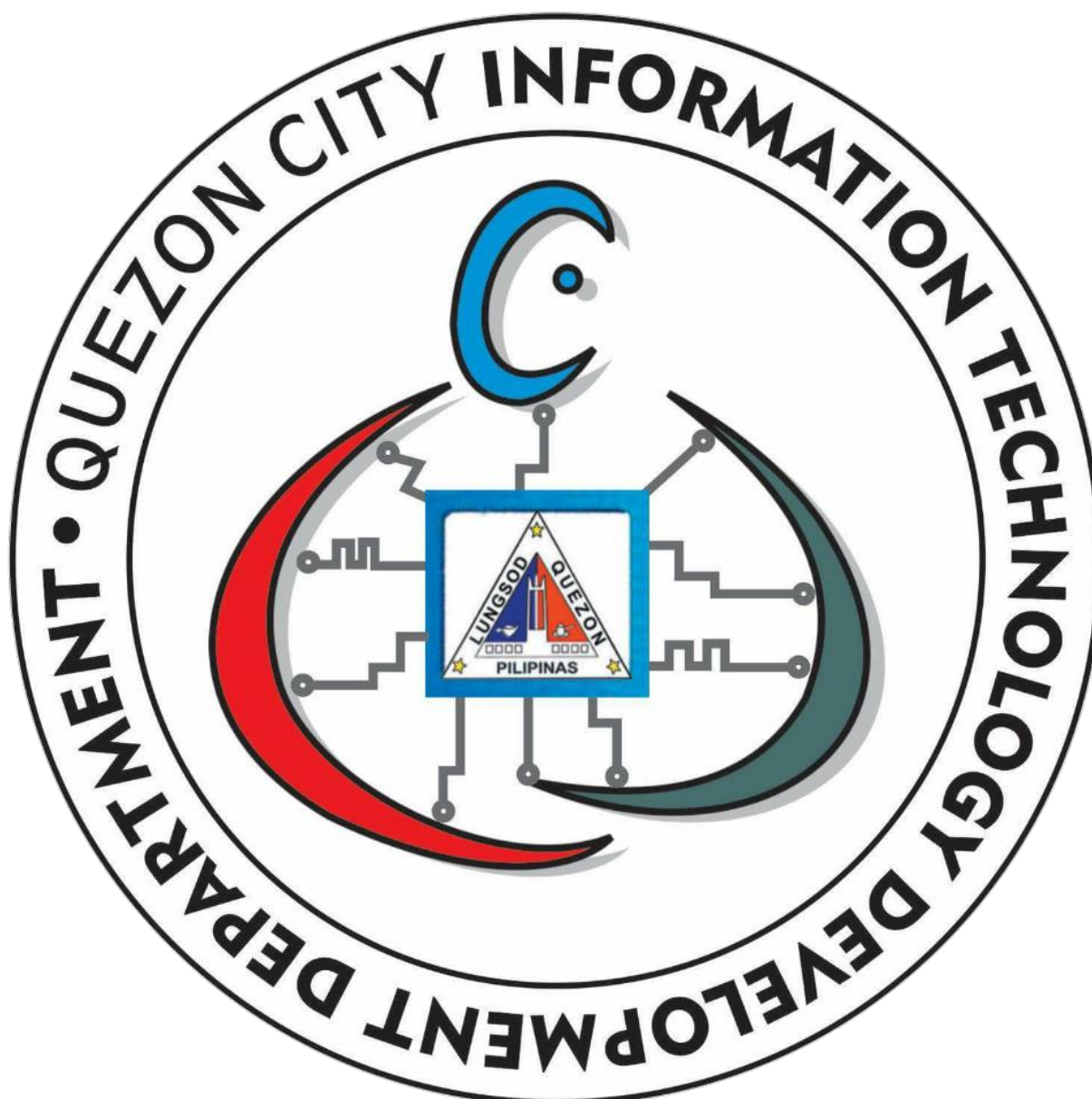




INFORMATION TECHNOLOGY DEVELOPMENT
DEPARTMENT

CITIZEN'S CHARTER

2020 (1st Edition)



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DEPARTMENT

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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 enhance the Quezon City Government's capability to systematize its operations and make it computerized and automated.

