

3. Network and Internet Connectivity Services

Provision of network installation and internet access through physical and wireless connection

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:

WHERE TO SECURE: Network and Technical Maintenance Division

1. Documentary Prescription (Official Endorsement by Immediate Officer)
2. Official Request Letter
3. Job Service Report (Initial/Final)
4. ITDD Unified Service Form
5. ARTA Client Satisfaction Measurement Form

STEPS	APPLICANT / CLIENT	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submits Official Request Letter	1.1. Receives Official Request letter. Reviews and validates the request	None	10 Minutes	ITDD Head/NTM Division Chief
		1.2 Once validated, forwards the service request to NTMD			Clerical Staff
		1.3 Produces Job Service Report (Initial) and assigning of Technical Staff for surveying, network installation and/or troubleshooting			
		1.4 Check the availability of required materials		1 Day	Requesting Department/Office
		1.5 Network equipment installation, configuration and testing		1 Hour	ITDD – NTMD Network & Connectivities Section / Technical Support Staff
2	Receives Copy of Job Service Report (Final)	2.1. Acknowledge Job Service		10 Minutes	ITDD – NTMD Network & Connectivities

		Report (Final)			Section / Technical Support Staff
		TOTAL		1 Hour and 40 Minutes	
END OF TRANSACTION					