



ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

NAME OF DEPARTMENT/AGENCY/LGU: INFORMATION TECHNOLOGY DIVISION-LGU ORMOC CITY

SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020: Yes No

LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
1. Development of Software Application Systems	R.A. 11032 EODB-EGSD 2018 Ease of Doing Business and Efficient Government Service Delivery Act of 2018	R.A. 11032 IRR	Ease of Doing Business Law	June 17, 2018	
2. Maintain and Monitor the Software Application Systems	R.A. 11032 EODB-EGSD 2018 Ease of Doing Business and Efficient Government Service Delivery Act of 2018	R.A. 11032 IRR	Ease of Doing Business Law	June 17, 2018	
3. Database Administration	R.A. 11032 EODB-EGSD 2018 Ease of Doing Business and Efficient Government Service Delivery Act of 2018	R.A. 11032 IRR	Ease of Doing Business Law	June 17, 2018	
4. Network Administration	R.A. 11032 EODB-EGSD 2018	R.A. 11032 IRR	Ease of Doing Business Law	June 17, 2018	



	Ease of Doing Business and Efficient Government Service Delivery Act of 2018				
5. Repair and Maintenance of IT Related Equipments (Internal)	R.A. 11032 EODB-EGSD 2018 Ease of Doing Business and Efficient Government Service Delivery Act of 2018	R.A. 11032 IRR	Ease of Doing Business Law	June 17, 2018	
6. Repair and of IT Related Equipments (External)	R.A. 11032 EODB-EGSD 2018 Ease of Doing Business and Efficient Government Service Delivery Act of 2018	R.A. 11032 IRR	Ease of Doing Business Law	June 17, 2018	



SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: DEVELOPMENT OF SOFTWARE APPLICATION SYSTEMS					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Submit the IT request form		1.0 Meet/ discuss the end-user/s for the system details to be developed		30 minutes	None
		1.1.Agile development for the systems iterations/ adjustments		11 Days	None
		1.3 Implement system in parallel of the existing system (if any)		1 Day	
		1.4 If iteration is :			None
		1.4.1 Not needed drop existing system (if any)		30 minutes	None
		1.4.2 Iteration is needed go back to implementation of the system		1 Day	
TOTAL				If iteration needed: : 12 Days 60 minutes Not needed: 13 Days , 30 minutes	None



SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: MAINTAIN AND MONITOR THE SOFTWARE APPLICATION SYSTEMS					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1.Submit the IT request form		1.0 Coordinate with the concerned office or employees for the appropriate action		5 minutes	None
		1.1 If the update is:			
		1.1.1 Minor adjustment of the system		2 Hours	None
		1.1.2 Major updates		8 hours	None
TOTAL				If update is: Minor : 2 Hours 5 minutes Major : 8 hours 5 minutes	None



SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: DATABASE ADMINISTRATION					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Monitoring of SQL Server functionality		1.0 Daily Scheduled Back-up		30 minutes	None
			TOTAL	30 minutes	None

SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: NETWORK ADMINISTRATION					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Schedule preventive maintenance of Local Area Network (LAN) and Wide Area Network (WAN) infrastructures and accessories		1.0 Monitor LAN & WAN functionality & operation ability		5 minutes	None
		1.1 Assessment of Local Area Network (LAN) and Wide Area Network (WAN)		30 minutes	None

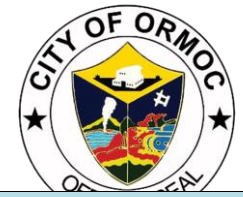


		1.2 If the scheduled maintenance :			
		1.2.1 For preventive maintenance of computers / printers per office		4 Hours	None
		1.2.2 For network physical connectivity, switches, cables, antennas and other network infrastructure	None	8 Hours	Nonev
TOTAL				If the maintenance is: Computers/printers: 4 Hours 35 minutes Network physical connectivity: 8 Hours, 35 minutes	None



SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: REPAIR AND MAINTENANCE OF IT RELATED EQUIPMENTS (INTERNAL)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Submit the letter request to IT / bring the IT related equipment for repair		1.0 Receive the letter request from the client and forward the concern to the IT technical in-charge		1 minute	None
		1.1 Assessment of the equipment to be repaired		5 minutes	None
		1.2 If the IT request is:			
		1.2.1 Minor repair		20 minutes	None
		1.2.2 Major Repair		3 Hours	None
TOTAL				If IT repair is: Minor Repair : 26 minutes Major Repair: 3 Hours, 6 minutes	



SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: REPAIR OF IT RELATED EQUIPMENTS (EXTERNAL)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1 One (1) original copy of Request letter from the concerned agency / barangay		1.0 Receive the letter request from the client and forward the concern to the IT technical in-charge		1 minute	None
		1.1 Assessment of the equipment to be repaired		5 minutes	None
		1.2 If the IT request is:			
		1.2.1 Minor repair		30 minutes	None
		1.2.2 Major Repair		3 Hours	None
TOTAL				If IT repair is: Minor Repair : 36 minutes Major Repair : 3 Hours ,6 minutes	None