QUEZON CITY GOVERNMENT
Quezon City General Hospital
Information Technology Section
CITIZEN'S CHARTER

Provision of IT Technical Support

Schedule of Availability of Service
Days	:	Mondays – Sundays
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	:	IT Service Order Form
Processing Period	:	48 Hours.

How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Report the request to Information Technology office and fill out IT Service Order Form	Accept request of Information Technology Service Order Form.	10 Min.	IT Staff	None	IT Service Order Form
2		Perform IT assessment and technical analysis of request.	1 Hour			
3		IT head to approve Service Order Form	50 Min	IT Head		
4		Fulfill provision/replacement of damage IT equipment.	46 Hours	IT Staff		
END of TRANSACTION						

QUEZON CITY GOVERNMENT
Quezon City General Hospital
Information Technology Section
<u>CITIZEN'S CHARTER</u>

Supervision and Administration of Hospital Information System

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Schedule of Availability of Service
Days	:	Mondays – Sundays
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	:	IT Service Order Form.
Processing Period	:	*49 Hours.*

How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Report to Information Technology office and fill out IT Service Order Form	Accept request of Information Technology Service Order Form.	10 Min.	IT Staff	*None*	IT Service Order form
2		Fulfill provision of system user access if requested	50 Min			
3		Perform technical system analysis and troubleshooting for any system error.	8 Hours			
4		Collaboration with IT solution provider for technical support if requires.	36 Hours			Request for Enhancement Form (RFC)
5		Implement recommended solution/enhancement.	4 Hours*)*			
END of TRANSACTION						

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 of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
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.	1 Hour	IT Staff	None *(Wala)*	Valid identification card and authorization letter
2		IT staff to provide technical recommendation on IT system requirements	1 Hour			
3	Submit letter request to IT head for recommended IT equipment's	IT head updates the IT PPMP list for procurement	4 Hours			Voucher and check registry logbook
END of TRANSACTION						