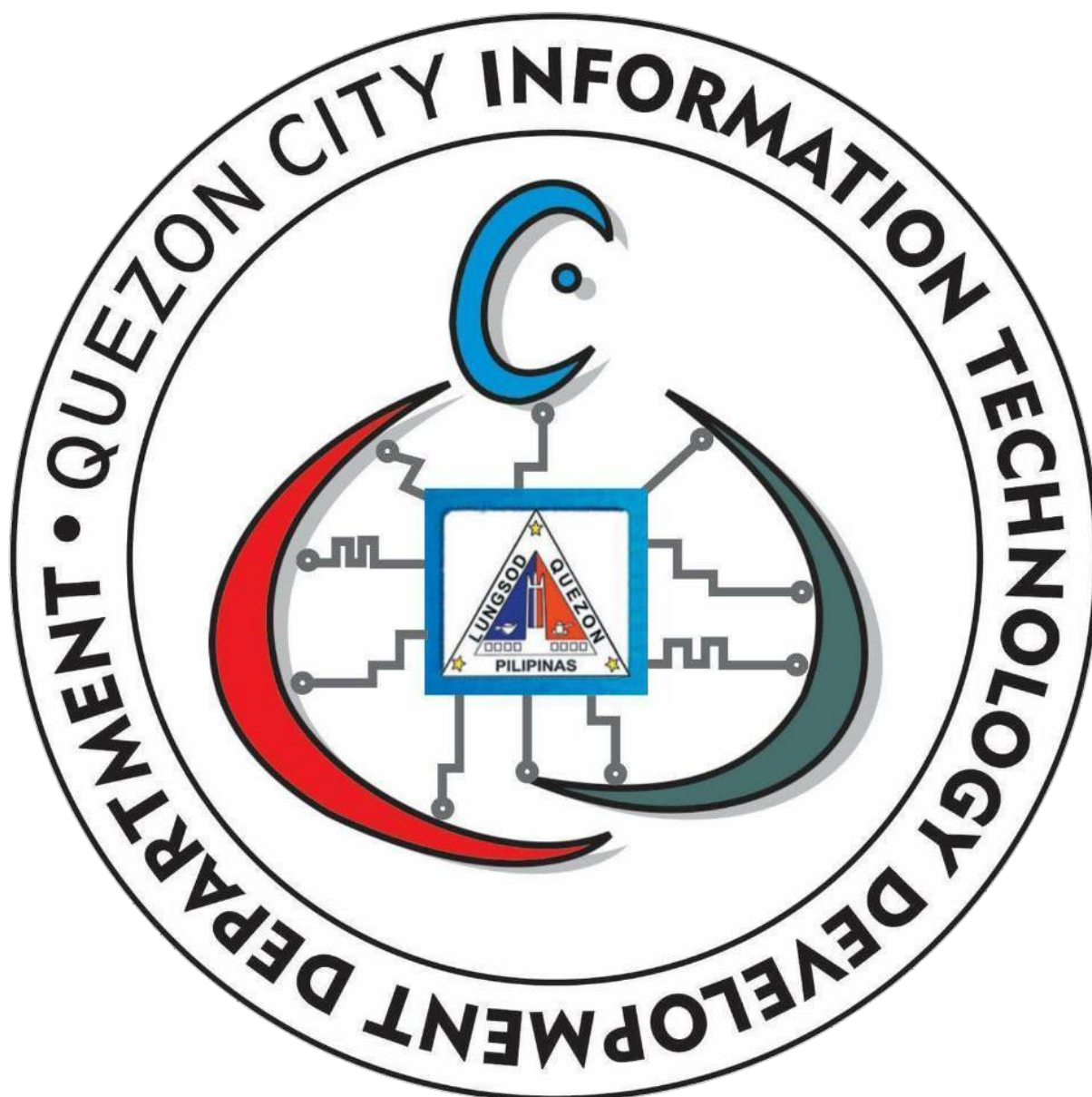# INFORMATION TECHNOLOGY DEVELOPMENT DEPARTMENT

CITIZEN'S CHARTER

2025 (1st Edition)

