



Republic of the Philippines
Department of Education
Region V - Bicol
SCHOOLS DIVISION OFFICE OF CATANDUANES

OFFICE MEMORANDUM
OSDS-ICTU-03-18-2024/JBM

TO : Assistant Schools Division Superintendent
CID & SGOD Chiefs & Section/Unit Heads
SDO Personnel
COS(Officer of the Day) In-charge
All others concerned

FROM : 
SOCORRO V. DELA ROSA, CESO V
Schools Division Superintendent

SUBJECT : **PROCESS FLOW ON THE PROPER UTILIZATION OF THE
NEW ADDITIONAL IT EQUIPMENT/ DEVICES AND
SYSTEMS AT SDO OFFICES**

DATE : **March 18, 2024**

1. To ensure effective, efficient, and proper utilization and management of the newly installed additional IT equipment/devices and systems at SDO Offices/Sections spearheaded by the OSDS-ICT Unit (*DepEd Order No. 95 s. 2010, DepEd Order No. 105 s .2009 and DM No. 68 s. 2021-Guidelines on the Proper Use of Computer and Network Facilities in all DepEd Administrative Offices and Schoos*), please be informed and be guided of the following procedures to be observed by all SDO personnel:

Newly Installed Additional IT Equipment/Devices and Systems	Features	Procedures to be Observed
1)Upgraded equipment/ devices for Centralized Internet Connectivity at SDO Offices Office Location: ICTU (Manage & POE Switches with Fiber module) -Lobby (AP)	-Equal and secured internet distribution to SDO Offices via Wired(LAN) and Wireless(Account & Vouchers) -Internet connection, could be easily managed and	- Please coordinate with the respective Chiefs and Section Heads for additional slot(if any) of accounts(voucher) for regular SDO employees) - To our clients that needs internet access during transaction at SDO, please request for the issuance of



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	troubleshooting of internet connection issues could be easily solved except for uncontrollable concerns (ISP)	voucher at the ICTU for proper monitoring of SDO network system.
2)Smart UPS System up to 6000 watts (for uninterrupted services of installed infra and systems) Office Location: -ICTU (Cabinets with server and switches) -Lobby	-Uninterrupted services of the Internet connection, Digitized Attendance Scheme(DAS), registration of our clients using our kiosk, and generation of Certificate of Appearance.	-Only ICTU Staff are authorized to plug-in the Smart UPS System and other connected outlet to the said system for proper monitoring and utilization.
3)Fire Detection & Alarm System(FDAS) (for security purposes) Office Location: - Eight(8) Smoke Detectors (SDS, ASDS, ICTU, HRMO, Admin, Accounting, CID and SGOD), three(3) bells and manual switch(Supply, ICTU, CID)	- Smoke/Fire will be detected promptly and will give warning(bell) to the SDO Personnel within the premises	-SDO Office/s with installed smoke detector are requested to monitor and check the said smoke detector for safety purposes. Any unusual observation must be reported at the ICTU for proper inspection.
4)Additional two(2) CCTV Cameras and extended CCTV monitor screen at the Guard House (for security purposes) Office Location: -Main Entrance & beside ASDS Quarter, Guard Station	- SDO premises are covered by our 26 channels CCTV cameras for security purposes	-Only ICTU Staff are authorized to conduct the requested TA related to CCTV issues.
5) IP Telephone System (PABX) (to address and provide fast communication services to SDO Offices concerned) Office Location: -Eleven(11) Offices (SDS, ASDS,	- Can easily contact the different SDO officers for inbound/internal calls - Only at the SDS and ICTU Office can	-The Chiefs and Section Heads concerned are requested to appoint personnel in-charge of the telephone unit to accept inbound or incoming calls in



