



PROVISION OF TECHNICAL SUPPORT

The Information and Communications Technology Service – Infrastructure Division (ICTS-ID) is in charge to provide a timely help desk and technical support particularly for the hardware, software (but limited to installation and configuration of software) and network.

Office or Division:	Information and Communications Technology Service – Infrastructure Division
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C), Government to Government (G2G)
Who may avail:	DOJ officials and employees

CHECKLIST OF REQUIREMENTS		
Document	No. of Copies	Where to Secure
1. For DOJ Main technical support no documents required	Not Applicable	Not Applicable
2. For NPS offices (NCR and Regional) letter request of technical support	1	Requesting party

PROCEDURES				
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
Request through phone call/ walk-in				
1. Calls the ICTS-ID at telephone nos. 8523-8481 loc. 296 / 8523-1581 / Proceeds to ICTS-MD office at Ground Floor, Forum Building.	Receives call for technical request	None	3 days – Simple Transactions	Receiving Staff
	Identifies the nature of request (hardware, software or network support)	None		Receiving Staff
	Assigns task to IT personnel concern	None		Receiving Staff



	Troubleshoots the reported IT issue either through phone or onsite.	None		Technical support personnel
TOTAL:		3 days		

Note: Period not exceeding seven (7) days for such as hard disk drive formatting, reinstallation of software, network troubleshooting.

Period not exceeding twenty (20) days such as data recovery, hardware replacement, network layout and cabling, Wi-Fi reconfiguration, access point installation, replacement of equipment under warranty