



# **CITY INFORMATION TECHNOLOGY CENTER**

## **INTERNAL SERVICES**



<b>A. REQUEST FOR SYSTEMS DEVELOPMENT</b>				
Request for Systems Development covers full development from conceptualization to implementation or has an existing system and requires CITC to take over to complete the development.				
<b>Office or Division</b>	City Administrator's Office, City Information Technology Center (CITC)- Systems Development Management Group (SDMG)			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2G - Government to Government			
<b>Who may avail</b>	City Government Departments and Offices			
<b>CHECKLIST OF REQUIREMENT</b>	<b>WHERE TO SECURE</b>			
Request letter signed by the Department Head or Head of Office	Requesting Office			
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request	1.1 Receive, review letter request and forward to CITC OIC	None	2 minutes	Vicenta Sardido, Administrative Assistant II (Data Entry Machine Operator II)-CITC
	1.2 Review and assess letter request, determine the scope of request	None	5 minutes	Chito Mercado, Information Technology Officer II, Officer-In-Change-CITC
	1.3 Designate Project Lead to perform the request, and discuss the nature of request	None	5 minutes	Chito Mercado, Information Technology Officer II, Officer-In-Change-CITC
	1.4 Select a project team	None	1 day	Project Team A, Project Team B, Project Team C, Project Team D, Project Team E- CITC; See Legend
2. Attend to Conceptualization meeting.	2.1 Conduct a Conceptualization meeting with requesting office	None	3 days	Project Team A, Project Team B, Project Team C, Project Team D, Project Team E- CITC; See Legend
	2.2 Prepare a Business Case Report	None	3 days	Project Team A, Project Team B, Project Team C, Project Team D, Project Team E- CITC; See Legend
3. Attend to Business Case sign-off meeting	3.1 Conduct Business Case sign-off meeting with requesting office, secure business case sign-off with requesting office	None	1 day	Project Team A, Project Team B, Project Team C, Project Team D, Project Team E- CITC; See Legend
	3.2 Develop a Project Initiation Document (PID)	None	5 days	Project Team A, Project Team B, Project Team C, Project Team D, Project Team E- CITC; See Legend



4. Attend to Project Initiation Document sign-off meeting	4. Conduct PID sign-off meeting with requesting office, secure PID sign-off with requesting office	None	1 day	Project Team A, Project Team B, Project Team C, Project Team D, Project Team E- CITC; See Legend
5. Attend to Iteration Review meetings	5. Conduct iterative system development based on agreed design	None	3 months	Project Team A, Project Team B, Project Team C, Project Team D, Project Team E- CITC; See Legend
6. Prepare requirements both infra and manpower to receive the deployments	6. Deployment by iteration as approved by requesting office	None	3 months	Project Team A, Project Team B, Project Team C, Project Team D, Project Team E- CITC; See Legend
7. Coordinate with the conduct of User Acceptance Testing	7. Conduct User Acceptance Testing at user site	None	15 days	Project Team A, Project Team B, Project Team C, Project Team D, Project Team E- CITC; See Legend
8. Participate in the conduct of User Orientation	8.1 Conduct User Orientation	None	3 days	Project Team A, Project Team B, Project Team C, Project Team D, Project Team E- CITC; See Legend
	8.2 Conduct system deployment	None	None	Project Team A, Project Team B, Project Team C, Project Team D, Project Team E- CITC; See Legend
9. Sign User Acceptance Certificate	9. Conduct User Acceptance Certificate Signing	None	1 day	Project Team A, Project Team B, Project Team C, Project Team D, Project Team E- CITC; See Legend
10. Attend Project	10.1 Conduct Project Closure meeting	None	1 day	Project Team A, Project Team B, Project Team C, Project Team D, Project Team E- CITC; See Legend
	10.2 Update system documentation requirements	None	5 days	Project Team A, Project Team B, Project Team C, Project Team D, Project Team E- CITC; See Legend
TOTAL		None	6 months, 39 days and 12 minutes	

\* System Development Timeframe is based on system scope and design complexity. Information system considered in this request go through different development phases before system completion. The design development phase requires time and manpower.



