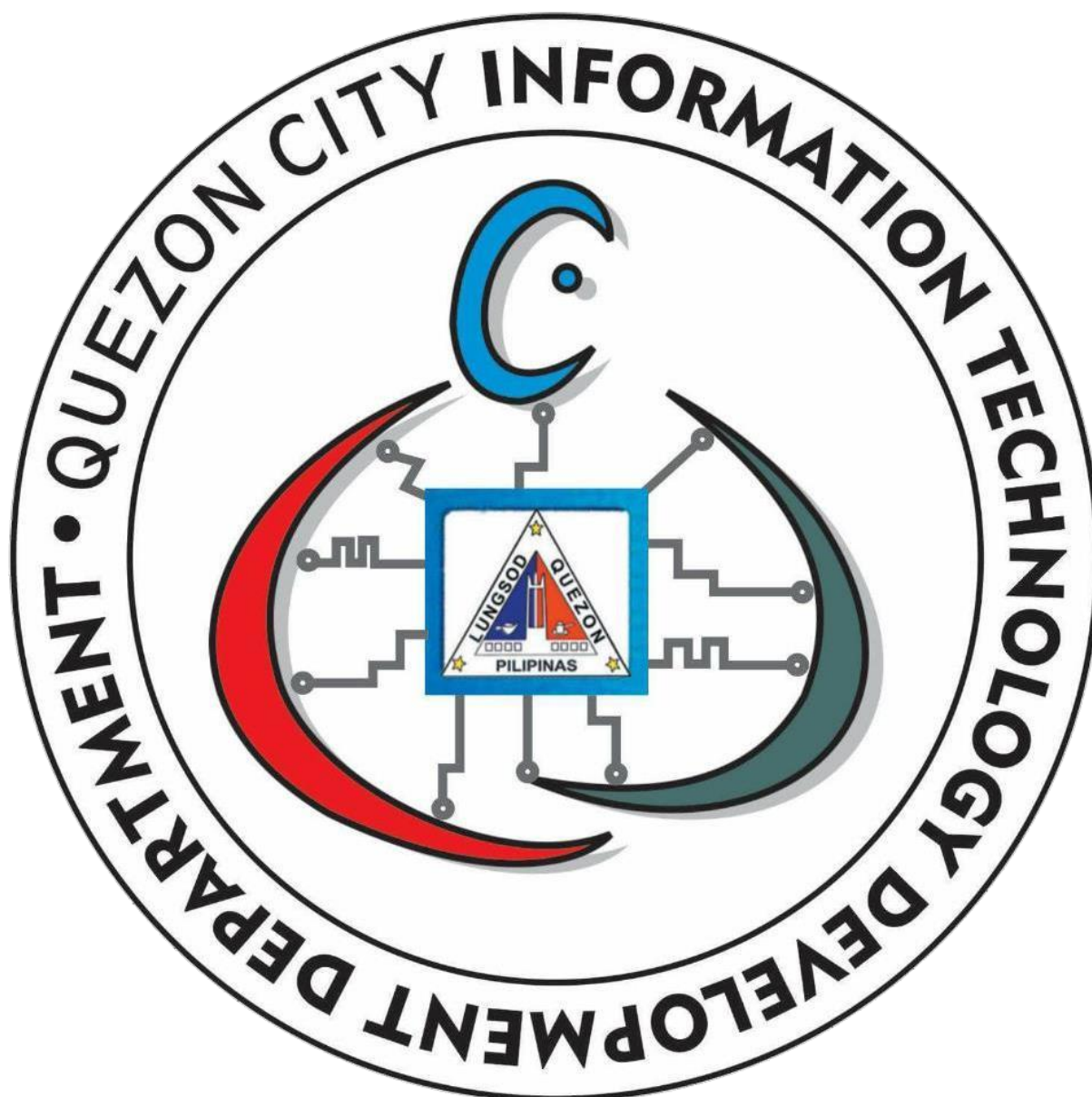




INFORMATION TECHNOLOGY DEVELOPMENT  
DEPARTMENT

CITIZEN'S CHARTER

2024 (1<sup>st</sup> Edition)



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## **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.



