Presentation, Quotation and Proponent Profile	1.1 Receive Proposal Letter, Presentation, Quotation and Proponent Profile	None	2 minutes	Katrina Garcia Bookbinder I
	1.2 Initial review of IT Proposal	None	2 months	Mary Grace Catolico OIC-CITRMU
	1.3 Complete evaluation and review of IT Proposal including consultation with concerned Departments.	None		
	1.4 Prepare IT Review and Evaluation Form	None		
2. Receive IT Review and Evaluation Form	2. Release the IT Review and Evaluation Form	None	3 minutes	Mary Grace Catolico OIC-CITRMU
TOTAL		None	2 months and 5 minutes	

12. PROVISION OF IT PROJECT PROPOSAL

Provide necessary IT Project Proposals for City offices/departments.

OFFICE OR DIVISION	City Information Technology and Records Management Unit			
CLASSIFICATION	Complex			
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		
Request Letter (Approved by the Department Head)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter for IT Project Proposal	1.1 Receive Request Letter	None	3 minutes	Katrina Garcia Bookbinder I
	1.2 Assessment of Request	None		
	1.3 Set scheduled meeting for discussion	None		
2. Attend to scheduled meeting and discuss Project's objectives	2. IT Project discussion	None	1 hour	Mary Grace Catolico OIC-CITRMU
3. Receive IT Project Proposal	3.1 Formulate IT Project Proposal based on gathered data and previous discussions	None	1 month	Mary Grace Catolico OIC-CITRMU
	3.2 Release IT Project Proposal	None		
TOTAL		None	1 month 1 hour and 3 minutes	

NOTE: City offices/departments might receive IT Project Proposal even without their request.

13. NETWORK SUPPORT

Evaluation and troubleshooting of computer network problems.

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		
Online IT Request Form or Request Letter		CITRMU (via QR Code) Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit Online IT Request Form	1.1 Receive the Online IT Request Form or Request Letter	None	2 minutes	Ronabelle Silla Administrative Asst. IV
	1.2 Assessment of Request	None		Katrina Garcia Bookbinder I
	1.3 Assign IT Staff	None		Ronabelle Silla Administrative Asst. IV
2. Wait for the release of IT Equipment	2. Evaluate and troubleshoot computer network problem/s	None	1 hours	IT Staff
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	1 hour and 2 minutes	

NOTE: Processing time varies depending on the technicality of IT procedures to be made and availability of IT Staff.

14. APPLICATION SUPPORT AND MAINTENANCE

Provision of technical assistance/support on application, software and other technological systems.

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		
Online IT Request Form or Request Letter		CITRMU (via QR Code) Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit Online IT Request Form	1.1 Receive the Online IT Request Form or Request Letter	None	2 minutes	Ronabelle Silla Administrative Asst. IV
	1.2 Assessment of Request	None		Katrina Garcia Bookbinder I
	1.3 Assign IT Staff	None		Ronabelle Silla Administrative Asst. IV
2. Wait for the release of IT Equipment	2. Provide technical assistance/support on application, software and other technological systems	None	1 hour	IT Staff
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	1 hour and 2 minutes	

NOTE: Processing time varies depending on the technicality of IT procedures to be made and availability of IT Staff.