

## CITIZEN'S CHARTER

### Information and Communications Technology Office

To make the SJCG result-oriented, efficient, and citizen-centered by providing high-quality constituent-focused Information Technology services and solutions to the City Government in the actualization of its mandate.

1. ICTO Establish policies and implement plans that cover the development, usage, and management of ICT-based systems in support of SJCG functions.
2. Design, develop, implement, and maintain ICT-based systems and CCTV Operations to support key functions of SJCG.
3. Identify, secure, and manage ICT equipment, CCTV, and software that support SJCG management and information systems.
4. Provide technical services to end-users.

<b>Office or Division:</b>	Information and Communications Technology Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Offices/Department
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1.) Complete fill-out ICTO Request Form, indicating the subject request.	ICT Office

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. For Hardware, Software/System, and Network Concerns</b>	Receives the concern from the client through walk-ins or phone calls.	2 minutes	<b>ICT Personnel</b>
	Ask a series of questions about the concern and identify its category <b>(Hardware, Software/System, Network, System)</b> and Level <b>(L1, L2, L3)</b>	5 minutes	
	Actual troubleshooting based on the category and level.	<b>LEVEL1 (L1)</b> – up to 1 day <b>LEVEL2 (L2)</b> – up to 3 days	

		<b>LEVEL3 (L3)</b> – up to 7 days (refer to Table A at the end)	
	Advise the client of the concern status/findings and recommendation.	5 minutes	
	Ask the client to sign the ICT Request Form.	1 minute	

**END OF TRANSACTION: TOTAL TRANSACTION TIME – 13 MINUTES + ACTUAL TROUBLESHOOTING**

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>2. For CCTV Reviewing</b>	Receives the concern from the client through walk-ins or phone calls.	3 minutes	<b>ICT Personnel</b>
	Ask a series of questions about the concern. (Specific date and time)	3 minutes	
	CCTV Viewing	15 minutes	
	CCTV Downloading (if needed, the client will provide a USB Drive to save the needed video file)	5 minutes	
	Ask the client to sign the ICT Request Form.	1 minute	

**END OF TRANSACTION: TOTAL TRANSACTION TIME – 27 MINUTES**

**Table A**

<b>LEVEL 1 (L1)</b>	<b>LEVEL 2 (L2)</b>	<b>LEVEL 3 (L3)</b>
The first level of support is accountable for basic concerns such as solving usage problems and fulfilling service desk requests that need IT involvement.	In-detail technical support level that requires advanced troubleshooting methods. (e.g., technical/PC Hardware support and Network related concerns)	The uppermost level support, also known as back-end support, falls under escalation, which requires approval from the City Administrator. And this includes the following: <ul style="list-style-type: none"><li>- All Government Information Systems</li><li>- All concerns that need back-end support like database modifications.</li></ul>