

6. 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 REQUIREMENTS:

1. Official Request Letter
2. Maintenance Schedule Report Form

WHERE TO SECURE: Network and Technical Maintenance Division

STEPS	APPLICANT / CLIENT	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Sends official request letter	1.1 Receives official request letter. Reviews and validates the request	None	10 Minutes	ITDD Head / Clerical Staff
		1.2. Once validated, forwards the service request to NTMD			Clerical Staff
		1.3 Performs all necessary maintenance works and provides equipment maintenance report on 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 Hours 50 Minutes	
END OF TRANSACTION					