
	<p align="center"><b>QUEZON CITY GENERAL HOSPITAL</b></p> <p align="center"><b>INFORMATION TECHNOLOGY</b></p>	
<b><u>CITIZEN'S CHARTER</u></b>		

### **1. Provision of IT Technical Support**

Schedule of availability of service:

Days: Monday to Sunday

Hours: 6:00AM to 10:00PM Monday-Friday

8:00AM to 5:00PM Saturday and Sunday

Who may avail of the service:

Any QCGH Employees.

Documentary Requirements:



1. IT Service Order Form.

Processing Period:

48 Hours.

*How to avail the service:*

Step	Client	Service Process	Duration of Activity	Person in Charge	Forms /Documents
1.	Report the request to Information	Accept request of Information Technology Service Order Form.	2 Min.	IT Staff	IT Service Order Form
2.	Technology office and fill out IT	Perform IT assessment and technical analysis of request.	1 Hour	IT Staff	
3.	Service Order Form	IT head approve Service Order Form	25 Min	IT Head	
4.		Fulfill provision/replacement of damage IT equipment.	44 Hours	IT Staff	
End of Request					

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## **2. Supervision and Administration of Hospital Information System**

Schedule of availability of service:

Days: Monday to Sunday

Hours: 6:00AM to 10:00PM Monday-Friday

8:00AM to 5:00PM Saturday and Sunday

Who may avail of the service:

Any QC

GH Employees.

Documentary Requirements:



1. IT Service Order Form.

Processing Period:

*48 Hours.*

*How to avail the service:*

Step	Client	Service Process	Duration of Activity	Person in Charge	Forms /Documents`
1	Report to Information Technology office and fill out IT Service Order Form	Accept request of Information Technology Service Order Form.	15 Min.	IT Staff	IT Service Order form
2		Fulfill provision of system user access if requested.			
3		Perform technical system analysis and trouble shooting for any system error.	8 Hours	IT Staff	IT Service Order form
4		Collaborate with IT solution provider for technical support if requires.	36 Hours	IT Staff	Request for Enhancement Form (RFC)
5		Implement recommended solution/enhancement.	4 Hours	IT Staff	Implementation Plan Check list document
End of Request					

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### **3. Coordination of All IT Equipment in the Hospital**

Schedule of availability of service:

Days: Monday to Sunday

Hours: 6:00AM to 10:00PM Monday-Friday

8:00AM to 5:00PM Saturday and Sunday

Who may avail of the service:

Any QCGH Regular/Contractual Employees.

Documentary Requirements:

1. IT Service Order Form.
2. Project Procurement Management Plan (PPMP)

Processing Period:

*6 Hours.*

*How to avail the service:*

Step	Client	Process	Duration of Activity	Person in Charge	Forms
1	1. Report request to IT office via Telephone call, email, or visit to IT office.	Conduct ocular visit to offices for assessment of IT equipment requirements.	2 Min	IT Staff	IT Service request form
2		IT staff to provide technical recommendation on IT system requirements.	30 Min	IT Staff	
3		2. Submit letter request to IT head for recommended IT equipment's	IT head updates the IT PPMP list for procurement	3 Hours	IT Head
End of Request					