

## 1. Technical Assistance and Support

Provide necessary IT-related Technical Assistance and Support to various City Departments and Offices

**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

Network and Technical  
Maintenance Division

**WHERE TO SECURE:**

STEPS	APPLICANT / CLIENT	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Call/Request technical assistance or Submits Official Request Letter	1.1. Receives Calls/Official Request Letter	None	10 Minutes	Clerical Staff
		1.2. Get information about the Technical Problem, Contact Person, Contact Number and Name of Office			
		1.3. Prepare Job Service Report (Initial) and assigning of Technician to attend troubleshooting			
		1.4. Provide technical assistance to Client's request		40 Minutes	
2	Receives Copy of Job Service Report (Final)	2.1. Acknowledge Job Service Report (Final)		10 Minutes	
		<b>TOTAL</b>		1 Hour and 20 Minutes	

**END OF TRANSACTION**