



Republic of the Philippines  
Department of Education  
Region V - Bicol

**SCHOOLS DIVISION OFFICE OF CATANDUANES**



February 7, 2022

DIVISION MEMORANDUM  
OSDS-ICTU-DM- 64 s. 2022

**TRAINING OF THE RECIPIENTS OF LAPTOP COMPUTERS FOR TEACHERS UNDER  
BAYANIHAN ACT II**

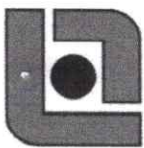
TO: Assistant Schools Division Superintendent  
SDO Chiefs, Section/Unit Heads  
PSDSs, EPs  
School Heads  
ALS Mobile Teachers  
District/School ICT Coordinators  
School Property Custodians  
All others concerned

1. Please be informed that the Technology Infrastructure Division of Information and Communications Technology Service(TID-ICTS) thru LDLA Marketing and Trading Inc will conduct a training to the recipients of delivered laptops under Bayanihan Act II on **February 8, 2022** via Zoom (link was provided on a per session basis) guided by the program of activities found in the attached invitation from the LDLA Marketing and Trading Inc for your reference.
2. In relation to this, all (153) recipients of laptop under Bayanihan II are requested to attend this training and accomplish this link <https://tinyurl.com/OrientLapTopsBayanihan> during the activity for DO monitoring of attendance.
3. For widest dissemination and compliance.

**SUSAN S. COLLANO**  
Asst. Schools Division Superintendent  
Officer-In-Charge  
Office of the Schools Division Superintendent



San Roque, Virac, Catanduanes  
052 - 8114063  
[catanduanes@deped.gov.ph](mailto:catanduanes@deped.gov.ph)  
[www.depedrovcatanduanes.com](http://www.depedrovcatanduanes.com)  
DepEd Tayo - Region V - Catanduanes



## LDLA MARKETING AND TRADING INC.

---

We are respectfully inviting participants from the Department of Education (DepEd) Main and Regional Offices to the Training for the “Supply and Delivery of Laptop Computers for Public School Teachers for the Department of Education” on February 8, 2022 via Zoom (link provided below on a per session basis), guided by the following program of activities:

Session 1 (8:00 AM – 11:00 AM)

When: Feb 8, 2022 08:00 AM Beijing, Shanghai

Register in advance for this meeting:

[https://zoom.us/meeting/register/tJEtduoqz4jH92RGtnaSlAHZjPNKqBsglO6](https://zoom.us/join/zoom/register/tJEtduoqz4jH92RGtnaSlAHZjPNKqBsglO6)

Passcode: ldl01

After registering, you will receive a confirmation email containing information about joining the meeting.

Topic I: SOPHOS ENDPOINT PROTECTION TRAINING

### Course Timeline (1 hr):

- Introduction (10 mins)
- Sophos Anti-Virus Overview (15 mins)
- Endpoint Management (15 mins)
- Question and Answer (20 mins)

### Course Outline:

- I. Introduction
  - a. Security Threat Landscape
  - b. Who is Sophos?
  - c. Sophos Central Endpoint
- II. Sophos Anti-Virus Overview
  - a. Threat Protection Features
  - b. Scanning methods
  - c. Tamper Protection
- III. Endpoint Management



## LDLA MARKETING AND TRADING INC.

---

- a. How to deal with malware Threats
- b. Manage Detections
- c. Troubleshooting and Support

#### IV. Question and Answer

#### Topic II: DELL PRODUCT TRAINING (1 hr 20 min)

1. Dell Laptop Product Orientation (30 minutes)
  - a. Familiarization with the Dell Latitude 3420
  - b. The Dell Optimizer
2. Dell After Sales Service (30 minutes)
  - a. Dell After Sales support entitlement of Deped
  - b. Problem/Issues reporting and break-fix procedures
3. Question and Answer (20 minutes)

#### Session 2 (11:15 AM – 2:15 PM)

When: Feb 8, 2022 11:15 AM Beijing, Shanghai

Register in advance for this meeting:

<https://zoom.us/meeting/register/tJAsf-Goqj0oGNVweOzx6RpY3Yc5DAyaZ02a>

Passcode: Idla02

After registering, you will receive a confirmation email containing information about joining the meeting.

