



Internal/External

2. SERVICENAME: IT REPAIR AND MAINTENANCE REQUEST

Description of the Service: Request assistance from an IT team to fix a problem with a computer or other IT equipment. The IT team will use the information in the request to troubleshoot the problem and determine the best course of action. If the problem can be fixed remotely, the IT team will do so. If the problem requires on-site assistance, the IT team will schedule a time to visit the location of the computer or equipment.

Office or Division:	City Information and Communications Technology Office
Classification:	SIMPLE
Type of Transaction:	G2G - Government to Government
Who may avail:	City Offices of LGU Ilagan

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter for IT Repair 2. Materials Needed as per Assessment		1. Requesting Department 2. Local Market		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the office of the City Information and Communications Technology Officer	Preliminary Assessment, Diagnose and estimate materials needed Approval of request	No fees to be collected	5 MINUTES	CHRISTINE JOY A. BALLOGA BOOKBINDER I NOEL C. RAMIRO CICTO-HEAD



2. Purchase of requirements needed for repair	Repair IT Equipment		2 HOURS	MARIUS BENNETT H. MADAMBA BOOKBINDER II RIKCH KLYDE Q. BALISI CASUAL
3. Sign the Service Report Form	Keep the service report form, this served as a basis of work accomplishment.		3 MINUTES	MARIUS BENNETT H. MADAMBA BOOKBINDER II RIKCH KLYDE Q. BALISI CASUAL CHRISTINE JOY A. BALLOGA BOOKBINDER I
	TOTAL	2 hrs / 8 mins		