III. Mission

To deliver an effective management tool for efficient and 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, and 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 Office			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Database Checklist Form			ITDD Database Management Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Runs the server size monitoring script from the SQL production Server	None	1 Hour	ITDD-DMD Database Maintenance & Monitoring Section Chief
	2. Inputs output report of the script in excel format showing active databases online and their respective file sizes			
	3. Gives a softcopy of the report to the immediate supervisor			
	4. Safe keeps the report in compliance to the mandate of the Department			
	5. Updates the DB Monitoring Checklist			
	TOTAL		1 hour	

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.

Office or Division:	Database Management Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Various City Departments and Office			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Backup Schedule and duly approved gate pass and confirmed pass from ePLDT			ITDD Database Management Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Copies database backup files from production server to the Network Area Storage (NAS) / Encrypted Mobile HDD	None	1 Day	ITDD-DMD Information Security Section Chief
	2. Copies database backup files from (NAS) to an encrypted portable Hard Drive / Encrypted Mobile HDD			
	3. Transports encrypted portable hard drive and any other backup media to the Disaster Recovery Site / safekeeping			
	4. Obtains external documents such as the ePLDT Registration Slip, Ingress/Egress Form (for Backup Retrieval),			
	TOTAL		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

Office or Division:	Database Management Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Various City Departments and Office			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Approved Request Letter duly signed by the Department/Office Head (ITDD Service Request Form)			ITDD Database Management Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter/email request duly signed by the Department/Office Head	1.1. Receives Request Letter duly signed by the Department/Office Head and Produces Job Service Report 1.2. Encodes the information coming from the Acknowledgment form to the user tables of the SQL production server	None	25 Minutes	ITDD-DMD Information Security Section Chief
2. User supplies password for their user account	2.1. Guides user on the procedure 2.2. Tests their new encrypted password on the application to be used			ITDD-DMD Information Security Section Chief
TOTAL			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.

Office or Division:	Database Management Division			
Classification:	Simple, Complex, Highly Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Various City Departments and Offices, Other Government Agencies and Educational Institutions			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Approved request letter duly signed by the Department/Office Head (ITDD Service Request Form), Approved official letter of Indorsement			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. Receives approved request letter & Produces Job Service Report 1.2 Validates the authenticity and validity of the request 1.3. Generates script to get the requested the requested data 1.4. Provides an encrypted soft copy of the requested data in compliance with the data Privacy Act	None	5 Days / 15 Days – Highly Technical / Complex Reports	ITDD-DMD Information Security Section Chief, Legal Representative
2. Receives requested information on encrypted format	2.1. Sends out encrypted data through email to the requesting public			ITDD-DMD Information Security Section Chief
TOTAL			5 Days / 15 Days	



NETWORK AND TECHNICAL MAINTENANCE DIVISION





1. Technical Assistance and Support

Provide necessary 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 REQUIREMENT			WHERE TO SECURE	
1. Official request letter 2. Job Service Report (Initial/Final)			ITDD Network and Technical Maintenance Division	
CLIENT STEPS	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 1.2. Get information about the Technical Problem, Contact Person, Contact Number and Name of Office 1.3. Produces Job Service Report (Initial) and assigning of Technician to attend troubleshooting	None	40 Minutes	ITDD – NTMD Infrastructure Maintenance Section / Technical Support Agent
2. Receives Copy of Job Service Report (Final)	2.1. Acknowledge Job Service Report (Final)			ITDD – NTMD Infrastructure Maintenance Section / Computer Maintenance Technician
	TOTAL		40 Minutes	



2. Job Service (Ocular, Inquiry)

Provide necessary troubleshooting service

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 REQUIREMENT			WHERE TO SECURE	
Job Service Report (Initial/Final)			ITDD Network and Technical Maintenance Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call/Request technical assistance	1.1. Receives Calls/Official Request Letter 1.2. Get information about the Technical Problem, Contact Person, Contact Number and Name of Office 1.3. Produces Job Service Report (Initial) and assigning of Technician to Attend Troubleshooting	None	40 Minutes	ITDD – NTMD Infrastructure Maintenance Section / Technical Support Agent
2. Receives Copy of Job Service Report (Final)	2.1. Acknowledge Job Service Report (Final)			ITDD – NTMD Infrastructure Maintenance Section / Computer Maintenance Technician
TOTAL			40 Minutes	



3. Job Service (With Repair)

Provide necessary repair service

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 REQUIREMENT			WHERE TO SECURE	
1. Official Request Letter 2. Job Service Report (Initial/Final)			ITDD Network and Technical Maintenance Division	
CLIENT STEPS	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 1.2. Get information about the Technical Problem, Contact Person, Contact Number and Name of Office 1.3. Produces Job Service Report (Initial) and assigning of Technician to Attend Troubleshooting	None	1 - 2 Days	ITDD – NTMD Infrastructure Maintenance Section / Technical Support Agent
2.Receives Copy of Job Service Report (Final)	2.1. Acknowledge Job service Report (Final) or Released of repaired IT equipment			ITDD – NTMD Infrastructure Maintenance Section / Computer Maintenance Technician
TOTAL			1-2 days	