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# **DATABASE MANAGEMENT DIVISION**



## 1. Monitoring of In-Housed Production Databases

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

**Office or Division:** Database Management Division

**Classification:**

- Simple

**Type of Transaction:**

- G2G - Government to Government

**Who may avail:**

- Various City Departments and Offices

**CHECKLIST OF REQUIREMENTS:**

1. Database Checklist Form
2. Console to execute the process

**WHERE TO SECURE:** ITDD Database  
Management Division

STEPS	APPLICANT / CLIENT	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		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>		1 Hour	
<b>END OF TRANSACTION</b>					



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

To create backup file of the ITDD in-housed and maintained production databases.

**Office or Division:** Database Management Division

**Classification:**

- Simple

**Type of Transaction:**

- G2G - Government to Government

**Who may avail:**

- Various City Departments and Offices

**CHECKLIST OF REQUIREMENTS:**

1. Console to execute the process

**WHERE TO SECURE:** ITDD Database  
Management Division

STEPS	APPLICANT / CLIENT	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		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	
<b>END OF TRANSACTION</b>					

### 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

**Office or Division:** Database Management Division

**Classification:**

- Simple

**Type of Transaction:**

- G2G - Government to Government

**Who may avail:**

- Various City Departments and Offices

**CHECKLIST OF REQUIREMENTS:**

1. Approved Request Letter duly signed by the Department/Office Head (ITDD Service Request Form)

**WHERE TO SECURE:** ITDD Database Management Division

STEPS	APPLICANT / CLIENT	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 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
		2.1. Provides guidance and instructions to the user regarding the procedural steps to be followed.			
2	Person requesting access supplies his/her password only known by him/her.	2.2 DMD ISC Chief provides console where the user supplies his/her password			Person Requesting Access
		2.3. Assists the user in testing their newly encrypted password on the designated application for validation purposes..			ITDD-DMD Information Security Section Chief
		<b>TOTAL</b>		1 Day	
<b>END OF TRANSACTION</b>					

#### 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.

**Office or Division:** Database Management Division

**Classification:**

- Simple

**Type of Transaction:**

- G2G - Government to Government

**Who may avail:**

- Various City Departments and Offices, Other Government Agencies and Educational Institutions

**CHECKLIST OF REQUIREMENTS:**

1. Approved Request Letter duly signed by the concerned Department/Office.

**WHERE TO SECURE:** ITDD Database Management Division

STEPS	APPLICANT / CLIENT	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 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
		2.1. Provides guidance and instructions to the user regarding the procedural steps to be followed.			
2	Person requesting access supplies his/her password only known by him/her.	2.2 DMD ISC Chief provides console where the user supplies his/her password			Person Requesting Access
		2.3. Assists the user in testing their newly encrypted password on the designated application for validation purposes..			ITDD-DMD Information Security Section Chief
		<b>TOTAL</b>		1 Day	
<b>END OF TRANSACTION</b>					



# **NETWORK AND TECHNICAL MAINTENANCE DIVISION**



## 1. Technical Assistance and Support

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

**Office or Division:** Network and Technical Maintenance Division

**Classification:**

- Simple

**Type of Transaction:**

- G2G - Government to Government

**Who may avail:**

- Various City Departments and Office

**CHECKLIST OF REQUIREMENTS:**

1. Official Request Letter
2. Job Service Report (Initial/Final)
3. ITDD Unified Service Form
4. ARTA Client Satisfaction Measurement Form

**WHERE TO SECURE:** Network and Technical Maintenance Division

STEPS	APPLICANT / CLIENT	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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			
		1.3. Prepare Job Service Report (Initial) and assigning of Technician to attend troubleshooting			
		1.4. Provide technical assistance to Client's request			
2	Receives Copy of Job Service Report (Final)	2.1. Acknowledge Job Service Report (Final)		10 Minutes	ITDD – NTMD Infrastructure Maintenance Section / Technical Support Staff
		<b>TOTAL</b>		1 Hour and 20 Minutes	
<b>END OF TRANSACTION</b>					

