# Information Technology Division

## External Services

## 1. Repair of IT related Equipment

All damaged IT related equipment and accessories of the LGU that needs to be restored to an earlier condition or to keep the asset operating at its present condition are assessed and repaired by the IT technicians as requested by the end users. Preventive maintenance of all IT related assets are also performed by IT personnel as per scheduled pre-determined by the IT office.

| Office Or Division: | Information Technology Division |
|---|---|
| Classification: | Simple |
| Type Of Transaction: | G2G – Government to Government |
| Who May Avail: | All LGU Ormoc Departments / Offices |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Request letter (1 original copy) | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit the letter request to IT / bring the IT related equipment for repair | 1.0 Receive the letter request from the client and forward the concern to the IT technical in-charge | None | 1 minute | *Information Technology Staff* IT Division |
| | 1.1 Assessment of the equipment to be repaired | None | 5 minutes | *Information Technology Technical Staff* IT Division |
| | 1.2 If the IT request is: | | | |
| | 1.2.1 Minor repair | None | 30 minutes | *Information Technology Technical Staff* IT Division |
| | 1.2.2 Major Repair | None | 3 Hours | |
| | **TOTAL** | **None** | **If IT repair is: Minor Repair : 36 minutes Major Repair : 3 Hours ,6 minutes** | |

# Information Technology Division

## Internal Services

## 1. Development of Software Application System

Software development is the computer programming, documenting, testing, and bug fixing involved in creating and maintaining applications and frameworks involved in Software Development Life Cycle (SDLC) to meet specific customized needs of the end users/employees as required in the performance of their official duties and functions.

| Office Or Division: | Information Technology Division |
|---|---|
| Classification: | Simple, Complex or Highly Technical (may vary per engagement) |
| Type Of Transaction: | G2G – Government to Government |
| Who May Avail: | All LGU Ormoc Departments / Offices |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Request letter (1 original copy) | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit the IT request form | 1.0 Meet/ discuss the end-user/s for the system details to be developed | None | 30 minutes | *IT Officer II* IT Division |
| | 1.1.Agile development for the systems iterations/ adjustments | None | 11 Days | *IT Officer II* IT Division |
| | 1.3  Implement system in parallel of the existing system ( if any) | None | 1 Day | *IT Officer II* IT Division |
| | 1.4  If iteration is : | | | |
| | 1.4.1 Not needed drop existing system (if any) | None | 30 minutes | *IT Officer II* IT Division |
| | 1.4.2 Iteration is needed go back to implementation of the system | None | 1 Day | *IT Officer II* IT Division |
| | **TOTAL** | **None** | **If iteration needed:**<br>**: 12 Days 60 minutes**<br><br>**Not needed: 13 Days , 30 minutes** | |

## 2. Maintain and Monitor the Software Application System

Software maintenance is the process of changing, modifying, and updating application software to keep up with customer needs. Software maintenance is done after the product has launched for several reasons including improving the software overall, new system requirements, correcting issues or bugs and to boost system performance as requested by the end users of the system. Software maintenance is a natural part of SDLC (software development life cycle).

| Office Or Division: | Information Technology Division | | | |
|---|---|---|---|---|
| Classification: | Simple | | | |
| Type Of Transaction: | G2G – Government to Government | | | |
| Who May Avail: | All LGU Ormoc Departments / Offices | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Request letter (1 original copy) | | Client | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Submit the IT request form | 1.0 Coordinate with the concerned office or employees for the appropriate action | None | 5 minutes | *IT Programmer* IT Division |
| | 1.1 If the update is: | | | |
| | 1.1.1 Minor adjustment of the system | None | 2 Hours | *IT Programmer* IT Division |
| | 1.1.2 Major updates | None | 8 hours | *IT Programmer* IT Division |
| | **TOTAL** | **None** | **If update is: Minor : 2 Hours 5 minutes**<br><br>**Major : 8 hours 5 minutes** | |

## 3. Database Administration

Database administration includes the management and maintenance of the SQL server of the LGU which stores electronic data gathered by the usage of the in-house developed software application system of the LGU which includes data recoverability (creating and testing Backups), integrity (verifying data integrity), security (Defining and/or implementing access controls to the data), availability (ensuring maximum uptime) and performance  (ensuring maximum performance).

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|---|---|---|---|---|
| Classification: | Simple | | | |
| Type Of Transaction: | G2G – Government to Government | | | |
| Who May Avail: | All LGU Ormoc Departments / Offices | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Structured Query Language (SQL) Database Server | | Information Technology Division | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Monitoring of SQL Server functionality | 1.0 Daily Scheduled Back-up | None | 30 minutes | *IT Officer II* IT Division |
| | **TOTAL** | **None** | **30 minutes** | |

## 4. Network Administration

Network Administration is the management and maintenance of the LGU's Local Area Network (LAN) infrastructure for optimum performance, delivering required information to end-users which includes the physical connectivity between network equipment and accessories (switches, cables, antenna, cctv, servers, etc)

| Office Or Division: | Information Technology Division |
|---|---|
| Classification: | Simple |
| Type Of Transaction: | G2G – Government to Government |
| Who May Avail: | All LGU Ormoc Departments / Offices |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Local Area Network (LAN) and Wide Area Network (WAN) infrastructures & accessories | Information Technology Division |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Schedule preventive maintenance of Local Area Network (LAN) and Wide Area Network (WAN) infrastructures and accessories | 1.0 Monitor LAN & WAN functionality & operation ability | None | 5 minutes | *Network Administrator* IT Division |
| | 1.1 Assessment of Local Area Network (LAN) and Wide Area Network (WAN) infrastructures | None | 30 minutes | *Network Administrator* IT Division |
| | 1.2 If the scheduled maintenance : | | | |
| | 1.2.1 For preventive maintenance of computers / printers per office | None | 4 Hours | *Information Technology Technical Staff* IT Division |
| | 1.2.2 For network physical connectivity, switches, cables, antennas and other network infrastructure | None | 8 Hours | *Information Technology Technical Staff* IT Division |

| | TOTAL | None | If the maintenance is: Computers/printers: 4 Hours 35 minutes<br><br>Network physical connectivity: 8 Hours, 35 minutes | |
|---|---|---|---|---|

## 5. Repair and Maintenance of IT related Equipment

All damaged IT related equipment and accessories of the LGU that needs to be restored to an earlier condition or to keep the asset operating at its present condition are assessed and repaired by the IT technicians as requested by the end users. Preventive maintenance of all IT related assets are also performed by IT personnel as per scheduled pre-determined by the IT office.

| Office Or Division: | Information Technology Division |
|---|---|
| Classification: | Simple |
| Type Of Transaction: | G2G – Government to Government |
| Who May Avail: | All LGU Ormoc Departments / Offices |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Request letter (1 original copy) | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit the letter request to IT / bring the IT related equipment for repair | 1.0 Receive the letter request from the client and forward the concern to the IT technical in-charge | None | 1 minute | *IT Staff* IT Division |
| | 1.1 Assessment of the equipment to be repaired | None | 5 minutes | *It Technical Staff* IT Division |
| | 1.2 If the IT request is: | | | |
| | 1.2.1 Minor repair | None | 20 minutes | *It Technical Staff* T Division |
| | 1.2.2 Major Repair | None | 3 Hours | *It Technical Staff* IT Division |
| | **TOTAL** | **None** | **If IT repair is: Minor Repair : 26 minutes**<br><br>**Major Repair: 3 Hours, 6 minutes** | |