



INFORMATION TECHNOLOGY DEVELOPMENT  
DEPARTMENT

CITIZEN'S CHARTER  
2023 (1<sup>st</sup> Edition)



INFORMATION TECHNOLOGY DEVELOPMENT  
DEPARTMENT

CITIZEN'S CHARTER  
2023 (1<sup>st</sup> Edition)

## I. Mandate

1. The Office shall computerize and automate the City government's operation, thus enhancing its capability to systematize its operations.
  - 1.1 It shall be responsible for the system development and management of a Comprehensive Information Technology Master Plan which will serve as a guide for the operation of various concerned departments, such as;
    - 1.1.1 revenue generating processes
    - 1.1.2 frontline services
    - 1.1.3 technical information and planning data
    - 1.1.4 infrastructure and engineering data
    - 1.1.5 demographics and internal administrative systems
  - 1.2 it shall align the city's IT systems to that of the National Government Information System (GISP) and the E-Commerce Act;
  - 1.3 It shall design, develop and manage the Comprehensive IT Master Plan and the IT strategic planning process ensuring that the other computerization process in the city government are compatible with it, integrate them accordingly and thereafter recommend the specifications and overall hardware requirements of the city.
2. The data banking processes shall be strengthened through maintenance, monitoring and linking or integrating them into the centralized database system.
  - 2.1 It shall provide back-up measure, control mechanism and security systems to avoid the misuse, damage, corruption and disruption of data;
  - 2.2 It shall provide the electronic communication system internally for the coordinated and organized departmental site and externally for the satisfaction of the public;
  - 2.3 It shall maintain, improve and secure the Information Technology (IT) infrastructure of the city, ensuring its optimum potential use.
3. The networking and connectivity of the city's organizations will be easily facilitated linking each departments, offices and units for a consolidated data information needed for decision making.
  - 3.1 It shall link and enhance the service capabilities of the frontline units through automation and data networking thereby speeding up their ability and increasing accuracy in processing transactions;
  - 3.2 It shall improve the efficiency and accuracy in recording, processing, reporting and flow of information among and within the various units of the city government;
  - 3.3 It will provide communication and interaction with the constituents, clientele and the public.

## **II. Vision**

To provide reliable and secure IT solutions and services to support the effective and efficient operation of the Quezon City Government, optimize productivity, enhance Qcitizen engagement, and promote innovation and digital transformation.

## **III. Mission**

To be a trusted partner in leveraging technology to accelerate delivery and services, empower the community, and providing transparent governance.

## **IV. Service Pledge**

1. Design, develop and manage the Comprehensive IT Master Plan and ensure that the other computerization processes in the city government are compatible with it;
2. Provide parameters and guidelines in the design and development of the IT by the different operating Departments, Offices and Units of the city;
3. Provide automation requirements, ensuring the implementation of the Comprehensive IT Master Plan;
4. Determine in coordination with the operating departments the overall hardware requirements and the specifications needed in relation to the implementation of the Comprehensive IT Master Plan;
5. Assist the different Departments, offices and Units in the Development and installation of computerized operating systems and databases to the City's data Center;
6. Manage and monitor the Central QC Database and facilitate information sharing among the program departments for the use of the office of the City Mayor and the Management Support Services;
7. Provide back-up measures and ensure security systems, through overseeing the protection of the confidentiality, integrity and availability of information residing on, processed by, information technology systems;
8. Develop, install and continuously maintain the integrated network and system connectivity of the departments, within the main building, other remote building, Barangay centers and QC's key data generators;
9. Assist the Management support Services of the City Mayor in the development of the city's integrated websites;
10. Provide technical support and coordination with the management Support Services of the City Mayor for the information requirements;
11. Examine and maintain in excellent operating condition all IT assets of the City government;
12. Manage, control and implement the overall IT plan for Quezon City government;
13. Assure the data related to customers, other partners, and employees; and
14. Keep the department up-to-date on the latest IT developments and see its implementation on the overall system, an act as the resource units for IT matters.

