



# CITIZEN'S CHARTER

## ICT UNIT

### TROUBLESHOOTING OF ICT EQUIPMENT

Office or Division:	ICT Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	SDO Personnel, School-based Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. All ICT Troubleshooting of ICT Equipment requests shall be submitted online through the official ICT-ASSIST portal:</p> <p><a href="https://ict-assist.depedbatanes.com/assist/public/index.php">https://ict-assist.depedbatanes.com/assist/public/index.php</a>  <i>Clients are no longer required to submit printed forms.</i></p> <p>Alternatively, clients may download the Project HELP mobile application (Android) through the link below:</p> <p>Download Link:  <a href="https://tinyurl.com/yt7ykkbk">https://tinyurl.com/yt7ykkbk</a></p> <p>2. After installing the application, click the "ICT ASSIST" button to access the online request system.</p>	Online

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Online submission of ICT Technical Assistance request	1.1. Create an account in the ICT-ASSIST portal (for first-time users only).	None	3 minutes	Client
	1.2. Log in to the ICT-ASSIST system.	None	1 minute	Client
	1.3. Submit an online technical assistance request form with complete details.	None	5 minutes	Client
	1.4. Evaluate and analyze the ICT equipment	None	30 minutes to an hour	ICT Unit
	1.5. Troubleshooting 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
	1.6. Give recommendation to the client on what to do	None	15 minutes	ICT Unit
	1.7. Return the equipment to the client	None	5 minutes	ICT Unit
2. Tracking of Request Status	2.1. Log in to ICT-ASSIST to monitor request status.	None	1 minute	Client
	2.2. System updates request status (Pending, On-Process, Pending Feedback, Resolved)	None	Automatic	System
	2.3. Confirm receipt of credentials and evaluation.	None	5 minutes	Client
	<b>TOTAL</b>	None	2 hours and 4 minutes	