PLANNING, FINANCIAL AND MANAGEMENT BRANCH (PFMB)
Corporate Planning and Programing Division (CPPD)
Internal Services

SERVICE NAME:	1. Handling of Requests for Information Technology Unit (ITU) Services

The **ITU Services** are technical support services for network management, software installation and common computer hardware and software troubleshooting and maintenance.

Office or Division:	Information Technology Unit (ITU), Corporate Planning and Programming Division (CPPD), Planning, Financial and Management Branch (PFMB)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	NTC Officials and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Duly accomplished ITU Service Request Form		ITU, CPPD, PFMB

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
Pre – Assessment Stage				
1. Submits the Service Request Form	1. Screens the request 1.1 Performs preliminary assessment a. *If service requested is included in the list of services*, assigns task to ITU personnel. b. *If service requested is not included in the list of services*, notifies client, and refers to General Services Division (GSD) for appropriate action.	None	1 Hour	Computer Programmer II / IT Officer I

Processing Stage				
	2. Conducts simple software and hardware diagnostics, troubleshooting, repair, and maintenance. a. *If request requires major repair and maintenance*, the equipment will be transferred to the ITU room for further diagnostics and troubleshooting. b. *If request for hardware and software service cannot be performed:* 　i. For project-based equipment, contacts Supplier to perform the service. 　ii. For office equipment, refers to the General Services Division (GSD) for appropriate action.	None	23 Hours	Computer Programmer II / IT Officer I
3. Receives information, and equipment, if applicable	3. Informs concerned employee of the service done on the request, and returns equipment, if request is for repair	None	1 Hour	Computer Programmer II / IT Officer I
	TOTAL		**24 Hours**	

SERVICE NAME:	2. Handling of Requests for Uploading of Information in the NTC Website

The **Uploading of Information at the NTC Website** is the service of uploading official documents or files in the website of the Commission for information of the public.

Office or Division:	Information Technology Unit (ITU), Corporate Planning and Programming Division (CPPD), Planning, Financial and Management Branch (PFMB)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	NTC Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Website Upload Request Form 2. Soft or Hard Copy of documents to be uploaded	ITU, CPPD, PFMB NTC Official/Employee

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
Pre – Assessment Stage				
1. Submits the request and the soft or hard copy of documents to be uploaded 1.1 Receives the request and documents	1. Screens the request and checks the soft or hard copy of the document to be uploaded 1.1 *If incomplete*, notifies client and returns the request and documents 1.2 I*f complete*, issues Acknowledgement Receipt.	None	1 hour	Computer Programmer II / IT Officer I
Processing Stage				
	2. Accepts the request and assigns tasks to ITU Personnel 2.1. Uploads the document/ information to NTC website		23 Hours	Computer Programmer II / IT Officer I

	3. Provides the concerned employee the evidence of posting		1 Hour	Computer Programmer II / IT Officer I
1. Receives screenshot of the uploaded document/ information				
	TOTAL		**24 Hours**	