## LIST OF SERVICES

<b>Database Management Division</b>	<b>5</b>
Monitoring of In-Housed Production Databases	6
Provide Backup Measures and Security of in-Housed Production Databases	7
Creation of User Account for In-House Developed Application Users	8
Control of Data Services in Conformity With the Data Privacy Act	9
<b>Network and Technical Maintenance Division</b>	<b>10</b>
Technical Assistance and Support	11
Job Service (Walk-in Equipment Repair)	12
Network and Internet Connectivity Services	13
QCG Domain Network Access Request	14
IT Equipment Specifications Recommendation	15
Maintenance of IT Equipment	16
<b>Systems Development and Management Division</b>	<b>17</b>
Application Systems Design and Development	18
Application Systems Deployment	20
Application Systems Support	21
<b>Project Research and Development Division</b>	<b>22</b>
Formulation of Information System Strategic Plan (ISSP)	23
Review of IT Related Proposals	24
Project Proposal via Email	25
Inspection of IT Equipment and Peripherals Delivery based on PO or Contract	26



# **DATABASE MANAGEMENT DIVISION**



# 1. Monitoring of In-Housed Production Databases

Monitor the existence of the in-house production databases in the production server.

<b>Office or Division:</b>	Database Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Various City Departments and Office			
<b>CHECKLIST OF REQUIREMENT</b>			<b>WHERE TO SECURE</b>	
Database Checklist Form Console to execute process			ITDD Database Management Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.Runs the database server file monitoring script on the SQL production server as part of the operational procedure.	None	1 Hour	ITDD-DMD Database Maintenance & Monitoring Section Chief
	2. Processes the output report of the script into an excel format, presenting active databases.			
	3. Provides a digital copy of the report to the immediate supervisor for review.			
	4. Safely preserves the report in accordance with the Department's compliance requirements.			
	5. Updates the DB Monitoring Checklist			
	<b>TOTAL</b>		<b>1 hour</b>	





## 2. Provide Backup Measures and Security of In-Housed Production Databases

To create backup file of the in-housed production databases located in the production servers.

<b>Office or Division:</b>	Database Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Various City Departments and Office			
<b>CHECKLIST OF REQUIREMENT</b>			<b>WHERE TO SECURE</b>	
Console to execute the process			ITDD Database Management Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Transfer database backup files from the production server to a secure Network Attached Storage (NAS) or an encrypted mobile HDD.	None	1 Day	ITDD-DMD Information Security Section Chief
	2. Provides a digital copy of the report to the immediate supervisor for review.			
	3. Make additional copies of the backup files from the NAS onto an encrypted portable hard drive or encrypted mobile HDD.			
	4. Updates the DB Backup Measures and Security of In-Housed Production Databases Checklist			
	5. Implement strict measures to ensure the safekeeping of the encrypted portable hard drive and any other backup media, including storing them in secure locations and restricting access to authorized personnel.			
	<b>TOTAL</b>		1 Day	





### 3. Creation of User Account for In-House Developed Application Users

Creates and grants user privilege identified by a password and giving them access to an in-housed developed application software assigned to him/her

<b>Office or Division:</b>	Database Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Various City Departments and Office			
<b>CHECKLIST OF REQUIREMENT</b>			<b>WHERE TO SECURE</b>	
Approved Request Letter duly signed by the Department/Office Head (ITDD Service Request Form)			ITDD Database Management Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requests the submission of a letter or email, signed by the Department/Office Head, as part of the required	1.1 Receives a Request Letter that has been properly signed by the Department/Office Head and generates a Job Service Report accordingly.	None	25 Minutes	ITDD-DMD Information Security Section Chief
	1.2 Inputs the information provided in the Acknowledgment form into the user tables of the SQL production server, ensuring accurate encoding.			ITDD-DMD Information Security Section Chief
2. Person requesting access supplies his/her password only known by him/her.	2.1. Provides guidance and instructions to the user regarding the procedural steps to be followed.  2.2 DMD ISC Chief provides console where the user supplies his/her password  2.3. Assists the user in testing their newly encrypted password on the designated application for validation purposes.			Person Requesting Access  ITDD-DMD Information Security Section Chief
	<b>TOTAL</b>		25 Minutes	

#### 4. Control of Data Services in Conformity with the Data Privacy Act

Review of the validity of the request and the information being requested is being conducted. The approved letter is then forwarded at the Database Management Division for the extraction of the data/information needed by the concern head of the institution.