4. Internet Access Commissioning

Provide internet access

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 REQUIREMENT			WHERE TO SECURE	
1. Documentary Prescription (Official Endorsement by Immediate Officer) 2. Official Request Letter 3. Job Service Report (Initial/Final)			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 1.2. Produces Job Service Report (Initial) and assigning of Technician to Attend Troubleshooting	None	35 Minutes	ITDD – NTMD Chief and ITDD – NTMD Network & Connectivities Section / Technical Support Agent
2. Receives Copy of Job Service Report (Final)	2.1. Acknowledge Job Service Report (Final)			ITDD – NTMD Network & Connectivities Section / Computer Maintenance Technician
TOTAL			35 Minutes	

5. QC Data Network Access

To have an access on network, the assigned IT staff/technician will verify if the client had a domain controller credentials already.

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 REQUIREMENT			WHERE TO SECURE	
1. Documentary prescription (Official Endorsement by Immediate Officer) 2. Letter Request duly signed by the Department/Office Head 3. Job Service Report (Initial/Final)			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	None	20 Minutes	ITDD – NTMD Chief and Network & Connectivities Section Chief
2.Creating Username and Password	2.1. Fills up Client Details and Produces Job Service Report			
3. Network Access Log-in	3.1. Gives instructions on how to use Network Access Log-in			
TOTAL			20 Minutes	



6.Data Network Services (Cable installation, Line Check)

Provide necessary network installation/assistance service

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 REQUIREMENT			WHERE TO SECURE	
1. Documentary Prescription (Official Endorsement by Immediate Officer) 2. Official Request Letter 3. Job Service Report (Initial/Final)			ITDD Network and Technical Maintenance Division	
CLIENT STEPS	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 1.2. Produces Job Service Report (Initial) and assigning of Technician to Attend Troubleshooting 1.3. Surveys the Location	None	1 Hour (Per Line)	ITDD – NTMD Network & Connectivities Section, Technical Support Agent and Computer Maintenance Technician
2. Receives Copy of Job Service Report (Final) w/ Prescription if Applicable	2.1. Acknowledges Job Service Report (Final) w/ Prescription if Applicable			ITDD – NTMD Network & Connectivities Section / Computer Maintenance Technician
TOTAL			1 hour (Per Line)	

7. 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

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 REQUIREMENT			WHERE TO SECURE	
1. Tracking Checklist (Pre-Conduction) 2. Advisory/Request from CGSD and Copy of PO or Contract 3. Job Service Report (Initial/Final) 4. Purchase Order, Terms of Reference / Schedule of Prices, Supply and Delivery Agreement & TOR			ITDD Network and Technical Maintenance Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Tracking Checklist (Pre-Conduction), Advisory/Request from CGSD	1.1. Receives Tracking Checklist (Pre-Conduction), Advisory/Request from CGSD 1.2. Produces Job Service Report (Initial) and assigning of Inspection Officer 1.3. Documents Verification and Notation by the division chief	None	4 Hours	ITDD – NTMD Infrastructure Maintenance Section Chief, Technical Support Agent / IT Equipment Inspector
2. Receives Complete GSD Inspection Form, Service Report (Final) w/ Attached Files	2.1. Releases GSD Inspection Form, Service Report (Final) w/ Attached Files			ITDD – NTMD IT Equipment Inspector
TOTAL			4 hours	

8. IT Equipment and Software Recommendation

Provide the necessary specifications for proper equipment and software 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 REQUIREMENT			WHERE TO SECURE	
1. Purchase Request 2. Technical Specification Checklist			ITDD Network and Technical Maintenance Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Purchase Request, Technical Specification Checklist	1.1. Receives Purchase Request, Technical Specification Checklist 1.2. Produces Job Service Report & Comments about PR, Technical Specification Checklist	None	1 Hour	ITDD – NTMD Chief / Technical Support Agent
2. Receives Comments about PR, Technical Specification Checklist	2.1. Releases Comments about PR, Technical Specification Checklist			ITDD – NTMD Chief
TOTAL			1 hour	

