



OFFICE OF THE MANAGEMENT
INFORMATION SYSTEMS
OLONGAPO CITY

CITIZEN'S CHARTER
2023 (3rd Edition)



I. Mandate

City Council Resolution No. 75 series of 2002 created the Olongapo City Management Office (MISO). The MISO is mandated to oversee the development, implementation and maintenance of the computer-related resources of Olongapo City LGU such as hardware, software, programming, network and integration.

II. Vision

The Management Information Systems Office envisions to be the leading office among other LGUs MIS or ICT offices to support the appropriate levels of ICT services in line with the plans and programs of the City of Olongapo elevating a more and effective public service.

III. Mission

The Management Information Systems Office mission is to support the core operation needs of the City of Olongapo by providing solutions and strategies that will encourage the use or development of Information and Communication technology and by providing a secured data and network facility that will effectively deliver the Government to Citizens, Government to Business and Government to Government services.

IV. Service Pledge

We commit to:

1. Maintain the Information and Communication Technology resources of the LGU;
2. Provide technical service support to various offices of the LGU;
3. Formulate, review and update ICT policies, standards, and guidelines for the optimum utilization and application of ICT in the LGU;
4. Ensure the smooth operation and maintenance of the local area network, internet facility and the LGU website; and
5. Promptly repair and maintain ICT resources including hardware, software and network equipment of the LGU.

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**MANAGEMENT INFORMATION SYSTEMS
EXTERNAL SERVICES**

1. CCTV Review / Assistance (Non-Crime)

Anyone may request to review CCTV footage. In addition, a copy of the CCTV footage may also be requested.

Office/Division:	MIS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request addressed to the City Mayor (1 original, 1 photocopy)		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required documents	1. Verify and validate the submitted documents	None	10 Minutes	<i>CCTV Staff</i>
2. Review CCTV footage	2. Review the CCTV footage	None	4 Hours	<i>CCTV Staff</i>
3. Download /Convert and Release the copy to authorized personnel	3. Download /Convert and Release the copy to authorized personnel	None	4 Hours	<i>CCTV Staff</i>
TOTAL		None	8 Hours and 10 Minutes	

2. CCTV Review / Assistance (Crime-related)

Government institutions may request to review CCTV footage for crime-related incidents. In addition, a copy may also be requested.

Office/Division:	MIS			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Law Enforcement Agencies, DRRMO, OTMPS, CSSU, Barangay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Mayor's Office Action Slip Police Report (1 original, 1 photocopy)		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required documents	1. Verify and validate the submitted documents	None	10 Minutes	<i>CCTV Staff</i>
2. Review CCTV footage	2. Review the CCTV footage	None	2 Days	<i>CCTV Staff</i>
3. Download /Convert and Release the copy to authorized personnel	3. Download /Convert and Release the copy to authorized personnel	None	1 Day	<i>CCTV Staff</i>
TOTAL		None	3 Days & 10 Minutes	

3. Public Utility Vehicle Driver's ID Card

The Office of Olongapo City ID Center is responsible for issuance of Public Utility Vehicle Driver's ID.

Office/Division:	Olongapo City ID Center - MIS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Driver's info sheet (1 photocopy) Professional driver's license (1 original) Defensive driving seminar certification (1 original) Uniform (2 pairs) Official receipt of payment (1 original)		City Planning and Development Office Requestor City Planning and Development Office City Planning and Development Office City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to the corresponding desk	1. Receive the required documents and check for completeness	None	10 Minutes	<i>Administrative Aide IV</i> ID Section
2. Proceed to data capture window	2. Capture photo and data and print ID	None	10 Minutes	<i>Administrative Aide IV</i> ID Section
3. Receive ID	3. Issue ID	None	1 Minutes	<i>Administrative Aide V</i> ID Section
	TOTAL	None	16 Minutes	

4. Issuance of Business Establishment's ID Card

The Office of Olongapo City ID Center is responsible for issuance of business establishment's ID card.