INFORMATION TECHNOLOGY DEVELOPMENT DEPARTMENT

CITIZEN'S CHARTER

2025 (1st 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

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			
		TOTAL		1 Hour	
END OF TRANSACTION					

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.			
		TOTAL		1 Day	
END OF TRANSACTION					

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 eport 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
		TOTAL		25 Minutes	

END OF TRANSACTION

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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter/email request stating the data needed and its purpose	1.1 Reviews, approves, and indorses data service requests to ITDD.	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
	1.2 Reviews and validates the authenticity and validity of the request.			ITDD Head
	1.3 Forwards the data service request to DMD			ITDD Receiving Staff
	1.4 Reviews and validates the received data service request.			DMD Information Processor
	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.			
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
END OF TRANSACTION				

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. ITDD Unified Service Form

3. ARTA Client Satisfaction Measurement Form

Information Technology Development Department - 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/email	1.1. Receives Calls/Official Request Letter/email	None	10 Minutes	ITDD Helpdesk Staff Receiving Staff
		1.2. Acquire information about the Technical Problem, Contact Person, Contact Number, eMail and Name of Office			
		1.3. Prepare OSTicket and designates to concern Division and staff			
		1.4. Provide technical assistance to Client's request		1 Day	ITDD – NTMD Infrastructure Maintenance Section / Technical Support Staff
2	Acknowledges and receives copy of Job Service form	2.1. Acknowledge Unified Service Form		10 Minutes	
		TOTAL		1 Day and 20 Minutes	
END OF TRANSACTION					

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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:

- Complex

Type of Transaction:

- G2G - Government to Government

Who may avail:

- Various City Departments and Office

CHECKLIST OF REQUIREMENTS:

1. Official Request Letter

2. ITDD Unified Service Form

3. ARTA Client Satisfaction Measurement Form

Information Technology Development Department - 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 *Client or an authorized representative must be present during the inspection of equipment (1.3) for transparency and proper documentation of its condition before repair.*	1.1. Receives brought-in IT Equipment and acquire information about the Technical Problem, Contact Person, Contact Number and Name of Office	None	10 Minutes	ITDD – NTMD Infrastructure Maintenance Section / Technical Support Staff
		1.2 Prepare OSTicket and assigning of technician			
		1.3 Inspection of equipment			
		1.4 Conduct necessary action based on the findings of the inspection		3 Days	
2	Receives and acknowledges the Copy of Job Service Report and Repaired IT Equipment	2.1. Acknowledge Unified Service Form and Release of Equipment		10 Minutes	
		TOTAL		3 Days and 20 Minutes	
END OF TRANSACTION					

3. Network and Internet Connectivity Services
Provision of network installation, repair and internet access through physical and wireless connection

Office or Division: Network and Technical Maintenance Division

Classification:

- Complex

Type of Transaction:

- G2G - Government to Government

Who may avail:

- Various City Departments and Offices

CHECKLIST OF REQUIREMENTS:

1. Official Request Letter

2. ITDD Unified Service Form

3. ARTA Client Satisfaction Measurement Form

WHERE TO SECURE: Information Technology Development Department - Network and Technical Maintenance Division

STEPS	APPLICANT / CLIENT	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Calls/Submits Official Request Letter/eMail	1.1. Receives Call/Official Request letter/eMail. Reviews and validates the request	None	10 Minutes	ITDD Head/NTM Division Chief
		1.2 Once validated, forwards the service request to NTMD.			Receiving Staff
		1.3 Produces OS Ticket and assigning of Technical Staff for surveying, network installations, configurations and troubleshooting			ITDD Helpdesk Staff
		1.4 Check the availability of required materials		3 Days	Requesting Department/Office
		1.5 Network equipment installation, configuration and testing		3 Days	ITDD – NTMD Network & Connectivities Section / Technical Support Staff

2	Receives Copy of Job Service Report (Final)	2.1. Acknowledge Unified Service Form (Final)		10 Minutes	ITDD – NTMD Network & Connectivities Section / Technical Support Staff
		TOTAL		6 Days and 20 Minutes	
END OF TRANSACTION					