**Legend:**

**Computer Programmer (CP)**

**Project Team A**

Project Lead: Sharon Lei M. Lomantas, Information Systems Analysts III  
Officer I

Project Team: Allan D. Nuena, CFL II/Documenter  
Alma S. Afinidad, DEMO II/Client Support

Christian S. Garcia, CP(Contract of Services)  
Ma. Fe A. Celades, Client Support

**Project Team B**

Project Lead: Jose D. Barber Jr., Information Technology

Project Team: Melba S. Evangelista, CP III/Documenter  
Danrick C. Tekiko, CP (Contract of Services)

**Project Team C**

Project Lead: Arthur B. Cariño, Information Systems Analysts III  
Analysts II

Project Team: Cheryl V. Bungao, CP II  
Louella Marree C. Cariño, designated CP

April Mae B. Bonto, CP (Contract of Services)  
Natividad F. Saligumba, CFL III/Client Support  
Teddy Casaldan, CP (Contract of Services)

**Project Team D**

Project Lead: Celina E. Carado, Information Systems

Project Team: Jomarie P. Espino, designated CP  
Rafael P. Fernandez, CP (Contract of Services)  
Philamer E. Fuentes, DC II/Client Support

**Project Team E**

Project Lead: Cornelio S. Ripalda III, Computer Programmer III

Project Team: Czarina B. Alfoja, CMT II/designated Systems Researcher  
Ian M. Juario, CP (Contract of Services)  
Henry M. Hernaez, DC II/Client Support  
Joseph Michael C. Sapaula, CP II/Client Support

<b>B. SERVICE USER REQUEST</b>				
User Request to be served can be either for data maintenance thru record update, data maintenance which requires a documentary output, corrective measures on program modules or assistance on site.				
<b>Office or Division</b>	City Administrator's Office, City Information Technology Center (CITC)- Systems Development Management Group (SDMG)			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2G - Government to Government			
<b>Who may avail</b>	City Government Departments and Offices			
<b>CHECKLIST OF REQUIREMENT</b>	<b>WHERE TO SECURE</b>			
Service Request Form – 1 original copy (other supporting documents as may be deemed necessary in extending the assistance by the personnel-in-charge	CITC Office or Download form at <a href="http://www.citc.davaocity.gov.ph">www.citc.davaocity.gov.ph</a>			
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Request Type: Data Maintenance via Record Update or with Documentary Output</b>				
1. Completely fill-up CITC Service Request Form	None	None	None	Client



2. Submit Service Request Form	2. Receives request and determines who will serve the request	None	1 minute	Vicenta Sardido, Administrative Assistant II (Data Entry Machine Operator II)-CITC
3. Forward the Service Request Form to the designated team	3.1 Review and assess the extent of assistance required and advise due date	None	2 minutes	Henry Hernaez, Administrative Assistant II (Data Controller II)/ Natividad Saligumba, Computer File Librarian III, Joseph Michael Sapaula, Computer Programmer II, Ma. Fe Celades (JO)-CITC
	3.2 Perform /conduct the assistance requested	None	15 minutes	Henry Hernaez, Administrative Assistant II (Data Controller II)/ Natividad Saligumba, Computer File Librarian III, Joseph Michael Sapaula, Computer Programmer II, Ma. Fe Celades (JO)-CITC
4. Attend to Project Initiation Document sign-off meeting	4. Release or advise result on processed request	None	1 minute	Henry Hernaez, Administrative Assistant II (Data Controller II)/ Natividad Saligumba, Computer File Librarian III, Joseph Michael Sapaula, Computer Programmer II, MA. Fe Celades (JO)-CITC
<b>TOTAL</b>		None	19 minutes	
<b>Request Type: Corrective measure on program modules</b>				
1. Completely fill-up CITC Service Request Form.	None	None	None	Client
2. Submit Service Request Form.	2. Receive request and determines who will serve the request.	None	1 minute	Vicenta Sardido, Administrative Assistant II (Data Entry Machine Operator II)-CITC
3. Forward the service request form to the designated team.	3.1 Review the assistance required and forward request to the assigned Project Lead.	None	2 minutes	Henry Hernaez, Administrative Assistant II (Data Controller II)/ Natividad Saligumba, Computer File Librarian III, Joseph Michael Sapaula, Computer Programmer II, Ma. Fe Celades (JO)-CITC
	3.2 Evaluate the gravity of the corrective measure to implement and determine the due date.	None	3 minutes	Project Team A, Project Team B, Project Team C, Project Team D, Project Team E- CITC; See Legend
	3.3 Conduct the corrective measures required.	None	1 day	Project Team A, Project Team B, Project Team C, Project Team D, Project Team E- CITC; See Legend
	3.4 Advise to Client Support Personnel	None	5 minutes	Project Team A, Project Team B, Project Team C,



