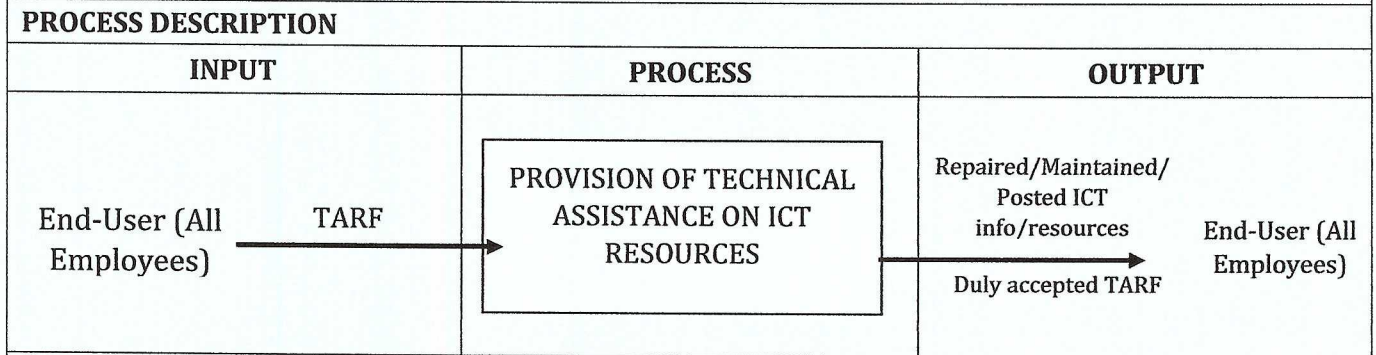




**QUALITY
PROCEDURE (QP)**

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PROCEDURE TITLE	PROVISION OF TECHNICAL ASSISTANCE ON ICT RESOURCES
SCOPE	This procedure shall cover Support & Services and Website & Systems services by the RICTU.
PURPOSE	To define standard procedure for the provision of technical assistance activity on ICT Resources.



DESCRIPTIVE STATEMENT

The end-user will accomplish Technical Assistance Request Form (TARF) for technical assistance on ICT resources from the Regional Information and Communications Technology Unit (RICTU). The RICTU will conduct assessment and render TA requested/necessary/required assistance. After the services has been rendered the end-user shall acknowledge and accomplish the completion of the TARF.

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
1	End-User (All Employees)	Request for Technical Assistance (TA) on ICT Resources.	<ul style="list-style-type: none"> Accomplish the TARF Submit the duly filled-out Technical Assistance Request Form (TARF) to RICTU. 	<ul style="list-style-type: none"> TARF
2	RICTU Staff	Receipt of request for ICT TA.	<ul style="list-style-type: none"> Assign a Control No. on the TARF. Log the necessary information on the Technical Assistance Process Monitoring Log Sheet (TAPML). <p>NOTE:</p> <ul style="list-style-type: none"> If the request is received beyond 4:00PM, the RICTU staff shall determine if it can be done within the day based on the volume, complexity, urgency, pending requests. Upon such determination, RICTU staff shall advice requestor if request can 	<ul style="list-style-type: none"> TARF TAPML





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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			be accommodated. If it cannot be accommodated, the same shall be processed on the next working day.	
3	RICTU Staff	Assessment of TA required.	<ul style="list-style-type: none"> Log the TA start date and time on the TARF and TAPML. For Support & Services and System: Conduct assessment/ interview the end-user to isolate and diagnose the problem. <p><u>Diagnosis:</u></p> <p>A. If the issue can be resolved by RICTU, input the findings and solutions on the TARF.</p> <p>B. If the ICT resource is found to be defective, recommend for repair. Write the defective parts and possible solutions on the TARF.</p> <p><i>Note: The TARF can be attached to the Request for Installation/Repair form in accordance to the Management of Facilities procedure.</i></p> <ul style="list-style-type: none"> For voluminous/ complex requests, end-user shall submit the request atleast 5 working days before the posting/submission date. Causes the end-user to fully accomplish the TARF. 	<ul style="list-style-type: none"> TARF TAPML
4	RICTU Staff	Render technical assistance	<ul style="list-style-type: none"> For Network, Hardware and Software: Troubleshoot/repair problem based on the diagnosis. 	<ul style="list-style-type: none"> TARF





QUALITY PROCEDURE (QP)