## 2. Job Service (Walk-in equipment repair)

Provide necessary repair service for brought-in IT Equipment

**Office or Division:** Network and Technical Maintenance Division

**Classification:**

- Simple

**Type of Transaction:**

- G2G - Government to Government

**Who may avail:**

- Various City Departments and Office

**CHECKLIST OF REQUIREMENTS:**

1. Official Request Letter
2. Job Service Report (Initial/Final)
3. ITDD Unified Service Form
4. ARTA Client Satisfaction Measurement Form

**WHERE TO SECURE:** Network and Technical Maintenance Division

STEPS	APPLICANT / CLIENT	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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			
		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			
2	Receives Copy of Job Service Report (Final)	2.1. Acknowledge Job service Report (Final) and Release of Equipment		10 Minutes	Clerical Staff
		<b>TOTAL</b>		20 Hour and 50 Minutes	
<b>END OF TRANSACTION</b>					

### 3. Network and Internet Connectivity Services

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

**Office or Division:** Network and Technical Maintenance Division

**Classification:**

- Simple

**Type of Transaction:**

- G2G - Government to Government

**Who may avail:**

- Various City Departments and Offices, Other Government Agencies and Educational Institutions

**CHECKLIST OF REQUIREMENTS:**

1. Documentary Prescription (Official Endorsement by Immediate Officer)
2. Official Request Letter
3. Job Service Report (Initial/Final)
4. ITDD Unified Service Form
5. ARTA Client Satisfaction Measurement Form

**WHERE TO SECURE:** Network and Technical Maintenance Division

STEPS	APPLICANT / CLIENT	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	ITDD Head/NTM Division Chief
		1.2 Once validated, forwards the service request to NTMD			Clerical Staff
		1.3 Produces Job Service Report (Initial) and assigning of Technical Staff for surveying, network installation and/or troubleshooting			
		1.4 Check the availability of required materials		1 Day	Requesting Department/Office
		1.5 Network equipment installation, configuration and testing		1 Hour	ITDD – 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>		1 Hour and 40 Minutes	
<b>END OF TRANSACTION</b>					

## 4. QCG Domain Network Access Request

Provide necessary network access credentials

**Office or Division:** Network and Technical Maintenance Division

**Classification:**

- Simple

**Type of Transaction:**

- G2G - Government to Government

**Who may avail:**

- Various City Departments and Offices, Other Government Agencies and Educational Institutions

**CHECKLIST OF REQUIREMENTS:**

1. Documentary Prescription (Official Endorsement by Immediate Officer)
2. Official Request Letter
3. Job Service Report (Initial/Final)
4. ITDD Unified Service Form
5. ARTA Client Satisfaction Measurement Form

**WHERE TO SECURE:** Network and Technical Maintenance Division

STEPS	APPLICANT / CLIENT	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 1.2. Once validated, forwards the service request to NTMD 1. Produces Job Service Report (Initial)	None	10 Minutes	Clerical Staff
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>		40 Minutes	
<b>END OF TRANSACTION</b>					

## 5. IT Equipment Specifications Recommendation

Provide the necessary specifications for proper IT Equipment based on the nature of work or function of requesting department/office.

**Office or Division:** Network and Technical Maintenance Division

**Classification:**

- Simple

**Type of Transaction:**

- G2G - Government to Government

**Who may avail:**

- Various City Departments and Offices, Other Government Agencies and Educational Institutions

**CHECKLIST OF REQUIREMENTS:**

1. Purchase Request
2. Technical Specification Checklist

**WHERE TO SECURE:** Network and Technical Maintenance Division

STEPS	APPLICANT / CLIENT	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submits Purchase Request, Technical Specification Checklist	1.1 Receives Official Request Letter. Reviews and validates the request	None	2 Hours	Clerical Staff NTM Division Chief / Technical Support Staff
		1.2. Once validated, forwards the service request to NTMD			
2	Receives Comments about PR, Technical Specification Checklist	2.1 Verifies user and generates Network Access Log-in Credentials		20 Minutes	NTM Division Chief
		<b>TOTAL</b>		2 Hours   35 Minutes	
<b>END OF TRANSACTION</b>					

