

2. Troubleshooting of ICT Equipment

Evaluation, assessment and troubleshooting of government-procured ICT equipment of SDO.

Office or Division:		ICT Unit		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)		
Who may avail:		SDO Personnel		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
<ul style="list-style-type: none"> ICT Technical Assistance Form 				ICT Unit
CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of accomplished ICT technical assistance form	1.1. Stamping "Received" on the document	None	1 minute	Records Section
	1.2. Transmitting the stamped document to ICT	None	5 minutes	
	1.3. Receive stamped document	None	1 minute	Client
	1.4. Evaluate the document and Interview client	None	10 minutes	ICT Unit
	1.5. Evaluate and analyze the ICT equipment	None	30 minutes to an hour	ICT Unit
	1.6. Troubleshoot the equipment If troubleshooting is possible to finish within the day, troubleshoot the equipment If troubleshooting is not possible to finish within the day, give recommendation to the client for next step	None	1 hour	Client and ICT Unit
	1.7. Give recommendation to the client on what to do	None	15 minutes	ICT Unit
	1.8. Return the equipment to client	None	5 minutes	ICT Unit
TOTAL		None	2 hours and 7 minutes	