DILG REGION V
QUALITY
PROCEDURE (QP)

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PROCEDURE TITLE	Provision of Technical Assistance on ICT Resources
SCOPE	This procedure starts from the filing of request for technical assistance of the end-user by filling up the Technical Assistance Request Form (TARF) up to rendering of technical assistance
PURPOSE	To ensure that prompt and appropriate technical assistance is rendered and provided to requesting personnel.

PROCESS DESCRIPTION

INPUT	PROCESS	OUTPUT
End User (All Employees) → TA Request Form →	Provision of Technical Assistance on ICT Resources	Repaired/Maintained ICT Resources → End User (All Employees)

DESCRIPTIVE STATEMENT:

The End User will request for technical assistance on ICT resources from the Regional Information and Communication and Technology Unit (RICTU). The RICTU will conduct assessment and troubleshooting/repair of the ICT resource. If ICT resource was found to be defective, it would be referred to General Services and Supply (GSS) section for appropriate repair.

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
1	End User	Request for technical assistance	• Fill-up and submit the Technical Assistance Request Form (TARF) to the ICT Unit.	• TARF
2	IT Staff	Receive the request for technical assistance	• Assign a Reference No. On the TARF and log the necessary information on the TA Log Sheet. *Note: If the request comes in beyond 4:00 PM, it will be handled the next working day*	• TARF • TA Log sheet
3	IT Staff	Conduct of Initial Assessment of the requesting user's concern	• Log the TA start date and time on the TARF and log sheet • Conduct initial assessment/ questioning	• TARF • TA Logsheet • Management of Facilities Procedure

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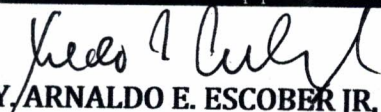| Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			to isolate and diagnose the problem. • Inform requesting division/unit of initial findings • Troubleshoot/repair problem based on the diagnosis. *Note:* • *If the issue is resolved, input the findings and solutions on the TARF.* • *If ICT resource is found to be defective, write the defective parts and possible solution on the TARF and refer to GSS for repair.* *(A copy of the TARF can be attached to the Request for Repair in accordance with the Management of facilities Procedure)* • Log the TA end date and time and sign the completion on the TARF and log sheet	
4	End User	Acknowledge the completion of the technical assistance request.	• Sign the acceptance on the TARF as proof that TA was completed and resolved • Rate the timeliness and quality of the service done by the IT Staff.	• TARF

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
5	IT Staff	Retain Documented Information	• Retain documented information in accordance with the Control of Retained Documented Information Procedure and the Masterlist of Retained Documented Information	• TARF • TA Log sheet • Control of Retained Documented Information • Master List of Retained Documented information

Definition of Terms:

- *Technical Assistance – provision of advise, assistance and troubleshooting to end-user experiencing technical problems in the usage of ICT hardaware and software.*

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DILG REGION V
QUALITY OBJECTIVE (QO)

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DIVISION/UNIT	Office of the Regional Director - Regional Information and Communication Technology Unit
QUALITY PROCEDURE TITLE	Provision of Technical Assistance on ICT Resources

Function	Key Performance Indicators (KPI)			Frequency of Monitoring Results	Responsible for Monitoring	Applicable Documents (e.g. Tracker, Monitoring Log Sheet, Summary Log Sheet, Report, Memo, etc.)
	Objective	Target	Indicator/Formula (if applicable)			
• Provision of Technical Assistance on ICT Resources	• Timeliness to provide assistance within the day or if the request comes in beyond 4:00PM, it will be handled the next working day.	• 85%	Total number of Technical Assistance responded within the day (A) over Total number of Request for Technical Assistance (B) = (A/B) x 100%	• Quarterly	• IT Officer	• Technical Assistance Logsheet
	• Satisfactory service rendered.	• 85%	• Total number of received Rating with Average Rating of Satisfactory and Above (A) over the Total No. of Ratings Received (B) = (A/B) x 100%	• Quarterly	• IT Officer	• Technical Assistance Logsheet

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DILG REGION V
PROCESS QUALITY MONITORING AND EVALUATION (QME)

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BUREAU/SERVICE	Office of the Regional Director - Regional Information and Communication Technology Unit
PROCEDURE TITLE	Provision of Technical Assistance on ICT Resources
OBJECTIVE STATEMENT	1. Timeliness to provide assistance within the day or if the request for TA is received 4PM or beyond office hours, the request will be handled the next working day. 2. Satisfactory service rendered.
CURRENT PERIOD	