## 6. Maintenance of IT Equipment

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

**Office or Division:** Network and Technical Maintenance Division

**Classification:**

- Simple

**Type of Transaction:**

- G2G - Government to Government

**Who may avail:**

- Various City Departments and Offices, Other Government Agencies and Educational Institutions

**CHECKLIST OF REQUIREMENTS:**

1. Official Request Letter
2. Maintenance Schedule Report Form

**WHERE TO SECURE:** Network and Technical Maintenance Division

STEPS	APPLICANT / CLIENT	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			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			Clerical Staff  Requesting Department/Office
		<b>TOTAL</b>		20 Hours   50 Minutes	
<b>END OF TRANSACTION</b>					



# **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.

**Office or Division:** System Development and Management Division

**Classification:**

- Simple, Highly Technical, Complex

**Type of Transaction:**

- G2G, G2B

**Who may avail:**

- Various City Departments and Offices

**CHECKLIST OF REQUIREMENTS:**

1. Approved Request Letter duly signed by the Department/Office Development and Head/  
Online or phone request.

**WHERE TO SECURE:** ITDD System  
Management Division

STEPS	APPLICANT / CLIENT	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<p>New Service Application System.</p> <p>Submits letter of request duly signed by the Department/Office Head request</p>	<p>1. Evaluate and review received letter requests from the end user.</p> <hr/> <p>2. Coordinate with the end user to form a team working group (TWG) to streamline procedures and guidelines.</p> <hr/> <p>3. Official Endorsement by Immediate Officer.</p> <hr/> <p>4. Endorse to design and development team for mobilization of development</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 style="margin-left: 20px;">a. Light – procedure and guidelines with simple routes process (2) months.</p> <p style="margin-left: 20px;">b. Medium – procedure and guidelines with minimal route process (3) months.</p> <p style="margin-left: 20px;">c. Heavy – procedure and guidelines with complex route process (4) months</p>	ITDD- SDMD Systems Development Section Chief

1.		5. Implementation and facilitation.	None	3. Quality assessment (QA), User acceptance test (UAT) simulation and training (1) month.	ITDD- SDMD Systems Development Section Chief
				4. Deployment to live operation.	
	Maintenance and modification of existing Service application	1. Evaluate and review received letter requests from the end user.		1. Evaluation, reviews and streamline procedure and guidelines (1) week.	
	Submits letter of request duly signed by the Department/Office Head request	2. Coordinate with the end user to form a team working group (TWG) to streamline procedures and guidelines.		2. Mobilization of system development base on approved procedures and guidelines  a. Light – procedure and guidelines with simple routes process (1) week.	



		3. Official Endorsement by Immediate Officer.			
		4. Endorse to design and development team for mobilization of development.			
		5. Implementation and facilitation.			
		<b>TOTAL</b>			2 MONTHS
<b>END OF TRANSACTION</b>					

## 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.

**Office or Division:** System Development and Management Division

**Classification:**

- Simple, Highly Technical, Complex

**Type of Transaction:**

- G2G, G2B

**Who may avail:**

- Various City Departments and Offices

**CHECKLIST OF REQUIREMENTS:**

2.1 Approved Request Letter duly signed by the Department/Office Development and Head/ Online or phone request.

**WHERE TO SECURE:** ITDD System Management Division

STEPS	APPLICANT / CLIENT	AGENCY ACTION	FEES 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)		1. Light – package consolidation with no issue encountered and with close/in the vicinity of the compound range area (1)	

2	Duly accomplished ITDD's official service request form	prepare and upload compiled source code to web server. 2. Official Endorsement by Immediate Officer. 3. Pilot run application; Check and monitor issues and problems that would arise. 4. documentary prescription 5. Service job report output.	None	day. 2. Medium – package consolidation with minimal issue encountered and out of range or outside the compound area (1) week. 3. Heavy – package consolidation with issue encountered bulk deployment for both within and outside the vicinity range area (1) month.	ITDD- SDMD Systems Support Section Chief
		<b>TOTAL</b>		1 MONTH	
<b>END OF TRANSACTION</b>					