<b>Office or Division:</b>	Database Management Division			
<b>Classification:</b>	Simple, Complex, Highly Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Various City Departments and Offices, Other Government Agencies and Educational Institutions			
<b>CHECKLIST OF REQUIREMENT</b>			<b>WHERE TO SECURE</b>	
Approved request letter duly signed by the Department/Office Head (ITDD Service Request Form), Approved official letter of Indorsement			ITDD Database Management Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter/email request stating the data needed and its purpose	1.1. Reviews, approves, and indorses data service requests to ITDD. 1.2 Reviews and validates the authenticity and validity of the request. 1.3. Forwards the data service request to DMD 1.4. Reviews and validates the received data service request. 1.5. Generates script to get the requested data and provides an encrypted soft copy of the requested data in compliance with the data privacy. 1.6. Forwards the encrypted data release documents to ITDD Head for signature.	None	3 working days for simple, 7 working days for complex and 20 working days for highly complex information processing (Based on DILG MC No. 2018-214)	Department/Office Head of Concerned  ITDD Head  ITDD Receiving Staff  DMD Information Processor
2. Receives requested information on encrypted format for files containing lists except for summaries and statistics	2.1 Releases the documents to the concerned Department.			ITDD Releasing Staff



# **NETWORK AND TECHNICAL MAINTENANCE DIVISION**



## 1. Technical Assistance and Support

Provide necessary IT-related Technical Assistance and Support to various City Departments and Offices

<b>Office or Division:</b>	Network and Technical Maintenance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Various City Departments and Office			
<b>CHECKLIST OF REQUIREMENT</b>			<b>WHERE TO SECURE</b>	
1. Official Request Letter (If applicable) 2. Job Service Report (Initial/Final) 3. Unified Service Request Form 4. ARTA Client Satisfaction Measurement Form			ITDD Network and Technical Maintenance Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Call/Request technical assistance or Submits Official Request Letter	1.1. Receives Calls/Official Request Letter	None	10 Minutes	Clerical Staff
	1.2. Get information about the Technical Problem, Contact Person, Contact Number and Name of Office		10 Minutes	
	1.3. Prepare Job Service Report (Initial) and assigning of Technician to attend troubleshooting		10 Minutes	
	1.4. Provide technical assistance to Client's request		40 Minutes	ITDD – NTMD Infrastructure Maintenance Section / Technical Support Staff
2. Receives Copy of Job Service Report (Final)	2.1. Acknowledge Job Service Report (Final)		10 Minutes	
	<b>TOTAL</b>		1 Hour and 20 Minutes	

## 2. Job Service (Walk-in Equipment Repair)



<b>Office or Division:</b>	Network and Technical Maintenance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	3. Network and Internet Connectivity Services Government to Government			
<b>Who may avail:</b>	Various City Departments and Office			
<b>CHECKLIST OF REQUIREMENT</b>			<b>WHERE TO SECURE</b>	
1. Official Request Letter 2. Job Service Report (Initial/Final) 3. Unified Service Request Form 4. ARTA Client Satisfaction Measurement Form			ITDD Network and Technical Maintenance Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Bringing of IT Equipment for repair	1.1. Receives brought-in IT Equipment and get information about the Technical Problem, Contact Person, Contact Number and Name of Office	None	10 Minutes	Clerical Staff
	1.2 Prepare Job Service Report (Initial) and assigning of Technician		10 Minutes	
	1.3 Inspection of equipment		20 Minutes	ITDD – NTMD Infrastructure Maintenance Section / Technical Support Staff
	1.4 Conduct necessary action based on the output of the inspection		20 Hours	ITDD – NTMD Infrastructure Maintenance Section / Technical Support Staff
2.Receives Copy of Job Service Report (Final)	2.1. Acknowledge Job service Report (Final) and Release of Equipment			10 Minutes
	<b>TOTAL</b>		20 Hours 50 Minutes	