Office/Division:	Olongapo City ID Center - MIS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Info data sheet (1 original & 1 photocopy) Health card (1 original) Official receipt of payment (1 original)		City Health Department City Health Department City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to the corresponding desk	1. Receive the required documents and verify if client is health card holder and eligible for ID issuance	None	10 Minutes	<i>Administrative Assistant II</i> ID Section
2. Proceed to data capture window	2. Capture photo and data and print ID	None	10 Minutes	<i>Administrative Aide V</i> ID Section
3. Receive ID	3. Issue ID	None	1 Minutes	<i>Administrative Aide IV</i> ID Section
TOTAL		None	16 Minutes	

MANAGEMENT INFORMATION SYSTEMS INTERNAL SERVICES

1. Data / Record Analysis

Departments / Office / Individuals may request technical assistance / troubleshooting for Data / Record Analysis.

Office/Division:	MIS			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OTS (online ticketing system) or Request letter (1 original) or action slip (1 original)		Requestor Requestor Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request through OTS or Request letter or action slip	1. Receive request from OTS or request letter or action slip	None	5 Minutes	<i>MIS Staff</i>
	1.2 Problem Assignment	None	1 Minute	<i>Computer Programmer I / II / III Supervising Administrative Officer MIS</i>
	1.3 Problem Evaluation	None	1 Day	<i>Computer Programmer I / II / III MIS</i>
	1.5 Recommendation and Approval	None	30 Minutes	<i>Supervising Administrative Officer MIS</i>
	1.4 Processing per category	None	7 Days	<i>Computer Programmer I / II / III MIS</i>

2. Receive Response	2. Forward response to client through OTS or Job Order acknowledgement receipt or response letter or action slip remarks	None	2 Days	<i>Computer Programmer I / II / III MIS</i>
TOTAL		None	10 Days and 36 Minutes	

2. Database / Files Backup

Departments / Office / Individuals may request technical assistance / troubleshooting for Database / Files Backup.

Office/Division:	MIS			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OTS (online ticketing system) or Request letter (1 original) or action slip (1 original)		Requestor Requestor Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request through OTS or Request letter or action slip	1. Receive request from OTS or request letter or action slip	None	5 Minutes	<i>MIS Staff</i>
	1.2 Problem Assignment	None	1 Minute	<i>Computer Maintenance Technologists 1 / Admin Aide IV / Computer Programmer I / II / III / CCTV Staff Supervising Administrative Officer MIS</i>
	1.3 Problem Evaluation	None	1 Day	<i>Computer Maintenance Technologists 1 / Admin Aide IV / Computer Programmer I / II / III / CCTV Staff Supervising Administrative Officer MIS</i>
	1.4	None	30 Minutes	<i>Supervising</i>

	Recommendation and Approval			<i>Administrative Officer MIS</i>
	1.5 Processing per 1TB @15 Mbps transfer rate over the network	None	5 Days	<i>Computer Maintenance Technologists 1 / Admin Aide IV / Computer Programmer I / II / III / CCTV Staff Supervising Administrative Officer MIS</i>
2. Receive Response	2. Forward response to client through OTS or Job Order acknowledgement receipt or response letter or action slip remarks	None	4 Hours	<i>Computer Maintenance Technologists 1 / Admin Aide IV / Computer Programmer I / II / III / CCTV Staff Supervising Administrative Officer MIS</i>
TOTAL		None	6 Days and 4 Hours and 36 Minutes	

3. Hardware - Installation / Configuration & Other Concerns

Departments / Office / Individuals may request technical assistance / troubleshooting for Hardware - Installation / Configuration

Office/Division:	MIS			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OTS (online ticketing system) or Request letter (1 original) or action slip (1 original)		Requestor Requestor Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request through OTS or Request letter or action slip	1. Receive request from OTS or request letter or action slip	None	5 Minutes	MIS Staff
	1.2 Problem Assignment	None	1 Minute	<i>Admin Aide IV / Computer Maintenance Technologist 1 / Computer MIS</i>
	1.3 Problem Evaluation	None	4 Hours	<i>Admin Aide IV / Computer Maintenance Technologist 1 / Computer MIS</i>
	1.5 Recommendation and Approval	None	2 Hours	<i>Supervising Administrative Officer MIS</i>
	1.4 Processing per workstation or device	None	2 Days	<i>Admin Aide IV / Computer Maintenance Technologist 1 / Computer MIS</i>
2. Receive	2. Forward	None	15 Minutes	<i>Admin Aide IV / Computer</i>