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			<ul style="list-style-type: none"> For Website and Social Media: Receive, Package and Post the approved material/the content. For Multimedia and other related services: Receive, render draft output based on the request/instruction and produce intended output upon approval. 	
5	End-User	Acceptance of TA	<ul style="list-style-type: none"> Sign the acceptance on the TARF as proof that TA was completed and resolution was provided. Rate the timeliness and quality of the service done. Comments/Recommendation 	<ul style="list-style-type: none"> TARF
6	RICTU Staff	Retain documented information.	<ul style="list-style-type: none"> Log the TA Date and Time completed on the TARF and TAPML. File the TARF and TAPML. Retain documented information in accordance with the Control of Retained Documented Information procedure and the Master List of Retained Documented Information. 	<ul style="list-style-type: none"> TARF TAPML Control of Retained Documented Information Master List of Retained Documented Information

Definition of Terms:

- **Regional Information and Communication Technology Unit (RICTU)**—provides support and assistance to all personnel of the DILG Regional Office in all ICT related needs and services. Thus, all users must accomplish the TARF to process all concern and request.
- **Technical Assistance** – provision of advice, assistance, troubleshooting and conduct of preventive maintenance to end-user who are having technical problems in the installation, operation and usage of ICT hardware and software equipment. This shall include posting of information in the website and social media, lamination, photography, videography services and graphic design of tarpaulin used in regional activities.




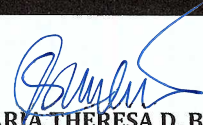




Republic of the Philippines
DILG - REGION 12 (SOCCSKSARGEN)

QUALITY PROCEDURE (QP)

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- **Support and Services** - shall cover Software, Hardware, Printer, Scanner, Maintenance, Internet/Network, Technical Education and Multimedia Creations.
- **Website and System** - shall cover Website Posting, Intranet, GovMail, User Management, Social Media Posting and Portal/System

Prepared by:		Reviewed by:	Approved by:
 MEL ROY B. MANAIT Process Owner	 MARIA THERESA D. BAUTISTA Deputy QMR	 LAILYN A. ORTIZ, CESE Regional QMR	 REYNALDO M. BUNGUBUNG, CESO IV Regional Director



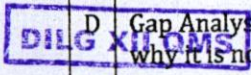


Republic of the Philippines
 DILG - REGION 12 (SOCCSKSARGEN)
**PROCESS QUALITY MONITORING AND
 EVALUATION (QME)**

Document Code		
QME-QP-R12-ORD-34		
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OFFICE	OFFICE OF THE REGIONAL DIRECTOR - REGIONAL INFORMATION AND COMMUNICATIONS TECHNOLOGY UNIT
PROCEDURE TITLE	PROVISION OF TECHNICAL ASSISTANCE ON ICT RESOURCES
OBJECTIVE STATEMENT	1. 100% of requests for TA acted within the prescribed time 2. Monthly average client satisfactory rating of at least 3.0
CURRENT PERIOD	

INDICATORS		Period 1	Period 2	Period 3	Period 4	Period 5	Period 6	Period 7	Period 8	Period 9	Period 10	Period 11	Period 12	Total
Objective 1: 90% of requests for TA acted within the prescribed time														
A	Total No. of requests for TA acted within prescribed time													
B	Total No. of requests received for the month													
C	Formula: $\frac{A}{B} \times 100$ Target Result : 100%													
D	Gap Analysis: (In case the objective is not met, put your analysis why it is not met)													
Objective 2: Monthly average client satisfactory rating of at least 3.0														
A	Total rating													
B	Total no. of raters													
C	Formula: $\frac{A}{B}$													
D	Gap Analysis: (In case the objective is not met, put your analysis why it is not met)													



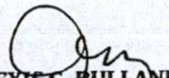

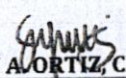
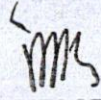
Note: For unmet targets of two (2) consecutive periods, concerned Deputy QMR initiate correction and corrective action using the Corrective Action Report (CAR) and attach it to this form.



Republic of the Philippines
 DILG - REGION 12 (SOCCSKSARGEN)
**PROCESS QUALITY MONITORING AND
 EVALUATION (QME)**

Document Code		
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Prepared by:	Noted by:
Process Owner	Division Chief/Next Higher Supervisor

Prepared by:	Reviewed by:	Approved by:
 ALEXIS G. BULLANDAY Process Owner	 ATTY. MICHELLE ANNE P. VIEJO Division Chief / Next Higher Supervisor	 LAILYN A. ORTIZ, CESO V Regional QMR
		 JOSEPHINE CABRIDO-LEYSA, CESO V Regional Director

DILG XII QMS



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Republic of the Philippines
DILG - REGION 12 (SOCCSKSARGEN)