Provision of network installation and internet access through physical and wireless connection

<b>Office or Division:</b>	Network and Technical Maintenance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Various City Departments and Offices, Other Government Agencies and Educational Institutions			
<b>CHECKLIST OF REQUIREMENT</b>			<b>WHERE TO SECURE</b>	
1. Documentary Prescription (Official Endorsement by Immediate Officer) 2. Official Request Letter 3. Job Service Report (Initial/Final) 4. Unified Service Request Form 5. ARTA Client Satisfaction Measurement Form			ITDD Network and Technical Maintenance Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Official Request Letter	1.1. Receives Official Request letter. Reviews and validates the request	None	10 Minutes	ITDD Head/NTM Division Chief
	1.2 Once validated, forwards the service request to NTMD		10 Minutes	Clerical Staff
	1.3 Produces Job Service Report (Initial) and assigning of Technical Staff for surveying, network installation and/or troubleshooting		10 Minutes	Clerical Staff
	1.4 Check the availability of required materials		1 Day	Requesting Department/Office
	1.5 Network equipment installation, configuration and testing		1 Hour	NTMD Network & Connectivities Section / Technical Support Staff
2. Receives Copy of Job Service Report (Final)	2.1. Acknowledge Job Service Report (Final)		10 Minutes	ITDD – NTMD Network & Connectivities Section / Technical Support Staff
<b>TOTAL</b>			<b>1 Hour 40 Minutes</b>	

#### 4. QCG Domain Network Access Request

Provide necessary network access credentials

<b>Office or Division:</b>	Network and Technical Maintenance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Various City Departments and Offices, Other Government Agencies and Educational Institutions			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
<ol style="list-style-type: none"> <li>1. Documentary prescription (Official Endorsement by Immediate Officer)</li> <li>2. Letter Request duly signed by the Department/Office Head</li> <li>3. Job Service Report (Initial/Final)</li> <li>4. Unified Service Request Form</li> <li>5. ARTA Client Satisfaction Measurement Form</li> </ol>			ITDD Network and Technical Maintenance Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Official Request Letter	1.1 Receives Official Request Letter. Reviews and validates the request	None	10 Minutes	Clerical Staff
	1.2. Once validated, forwards the service request to NTMD		10 Minutes	
	1. Produces Job Service Report (Initial)		10 Minutes	
2. Creation Username and Password	2.1 Verifies user and generates Network Access Log-in Credentials		10 Minutes	ITDD – NTMD Chief and Network & Connectivities Section Chief / Technical Support Staff
3. Network Access Log-in testing, then receives Job Service Report (Final)	3.1 Acknowledge Job Service Report (Final)		10 Minutes	
	<b>TOTAL</b>		<b>40 Minutes</b>	

#### 5. IT Equipment Specifications Recommendation



<b>Office or Division:</b>	Network and Technical Maintenance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Various City Departments and Offices, Other Government Agencies and Educational Institutions			
<b>CHECKLIST OF REQUIREMENT</b>			<b>WHERE TO SECURE</b>	
1. Purchase Request 2. Technical Specification Checklist			ITDD Network and Technical Maintenance Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Purchase Request, Technical Specification Checklist	1.1. Receives Purchase Request, Technical Specification Checklist	None	15 Minutes	Clerical Staff
	1.2. Produces Job Service Report & Comments about PR, Technical Specification Checklist		2 hours	Clerical Staff NTM Division Chief / Technical Support Staff
2. Receives Comments about PR, Technical Specification Checklist	2.1. Releases Comments about PR, Technical Specification Checklist		20 Minutes	NTM Division Chief
<b>TOTAL</b>			2 Hours 35 Minutes	

## 6. Maintenance of IT Equipment

Provide necessary troubleshooting and maintenance works will be conducted on an agreed schedule.