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. ITDD Unified Service Form

4. ARTA Client Satisfaction Measurement Form

WHERE TO SECURE: Information Technology Development Department Network and Technical Division

STEPS	APPLICANT / CLIENT	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submits Official Request Letter/eMail	1.1 Receives Official Request Letter. Reviews and validates the request	None	10 Minutes	ITDD Head
		1.2. Once validated, forwards the service request to NTMD			
		1. Produces OS Ticket			ITDD Helpdesk 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, receives Job Order form	3.1 Acknowledge Unified Service Form		10 Minutes	
		TOTAL		40 Minutes	
END OF TRANSACTION					

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: Information Technology Development Department - 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	Receiving Staff
		1.2. Once validated, forwards the service request to NTMD			
2	Receives Comments about PR, Technical Specification Checklist	2.1 Provides comments and feedback and the request		20 Minutes	NTM Division Chief
		TOTAL		2 Hours | 20 Minutes	
END OF TRANSACTION					

6. Maintenance of IT Equipment

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

Office or Division: Network and Technical Maintenance Division

Classification:

- Highly Technical

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. IT Equipment Basic Preventive Maintenance Form

WHERE TO SECURE: Information technology Development Department - Network and Technical Maintenance Division

STEPS	APPLICANT / CLIENT	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submits official request letter *(For offices with a preferred schedule, kindly indicate the preferred dates for coordination.)*	1.1 Receives, reviews and validates the request	None	10 Minutes	ITDD Head / Clerical Staff
		1.2. Forwards the service request to NTMD			Receiving Staff
		1.3 Coordinates with the requesting department/office to arrange the maintenance schedule		10 Minutes	ITDD – NTMD Technical Support Staff
		1.3 Performs necessary maintenance work and provides an equipment maintenance report based on the 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
		TOTAL		20 | 30 Minutes	

END OF TRANSACTION	

SYSTEMS DEVELOPMENT AND MANAGEMENT DIVISION

1. APPLICATION SYSTEMS DESIGN AND DEVELOPMENT

This process is part of the mandate to develop a Comprehensive IT Master Plan and ensure that other computerization processes within the City Government align with the plan. It is also being carried out to comply with the establishment of procedures and guidelines for design and development.

Office or Division:	System Development and Management Division
Classification:	Complex
Type of Transaction:	G2G
Who may Avail:	Quezon City Government Departments and Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Request Letter duly signed by the Department/Office Head	ITDD – Systems Development and Management Division
Accomplished Job Service Request (for New System or Change Request Form)	

APPLICATION SYSTEMS DESIGN AND DEVELOPMENT				
APPLICANT / CLIENT STEPS	**AGENCY ACTION/S**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a letter of request, duly signed by the Department/ Office Head. a. Attend meetings if requested.	1. Letter of Authority or Directive from the ITDD Department Head. 2. The SDMD Team to acknowledge receipt of request (through letter response). 3. Coordinate with the end-users to establish a technical working group (TWG) aimed at streamlining procedures and developing guidelines. 4. Maintain open and effective communication with the stakeholders throughout the process (Regular give updates).	None	One (1) month.	SDMD Division Chief or Section Chief
2. The client should ensure that all functional and non-functional requirements are clearly communicated to the development team.	1. Input the details of the systems and design development to the ITDD ticketing system. 2. Start the development process.		a. Light – Procedure and guidelines with a simple route process, estimated to take two (2) months. b. Medium – Procedure and guidelines with a minimal route process, estimated to take three (3) months. c. Heavy – Procedure and guidelines with a complex route process, estimated to take four (4) months.	ITDD – System Developer
3. The end-users	1. Perform a Joint	None	One (1) month.	Members of the Technical

should attend the Joint Assessment and User Acceptance Testing activities. a. Assign internal trainer and attend training b. Upon testing and approval, they may sign the Job Service Request form.	Assessment and User Acceptance Testing (UAT) activities. 2. Perform training of trainers (TOT) - represented by the end-users (*this applies only for new systems or new modules*). 3. Communicate the final report, any additional requirements (if applicable), relevant documentation, and deployment instructions to the end-user/s. 4. Completion of the requested service, marking the ticket as resolved. 5. Include the CSM Survey Form QR code for the customer satisfaction survey once the system deployment is completed.			Working Group
		TOTAL	**4-6 months**	
**END OF TRANSACTION**				

