

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



Provision of IT Technical Support

Schedule of Availability of Service

Days : Mondays – Sundays

Hours : 6:00AM to 10:00PM Monday-Friday

8:00AM to 5:00PM Saturday and Sunday

Who May Avail of the Service : Any QCGH Employees
Documentary Requirements : IT Service Order Form

Processing Period : 48 Hours.

How to avail of the Service

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



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



Supervision and Administration of Hospital Information System

Schedule of Availability of Service

Days : Mondays – Sundays

Hours : 6:00AM to 10:00PM Monday-Friday

8:00AM to 5:00PM Saturday and Sunday

Who May Avail of the Service: Any QCGH Employees.

Documentary Requirements: IT Service Order Form.

Processing Period: 49 Hours.

How to avail of the Service

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



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



Coordination of All IT Equipment in the Hospital

Schedule of Availability of Service

Days : Monday to Sunday

Hours : 6:00AM to 10:00PM Monday-Friday

8:00AM to 5:00PM Saturday and Sunday

Who May Avail of the Service : Any QCGH Regular/Contractual Employees.

Documentary Requirements : 1. IT Service Order Form.

2. Project Procurement Management Plan (PPMP)

Processing Period : 6 Hours.

How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Report request to IT office via Telephone	Conduct ocular visit to offices for assessment of IT equipment requirements.	1 Hour	- IT Staff	None (Wala)	Valid identification card and authorization letter
2	call, email, or visit to IT office.	IT staff to provide technical recommendation on IT system requirements	1 Hour			
3	Submit letter request to IT head for recommended IT equipment's	IT head updates the IT PPMP list for procurement	4 Hours			Voucher and check registry logbook
END of TRANSACTION						