PROVISION OF TECHNICAL ASSISTANCE ON ICT RESOURCES

Process Summary Logsheet (PSL)

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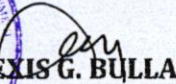

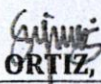

QUALITY OBJECTIVE: 1. 100% of requests for TA acted within the prescribed time.
2. Monthly average client satisfactory rating of at least 3.0

FREQUENCY OF MONITORING: COVERED PERIOD:
Due Date of Submission:

No.	Control No.	Particulars	OBJECTIVE NO. 1 RESULTS					OBJECTIVE NO. 2 RESULTS				
			Date Received	Date Acted	No. of days (Target=1WD)	Met	Unmet	REMARKS, IF UNMET	Rating (Target >= 3.0)	Met	Unmet	REMARKS, IF UNMET

Prepared by:	Noted by:
Process Owner	Deputy QMR

DILG XII QMS

Prepared by:	Noted by:	Reviewed by:	Approved by:
 ALEXIS G. BULLANDAY Process Owner	 ATTY. MICHELLE ANNE P. VIEJO Division Chief/ Next Higher Supervisor	 LAILYN A. ORTIZ, CESO V Regional QMR	 JOSEPHINE CABRIDO-LEYSA, CESO V Regional Director



Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
REGION XII

Prime Regional Government Center, Carpenter Hill, Koronadal City, 9506
 Tel/Fax Nos.: (083)228-6660 • (083)228-1421 • Email: dilg_ro12@yahoo.com • Website: region12.dilg.gov.ph
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Division: **OFFICE OF THE REGIONAL DIRECTOR – REGIONAL INFORMATION AND COMMUNICATIONS TECHNOLOGY UNIT**

MASTERLIST OF INTERNAL DOCUMENTS

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
PROVISION OF TECHNICAL ASSISTANCE ON ICT RESOURCES							
QP-R12-ORD-34	Quality Procedure (QP): Provision of Technical Assistance on ICT Resources	10.01.17					
QO-QP-R12-ORD-34	Quality Objective (QO): Provision of Technical Assistance on ICT Resources	10.01.17	07.01.19				
QME-QP-R12-ORD-34	Quality Monitoring and Evaluation (QME): Provision of Technical Assistance on ICT Resources	10.01.17	07.01.19				
FM-QP-R12-ORD-34-01	Process Summary Logsheets (PSL): Provision of Technical Assistance on ICT Resources	10.01.17	07.01.19				
FM-SP-R12-03A-01	Masterlist of Internal Documents	10.01.17					
FM-SP-R12-03B-01	Masterlist of External Documents	10.01.17					
FM-SP-R12-03C-01	Masterlist of Retained Documented Information	10.01.17					
FM-SP-R12-02-01A	Risk Register (Objectives): Provision of Technical Assistance on ICT Resources	10.01.17					
FM-SP-R12-02-01B	Risk Register (Process): Provision of Technical Assistance on ICT Resources	10.01.17					
FM-SP-R12-ORD-34-02	Technical Assistance Request Form (TARF)	10.01.17					
FM-SP-R12-ORD-34-03	Technical Assistance Process Monitoring Logsheets (TAPML)	10.01.17					

DILG XII QMS



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Prepared by:	Noted by:
 ZAIDE M. AMIL Regional Document Controller	 ATTY. MICHELLE ANNE P. VIEJO Deputy QMR



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DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
REGION XII


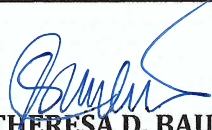
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MASTER LIST OF EXTERNAL DOCUMENTS

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
PROVISION OF TECHNICAL ASSISTANCE ON ICT RESOURCES							
DEPARTMENT ORDER 2017-624	Creation of Ad-Hoc Regional Information and Communication Technology Unit (RICTU) and Its Function	06.13.17					

Prepared by:	Noted by:
 CATHERINE A. MACION Regional Document Controller	 MARIA THERESA D. BAUTISTA Deputy QMR





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Prime Regional Government Center, Carpenter Hill, Koronadal City, 9506
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Division: **OFFICE THE REGIONAL DIRECTOR – REGIONAL INFORMATION AND COMMUNICATIONS TECHNOLOGY UNIT**

