



1. Computer Hardware and Software Support Services
 (Setup, Installation, Computer Assessment, Repair, Troubleshooting and Maintenance)

Office or Division:	City Mayor's Office – Information and Communications Technology Division			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	All Departments under the Local Government Unit of General Santos City			
CHECKLIST OF REQUIREMENT/S		WHERE TO SECURE		
1. Filled-out client request form 2. Filled-out job-order form 3. Filled-out waiver of liability form (for format) 4. Filled-out bill of materials (for replacement)		City Mayor's Office – Information and Communications Technology Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client requests for IT equipment troubleshooting, repair, or maintenance through phone call, walk-in visit, email or online request	Receives request <i>Note: Client need not sign the form</i>	None	8 minutes	<i>Ken Aivan S. Diaz</i> <i>Jade Laguna</i> <i>Bryan Rich Parreño</i>
	Fill-out client request form Encode details using the CHSS (Computer Hardware and Software Support) Monitoring System		3 minutes	<i>Ken Aivan S. Diaz</i> <i>Jade Laguna</i> <i>Bryan Rich Parreño</i>
	Assign tasks to technical staff.		5 minutes	<i>Ken Aivan S. Diaz</i> <i>Jade Laguna</i> <i>Bryan Rich Parreño</i>
			1 minute	<i>Ken Aivan S. Diaz</i>

Client accepts and approves Bill of Materials for purchase	Prepare job order order, tools, and checklist.		5 minutes	<i>Ken Aivan S. Diaz Jade Laguna Bryan Rich Parreño</i>
	Conduct assessment and diagnosis. <i>Recommend: If no replacement of parts: Repair*</i> <i>If with replacement of parts:</i>		30 minutes	<i>Ken Aivan S. Diaz Jade Laguna Bryan Rich Parreño</i>
	Prepare and submit Bill of Materials		30 minutes	<i>Ken Aivan S. Diaz Jade Laguna Bryan Rich Parreño</i>
	Wait for delivery of materials <i>If delivered, Start repair*</i> <i>If materials not available or beyond repair, Junk</i>		8 hours	<i>Ken Aivan S. Diaz Jade Laguna Bryan Rich Parreño</i>

Client accepts the item and signs job order form.	Release repaired IT equipment to client	None	3 minutes	<i>Ken Aivan S. Diaz Jade Laguna Bryan Rich Parreño</i>
	Fill-out job order request form		15 minutes	<i>Ken Aivan S. Diaz</i>
	Conducts quality assurance checking		10 minutes	<i>Maria Corazon S. Lumba</i>
	Stamps and signs quality assurance portion of job order		5 minutes	<i>Renante A. Zapatos</i>

	request form (random checking)			
	TOTAL	None	9 hour and 55 minutes / transaction	
END OF TRANSACTION				