INDICATORS		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Objective 1: Timeliness to provide immediate assistance within the day or if the request for TA is received 5PM or beyond office hours, the request will be handled the next working day.														
A	(A)Total number of Technical Assistance responded within the day over (B) Total number of Request for Technical Assistance = (A/B) x 100%													
B	Total number of Request for Technical Assistance													
C	Formula: (A/B) x 100%　Target Result = 85%													
D	Gap Analysis: In case the objective is not met, put your analysis why it is not met.													
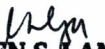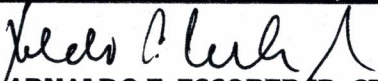
DILG REGION V
PROCESS QUALITY MONITORING AND
EVALUATION (QME)

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INDICATORS		Jan	Feb	Mar	Apr	Mar	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Objective 2: Satisfactory service rendered.														
A	Total number of received Rating with Average Rating of Satisfactory and Above													
B	Total No. of Ratings Received													
C	Formula: (A/B) x 100% Target Result = 85%													
D	Gap Analysis: In case the objective is not met, put your analysis why it is not met.													

Note: For unmet target, the QMS Secretariat will issue Corrective/Preventive Action Report (CPAR) duly signed by the DILG V Deputy QMR.

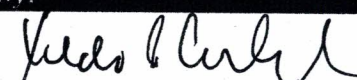| Prepared By:	Reviewed and Approved By:
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ITO 1	Assistant Regional Director
Process Owner	**Regional QMR**

DILG REGION V

Provision of Technical Assistance on ICT Resources

Process Summary Log Sheet

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QUALITY OBJECTIVE:	1. Timeliness to provide assistance within the day 2. Satisfactory service rendered.
FREQUENCY OF MONITORING:	Quarterly
CURRENT PERIOD:	

QUALITY OBJECTIVE 1:

Date	Action Taken		Results				Notes
	Total number of technical assistance provided within the day	Total number of Request for Technical Assistance	%	Met >= 85%	Unmet < 85%	Remarks (Indicate reason if target is unmet)	

QUALITY OBJECTIVE 2:

Date	Action Taken		Results				Notes
	Total number of received Rating with Average Rating of Satisfactory and Above	Total number of Ratings Received	%	Met >= 85%	Unmet < 85%	Remarks (Indicate reason if target is unmet)	

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DILG REGION V
Regional Information and Communication Technology Unit (RICTU)

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TECHNICAL ASSISTANCE REQUEST FORM

Request Date:		Request Time:	

END-USER INFORMATION

Requested By:	
Division/Section/Unit:	
Position/Designation:	
Contact Number:	
Email Address:	

TA Reference No.		
YYYY	MM	DD

TYPE OF REQUEST:

☐ **DESKTOP/LAPTOP**
- ☐ Hardware Error
- ☐ Software Error
- ☐ Virus Scanning
- ☐ Troubleshooting
- ☐ Virus Scanning
- ☐ Parts Replacement

☐ **INTERNET CONNECTIVITY**
- ☐ New Connection (Wired or Wireless)
- ☐ No Internet (Cross or Exclamation)
- ☐ IP Telephony Connection

☐ **SOFTWARE/SYSTEM**
- ☐ Operating System, Office, Anti-virus
- ☐ Personnel Information System (PIS)
- ☐ Google Drive
- ☐ DILG Portals/Systems
- ☐ Other software/s (please specify) _____

☐ **PRINTER/SCANNER**
- ☐ Installation
- ☐ Troubleshooting
- ☐ Sharing/Networking

☐ **GOVMAIL**
- ☐ New Account
- ☐ Change Account to _____
- ☐ Password Reset

☐ **OTHERS (please specify)**
_____
_____
_____

Requesting User	RICT Unit
ISSUE/PROBLEM/ERROR DETAILS:	**FINDINGS AND RESOLUTION/RECOMMENDATION:**
	Start Date: Start Time: ___ Resolved ___ Defective (to be referred to GSS for repair)
ACCEPTANCE OF TECHNICAL ASSISTANCE RENDERED: (Requesting User)	**TECHNICAL ASSISTANCE COMPLETED: (RICTU)**
   _____ Signature over Printed Name	 _____ End Date End Time Signature over Printed Name

DEAR END-USER, YOUR FEEDBACK IS IMPORTANT TO US:

1. **Timeliness**
   Was the IT Staff able to provide immediate assistance within the day or if the request for TA is received 4PM or beyond office hours, the request was handled the next working day? (Yes/No) _____

