



**Republic of the Philippines**  
**Department of Education**  
 REGION IV-A CALABARZON  
 SCHOOLS DIVISION OF CALAMBA CITY

## 1. User Account Management

Creation, deletion and renaming of user accounts, and resetting of passwords for the permanent teaching and non-teaching personnel of the division. This includes, but not limited to the following information systems and services: DepEd Google Account, DepEd Microsoft 365 Account, DepEd Partnerships Database System, Learner Information System, etc.

<b>Office or Division:</b>	Information and Communications Technology			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Permanent Division Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) valid ID for walk-in		Requesting Personnel		
2. Official DepEd Email of the School for online		Requesting Personnel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward user account management request	1.1 Received request (online or walk-in)	None	1 minute	ICT Unit
	1.2 Analyze user account request (add, update, delete) and in which services and/or information system	None	2 minutes	ICT Unit
	1.3 Coordinate with the Personnel Unit for verification of employment	None	15 minutes	ICT Unit
	1.4 Process the request (create, update or delete)	None	5 minutes	ICT Unit



**Website:** <https://depedcalambacity.com.ph>



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## 2. Troubleshooting of ICT Equipment

Troubleshooting of ICT equipment covers the diagnosing and resolving of computer hardware and software issues in all government-issued ICT equipments in the Division.

<b>Office or Division:</b>		Information and Communications Technology		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Highly Technical		
<b>Who may avail:</b>		Permanent Division Personnel, Public School		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Technical Assistance Form		ICT Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and submit the ICT Technical Assistance Form to the ICT Unit	1.1 Received the ICT Technical Assistance Form together with the ICT equipment	None	1 minute	ICT Unit
	1.2 Inspect, test and conduct technical analysis of the equipment	None	1 hour	ICT Unit
	1.3 Repair or update the reported equipment	None	1 day	ICT Unit
	1.4 Release the ICT equipment with attached recommendation or equipment status report	None	10 minutes	ICT Unit
<b>TOTAL:</b>		<b>None</b>	<b>1 day 1 hour and 11 minutes</b>	



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### 3. Uploading of Publications

Uploading of publications refers to the posting of issuances and other advisories in the official division website.

<b>Office or Division:</b>	Information and Communications Technology			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	DepEd Personnel and Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Soft copy of article/document		Records Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the soft copy of the document to the ICT Unit	1.1 Received the verified soft copy of the document.	None	5 minutes	ICT Unit
	1.2 Upload the document to the website	None	20 minutes	ICT Unit
<b>TOTAL:</b>		<b>None</b>	<b>25 minutes</b>	