1. Request for Basic Education Data

This includes official certifications on enrolment, Division data on Master list of schools, school heads and contact numbers, inventory of teachers and performance indicators. Data requests from external stakeholders must be officially communicated through proper channels indicating the purpose of such request.

Office or Division:	Planning and Research
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	External Stakeholder

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request addressed to SDS (1 original copy)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request address to SDS. Attention to Planning Officer through Division Official Email	1.1 Receive and acknowledge the letter request from the client through walk-in/email.	None	30 minutes	Records Unit Staff/ITO
	1.2 Forward letter of request to SDS	None	30 minutes	Records Unit/ITO
	1.3 Read and review request letter in consideration of Data Privacy	None	12 hours	SDS

	Act/ Freedom of Information			
	1.4 Receive the endorsed letter of request from SDS and refer to Planning Officer	None	10 minutes	SGOD Chief
	1.5 Make the necessary action to be undertaken	None	1 day	Clerk/Planning Officer
	1.6 Prepare the transmittal letter and attachment to be signed by the SDS then forward to the Record Section	None	12 hours	Planning Officer
2. Receive the necessary documents	2.1 Release of the documents to the end user together with the feedback form	None	5 minutes	Records Unit Staff/ADA
	TOTAL:	**None**	**2 Days, 1 hour, and 15 minutes**	

2. Processing of Learner Information System Request from End-Users

This service covers various request from end users of the Learner Information System such as:

- Level 1 – Resetting of Password, LRN approval, enrollment with GAP, and enrollment of ineligible.
- Level 2 (escalated issues) – Unmerged LRN, Request of Correction of First Attendance, Request for Un-enrollment of Learner, Reopening of Enrollment, Transfer and Enrollment Disputes, Confirmed Transfer from Closed School, Merging of School IDs, and Request to Closed Schools, and school head updating.

Office or Division:	Planning and Research
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	School LIS/ICT Coordinator

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Form	https://bit.ly/CalambaCityLISDataBank
2. Optional Requirements depending on the type of Request • Photocopy of birth Certificate • SF10/SF9 certified True Copy by School Head	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Level 1 Request				
Encode data requirements for the uploading of the documents based on the request as per pending enrolment	Validate submitted requirements in the data against the pending enrolment in the data correction facility of the LIS	None	15 minutes	LIS Staff/ADA/Planning Officer

	Approved/Disappro ved pending enrolment based on the documents uploaded	None	15 min	LIS Staff/ADA/Planni ng Officer
	TOTAL:	**None**	**30 minutes**	

B. Level 2 Request-continuation of Level 1 request but for escalated issues				
1. Acknowledge email.	1.1 Inform client via email function of the ticketing system that issue is escalated to Level 2/ICTS-SDD/Process Owner.	None	15 minutes	LIS Staff/ADA/Planni ng Officer
	1.2 Process request (Solutions Development Division (SDD) or assess and approve (Process Owner).	None	1 day	LIS Staff/ADA/Planni ng Officer
	1.3 Validate if issue is resolved,	None	1 hour	LIS Staff/ADA/Planni ng Officer
2. Acknowledge email and answer feedback form	2.1 Inform client of resolution via email function of ticketing system and close ticket	None	20 minutes	LIS Staff/ADA/Planni ng Officer
	TOTAL:	**None**	**1 day, 1 hour, and 35 minutes**	

3. Request for Basic Education Data

Information generated from the Basic Education Information System Modules including education statistics, sector performance indicators and profile of public and private schools, learning centers and other education service providers.

Office or Division:	Planning Section
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	Internal Stakeholder

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request addressed to SDS (1 original copy)	Client
2. Request Form (1 original copy)	Front Desk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk-In				
1. Submit Letter of Request or Filled-up form to the Records Unit	1. Receive letter of request or Data request form from the client and forward to the OSDS for approval	None	30 minutes	Records Unit Staff/ADA
2. Evaluate the process to ensure the quality standards of the Supplementary Learning Resources	2. Refer letter of request to the SGOD Chief	None	30 minutes	SDS
3. Receive the Endorsement Letter from	3. Refer letter of request or data	None	5 minutes	SGOD Chief

the Division Office	request form to the Planning Officer			
4. Submit the corrected SLR	4. Make the necessary action and provide data needed by clients	None	1 day	Planning Officer
5. Present the Final Presentation of SLR	5. Prepare the transmittal to be signed by the SDS	None	1 day	Planning Officer
6. Receive the necessary documents	6. Release of the documents to the end user together with the feedback form	None	2 minutes	Records Unit Staff/ADA
	TOTAL	**None**	**2 days, 1 hour, and 7 minutes**	
Via Email				
1. Submit Letter of Request and Filled-up Data Request form via email	1.1 Receive email of request or data request form from the client thru email	None	10 minutes	Records Unit Staff/ADA
	1.2 Receive, stamp, and input in the Data Tracking System the application from internal stakeholders to SDS for approval n	None	30 minutes	SGOD Staff
	1.3 Forward documents to SGOD Chief then refer to the Planning Officer	None	10 minutes	SGOD Chief

				Planning Officer
	1.4 Prepare the requested data	None	1 day	Planning Officer
	1.5 Release of the documents through email to the end user together with the feedback form	None	5 minutes	Records Unit Staff/ADA
	TOTAL:	**None**	**1 day and 55 minutes**	

4. Request for Data for EBEIS/LIS/NAT/NSBI and Performance Indicators

This service is intended for the processing of requests for data for EBEIS, LIS, NAT, NSBI and Performance Indicators.

Office or Division:	Planning Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request addressed to SDS (1 original copy)	Station assignment (to be secured by the concerned employee)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk-In				
1. Submit Letter of Request and Filled-up data request form to the Records Unit	1. Receive letter of request or filled up Data Request form from the client and forward to the OSDS	None	30 minutes	Records Unit Staff/ADA
2. Evaluate the process to ensure the quality standards of the Supplementary Learning Resources	2. Refer letter of request/data request form to the SGOD Chief	None	30 minutes	SDS
3. Receive the Endorsement Letter from	3. Refer letter of request or data	None	5 minutes	SGOD Chief

the Division Office	request form to the Planning Officer			
4. Submit the corrected SLR	4. Make the necessary action and provide data needed by clients	None	8 hours	Planning Officer
5. Present the Final Presentation of SLR	5. Prepare the transmittal to be signed by the SDS	None	1 day	Planning Officer
6. Receive the necessary documents	6. Release of the documents to the end user together with the feedback form	None	2 minutes	Records Unit Staff/ADA
	TOTAL	**None**	**2 days, 9 hours, and 7 minutes**	
Via Email				
1. Submit Letter of Request and Filled-up data request form to the Records Unit via email	1. Receive email of request from the client	None	10 minutes	Records Unit Staff/ADA
	2. Receive, stamp, and input in the Data Tracking System the application from internal stakeholders to SDS for approval 3.	None	30 minutes	SGOD Staff
	4. Forward documents to SGOD Chief then refer to the Planning Officer	None	10 minutes	SGOD Chief Planning Officer

	5. Prepare the requested data	None	1 day	Planning Officer
	6. Release of the documents through email to the end user together with the feedback form	None	5 minutes	Records Unit Staff/ADA
	TOTAL:	**None**	**1 day and 55 minutes**	