

	ITDD's official service request form	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	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.	Support Section Chief
		TOTAL		1 MONTH	
END OF TRANSACTION					

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
		TOTAL		1 MONTH	
END OF TRANSACTION					