Republic of the Philippines
Department of Education
Region V(Bicol)
DIVISION OF CATANDUANES
Virac, Catanduanes
Email Add: catanduanes@deped.gov.ph/catanduanesdiv15@gmail.com
Website: www.depedrovcatanduanes.com Tel No.: (052)811-40-63

February 10, 2016

MEMORANDUM

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

FROM: **SOCORRO V. DELA ROSA**
Schools Division Superintendent

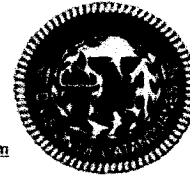**SUBJECT: I.T. SUPPORT REQUEST FORM FOR DCP RECIPIENT SCHOOLS**

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.

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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.:_____

Type of Machine, Brand or Model	Serial Number/s	Problems Encountered

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: ctideped@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 seeCTI 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.