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<p>CID, SGOD, HRMO, Admin, Supply, Finance Section (Accounting, Budget & Cashier), Public Assistance Desk (Officer of the Day), Guard on Duty and ICTU</p>	<p>perform outbound/external calls, if there is a need to contact official external transactions, approved request from the Head of the Agency will be presented to the SDS/ICTU office. -The school can easily contact the concerned SDO Offices even without internet access in their area (provided they have SMS/mobile access)- <i>on process</i></p>	<p>their offices. Said in-charge personnel will coordinate at the ICTU if there are issues related to the system. Attached are the Intercom Directory (<i>Enclosure 1</i>), list of SDO personnel who were provided TA(tutorial) to manipulate the telephone (like dialing numbers, transferring, teleconferencing, proper etiquette in answering call)(<i>Enclosure 2</i>) and Protocols on the use of IP Telephone System (<i>Enclosure 3</i>) -Only ICTU Staff are authorized to manage and conduct troubleshooting if there are issues related to the functionality of the system.</p>
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2. For other inquiries/concerns/technical assistance related to this, please visit the ICTU Office or contact the Intercom Directory (ICTU) - No. 99.
3. For information, guidance, and compliance of all concerned.



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(Enclosure 1)



SDO CATANDUANES
INTERCOM DIRECTORY



NAME OF OFFICE	Intercom No.
Schools Division Superintendent (SDS)	101
Asst. Schools Division Superintendent (ASDS)	102
Curriculum Implementation Division (CID)	103
School Governance and Operation Division (SGOD)	104
Human Resource Management Office (HRMO)	105
Administrative Office	106
Supply Office	107
Finance Offices (Budget, Accounting, Cashier)	108
Public Assistance Desk (Officer of the Day)	109
Guard on Duty	110
Information & Communication Technology (ICTU)	99



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(Enclosure 2)

TECHNICAL ASSISTANCE CONDUCTED TO SDO EMPLOYEE IN-
CHARGE FROM THE ICTU RELATED TO THE NEWLY
INSTALLED IP TELEPHONE SYSTEM

DATE	NAME OF PERSONNEL	SDO OFFICE/SECTION	SIGNATURE	IT Staff who Conducted TA
03/15/19	Rona Mrs. D. Sagsao	SGOD		
	STRICT CONFIDENTIAL	SGOD		
	ANDREW LUMBAO	SGOD		
	JAY SUANSO	SGOD		
	EUSA M. Fuentebella	SDU - Supply		
	Vicilo J. and	Auf. Sec		
	Chris Han Baldez	"		
	LYN ANONEN C. TEBERA	HRMO		
	MA. DOLORES VERDON	Personnel Section		
	Gracie T. Concepcion	Admin. Office		
	ELISE PATRI V. TABLATE	Legal Unit		
	EVA S. TOBIDANO	Admin. Office		
	CHRISTINA VERDON			
	JANE M. TRIVU	Admin. Office II		





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(Enclosure 3)

**PROTOCOLS ON THE USE OF IP TELEPHONE SYSTEM
(SDO CATANDUANES)**

1. Strictly observe telephone courtesy and etiquette.
 - a. Take note of your voice. Speak clearly.
 - b. Do not raise your voice.
 - c. Always be courteous and respectful. Use **“Please”** and **“Thank you”**, and avoid interrupting while other party is speaking.
 - d. Proper telephone etiquette in a professional setting begins by stating the Agency name and Office/Section first followed by a greeting and the name of the individual answering the call.
Example: “DepEd SDO Catanduanes- OSDS-ICT Unit. Good Morning, this is Jose, how may I help you?”
 - e. If you place someone on speaker phone, you should inform the individual that he or she is on speaker before continuing with a conversation.
 - f. When you are making a call it is good phone etiquette to always identify yourself first to the recipient **“This is Jose Dela Cruz. May I speak to Jessie Lapuz please?”**
2. Care must be taken to ensure that conversations involving confidential and/or personal information cannot be overheard.
3. Voicemail messages containing personal information should only be left after due consideration has been given to any confidentially risk involved.
4. SDO personnel in-charge per office/section shall maintain the confidentiality of any sensitive information pertaining to communications systems and issued communications equipment and shall not use, disclose, furnish and make accessible such information anyone other than authorized personnel as necessary.



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