2. APPLICATION SYSTEMS MODIFICATION

This process is part of the mandate to modify the system in line with the development of a Comprehensive IT Master Plan, ensuring that all computerization processes within the City Government are compatible with the plan. It is also being implemented to the established procedures and guidelines in the design and development.

Office or Division:	System Development and Management Division
Classification:	Highly Technical
Type of Transaction:	G2G, G2B
Who may Avail:	Quezon City Government Departments and Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Request Letter duly signed by the Department/Office Head	ITDD – Systems Development and Management Division
Accomplished ITDD Software Change Request Form	

APPLICATION SYSTEMS MODIFICATION				
APPLICANT / CLIENT STEPS	AGENCY ACTION/S	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit ITDD Software Change Request Form a. Attend meetings if requested	1. Letter of Authority or Directive from the ITDD Department Head. 2. Evaluate and review received requests from the end-user/s. 3. Issue clear directives on the procedures and assign specific tasks to the responsible team members. 4. Internal communication of the request within the department.	None	Two (2) weeks	SDMD Division Chief or Section Chief
2. The client should ensure that all functional and non-functional requirements are clearly communicated to the development team.	1. Input the details of the systems and design development to the ITDD ticketing system. 2. Start the development process.	None	a. Light – Procedure and guidelines with a simple route process, estimated to take one (1) week. b. Medium – Procedure and guidelines with a minimal route process, estimated to take two (2) weeks. c. Heavy – Procedure and guidelines with a complex route process, estimated to take three (3) weeks.	SDMD – System Developer/s
3. The end-users should attend the Alpha Testing or User Acceptance	1. Perform Alpha Testing (Internal) or User Acceptance Testing (UAT) activities.	None	Two (2) weeks	

Testing activities. a. Upon testing and approval, they may sign the Job Service Request form.	2. Report the successful completion of the software modification, including a summary of the changes made. 3. Completion of the requested service, marking the ticket as resolved. 4. Include the CSM Survey Form QR code for the customer satisfaction survey once the system deployment is completed.		24	
		TOTAL	**5-7 weeks**	
END OF TRANSACTION				

3. APPLICATION SYSTEMS DEPLOYMENT

This process supports the deployment of application systems for the city's departments, ensuring seamless integration, installation, and mobilization of end users in alignment with the Comprehensive IT Master Plan.

Office or Division:	System Development and Management Division
Classification:	Simple
Type of Transaction:	G2G
Who may Avail:	Quezon City Government Departments and Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Request Letter duly signed by the Department/Office Head or Ticket entry to the ITDD Ticketing System	ITDD – Systems Development and Management Division

APPLICATION SYSTEMS DEPLOYMENT				
APPLICANT / CLIENT STEPS	AGENCY ACTION/S	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request duly signed by the Department/ Office Head (*it only applies for onboarding departments or users*), or contact the designated local number of ITDD (*for reinstallation requests from existing users/offices*).	1. Ensures that all deployment requests are carefully reviewed and evaluated to determine the compatibility of the system requirements and impact on the existing system applications. 2. Input the details of the deployment to the ITDD ticketing system. 3. The endorsing official will assign the task to the appropriate system support personnel with necessary skills and resources to successfully complete the task within the required timeframe.	None	a. Light – Single package, within the vicinity of the compound range area, estimated to take one (1) to three (3) days. b. Medium – Single package, outside the range or beyond the compound area, estimated to take three (3) to seven (7) days. c. Heavy – Bulk deployment, within the vicinity of the compound range area, estimated to take eight (8) to thirty (30) days.	SDMD Division Chief or Section Chief
2. The client may need to wait for the respective system support personnel to deploy the updated system applications on their computers.	1. Deploy the application on the target computers of the end-users, ensuring all configurations and software dependencies are correctly set up. 2. Offer continuous support to address any issues users may encounter during the live run. Ensure the support team is readily available to	None		SDMD - System Support Personnel

	troubleshoot and resolve any problems promptly.			
3. Review and acknowledge the ticket entry on the ITDD Ticketing System.	1. Completion of the requested service, marking the ticket as resolved. 2. Include the CSM Survey Form QR code for the customer satisfaction survey once the system deployment is completed.	None	One (1) day.	
		TOTAL	**1-31 days**	
**END OF TRANSACTION**

