



1. Network Services

(Setup, Installation, LAN, WAN, Troubleshooting and Maintenance)

Office or Division:	City Mayor's Office – Information and Communications Technology Division			
Classification:	COMPLEX			
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 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
The client requests IT assistance for network troubleshooting, repair, or maintenance through a phone call, walk-in visit, email, or online request.	Receives the request .	None	5 minutes	<i>Segundo M. Mendoza</i> <i>Renante A. Zapatos</i> <i>Maria Corazon S. Lumba</i> <i>Ken Aivan S. Diaz</i> <i>Francis Homer Dalisay</i> <i>Mark Kristofer M. De los Reyes</i> <i>Bryan Edward Paguray</i> <i>Leah Jane Ruamar</i> <i>Tyg Aguilar</i> <i>Celso Genive</i> <i>Reniel Real</i> <i>Jade Laguna</i> <i>Joshua Richjohn Magat</i> <i>Bryan Rich Parreño</i>

	Receives the request and encodes it into the Network Job Order Monitoring System for record-keeping.	None	3 minutes	<i>Mark Kristofer M. De los Reyes</i> <i>Joshua Richjohn A. Magat</i>
	Assign the tasks to the network technical staff	None	1 minute	<i>Mark Kristofer De los Reyes</i>
	Prepare network job order form, and tools if necessary	None	5 minutes	<i>Mark Kristofer M. De los Reyes</i> <i>Joshua Richjohn A. Magat</i>
	Conduct assessment and diagnosis.	None	30 minutes	<i>Mark Kristofer M. De los Reyes</i> <i>Joshua Richjohn A. Magat</i>
	<i>Recommend: If any items are needed for the troubleshooting process:</i>			
	Prepare and submit Bill of Materials	None	30 minutes	<i>Mark Kristofer M. De los Reyes</i> <i>Joshua Richjohn A. Magat</i>
	Wait for delivery of materials	None		<i>Mark Kristofer De los Reyes</i> <i>Joshua Richjohn A. Magat</i>

	<i>If delivered, Start repair*</i>		6 hours	<i>Mark Kristofer De los Reyes</i> <i>Joshua Richjohn A. Magat</i>
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Upon the completion of troubleshooting, the client should sign and fill in the job order form with client satisfaction rating.	Complete the sections of the job order form that should be filled out by the network section staff.	None	3 minutes	<i>Mark Kristofer De los Reyes</i> <i>Joshua Richjohn A. Magat</i>
	Encode the details in the Network Job Order Monitoring System.	None	3 minutes	<i>Mark Kristofer De los Reyes</i> <i>Joshua Richjohn A. Magat</i>
	Conducts quality assurance checking	None	10 minutes	<i>Ken Aivan S. Diaz</i>
	Stamps and signs quality assurance portion of job order request form (random checking)	None	5 minutes	<i>Renante A. Zapatos</i>
	TOTAL	None	7 hours and 35 minutes / transaction	
END OF TRANSACTION				