MASTER LIST OF RETAINED DOCUMENTED INFORMATION

DOCUMENT CODE	DOCUMENT TITLE	CUSTODIAN	LOCATION	FILING SYSTEM		RETENTION PERIOD			DISPOSAL
				FOLDER	SCHEME	ACTIVE	STORAGE	TOTAL	
PROVISION OF TECHNICAL ASSISTANCE ON ICT RESOURCES									
QME-QP-R12-ORD-34	Quality Monitoring and Evaluation (QME):Provision of Technical Assistance on ICT Resources	RITO	Filer Box	Retained Documented Information (per month)	Sequential by Month (Latest on Top)	3 years	3 years	6 years	Shredding/ Re-use
FM-QP-R12-ORD-34-01	Process Summary Logsheets (PSL):Provision of Technical Assistance on ICT Resources								
FM-QP-R12-ORD-34-02	Technical Assistance Request Form (TARF)								
FM-QP-R12-ORD-34-03	Technical Assistance Process Monitoring Logsheets (TAPML)								

Prepared by:	Noted by:
 MEL ROY B. MANAIT Process Owner	 MARIA THERESA D. BAUTISTA Deputy QMR





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RISK REGISTRY
(A) OBJECTIVE RISK ASSESSMENT

DIVISION: **OFFICE OF THE REGIONAL DIRECTOR – REGIONAL INFORMATION AND COMMUNICATIONS TECHNOLOGY UNIT**
 PROCEDURE: **PROVISION OF TECHNICAL ASSISTANCE ON ICT RESOURCES**

OBJECTIVE	RELEVANT ISSUE(S)	RELEVANT INTERESTED PARTIES (refer to IP Matrix for Requirements)	POTENTIAL RISK	RISK TRIGGER	CONSEQUENCE (Positive or Negative)	EXISTING RISK CONTROL MEASURE	RISK ASSESSMENT							RISK CONTROL PLAN									
							IMPACT	LIKELIHOOD	DETECTION	RATING	RISK LEVEL (L, M, H)	S, NS	RISK CONTROL ACTION	RPN (Risk Priority No.)	ACTION PLAN (If risk rating is significant)	RESPONSIBLE	TIMELINE	RESOURCE					
Timeliness to provide immediate assistance within one (1) day or within the prescribed time.	Multiple or Complex transactions	Provincial/City Offices/C/MLGOOS/Regional Office	Unable to respond to the request on the prescribed time	IT Staff On official business/ leave	Delay in the processing of the request;	Designation of IT staff	4	3	2	24	L	NS	NO ACTION	3	NA	NA	NA	NA					
	Simultaneous request that should also be acted upon immediately			Requests remained pending in the absence of the assigned personnel;							Training Needs Assessment (TNA)	4	1	3	12	L	NS	NO ACTION	3	NA	NA	NA	NA
	Overlapping of CO and RO activities and other DILG major activities			Requestor may incur delayed in the processing of outputs;												None	4	3	3	36	M	NS	ALERT
Lack of technical competency of IT personnel	Unable to render of the technical assistance on the prescribed time	Complex request not within the expertise of the IT Staff	Unable to respond to the request on the prescribed time	Damaged/ Faulty/ Unservisable assesst/resources	Dissatisfied clients;	Unmet targets on the part of the process owner.	4	3	3	36	M	NS	ALERT	2	NA						NA	NA	NA
Lack of available resources/assets (Hardware and Peripheral Troubleshooting Tools)	IT parts not available	Power outage/ occurrence of disaster																					

RISK ASSESSMENT:	RISK RATING	RISK LEVEL	RISK DESCRIPTION	ACTION REQUIRED	RPN
IMPACT: 1-Insigificant; 2-Minor; 3-Moderate; 4-Major; 5-Extreme	1 - 25	LOW	Not Significant	No further action required (Retain risk by in	3
LIKELIHOOD: 1-Rare; 2-Unlikely; 3-Moderate; 4-Likely; 5-Almost Certain	26-40	MODERATE	Not Significant	Alert level but no further action required for n	2
DETECTION 1 - Very likely, 2 - Likely; 3 - Low, 4 - R	>40	HIGH	Significant	Control (e.g. Treat/Mitigate Transfer, Termina	1

Risk Rating = Impact X Likelihood X Detection

Prepared by: MEL ROY B. MANAIT Process Owner	Reviewed by: MARIA THERESA D. BAUTISTA Deputy QMR	Recommending Approval: IAN JON S. CLEMENTE Risk Review Committee Head	Approved by: LAILYN A. ORTIZ, CESE Regional QMR	Approved by: REYNALDO M. BUNGBUNG, CESO IV Regional Director
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REGION XII

Prime Regional Government Center, Carpenter Hill, Koronadal City, 9506
 Tel/Fax Nos.: (083)228-6660 • (083)228-1421 • Email: dilg_ro12@yahoo.com • Website: region12.dilg.gov.ph
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RISK REGISTRY
(B) PROCESS RISK ASSESSMENT

