

## 1. Provision of Technical Support

This procedure defines the roles and responsibilities of the Management Information Systems Office in handling requests for IT Technical Support.

**Office or Department:** Management Information Systems Office

**Classification:** Highly Technical

**Type of Transaction:** G2G – Government to Government

**Who May Avail:** All SBMA Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Formal Request of Job Order (Phone, E-mail or Memo)	<p><b>Website:</b> <a href="http://www.mysubicbay.com.ph/about-us/departments/information-technology-department">http://www.mysubicbay.com.ph/about-us/departments/information-technology-department</a></p> <p>MIS Office, Bldg. N., Quezon St., cor Aguinaldo St., Subic Bay Freeport Zone</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Requirements	1. Receive Request for Technical Support	None	1 min.	MIS Helpdesk Custodian
	2. Assess and Encode request to Helpdesk System	None	3 mins.	
	3. Assign Ticket Number and Support Personnel	None	1 min.	
	4. Perform Technical Support Request Task (Please see below list of technical support tasks)	None		MIS Assigned Support Personnel
Highly Technical - Easy		7 days, 7 hrs., 50 mins.		
Highly Technical - Average		12 days, 7 hrs., 50 mins.		
	Highly Technical - Difficult		17 days, 7 hrs., 50 mins.	
Confirm and Accept IT Support	5. Presents ticket and confirms resolution with client	None	5 mins.	
	Total Processing Time - Highly Technical (Easy)		8 days	
	Total Processing Time - Highly Technical (Average)		13 days	
	Total Processing Time - Highly Technical (Difficult)		18 days	

Highly Technical - Easy (7 days, 7 hrs., 50 mins.)

1. Hardware Support

- a. Repair includes replacement of CMOS battery, hard disk, memory module, etc.
- b. Common Print Errors: paper jam and dirty printing, etc.

2. Operating System and System Support

- a. Scan/Manage Virus Risk

3. Resource Assessment and Evaluation

- a. Assess Printer Toner/Ink
- b. Assess I.T. Equipment, etc.

4. Network Management

- a. Activate Network Port
- b. Isolate Case of Lost Connection to Internet/LAN

5. Account Management

- a. Create/Update Account (Network, Email, Active Directory, IFMS, etc.)
- b. Reset Password

6. Database Administration

- a. Manage User Privileges
- b. Upload Forms to Server
- c. Execute Data Processing

7. Preventive Maintenance (PM) of IT Equipment

Highly Technical - Average (12 days, 7 hrs., 50 mins.)

1. Hardware Support

- a. Troubleshooting involving running of check disk and/or disk defragmentation
- b. Setup and Configure Hardware

2. Operating System and System Support

- a. Install software including Office Productivity software, peripheral drivers and executable Information Systems

3. Resource Assessment and Evaluation

- a. Assess Network Cable Requirement
- b. Preparation of Purchase Order (PO), Bidding Documents and Purchase Assessment and Evaluation

4. Network Management

- a. Activate Network Port
- b. Isolate Case of Lost Connection to Internet/LAN

5. Database Administration

- a. Create Table

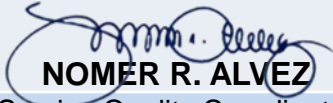


6. Preventive Maintenance (PM) of IT Equipment

Highly Technical - Difficult (17 days, 7 hrs., 50 mins.)

1. Hardware Support

- a. Hardware Repair involving Hard Disk (HD) formatting, motherboard, power supply
- b. Replace UPS Battery

- 2. Operating System and System Support
  - a. Restore Operating System (OS)
- 3. Resource Assessment and Evaluation
  - a. Technical Evaluation of equipment and software
- 4. Network Management
  - a. Network Cabling
- 5. Database Administration
  - a. Create Complex Table
  - b. Create Scripts
- 6. Preventive Maintenance (PM) of IT Equipment

Prepared	Reviewed	Approved
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