4. APPLICATION SYSTEMS SUPPORT

This process is designed to address requests and initiatives aimed at resolving IT system-related concerns for the application system users of the Quezon City Local Government Unit. The application system support ensures that systems operate efficiently, remain accessible when required, and provide essential tutorials and guidance related to system usage.

Office or Division:	System Development and Management Division
Classification:	Highly Technical
Type of Transaction:	G2G
Who may Avail:	Quezon City Government Departments and Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Request Letter duly signed by the Department/Office Head or Ticket entry to the ITDD Ticketing System	ITDD – Systems Development and Management Division

APPLICATION SYSTEMS SUPPORT				
APPLICANT / CLIENT STEPS	AGENCY ACTION/S	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request, duly signed by the Department/ Office Head or contact the designated local number of ITDD.	1. Coordinate with the end user to gather the necessary information regarding the system support they need and identify which personnel are affected and require support. 2. Input the details of the systems support to the ITDD ticketing system.	None	a. Light – A known issue, within the vicinity of the compound range area, is estimated to take three (3) days. b. Medium – A known issue, outside the compound area or beyond the range, is estimated to take seven (7) days. c. Heavy – Unknown or new issues, outside the range or beyond the compound area, or issues not within the scope of SDMD expertise, are estimated to take thirty (30) days or more.	SDMD Division Chief or Section Chief
2. The client may need to wait for the appropriate system support personnel to assist with the required system support.	1. Examine the system-related concerns that have been raised and work towards resolving them. 2. Provide basic tutorials to the end-users, if needed.	None		SDMD - System Support Personnel
3. Review and acknowledge the ticket entry on the ITDD Ticketing System.	1. Completion of the requested service, marking the ticket as resolved. 2. Include the CSM Survey Form QR code for the customer satisfaction survey once the system support is completed.	None	One (1) day.	SDMD - System Support Personnel
		TOTAL	3-31 days	
END OF TRANSACTION				

PROJECT RESEARCH AND DEVELOPMENT DIVISION

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

One of the primary responsibilities of the Project Research and Development Division is the facilitation of the formulation of the Information Systems Strategic Plan (ISSP). The division acts as the secretariat for this assembly. The ISSP Document is a plan that 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	Head Executive (City Mayor or City Administrator) Initiates the Call for Assembly of for the ISSP	1.1. ITDD receives communication and forwards to the other respective Departments/Offices/Units		Two (2) days	ITDD, Department Head
2	Participates in the ISSP orientation of IT representatives of clustered city offices	2.1. ITDD presentation of operational, implemented, on-going previous 3-year ISSP projects		One (1) day per cluster group (5 Clusters)	One (1) day per cluster group (5 Clusters)
3	Clustered City Offices submits IT proposed projects	3.1. Receives request proposes IT project	N/A	Six (6) months	Project Group Coordinator

4	Sets Meeting with IT Technical representatives of the clustered city offices	4.1. 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
5	Prepares draft ISSP and consult DICT for guidance and review	5.1. ITDD crafts the ISSP based on DICT	N/A		
6	Finalizes copy for Approval of the City Mayor	6.1. ITDD submits to the City Mayor for approval	N/A	One (1) Week	ITDD, Department Head
7	Submits approved ISSP for city council resolution	7.1. ITDD submits approved ISSP to the city council for resolution sponsorship	N/A		
		TOTAL		6 Months and 2 weeks	
END OF TRANSACTION					

