

# 1. System Development, Implementation and Maintenance Services

(Computer Program)

<b>Office or Division:</b>	City Mayor's Office – Information and Communications Technology Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B, G2C, G2G			
<b>Who may avail:</b>	All Departments under the Local Government Unit of General Santos City			
<b>CHECKLIST OF REQUIREMENT/S</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Request Letter/Memo/Agreement</li> <li>2. Flow Chart, Process Map, Entity Relationship Diagram (ERD)</li> <li>3. Manual of Operations and Policy</li> <li>4. Job-Order Form</li> <li>5. Quality Assurance Functional Test Form/ Web Content Accessibility Guidelines (WCAG)</li> <li>6. Computer System Usability and Feedback Form for QA Tester</li> <li>7. User Acceptance Form</li> <li>8. User Request Form</li> <li>9. Computer System Usability and Feedback Form for User</li> </ol>		City Mayor's Office – Information and Communications Technology Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Sends a request letter to ICTD to convert their Manual Process/es to Automated Process/es	Conducts pre-assessment that includes the presentation of Software Development Life Cycle (SDLC), levelling-off, agreement, and scheduling	None	1 year	<i>Segundo M. Mendoza</i> <i>Renante A. Zapatos</i> <i>Rexon Jay N. Calub</i> <i>Maria Corazon S. Lumba</i> <i>Ken Aivan S. Diaz</i> <i>Francis Homer Dalisay</i> <i>Mark Kristofer 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>
	Information system assessment that includes series of interview/s	None	<i>Segundo M. Mendoza</i> <i>Renante A. Zapatos</i> <i>Rexon Jay N. Calub</i> <i>Maria Corazon S. Lumba</i> <i>Ken Aivan S. Diaz</i> <i>Francis Homer Dalisay</i> <i>Bryan Edward Paguray</i> <i>Leah Jane Ruamar</i> <i>Tyg Aguilar</i> <i>Celso Genive</i> <i>Reniel Real</i>
	Hardware assessment to inspect the hardware, software, and peopleware and recommend LAN layout for easier installation and maintenance	None	<i>Rolando L. Patac Jr.</i> <i>Mark Kristofer De los Reyes</i> <i>Jade Laguna</i> <i>Joshua Richjohn Magat</i> <i>Bryan Rich Parreño</i>
	System analysis and design for database and user interface	None	<i>Segundo M. Mendoza</i> <i>Renante A. Zapatos</i> <i>Rexon Jay N. Calub</i>

			<i>Maria Corazon S. Lumba</i> <i>Ken Aivan S. Diaz</i> <i>Francis Homer Dalisay</i> <i>Mark Kristofer 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>
	Programming, testing and user-training	None	<i>Segundo M. Mendoza</i> <i>Renante A. Zapatos</i> <i>Rexon Jay N. Calub</i> <i>Maria Corazon S. Lumba</i> <i>Ken Aivan S. Diaz</i> <i>Francis Homer Dalisay</i> <i>Mark Kristofer 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>
Official Launching	Systems implementation, formal turn-over and monitoring	None	<i>Segundo M. Mendoza</i> <i>Renante A. Zapatos</i> <i>Rexon Jay N. Calub</i> <i>Maria Corazon S. Lumba</i> <i>Ken Aivan S. Diaz</i> <i>Francis Homer Dalisay</i>

				<i>Mark Kristofer 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>
If New Request	Assess, update and enhance the system	None		<i>Segundo M. Mendoza</i> <i>Renante A. Zapatos</i> <i>Rexon Jay N. Calub</i> <i>Maria Corazon S. Lumba</i> <i>Ken Aivan S. Diaz</i> <i>Francis Homer Dalisay</i> <i>Bryan Edward Paguray</i> <i>Leah Jane Ruamar</i> <i>Tyg Aguilar</i> <i>Celso Genive</i> <i>Reniel Real</i>
	TOTAL	None	1 year	
<b>END OF TRANSACTION</b>				