<b>Office or Division:</b>	Network and Technical Maintenance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Various City Departments and Offices, Other Government Agencies and Educational Institutions			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Official Request Letter 2. Maintenance Schedule Report Form			ITDD Network and Technical Maintenance Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends official request letter	1.1 Receives official request letter. Reviews and validates the request	None	10 Minutes	ITDD Head / Clerical Staff
	1.2. Once validated, forwards the service request to NTMD		10 Minutes	Clerical Staff
	1.3 Performs all necessary maintenance works and provides equipment maintenance report on agreed schedule		20 Hours	ITDD – NTMD Technical Support Staff
	1.4 Forwards the equipment maintenance report to NTMD Head for signature		10 Minutes	NTM Division Chief / Receiving Staff
2. Receives Maintenance Schedule Report	2.1 Releases maintenance report to the concerned department/office		10 Minutes	Clerical Staff Requesting Department/Office
<b>TOTAL</b>			20 Hours 50 Minutes	



# **SYSTEMS DEVELOPMENT AND MANAGEMENT DIVISION**



# 1. Application Systems Design and Development

This process is part of the mandate of developing a Comprehensive IT Master Plan and to ensure that other computerization processes in the City Government are compatible with the plan. This is also being done in compliance with the providing of procedures and guidelines in the design and development.

<b>Office or Division:</b>	Systems Development and Management Division
<b>Classification:</b>	Simple, Highly Technical, Complex
<b>Type of Transaction:</b>	G2G, G2B
<b>Who may avail:</b>	Various City Departments and Offices
<b>CHECKLIST OF REQUIREMENT</b>	
<b>WHERE TO SECURE</b>	

- 1.1. Department/Office Head/online or phone request
- Approved letter of request signed by the ITDD- Systems Development and Management Division

CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. New Service Application System.  Submits letter of request duly signed by the Department/Office Head request	<p>Received letter request.</p> <p>1. Evaluate and review received letter requests from the end user.</p> <p>2. Coordinate with the end user to form a team working group (TWG) to streamline procedures and guidelines.</p> <p>3. Official Endorsement by Immediate Officer.</p> <p>4. Endorse to design and development team for mobilization of development.</p> <p>5. Implementation and facilitation.</p>	None	<p>1. Evaluation, reviews, forming a team working group (TWG) and streamline procedure and guidelines (1) month.</p> <p>2. Mobilization of system development base on approved procedures and guidelines</p> <p>a. Light – procedure and guidelines with simple routes process (2) months.</p> <p>b. Medium – procedure and guidelines with minimal route process (3) months.</p> <p>c. Heavy – procedure and guidelines with complex route process (4) months.</p> <p>3. Quality assessment (QA), User acceptance test (UAT) simulation and training (1) month.</p> <p>4. Deployment to live operation.</p>	ITDD- SDMD Systems Development Section Chief
	<b>TOTAL</b>		6 MONTHS	
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Maintenance and modification of existing Service application</p> <p>Submits letter of request duly signed by the Department/Office Head request</p>	<p>Received letter request.</p> <p>2. Evaluate and review received letter requests from the end user.</p> <p>3. Coordinate with the end user to form a team working group (TWG) to streamline procedures and guidelines.</p> <p>4. Official Endorsement by Immediate Officer.</p> <p>5. Endorse to design and development team for mobilization of development.</p> <p>6. Implementation and facilitation.</p>	<p>No ne</p>	<p>1. Evaluation, reviews and streamline procedure and guidelines (1) week.</p> <p>2. Mobilization of system development base on approved procedures and guidelines</p> <p>    a. Light – procedure and guidelines with simple routes process (1) week.</p> <p>    b. Medium – procedure and guidelines with minimal route process (2) week.</p> <p>    c. Heavy – procedure and guidelines with complex route process (1) months.</p> <p>3. Quality assessment (QA), User acceptance test (UAT) simulation (1) week.</p> <p>4. Deployment to live operation.</p>	<p>ITDD- SDMD Systems Development Section Chief</p>
<b>TOTAL</b>			<b>2 MONTHS</b>	

\* No longer develops, only maintains since 2005. All IT systems being outsourced since

## 2. Application Systems Deployment

Assist in the mobilization of development and installation of the city's end users of the departments in relation to the Comprehensive IT Master Plan.

