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
		TOTAL		20 Hour and 50 Minutes	
END OF TRANSACTION					