2. **Quality**
   At a rating scale of 1 to 5, kindly rate the service rendered? (5 – Outstanding, 4 – Very Satisfactory, 3 – Satisfactory, 2 – Unsatisfactory, 1 – Poor) _____

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DILG REGIONAL OFFICE V
Technical Assistance Log Sheet

Office : Office of the Regional Director - Regional Information and Communictaions Technology Unit
Quality : Provision of Technical Assistance on ICT Resources
Period : Month of _____

No.	TA Reference No.	Received		End-User	Division/ Section/Unit	Issue/Concern	Started		Completed		Response Time	Rating
		Date	Time				Date	Time	Date	Time		

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Assistant regional Director
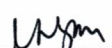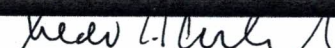| **Process Owner** | **Regional QMR** |

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DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
DILG Regional Office No. 5, Rizal St. Legazpi City
region5.dilg.gov.ph

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Name of Division: OFFICE OF THE REGIONAL DIRECTOR-REGIONAL INFORMATION AND COMMUNICATIONS TECHNOLOGY UNIT

MASTER LIST OF MAINTAINED EXTERNAL DOCUMENTED INFORMATION

DOCUMENT CODE	DOCUMENT TITLE	REVISION/EDITION					
(Procedure)							

Prepared By	Noted By
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Republic of the Philippines
DILG REGION V

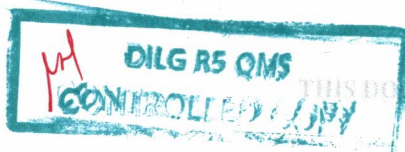| Document Code		
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OFFICE	Office of the Regional Director – Regional Information and Communications Technology Unit (ORD-RICTU)
QUALITY PROCEDURE TITLE	Provision of Technical Assistance (TA) on Information and Communications Technology (ICT) Resources

MASTER LIST OF RETAINED DOCUMENTED INFORMATION

DOCUMENT CODE	DOCUMENT TITLE	CUSTODIAN	LOCATION	FILING SCHEME		RETENTION PERIOD			
				FOLDER	SCHEME	ACTIVE	STORAGE	TOTAL	DISPOSAL
QME-QP-RO5-ORD-04	Provision of TA on ICT Resources Quality Monitoring and Evaluation (QME)	E. S. Lanuza	Steel Cabinet (2nd Drawer)	ICT TA QME	By Month (from latest)	2 years	1 year	3 years	Re-use
FM-QP-RO5-ORD-04-01	Provision of TA on ICT Resources Process Summary Logsheet (PSL)			ICT TA PSL		2 years	1 year	3 years	Re-use
FM-QP-RO5-ORD-04-02	ICT Technical Assistance Request Form (TARF)			ICT TARF		2 years	1 year	3 years	Re-use
FM-QP-RO5-ORD-04-03	Technical Assistance Log Sheet			TA Log Sheet					

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OFFICE	Office of the Regional Director - Regional Information and Communications Technology Unit (ORD-RICTU)
QUALITY PROCEDURE TITLE	Provision of Technical Assistance on ICT Resources

MASTERLIST OF MAINTAINED INTERNAL DOCUMENTED INFORMATION

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
QP-RO5-ORD-04	Provision of TA on ICT Resources Quality Procedure	07.01.19					
QO-QP- RO5-ORD-04	Provision of TA on ICT Resources Quality Objective	07.01.19					
QME-QP- RO5-ORD-04	Provision of TA on ICT Resources Quality Monitoring and Evaluation	07.01.19					
FM-QP-RO5-ORD-04-01	Provision of TA on ICT Resources Process Summary Log Sheet	07.01.19					
FM-QP- RO5-ORD-04-02	ICT Technical Assistance Request Form (TARF)	07.01.19					
FM-QP- RO5-ORD-04-03	Technical Assistance Log Sheet	07.01.19					
RRO-QP-RO5_ORD-04	Provision of TA on ICT Resources Risk Register (Objective Risk Assessment)	07.01.19					
RRP-QP-RO5_ORD-04	Provision of TA on ICT Resources Risk Register (Process Risk Assessment)	07.01.19					

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Regional Document Controller	**Regional QMR**

DILG REGION V

RISK REGISTER (PROCESS RISK ASSESSMENT)

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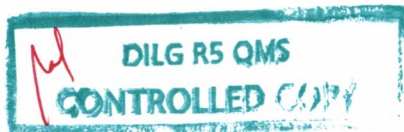**OFFICE**   OFFICE OF THE REGIONAL DIRECTOR - REGIONAL INFORMATION AND COMMUNICATION TECHNOLOGY UNIT