2. Review of ICT Related Proposals (Hard Copy or Email Submission)

The division is responsible for evaluating IT-related proposals submitted by various local government departments. This process involves a thorough assessment of each proposal's feasibility, alignment with the Information Systems Strategic Plan (ISSP), and potential impact on government operations or public service delivery. Through this evaluation, the division ensures that IT investments are strategically directed toward projects that provide maximum value and efficiency for 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
		TOTAL		2 Weeks and 1 day	
END OF TRANSACTION					

3. Review of ICT Project Terms of Reference

The division reviews the Terms of Reference (TOR) for ICT projects submitted by various local government departments. This process involves assessing the TOR for technical accuracy, feasibility, compliance with policies, and alignment with the Information Systems Strategic Plan (ISSP). Feedback is provided to the requesting department for necessary revisions. Once finalized, the revised TOR is resubmitted for the division's signature, ensuring that project requirements are well-defined and in line with the city's ICT standards.

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. Transmittal/Request Letter duly signed by the Department/Office Head.
2. IT Project Terms of Reference
3. Other Necessary Attachments for the Project

WHERE TO SECURE: ITDD Project Research Development Division

STEPS	APPLICANT / CLIENT	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submits Transmittal/ Request Letter for IT Project TOR Review (Hard Copy)	1.1. ITDD receives IT Project TOR Review (Hard Copy)	N/A	One (1) day	Receiving Clerk
		1.2. ITDD Head initially reviews IT Project TOR and assigns to Project Reviewer for review and comments	N/A	Three (3) Days	ITDD, Department Head
		1.3. Project Reviewer reviews IT proposal and consults with the System Development Network, Infrastructure and Database Divisions for specifications if necessary.			Project Group Team Leader
		TOTAL		4 Days	
		END OF TRANSACTION			

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

Beyond the planning stage, the Project Research and Development Division continues to be actively involved in the ICT project life cycle. It oversees the inspection of project deliveries, ensuring that they meet the established standards and requirements. This diligent oversight helps maintain project quality and ensures that the city receives the intended benefits from its ICT investments.

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, Other Government Agencies and Educational Institutions.

CHECKLIST OF REQUIREMENTS:

1. Request letter for inspection

2. Advisory/Request from CGSD

3. Unified Service Report

4. Purchase Order, Contract, Terms of Reference/

Schedule of Prices, Supply and Delivery Agreement & TOR

WHERE TO SECURE: ITDD Project Research Development Division

STEPS	APPLICANT / CLIENT	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submits Request Letter for Inspection (Including the Supporting Attachments)	1.1. Receives Tracking Checklist (Pre-Conduction), Advisory/Request from CGSD 1.2. Produces Unified Service Report and assigning of Inspector 1.3. Documents Verification and Notation by the division chief 1.4. Conduction of inspection	None	4 Hours (Extended Hours depending on volume of deliverables)	ITDD Head, Receiving Clerk, ITDD Inspection Team
					ITDD, Department Head

2	Receives Complete and Original ITDD Inspection Report Form, Unified Service Report, and ARTA CSM Form	2.1. Releases ITDD Inspection Report Form	None	2 Hours (If all documentary requirements are fulfilled)	ITDD — PRDD Inspection Team
		TOTAL		6 Hours	
**END OF TRANSACTION**

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)	itdd@quezoncity.gov.ph 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: • Name of the complainant • Name of the Person being complained • Incident • Evidence
How complaint are processed	Assessing the complaint • After receiving the complaint it will be forwarded to the concerned division for appropriate action. Investigating the complaint. • Gather facts • Position of parties involved. Resolving the complaint • Decision on the complaint • Inform the complainant on the action taken.
Contact Information of QC Information Technology Development Department (QCITDD)	itdd@quezoncity.gov.ph Tel.No 9884242 loc.8200 (Dept.Head)*8201 (SDMD)*8202 (DMD) *8203 (NTMD)*8279 (ADMIN) *8278 (PRDD)
Contact Information of CCB, PCC, ARTA	ARTA : complaints@arta.gov.ph : 1-ARTA(2782) PCC : 8888 CCB : 0908-881-6565 (SMS)

List of Offices

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