<b>Office or Division:</b>	Systems Development and Management Division
<b>Classification:</b>	Simple, Highly Technical, Complex
<b>Type of Transaction:</b>	G2G, G2B
<b>Who may avail:</b>	Various City Departments and Offices
<b>CHECKLIST OF REQUIREMENT</b>	
<b>WHERE TO SECURE</b>	

Approved letter of request signed by the Department/Office Head/online or phone request

ITDD- Systems Development and Management Division

CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request duly signed by the Department/Office Head/online	1. Prepare installer, third party components (If any) and executable file; (window applications) create installer and executive file; (web application) prepare and upload compiled source code to web server.	None	1. Light – package consolidation with no issue encountered and with close/in the vicinity of the compound range area (1) day.	ITDD-SDMD Systems Support Section Chief
2. Duly accomplished ITDD's official service request form	2. Official Endorsement by Immediate Officer.		2. Medium – package consolidation with minimal issue encountered and out of range or outside the compound area (1) week.	
	3. Pilot run application; Check and monitor issues and problems that would arise.		3. Heavy – package consolidation with issue encountered bulk deployment for both within and outside the vicinity range area (1) month.	
	4. documentary prescription			
	5. Service job report output.			
	<b>TOTAL</b>		1 MONTH	

### 3. Application Systems Support

Ensure that operating systems are properly functioning and service that departments need when necessary. Conduct training for the user or personnel for the proper operation and management of the city's automated systems.

<b>Office or Division:</b>	Systems Development and Management Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G
<b>Who may avail:</b>	Various City Departments and Offices
<b>CHECKLIST OF REQUIREMENT</b>	
<b>WHERE TO SECURE</b>	

Approved letter of request signed by the Department/Office Head/online

ITDD- Systems Development and Management Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request duly signed by the Department/Office Head/online	1. Prepares job order report 2. Official Endorsement by Immediate Officer. 3. Attend end user concerns; Investigate issues and problems that will arise; orient and guide end users. 4. Documentary prescription 5. Service job report output.	None	1. Light – Within close/in the vicinity of the compound range area (1) day. 2. Medium – out of range or outside the compound area (1) week. 3. Heavy – bulk deployment for both within and outside the vicinity range area (1) month.	ITDD- SDMD Systems Support Section Chief
<b>TOTAL</b>			1 MONTH	





# **PROJECT RESEARCH AND DEVELOPMENT DIVISION**



## 1. Formulation of the Information System Strategic Planning (ISSP)

It is the City's 3-year digital roadmap of prioritizing and integrating proposed IT projects by various city offices clustered according to function aimed to attain efficiency on the delivery of services to the City's constituents and governance. It is also to technologically upkeep locally and globally with other cities for Smart Sustainable and Safe Cities initiatives. Preparation is in collaboration with the national agency, the Department of Information Communication Technology (DICT) for future interoperability and non-duplication of national IT projects.

<b>Office or Division:</b>	Project Research and Development Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	Various City Department and Offices			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Approved Request Letter duly signed by the Department/Office Head			ITDD Project Research and Development Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Participates in the ISSP orientation of IT representatives of clustered city offices	1.1. ITDD presentation of operational, implemented, on-going previous 3-year ISSP projects	N/A	One (1) day per cluster group	PRDD Division Chief
2. Clustered City Offices submits IT proposed projects	2.1. Receives request proposes IT project	N/A	Six (6) months	Project Group Coordinator
3. Sets Meeting with IT Technical representatives of the clustered city offices	3.1. ITDD presents submitted projects and discusses prioritization, integration of systems and inclusion of proposed IT projects in the ISSP	N/A		Project Group Team Leader
4. Prepares draft ISSP and consult DICT for guidance and review	4.1. ITDD crafts the ISSP based on DICT	N/A		Project Group Team Leader
5. Finalizes copy for Approval of the City Mayor	5.1. ITDD submits to the City Mayor for approval	N/A		ITDD, Department Head
6. Submits approved ISSP for city council resolution	6.1. ITDD submits approved ISSP to the city council for resolution sponsorship	N/A		ITDD, Department Head
<b>TOTAL</b>				6 months and 1 day