PROCEDURE TITLE   PROVISION OF TECHNICAL ASSISTANCE ON ICT RESOURCES

PROCESS STEP (Based on the procedure's key process steps)	POTENTIAL RISK	RISK TRIGGER	CONSEQUENCE (Positive or Negative)	EXISTING RISK CONTROL MEASURE	RISK ASSESSMENT					
					IMPACT	LIKELIHOOD	RATING	RISK / OPPORTUNITY LEVEL (S, NS)	TYPE OF ACTION	RISK CONTROL PLAN/ OPPORTUNITY MANAGEMENT PLAN NO. (For Significant Risk/Opportunity)
Conduct of assessment and completion of the end user's concern	Lack of IT Staff	Multiple request for TA all at the same time	Delay in rendering technical assistance	Conduct of preventive maintenance on ICT resources by third party service provider	3	3	9	NS	Alert	
	Requested service not addressed	Requested TA is not within the scope of expertise of IT Staff	Poor rating of the end user	Allocate/provide funding support for repair and maintenance of ICT Resources by third party service provider	3	3	9	NS	Alert	

RISK ASSESSMENT:	RISK RATING	RISK LEVEL	RISK DESCRIPTION	ACTION REQUIRED
IMPACT: 1-Insignificant; 2-Minor; 3-Moderate; 4-Major; 5-Extreme	1 - 7	LOW	Not Significant	No further action required (Maintain and sustain the existing control)
LIKELIHOOD: 1-Rare; 2-Unlikely; 3-Moderate; 4-Likely; 5-Almost Certain	8 - 9	MODERATE	Not Significant	Alert level (Maintain and sustain the existing control)
Risk Rating = Impact X Likelihood X Detection	10 - 25	HIGH	Significant	Control (e.g. Avoid or Treat/Mitigate, Transfer, Terminate)

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DILG REGIONAL OFFICE V

RISK REGISTER (OBJECTIVE RISK ASSESSMENT)

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OFFICE OFFICE OF THE REGIONAL DIRECTOR - REGIONAL INFORMATION AND COMMUNICATION TECHNOLOGY UNIT

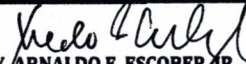**PROCEDURE TITLE** PROVISION OF TECHNICAL ASSISTANCE ON ICT RESOURCES

OBJECTIVE	RELEVANT ISSUE(S)	RELEVANT INTERESTED PARTIES (refer to IP Matrix for Requirements)	POTENTIAL RISK or OPPORTUNITY	RISK TRIGGER (N/A FOR OPPORTUNITY)	CONSEQUENCE (RISK) / BENEFIT (OPPORTUNITY)	EXISTING RISK CONTROL MEASURE (N/A FOR OPPORTUNITY)	RISK ASSESSMENT					RISK CONTROL PLAN/ OPPORTUNITY MANAGEMENT PLAN NO. (For Significant Risk/Opportunity)
							IMPACT	LIKELIHOOD	RATING	RISK / OPPORTUNITY LEVEL (S, NS)	TYPE OF ACTION	
Timeliness to provide immediate assistance within the day	Rendering technical assistance on ICT Resources without delay	Regional Office Personnel	Lack of IT staff	Multiple request for technical assistance at the same time	Delay in rendering technical assistance	Conduct of preventive maintenance on ICT resources by third party service provider	3	3	9	NS	Alert	
Satisfactory service rendered	Providing satisfactory service in providing assistance on ICT resources	Regional Office Personnel	Major repair/ service requested	Request for TA is not within the scope of expertise of IT Staff	Poor rating of the end user	Allocate/provide funding support for repair and maintenance of ICT Resources by third party service provider	3	3	9	NS	Alert	

RISK ASSESSMENT:	RISK RATING	RISK LEVEL	RISK DESCRIPTION	ACTION REQUIRED
IMPACT: 1-Insignificant; 2-Minor; 3-Moderate; 4-Major; 5-Extreme	1 - 7	LOW	Not Significant (NS)	**No further action required** (Maintain and sustain the existing control)
LIKELIHOOD: 1-Rare; 2-Unlikely; 3-Moderate; 4-Likely; 5-Almost Certain	8 - 9	MODERATE	Not Significant (NS)	**Alert level** (Maintain and sustain the existing control)
Risk/Opportunity Rating = Impact X Likelihood	10 - 25	HIGH	Significant (S)	**Control** (e.g. Avoid or Treat/ Mitigate, Transfer, Terminate)

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