



**INDUSTRY PLANNING AND MANAGEMENT
BRANCH (IPMB)
Information Technology Unit (ITU)
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), Industry Planning and Management Branch (IPMB)			
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, IPMB Website: ntc.gov.ph	
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. <i>If service requested is included in the list of services,</i> assigns task to ITU personnel. b. <i>If service requested is not included in the list of services,</i> notifies client, and refers to General Services Division (GSD) for appropriate action.	None	1 Hour	Computer Programmer I, II / IT Officer I / Computer Maintenance Technologist I, II / Information System Analyst II



Processing Stage				
	<p>2. Conducts simple software and hardware diagnostics, troubleshooting, repair, and maintenance.</p> <p>a. <i>If request requires major repair and maintenance, the equipment will be transferred to the ITU room for further diagnostics and troubleshooting.</i></p> <p>b. <i>If request for hardware and software service cannot be performed:</i></p> <p>i. For project-based equipment, contacts Supplier to perform the service.</p> <p>ii. For office equipment, refers to the General Services Division (GSD) for appropriate action.</p>	None	23 Hours	Computer Programmer II / IT Officer I / Computer Maintenance Technologist I, II / Information System Analyst II
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 / Computer Maintenance Technologist I, II / Information System Analyst II
	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), Industry Planning and Management Branch (IPMB)			
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			ITU, IPMB Website: ntc.gov.ph	
2. Soft or Hard Copy of documents to be uploaded			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. Screens the request and checks the soft or hard copy of the document to be uploaded	None	1 hour	Computer Programmer I, II / IT Officer I / Computer Maintenance Technologist I
1.1 Receives the request and documents	1.1 <i>If incomplete</i> , notifies client and returns the request and documents 1.2 <i>If complete</i> , issues Acknowledgement Receipt.			
Processing Stage				
	2. Accepts the request and assigns tasks to ITU Personnel		23 Hours	Computer Programmer I, II / IT Officer I / Computer Maintenance Technologist I
	2.1. Uploads the document/ information to NTC website			



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