## 2. Review of IT Related Proposals

ITDD as part of the administrative support services and a technical office for IT matters, is also mandated to review, comment and recommend IT related project proposals submitted by solution providers/vendor to top management and individual city offices/departments. Evaluate and recommend proposed IT projects for system/infrastructure feasibility, interoperability with existing systems/infrastructure and aligned with the city's ISSP is one of its main goal. ITDD may demand presentations, or Proof of Concepts (POC) of the proposals.

<b>Office or Division:</b>	Project Research and Development Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	Various City Department and Offices			
<b>CHECKLIST OF REQUIREMENT</b>			<b>WHERE TO SECURE</b>	
1. Approved Request Letter duly signed by the Department/Office Head 2. IT Project Proposal 3. Proponent Profile			ITDD Project Research and Development Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Endorsement Letter of Request for IT Project proposal (hard copy)	1.1. ITDD receives IT proposal hard copy	N/A	One (1) day	Receiving Clerk
	1.2. ITDD Head initially reviews IT proposal and assigns Special Project Group for review and comments	N/A	Two (2) weeks	ITDD, Department Head
	1.3. Project Group reviews IT proposal and consults with the System Development Network, Infrastructure and Database Divisions for specifications.	N/A		Project Group Team Leader
		<b>TOTAL</b>	2 weeks and 1 day	

### 3. Project Proposal via Email

Submit via email the proposed IT projects for system/infrastructure feasibility.

<b>Office or Division:</b>	Project Research and Development Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	Various City Departments and Offices			
<b>CHECKLIST OF REQUIREMENT</b>			<b>WHERE TO SECURE</b>	
1. Approved Request Letter duly signed by the Department/Office Head 2. IT Project Proposal 3. Proponent Profile			ITDD Project Research and Development Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Endorsement Letter of Request for IT Project proposal (soft copy) via Email	1.1. Project Group Team receives IT proposal soft copy via email 1.2. Project Group Team initially reviews IT proposal to be forwarded to the ITDD Head 1.3. Project Group Team Leader will forward IT proposal to the ITDD Head for review and comments 1.4. ITDD Head provides feedbacks to the Project Group Team Leader 1.5. Projects Group Team Leader will consults with the System Development Network, Infrastructure and Database Divisions for specifications. 1.6. Project Group Team provides feedback/ comment to the project proponent via email	None	One (1) day	ITDD, Department Head ; Team Leader
			One (1) week	
			One (1) day	
		<b>TOTAL</b>	1 week and 2 days	



#### 4. Inspection of IT Equipment and Peripherals Delivery Based on PO or Contract

IT inspector will be responding to inspect and verify if the delivered IT equipment and peripherals delivery based on PO or contract are correct. The inspector will complete and secured a copy of the IT Equipment Inspection Report Form and give the original copy the corresponding contractor/supplier