### 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.

**Office or Division:** System Development and Management Division

**Classification:**

- Simple, Highly Technical, Complex

**Type of Transaction:**

- G2G

**Who may avail:**

- Various City Departments and Offices

**CHECKLIST OF REQUIREMENTS:**

3.1 Approved Request Letter duly signed by the Department/Office Development and Head/ Online.

**WHERE TO SECURE:** ITDD System Management Division

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



# **PROJECT RESEARCH AND DEVELOPMENT DIVISION**



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

One of the primary responsibilities of the Project Research and Development Division is the formulation of the Information Systems Strategic Plan (ISSP). This plan serves as the city's roadmap for leveraging technology to achieve its objectives. The division ensures that the ISSP aligns seamlessly with the city's broader goals, providing a comprehensive framework that guides ICT initiatives across all departments.

**Office or Division:** ITDD – Project Research and Development Division

**Classification:**

- Complex

**Type of Transaction:**

- G2G – Government to Government

**Who may avail:**

- Various City Departments and Offices

**CHECKLIST OF REQUIREMENTS:**

1. Approved Request Letter duly signed by the Department/Office Head

**WHERE TO SECURE:** ITDD Project Research Development Division

STEPS	APPLICANT / CLIENT	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		One (1) day per cluster group	One (1) day per cluster group
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		

5	Finalizes copy for Approval of the City Mayor	5.1. ITDD submits to the City Mayor for approval	N/A	Six (6) months	ITDD, Head	Department
6	Submits approved ISSP for city council resolution	6.1. ITDD submits approved ISSP to the city council for resolution sponsorship	N/A			
		<b>TOTAL</b>		6 MONTH and 1 day		
<b>END OF TRANSACTION</b>						

## 2. Review of IT Related Proposals

The division takes on the crucial role of reviewing ICT program proposals submitted by various departments within the local government. This review process involves a meticulous assessment of each proposal's feasibility, alignment with the ISSP, and its potential to address specific challenges or opportunities. By scrutinizing these proposals, the division ensures that ICT investments are directed toward projects that bring the most value to the city.

**Office or Division:** ITDD – Project Research and Development Division

**Classification:**

- Simple

**Type of Transaction:**

- G2G – Government to Government

**Who may avail:**

- Various City Departments and Offices

**CHECKLIST OF REQUIREMENTS:**

1. Approved Request Letter duly signed by the Department/Office Head.
2. IT Project Proposal
3. Proponent Profile

**WHERE TO SECURE:** ITDD Project Research Development Division

STEPS	APPLICANT / CLIENT	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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.			Project Group Team Leader
		<b>TOTAL</b>		2 Weeks and 1 day	
<b>END OF TRANSACTION</b>					



### 3. Project Proposal via Email

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

**Office or Division:** ITDD – Project Research and Development Division

**Classification:**

- Simple

**Type of Transaction:**

- G2G – Government to Government

**Who may avail:**

- Various City Departments and Offices

**CHECKLIST OF REQUIREMENTS:**

1. Approved Request Letter duly signed by the Department/Office Head.
2. IT Project Proposal
3. Proponent Profile

**WHERE TO SECURE:** ITDD Project Research Development Division

STEPS	APPLICANT / CLIENT	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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.			Project Group Team Leader
		<b>TOTAL</b>		2 Weeks and 1 day	
<b>END OF TRANSACTION</b>					



2	Receives Complete and Original ITDD Inspection Report Form, Unified Service Report, and ARTA CSM Form	2.1. Releases ITDD Inspection Report Form	None	4 Hours	ITDD — PRDD Inspection Team
		<b>TOTAL</b>		4 Hours	
<b>END OF TRANSACTION</b>					

## 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

Office	Address	Contact Information
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. 8278
ITDD-Administrative Division	5 <sup>th</sup> Floor, Quezon City Hall, East Avenue Corner Elliptical Road, Diliman, Quezon City	Tel. No. 988.4242 loc. 8279