MEMORANDUM

TO: Public School District Supervisor
    Elementary & Secondary School Heads
    School ICT Coordinators
    Property Custodians

FROM: SOCORRO V. DELA ROSA
    Schools Division Superintendent

SUBJECT: I.T. SUPPORT REQUEST FORM FOR DCP RECIPIENT SCHOOLS

February 10, 2016

In connection with the DepEd Computerization Program (DCP) implemented in our division, ICT packages with problems should be reported immediately to the supplier to avail the three(3) years warranty period as spelled out in the DCP Handbook. To facilitate the proper monitoring of ICT packages problems, all school heads, school ICT coordinators and property custodians are advised to report immediately to the supplier and SDO-IT Section the encountered issues and concerns related to ICT packages using the attached forms (Enclosure #1-I.T. Request Form & Enclosure #2-Customer Service Hotlines). Please be reminded and make sure that the ICT Packages installed in e-classroom is secured and properly utilized by the pupils/students/teachers.

For information, guidance and compliance.
DCP Recipient Schools Reported Issues/Concerns
(I.T. Support Request Form)

NAME of SUPPLIER: ____________________________
DCP Batch No.: __________________
Delivery Date: ________________

School: ____________________________
School ID No.: ____________________
Complete Address: ____________________________
District: _______________________
Contact Person in Schools: ____________________________
Designation: ______________________
Contact No.: ____________________________

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<th>Type of Machine, Brand or Model</th>
<th>Serial Number/s</th>
<th>Problems Encountered</th>
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Reported by:

_____________________________
Signature over Printed Name

_____________________________
Designation

NOTED:

JENNIFER B. METICA
Information Technology Officer-I
Customer Service Hotlines of DCP Suppliers

1. Advance Solutions, Inc.
   
   Cellphone: 0917-8907647 (GLOBE)
   0923-7452509 (SUN)
   0999-8191834 (SMART)

   Landlines: (02) 524-7531
   524-7577

   Fax: 526-4116
   524-7596

   Email: customercare@advancesolutions.net
   techsupport@advancesolutions.net

Format for reporting
School Name:
School ID No.:
Complete Address:
Telephone:
Mobile Phone Numbers:
Name of the Person reported the problem:
Name of Contact Person in Schools:

Type of Machine, Brand or Model:
   1.
   2.
   3.

Serial Number:
   1.
   2.
   3.

Problems Encountered:
   1.
   2.
   3.
2. Columbia Technologies, Inc.

Cellphone:
0917.8306928 (Globe)
0922.8540391 (Sun)
0939.9170587 (Smart)

Landline: (632) 5240393 local 303

Official E-Mail Address:
helpdesk@cti-phil.com
jtumbokon@cti-phil.com
joseph.tumbokon@gmail.com

YM Account: ctidoped@yahoo.com.ph

Format for reporting
DepEd assigned School ID:
Contact Person (ICT Coordinator):
Complete School Name:
Complete School Address:
E-mail Address (of contact person):
Contact Number: (Landline and/or mobile number):
Machine Unit Model:
Serial Number (for Acer machines [22] Alphanumeric characters/Date Release (Please see CTI green sticker):
WC Number: (Please see CTI green sticker):
State Problem and isolation done:

Procedure for reporting:
1. Report concerns from Monday to Friday, 8:00am to 5:00pm, except holidays.
2. After receiving an official report of the problem, the helpdesk must assist the concerned school within the hour (phone assistance).
3. In cases where the problem cannot be solved through phone assistance, the helpdesk should notify its affiliated Service Center (nearest to the concerned school) for servicing.
4. The Service center should respond within 24 hours (48 hours for far/remote schools) from the time the helpdesk informed the concerned school that a qualified computer technician will be sent to handle the servicing.
5. The helpdesk/service center should inform the concerned school on the identity of the computer technician who will be sent (for security purposes).
6. During the on-site servicing, the computer technician shall make a thorough analysis and carry out necessary repairs, configurations, apply patches, update device drivers, and other essential tasks to resolve the problem.
7. When the problem has been resolved or not, the computer technician shall fill out a Field Service Report (FSR) to indicate the precise nature of the problem, how it was resolved or how it will be resolved, resolution time/period, etc.
8. Then the FSR shall be signed by the teacher/school official in-charge of the computer lab to signify the accurateness of the FSR.