#### Topic I: SOPHOS ENDPOINT PROTECTION TRAINING

##### Course Timeline (1 hr):

- Introduction (10 mins)
- Sophos Anti-Virus Overview (15 mins)
- Endpoint Management (15 mins)
- Question and Answer (20 mins)

##### Course Outline:

- V. Introduction
  - a. Security Threat Landscape
  - b. Who is Sophos?
  - c. Sophos Central Endpoint
- VI. Sophos Anti-Virus Overview



# LDLA MARKETING AND TRADING INC.

---

- a. Threat Protection Features
- b. Scanning methods
- c. Tamper Protection
- VII. Endpoint Management
  - a. How to deal with malware Threats
  - b. Manage Detections
  - c. Troubleshooting and Support
- VIII. Question and Answer

## Topic II: DELL PRODUCT TRAINING (1 hr 20 min):

4. Dell Laptop Product Orientation (30 minutes)
  - a. Familiarization with the Dell Latitude 3420
  - b. The Dell Optimizer
5. Dell After Sales Service (30 minutes)
  - a. Dell After Sales support entitlement of Deped
  - b. Problem/Issues reporting and break-fix procedures
6. Question and Answer (20 minutes)

## Session 3 (2:30 PM – 5:30PM)

You are invited to a Zoom meeting.

When: Feb 8, 2022 02:30 PM Beijing, Shanghai

Register in advance for this meeting:

<https://zoom.us/meeting/register/tJApcuyrqDksGNYU1RaqUSKIQAu9YyX8s0ZB>

Passcode: ldla03

After registering, you will receive a confirmation email containing information about joining the meeting.

## Course Timeline (1 hr):

- Introduction (10 mins)
- Sophos Anti-Virus Overview (15 mins)
- Endpoint Management (15 mins)
- Question and Answer (20 mins)

## Course Outline:

- IX. Introduction
  - a. Security Threat Landscape



# LDLA MARKETING AND TRADING INC.

- b. Who is Sophos?
- c. Sophos Central Endpoint
- X. Sophos Anti-Virus Overview
  - a. Threat Protection Features
  - b. Scanning methods
  - c. Tamper Protection
- XI. Endpoint Management
  - a. How to deal with malware Threats
  - b. Manage Detections
  - c. Troubleshooting and Support
- XII. Question and Answer

## Topic II: DELL PRODUCT TRAINING (1 hr 20 min):

- 7. Dell Laptop Product Orientation (30 minutes)
  - a. Familiarization with the Dell Latitude 3420
  - b. The Dell Optimizer
- 8. Dell After Sales Service (30 minutes)
  - a. Dell After Sales support entitlement of Deped
  - b. Problem/Issues reporting and break-fix procedures
- 9. Question and Answer (20 minutes)

## OTHERS:

### SOPHOS SERVICE LEVEL AGREEMENT (SLA):

- 24/7 Multi-channel Support
  - Phone Support : (632) 5317-1699
  - Webform : <https://support.sophos.com>
  - Online Support Portal : <https://support.sophos.com>
  - Chat : <https://support.sophos.com>
  - Remote Support
- Response Time

Support Type	Response Time	Initial Response
Critical	Within 4 hours	Daily, or as agreed with the customer/partner
High	Within 8 hours	Every business day, or as agreed with the customer/partner



# LDLA MARKETING AND TRADING INC.

---

Medium	Within 24 hours	As agreed with the customer/partner
Low	Within 24 hours	As agreed with the customer/partner

## DELL SERVICE SUPPORT CERTIFICATE

- Dell will provide immediate remote support through the HOTLINE upon receipt of service call via the toll-free HOTLINE number. For email service request, the response time is 24 hours.

Toll Free Hotline	E-mail Address
1 800 1601 0059 / 1 800 1601 0061 Local Landline: +632 88830677	<a href="mailto:SA_TS_LEP_Client_PH@dell.com">SA_TS_LEP_Client_PH@dell.com</a> <a href="mailto:SA_TS_LEP_Enterprise_PH@dell.com">SA_TS_LEP_Enterprise_PH@dell.com</a>


- Dell will provide on-site support service the next business day after final remote diagnosis for delivered items within Metro Manila, at most, 2-3 business days for outside Metro Manila.
- Dell has the capacity to provide nationwide on-site support and provide central support hotline and email.
- Dell will provide Level 1 and Level 2 Remote Technical support with 8x5 SLA; 4-hour response time within Metro Manila and next business day for provisional areas.



# LDLA MARKETING AND TRADING INC.

The customers can also visit our Dell Website, from there they can see all the request types that they can choose from.

[Contact Technical Support | Dell Philippines](#)



### Latitude 3420

Service Tag: [1493PG3](#) | Express Service Code: 2433936531 | [Log in to add nickname](#)

Support Services:  Basic • Expires 11 JAN 2025 [View details](#)

[← Change product](#)

**Tell us the nature of the request**

Based on the  support options

- Select one
- Video Display Issues
- Status Updates
- Power and Startup
- Operating System Errors and Blue Screen
- Hard Drive Related
- Keyboard Mouse and accessories
- Internet Connectivity Issues
- Battery and Adapter
- Audio and speakers
- Software and 3rd party applications
- System Hardware Performance**
- Issue not listed

*Your product provides and we...* *warranty which After hours*

Thank you,

Froilan Domingo  
Authorized Representative