	result of corrective measure for implementation at User site.			Project Team D, Project Team E- CITC; See Legend
4. Follow-up assistance requested upon due date.	4. Release or advise result on processed request.	None	1 minute	Henry Hernaez, Administrative Assistant II (Data Controller II)/ Natividad Saligumba, Computer File Librarian III, Joseph Michael Sapaula, Computer Programmer II, Ma. Fe Celades (JO)-CITC
TOTAL		None	1 day and 12 minutes	
<b>Request Type: Assistance on Site</b>				
1. Completely fill-up CITC service request form	None	None	None	Client
2. Submit service request form	2. Receives request and determines who will serve the request	None	1 minute	Vicenta Sardido, Administrative Assistant II (Data Entry Machine Operator II)-CITC
3. Forward the service request form to the designated team	3.1 Reviews, assesses the extent of assistance required	None	2 minutes	Henry Hernaez, Administrative Assistant II (Data Controller II)/ Natividad Saligumba, Computer File Librarian III, Joseph Michael Sapaula, Computer Programmer II, Ma. Fe Celades (JO)-CITC
	3.2 Conducts the assistance on site	None	30 minutes	Henry Hernaez, Administrative Assistant II (Data Controller II)/ Natividad Saligumba, Computer File Librarian III, Joseph Michael Sapaula, Computer Programmer II, Ma. Fe Celades (JO)-CITC
4. Confirm the completion of the assistance requested	4. Advise completion of the assistance requested	None	1 minute	Henry Hernaez, Administrative Assistant II (Data Controller II)/ Natividad Saligumba, Computer File Librarian III, Joseph Michael Sapaula, Computer Programmer II, Ma. Fe Celades (JO) -CITC
TOTAL		None	34 minutes	



<b>C. INTERNET / LOCAL AREA NETWORK (LAN) CONNECTIVITY</b>				
Different Departments/Offices of the City Government of Davao who needs access to the internet or LAN can request technical assistance from the personnel of this section.				
<b>Office or Division</b>	City Administrator's Office, City Information Technology Center (CITC)- Network Facilities Management Group (NFMG)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G - Government to Government			
<b>Who may avail</b>	City Government offices			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
Letter request/Request Slip- 1 copy	CITC Office			
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter / slip	1.1 Receive approved request	None	2 minutes	Vicenta Sardido, Administrative Assistant II (Data Entry Machine Operator II)-CITC
	1.2 Assign task to be done	None	2 minutes	Diosdado Lopez, Information Technology Officer I, Head NFMG-CITC
	1.3 Act on the assigned task	None	2 days	Diosdado Lopez, Information Technology Officer I, Head NFMG/ Alex Tan, Computer Operator IV/ Kevin Alfoja, Paul Chua, Froebel Acebedo (Contract of Services)-CITC
	1.4 Inform the requestor on the status of the request	None	5 minutes	Diosdado Lopez, Information Technology Officer I, Head NFMG/ Alex Tan, Computer Operator IV -CITC
2. Release/Sign Accomplished Request Form	2. Release	None	3 minutes	Vicenta Sardido, Administrative Assistant II (Data Entry Machine Operator II)-CITC
<b>TOTAL</b>		None	2 days and 12 minutes	



<b>D. ELECTRONIC MAIL (EMAIL)</b>				
All Departments/Offices, Elected Officials, Department Heads/Chief of Offices and selected personnel of the City Government of Davao were assigned an official email address at the davaocity.gov.ph domain for their official communication; the general public could use this platform to express their concerns. Management and maintenance of all these accounts is the responsibility of the personnel assigned in this section.				
<b>Office or Division</b>		City Administrator's Office, City Information Technology Center (CITC)- Network Facilities Management Group (NFMG)		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G - Government to Government		
<b>Who may avail</b>		City Government offices		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request/Request Slip – 1 copy		Request slip secure at CITC Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter / slip	1.1 Receive approved request	None	2 minutes	Vicenta Sardido, Administrative Assistant II (Data Entry Machine Operator II)-CITC
	1.2 Assign task to be done	None	2 minutes	Diosdado Lopez, Information Technology Officer I, Head NFMG-CITC
	1.3 Act on the assigned task	None	2 days	Diosdado Lopez, Information Technology Officer I, Head NFMG/ Alex Tan, Computer Operator IV/ Kevin Alfoja, Paul Chua, Froebel Acebedo(Contract of Services)-CITC
	1.4 Inform the requestor on the status of the request	None	5 minutes	Diosdado Lopez, Information Technology Officer I, Head NFMG/ Alex Tan, Computer Operator IV-CITC
2. Release/Sign Accomplished Request Form	2. Release	None	3 minutes	Vicenta Sardido, Administrative Assistant II (Data Entry Machine Operator II)-CITC
<b>TOTAL</b>		None	2 days and 12 minutes	