Response	response to client through OTS or Job Order acknowledgement receipt or response letter or action slip remarks			<i>Maintenance Technologist 1 / Computer MIS</i>
TOTAL		None	2 Days and 6 Hours and 21 Minutes	

4. Miscellaneous - Assistance

Departments / Office / Individuals may request technical assistance / troubleshooting for
Miscellaneous – Assistance

Office/Division:	MIS			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OTS (online ticketing system) or Request letter (1 original) or action slip (1 original)		Requestor Requestor Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request through OTS or Request letter or action slip	1. Receive request from OTS or request letter or action slip	None	5 Minutes	MIS Staff
	1.2 Problem Assignment	None	1 Minute	<i>Admin Aide IV / Computer Maintenance Technologist 1 MIS</i>
	1.3 Problem Evaluation	None	1 Hour	<i>Admin Aide IV / Computer Maintenance Technologist 1 / MIS</i>
	1.4 Processing per client	None	30 Minutes	<i>Admin Aide IV / Computer Maintenance Technologist 1 / MIS</i>
	1.5 Recommendation and Approval	None	30 Minutes	<i>Supervising Administrative Officer MIS</i>
2. Receive Response	2. Forward response to client through OTS or Job	None	15 Minutes	<i>Admin Aide IV / Computer Maintenance Technologist 1</i>

	Order acknowledgement receipt or response letter or action slip remarks			MIS
TOTAL		None	2 Hours and 21 Minutes	

5. Network Cable Installation

Departments / Office / Individuals may request technical assistance / troubleshooting for Network Cable Installation.

Office/Division:	MIS			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OTS (online ticketing system) or Request letter (1 original) or action slip (1 original)		Requestor Requestor Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request through OTS or Request letter or action slip	1. Receive request from OTS or request letter or action slip	None	5 Minutes	MIS Staff
	1.2 Problem Assignment	None	1 Minute	<i>Admin Aide IV / Computer Maintenance Technologist 1 / MIS</i>
	1.3 Problem Evaluation	None	1 Day	<i>Admin Aide III / Admin Aide IV / Computer Maintenance Technologist 1 / MIS</i>
	1.4 Recommendation and Approval	None	30 Minutes	<i>Supervising Administrative Officer / Computer Maintenance Technologist 1 MIS</i>
	1.5 Processing per workstation or device	None	1 Day	<i>Admin Aide III / Admin Aide IV / Computer Maintenance</i>

				<i>Technologist 1 / MIS</i>
2. Receive Response	2. Forward response to client through OTS or Job Order acknowledgement receipt or response letter or action slip remarks	None	1 Day	<i>Admin Aide IV / Computer Maintenance Technologist 1 MIS</i>
TOTAL		None	6 Days and 36 Minutes	

6. Domain - Create / Update Account & Other Concerns

Departments / Office / Individuals may request technical assistance / troubleshooting for

Domain – Issue

Office/Division:	MIS			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OTS (online ticketing system) or Request letter (1 original) or action slip (1 original)		Requestor Requestor Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request through OTS or Request letter or action slip	1. Receive request from OTS or request letter or action slip	None	5 Minutes	<i>MIS Staff</i>
	1.2 Problem Assignment	None	1 Minute	<i>Admin Aide IV / Computer Maintenance Technologist 1 MIS</i>
	1.3 Problem Evaluation	None	3 Hours	<i>Admin Aide IV / Computer Maintenance Technologist 1 / Computer Programmer I / II / III MIS</i>
	1.4 Recommendation and Approval	None	30 Minutes	<i>Supervising Administrative Officer MIS</i>
	1.5 Processing	None	1 Day	<i>Admin Aide IV / Computer Maintenance Technologist 1 / Computer</i>

				<i>Programmer I / II / III MIS</i>
2. Receive Response	2. Forward response to client through OTS or Job Order acknowledgement receipt or response letter or action slip remarks	None	15 Minutes	<i>Admin Aide IV / Computer Maintenance Technologist 1 / Programmer I / II / III MIS</i>
TOTAL		None	1 Day, 3 Hours and 51 Minutes	

7. Network - Installation / Setup / Configuration & Other Concerns

Departments / Office / Individuals may request technical assistance / troubleshooting for Network Installation / