



Title of Frontline Service: **TECHNICAL SUPPORT**  
**(REPAIR AND MAINTENANCE)**

Schedule of Availability of Service	Who May Avail of the Service	What are the Requirements	Duration
Monday to Friday 8:00 a.m. - 5:00 p.m.	All DepEd Cebu City Employees with DepEd owned ICT equipment	More than 3 units of PC or other ICT equipment: ✓ letter request addressed to SDS 3 or less than 3 units of PC or other ICT equipment ✓ brings the unit/s to division ICT office	For more than 3 units of PC/Other ICT equipment: ✓ 6 working days, 3 hours and 10 minutes For 3 or less than 3 units of ICT equipment: ✓ 5 working days, 3 hours and 50 mins.

**How to Avail of the Service?**

**a. For more than 3 units of PC/Other ICT equipment**

Step	Applicant/Client	Service Provider	Duration of Activity (under normal condition)	Person in-Charge	Fees	Form
1	Submits/emails letter request to record section to: <a href="mailto:records.cebucity@deped.gov.ph">records.cebucity@deped.gov.ph</a>	Receives and forwards the letter of request to SDS office	1 hour	Mary Antoniette Torrejos / Ritchell Camino	None	None
2		Approves or disapproves the request	2 hours	SDS Rhea Mar Angtud	None	None
3		Receives the approved request letter	10 minutes	Whisky Alda	None	None
4		Schedules for the repair of ICT equipment	1 week (depending of availability of transportation and technician)	Harold Buot	None	None
5		Visits school and does actual repair	1 day	Harold Buot/Pastor Ali Najarro	None	None

**END OF TRANSACTION**

**b. For 3 or less ICT equipment:**

Step	Applicant/Client	Service Provider	Duration of Activity (under normal condition)	Person in-Charge	Fees	Form
1	Submits/emails letter request to record section to: <a href="mailto:records.cebucity@deped.gov.ph">records.cebucity@deped.gov.ph</a>	Receives and forwards the letter of request to SDS office.	1 hour	Mary Antoniette Torrejos / Ritchell Camino	None	None
2		Approves or disapproves the request.	2 hours	SDS Rhea Mar Angtud	None	None
3		Receives the approved request letter.	10 minutes	Whisky Alda	None	None
4		Schedules for the repair of ICT equipment.  Informs requestor when to bring the ICT equipment to the Division-ICT Office for repair.	2 days	Harold Buot	None	None
5	Brings the unit/s in the division ICT office and provides guard on duty (guardhouse) a copy of the request of repair form.	Guard on duty checks the ICT equipment for repair.	10 minutes	Guard on duty	None	Repair Form
6		Receives the unit/s for repair and records to logbook.	10 minutes	Whisky Alda	None	
7		Repairs the IT unit/s.  Notifies client that the IT unit/s needs hardware replacement or for pick-up.	3 days	Caroldencio Padillo/Dale Taala	None	
8	Brings and presents the request for repair form.	Validates request for repair form for releasing of IT equipment	10 minutes	Whisky Alda	None	
9	Picks up repaired ICT equipment and presents copy of the request for repair form to the guard on duty.	Guard on duty checks repaired IT equipment per request form.  Releases the repaired IT equipment	10 minutes	Guard on duty	None	
<b>END OF TRANSACTION</b>						