<b>E. IP PBX TELEPHONY</b>				
The Executive Departments at City Hall, SP and City Hall Annex Buildings are connected to the IP PBX Telephony System of the city for their telecommunication they can request additional IP Phones if available or technical assistance from the personnel of this section.				
<b>Office or Division</b>	City Administrator's Office, City Information Technology Center (CITC)- Network Facilities Management Group (NFMG)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G - Government to			
<b>Who may avail</b>	All offices of local government unit			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
Letter request/Request Slip- 1 copy	CITC Office			
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter / slip	1.1 Receive approved request	None	2 minutes	Vicenta Sardido, Administrative Assistant II (Data Entry Machine Operator II)-CITC
	1.2 Assign task to be done	None	2 minutes	Diosdado Lopez, Information Technology Officer I, Head NFMG-CITC
	1.3 Act on the assigned task	None	2 days	Diosdado Lopez, Information Technology Officer I, Head NFMG/ Alex Tan, Computer Operator IV/ Kevin Alfoja, Paul Chua, Froebel Acebedo(Contract of Services)-CITC
	1.4 Inform the requestor on the status of the request	None	5 minutes	Diosdado Lopez, Information Technology Officer I, Head NFMG/ Alex Tan, Computer Operator IV-CITC
2. Release/Sign Accomplished Request Form	2. Release	None	3 minutes	Vicenta Sardido, Administrative Assistant II (Data Entry Machine Operator II)-CITC
<b>TOTAL</b>		None	2 days and 12 minutes	



## F. COMPUTER HARDWARE, PERIPHERALS AND SOFTWARE MAINTENANCE SERVICES

Provide technical support for:

- a) Computer HW, Peripherals Check-up & Repair - Series of check-up procedures are performed, ex. Check power, check bios, check operating system, check motherboard and components, etc.
- b) Installation/Relocation of Computer Hardware and Peripherals - This service are scheduled upon request.
- c) Preventive Maintenance - Clean equipment thru virus scanning, delete unnecessary applications, and physical cleaning of equipment.
- d) Software Installation/Maintenance - install/reinstall licensed software, device drivers.
- e) Preparation of Technical Specifications Report - Canvass and prepare Standard and up-to-date technical specifications for Hardware and Software.  
(Each maintenance services take a minimum of 8 hours (for initial status/update) to perform.)

Cable Installation/Maintenance- install/maintain cable for Network and Local Internet Connectivity

Cable Layout Design is prepared before the installation of cable. Takes minimum of 20 hours to perform.

Others:

- a) Ocular Inspection - Inspection of the area/location which takes minimum of 16 hours to perform;
- b) Technical Evaluation and Recommendation - review/evaluate based on current and applicable ICT

<b>Office or Division</b>	City Administrator's Office, City Information Technology Center (CITC)- Computer Equipment Maintenance and Systems Engineering (CEMSE) Group			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G - Government to Government			
<b>Who may avail</b>	City Government offices			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
1. Request Slip-1 copy	Computer Equipment Maintenance and Systems Engineering (CEMSE)			
2. Letter Request and/or ARE if needed-1 copy	Client			
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up the Service Request Form, check the required/needed service and sign	1.1 Receive the filled-out Service Request Form	None	5 minutes	Jochebed Naboia, Administrative Assistant V (Data Entry Machine Operator III)-CITC



	1.2 For repair - receive the defective unit/s	None	3 minutes	Jochebed Naboa, Administrative Assistant V (Data Entry Machine Operator III)-CITC
	1.3 Assign workload to Computer Maintenance Technologist	None	2 minutes	Rowena Narajos, Information Technology Officer II, Head CEMSE-CITC
	1.4 Perform request/s	None	20 hours	Ivan Lizarondo, Computer Maintenance Technologist III/ Joey Dandan, Computer Maintenance Technologists II/ Orland Darang, Computer Operator III/ Lester Mamocod(Contract of Service)-CITC
	1.5 Call/Update/ Inform Client (requesting office) to get accomplished request	None	5 minutes	Jochebed Naboa, Administrative Assistant V (Data Entry Machine Operator III)-CITC
2.Release/Sign Accomplished Request Form	2. Release	None	3 minutes	Jochebed Naboa, Administrative Assistant V (Data Entry Machine Operator III)-CITC
TOTAL		None	2 days, 4 hours and 18 minutes	