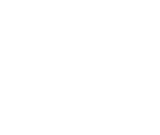
9. Maintenance of IT Equipment

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 REQUIREMENT			WHERE TO SECURE	
Maintenance Schedule Report Form			ITDD Network and Technical Maintenance Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits filled – up request form	1.1. Provides the necessary troubleshooting and maintenance works 1.2. Coordinates with the necessary division of offices for occasional downtime	None	1 Year	ITDD – NTMD Infrastructure Maintenance Section Chief
2. Receives Maintenance Schedule Report	2.1. Generates the necessary reports & Produces Job Service Report			ITDD – NTMD Infrastructure Maintenance Section Chief / Technical Support Agent
TOTAL			1 Year	



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 process in the City Government are compatible with the plan. This is also being done in compliance with the providing of parameters and guidelines in the design and development.

Office or Division:	Systems Development and Management Division			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Various City Departments and Offices			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Approved letter of request signed by the Department/Office Head			ITDD- Systems Development and Management Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter of request duly signed by the Department/Office Head	1.1. Receives letter of request and produces job service report	None	4 Months	ITDD- SDMD Systems Design Section Chief
TOTAL			4 months	

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

2. Application Systems Deployment

Assist in the development and installation of the city's operating systems of departments in relation to the Comprehensive IT Master Plan.

Office or Division:	Systems Development and Management Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Various City Departments and Offices			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Approved letter of request signed by the Department/Office Head/Online or phone request			ITDD- Systems Development and Management Division	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request duly signed by the Department/Office Head/Online or phone request	1.1. Validates job order report, documentary prescription (official Endorsement by Immediate Officer & produces job service report	None	2 hours	ITDD- SDMD Systems Support Section Chief
	TOTAL		2 hours	

3. Application Systems Support

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

Office or Division:	Systems Development and Management Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Various City Departments and Offices			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Approved letter of request signed by the Department/Office Head/Online or phone request			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 or phone request	1.1. Prepares job order report & produce job service report	None	1 hour	ITDD- SDMD Systems Support Section Chief
TOTAL			1 hour	



PROJECT RESEARCH 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.

Office or Division:	Project Research and Development Division			
Classification:	Complex			
Type of Transaction:	G2G Government to Government			
Who may avail:	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	ITDD –PRDD 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
TOTAL				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. ITDO may demand presentations, or Proof of Concepts (POC) of the proposals.

Office or Division:	Project Research and Development Division			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	Various City Department and Offices			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Approved Request Letter duly signed by the Department/Office Head 2. IT Project Proposal 3. Proponent Profile			ITDD Project Research and Development Division	
CLIENT STEPS	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.	N/A		Project Group Team Leader
TOTAL			2 weeks and 1 day	

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 REQUIREMENT			WHERE TO SECURE	
1. Approved Request Letter duly signed by the Department/Office Head 2. IT Project Proposal 3. Proponent Profile			ITDD Project Research and Development Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	None	One (1) day	ITDD, Department Head ; Team Leader
	1.2. Project Group Team initially reviews IT proposal to be forwarded to the ITDD Head		One (1) week	
	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		One (1) day	
		TOTAL	1 week and 2 days	

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: <ul style="list-style-type: none"> • Name of the complainant • Name of the Person being complained • Incident • Evidence
How complaint are processed	Assessing the complaint <ul style="list-style-type: none"> • After receiving the complaint it will be forwarded to the concerned division for appropriate action. Investigating the complaint. <ul style="list-style-type: none"> • Gather facts • Position of parties involved. Resolving the complaint <ul style="list-style-type: none"> • 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	2 ND Floor, Quezon City Hall, East Avenue Corner Elliptical Road, Diliman, Quezon City	Tel. No. 988.4242 loc.8200
ITDD-Database Management Division	2 ND 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 ND Floor, Quezon City Hall, East Avenue Corner Elliptical Road, Diliman, Quezon City	Tel. No. 988.4242 loc. 8203
ITDD-Systems Development and Management Division	2 ND Floor, Quezon City Hall, East Avenue Corner Elliptical Road, Diliman, Quezon City	Tel. No. 988.4242 loc. 8201
ITDD-Project Research Development Division	2 ND Floor, Quezon City Hall, East Avenue Corner Elliptical Road, Diliman, Quezon City	Tel. No. 988.4242 loc. 8279
ITDD-Administrative Division	2 ND Floor, Quezon City Hall, East Avenue Corner Elliptical Road, Diliman, Quezon City	Tel. No. 988.4242 loc. 8278