DIVISION: **OFFICE OF THE REGIONAL DIRECTOR – REGIONAL INFORMATION AND COMMUNICATIONS TECHNOLOGY UNIT**
 PROCEDURE: **PROVISION OF TECHNICAL ASSISTANCE ON ICT RESOURCES**

PROCESS STEP (Based on the procedure's key process steps)	POTENTIAL RISK	RISK TRIGGER	CONSEQUENCE (Positive or Negative)	EXISTING RISK CONTROL MEASURE	RISK ASSESSMENT								RISK CONTROL PLAN			
					IMPACT	LIKELIHOOD	DETECTION	RATING	RISK LEVEL (L, M, H)	S, NS	RPN (Risk Priority No.)	RISK CONTROL ACTION	ACTION PLAN (If risk rating is significant)	RESPONSIBLE	TIMELINE	RESOURCE
Request for technical assistance on ICT resources	No available IT staff to address the request	Simultaneous activities on ICT concerns/other DILG programs	Delay in the processing of request	None	4	3	1	12	LOW	NS	3	No Action	N/A	N/A	N/A	N/A
Receive the request for technical assistance					3	3	1	9	LOW	NS	3	No Action	N/A	N/A	N/A	N/A
Coordinate the TA requested	Non-availability of requesting party	On official business/leave	Need for third party servicing; Delayed delivery of services required; Requestor unable to deliver services required for lack of IT equipment	None	3	4	1	12	LOW	NS	3	No Action	N/A	N/A	N/A	N/A
	Delayed delivery of	IT parts not available			14	2	1	16	LOW	NS	3	No Action	N/A	N/A	N/A	N/A
Assess the end user's concern.	Major repair/service needed	Lack of IT personnel to conduct preventive maintenance on ICT resources	Need for third party servicing; Delayed delivery of services required; Requestor unable to deliver services required for lack of IT equipment	None	4	3	1	12	LOW	NS	3	No Action	N/A	N/A	N/A	N/A
Acknowledge the completion of the ICT TA request.	Lack of technical competency of IT personnel	Major repair required	Poor satisfactory rating of requesting party; Unsatisfied Client	None	4	3	1	12	LOW	NS	2	Alert	N/A	N/A	N/A	N/A
Retain documented information.	Existence of disaster like flooding, fire & brownout	Unable to maintain/update records	Incomplete filing; Non-compliance with the QP	None	3	3	4	24	LOW	NS	2	Alert	N/A	N/A	N/A	N/A
RISK ASSESSMENT:		RISK RATING	RISK LEVEL	RISK DESCRIPTION	ACTION REQUIRED							RPN				
IMPACT:		1-Insignificant; 2-Minor;	1 - 25	LOW	Not Significant							3				
LIKELIHOOD:		1-Rare; 2-Unlikely; 3-	26-40	MODERATE	Not Significant							2				
DETECTION		1 - Very likely, 2 - Likely;	>40	HIGH	Significant							1				
Risk Rating = Impact X Likelihood X Detection																

Prepared by:	Reviewed by:	Recommending Approval:	Approved by:
 MEL ROY B. MANAIT Process Owner	 MARIA THERESA D. BAUTISTA Deputy QMR	 IAN JON S. CLEMENTE Risk Review Committee Head	 LAILYN A. ORTIZ, CESE Regional QMR
			 REYNALDO M. BUNGUBUNG, CESO IV Regional Director





DILG REGIONAL OFFICE 12

Technical Assistance Process Monitoring Logsheets (TAPML)

Document Code		
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OFFICE		OFFICE OF THE REGIONAL DIRECTOR - REGIONAL INFORMATION AND COMMUNICATIONS TECHNOLOGY UNIT												
QUALITY PROCEDURE TITLE		PROVISION OF TECHNICAL ASSISTANCE ON ICT RESOURCES												
CURRENT PERIOD:														
Control No.	Mode of Request	Received		End-User	Office	Issue/Concern	Assigned IT Staff	Agreed Timeline, if any	Started		Completed		Response Time	Rating
		Date	Time						Date	Time	Date	Time		

Prepared By

Process Owner

Noted By

Deputy QMR

Prepared by:	Reviewed by:	Approved by:
 MEL ROY B. MANAIT Process Owner	 MARIA THERESA D. BAUTISTA Deputy QMR	 LAILYN A. ORTIZ, CESE Regional QMR
		 REYNALDO M. BUNGBUNG, CESO IV Regional Director