

1. Provision of Systems Support

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

Office or Department: Management Information Systems Office

Classification: Complex, Highly Technical

Type of Transaction: G2G – Government to Government

Who May Avail: All SBMA Employees

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

Formal Request for Assistance (Phone, Email or Memo, Systems Request and Acceptance Form)

Website:

<http://www.mysubicbay.com.ph/about-us/departments/information-technology-department>

MIS Office, Bldg. N., Quezon St., cor. Aguinaldo St., Subic Bay Freeport Zone

CLIENT STEPS

AGENCY ACTION

FEES TO BE PAID

PROCESSING TIME

PERSON RESPONSIBLE

Submit Requirements

1. Receive Request for Systems Support

None

10 mins.

MIS Helpdesk Custodian, Supervisor, Manager

1.1. Assess and Encode request to Helpdesk System

1.2. Assign Ticket Number and Support Personnel

2. Perform Systems Support Request Task (Please see below list of systems support tasks)

None

Highly Technical – **Easy**

7 hrs.

MIS Assigned Support Personnel (Agents)

Highly Technical – **Average**

10 work days

Highly Technical – **Difficult**

44 work days

Confirm and Accept Systems Support

3. Review and Close Task in Helpdesk System

2 work days, 7 hrs., 40 mins.

MIS Helpdesk Custodian, Supervisor, Manager

Total Processing Time – Simple (**Easy**)

3 work days, 6 hrs., 50 mins.

Total Processing Time – Highly Technical (**Average**)

12 work days, 7 hrs., 50 mins.

Total Processing Time – Highly Technical (**Difficult**)

46 work days, 7 hrs., 50 mins.

Complex (3 work days, 6 hrs., 50 mins.)

1. Access Privilege – creation of new accounts, additional access privilege
2. Applications Modification/Enhancement – modifications or enhancements involving reports layout
3. Data Processing – extraction of data and conversion to MS Excel, batch tagging, data uploading
4. Issues Resolution – errors/problems reported by end-users, e.g., forgot application's functionality
5. Others – web uploads, end-user training

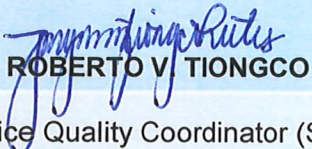
Highly Technical – Average (12 work days, 7 hrs., 50 mins.)

1. Applications Modification/Enhancement – modifications or enhancements involving logic design
2. Data Processing – involving numerous tables and creation of complex scripts
3. Issues Resolution – errors which entails examination of incident
4. Others – software evaluation, simple researches with documentation, updating of technical documents

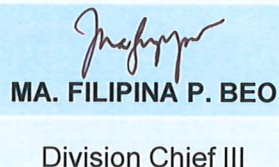
Highly Technical – Difficult (46 work days, 7 hrs., 50 mins.)

1. Applications Modification/Enhancement – enhancements resulting to development of a sub-module
2. Applications Development – includes analysis, design and program coding of a simple application (*excludes testing, documentation, user training, data conversion/loading*)
3. Issues Resolution – errors which entails thorough investigation/study
4. Others – comprehensive studies with documentation, preparing technical documentations

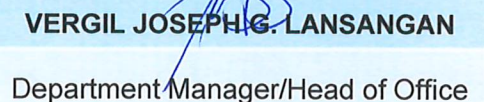
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