<b>Office or Division:</b>	Project Research and Development Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Various City Departments and Offices, Other Government Agencies and Educational Institutions			
<b>CHECKLIST OF REQUIREMENT</b>			<b>WHERE TO SECURE</b>	
1. Advisory/Request from CGSD and Copy of PO or Contract 2. Purchase Order, Terms of Reference / Schedule of Prices, Supply and Delivery Agreement & TOR 3. Unified Service Request Form 4. ITDD Inspection Report Form			ITDD Project Research and Development Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Tracking Checklist (Pre-Conduction), Advisory/Request from CGSD	1.1. Receives Tracking Checklist (Pre-Conduction), Advisory/Request from CGSD 1.2. Department Head will provide instruction to the PRDD 1.3. Documents Verification and Notation by the Division Chief 1.4. Produces Job Service Report and assigning of Inspection Officer 1.5. Schedule and Conducts of Actual Inspection together with the end-user and the supplier.	None	4 Hours	ITDD – Receiving Clerk  ITDD - Department Head  PRDD Staff  PRDD Division Chief  PRDD Inspector
2. Receives the original ITDD Inspection Report Form.	2.1. The inspector will prepare the report and ensures that the IT Equipment is in conformity with the specifications in the PO affixing the Inspector signature and forward to the PRDD Division Chief for the signature. 2.2. Releases the original ITDD Inspection Report Form.			PRDD Inspector  PRDD Division Chief  PRDD Staff
<b>TOTAL</b>			4 hours	

## Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Answer the feedback form and drop it at the designated drop box located at the receiving area of the Information Technology Development Department
How feedbacks are processed	Every end of the month, CAO personnel opens the drop box and collect all the feedback forms.
Contact Information of QC Information Technology Development Department (QCITDD)	<a href="mailto:itdd@quezoncity.gov.ph">itdd@quezoncity.gov.ph</a> Tel. No. 988.4242 loc. 8200 (Dept. Head) * 8201 (SDMD) * 8202 (DMD) * 8203 (NTMD) * 8279 (ADMIN) * 8278 (PRDD)
How to file a complaint	Complaints can be filed thru email or phone. Make sure to provide the following information: <ul style="list-style-type: none"> <li>• Name of the complainant</li> <li>• Name of the Person being complained</li> <li>• Incident</li> <li>• Evidence</li> </ul>
How complaint are processed	Assessing the complaint <ul style="list-style-type: none"> <li>• After receiving the complaint it will be forwarded to the concerned division for appropriate action.</li> </ul> Investigating the complaint. <ul style="list-style-type: none"> <li>• Gather facts</li> <li>• Position of parties involved.</li> </ul> Resolving the complaint <ul style="list-style-type: none"> <li>• Decision on the complaint</li> <li>• Inform the complainant on the action taken.</li> </ul>
Contact Information of QC Information Technology Development Department (QCITDD)	<a href="mailto:itdd@quezoncity.gov.ph">itdd@quezoncity.gov.ph</a> Tel.No 9884242 loc.8200 (Dept.Head)*8201 (SDMD)*8202 (DMD) *8203 (NTMD)*8279 (ADMIN) *8278 (PRDD)
Contact Information of CCB, PCC, ARTA	ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> : 1-ARTA(2782) PCC : 8888 CCB : 0908-881-6565 (SMS)



## List of Offices

<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
ITDD-OIC-Department Head	5 <sup>th</sup> Floor, Quezon City Hall, East Avenue Corner Elliptical Road, Diliman, Quezon City	Tel. No. 988.4242 loc.8200
ITDD-Database Management Division	5 <sup>th</sup> Floor, Quezon City Hall, East Avenue Corner Elliptical Road, Diliman, Quezon City	Tel. No. 988.4242 loc. 8202
ITDD-Network and Technical Maintenance Division	2 <sup>nd</sup> Floor, Quezon City Hall, East Avenue Corner Elliptical Road, Diliman, Quezon City	Tel. No. 988.4242 loc. 8203
ITDD-Systems Development and Management Division	5 <sup>th</sup> Floor, Quezon City Hall, East Avenue Corner Elliptical Road, Diliman, Quezon City	Tel. No. 988.4242 loc. 8201
ITDD-Project Research Development Division	5 <sup>th</sup> Floor, Quezon City Hall, East Avenue Corner Elliptical Road, Diliman, Quezon City	Tel. No. 988.4242 loc. 8279
ITDD-Administrative Division	5 <sup>th</sup> Floor, Quezon City Hall, East Avenue Corner Elliptical Road, Diliman, Quezon City	Tel. No. 988.4242 loc. 8278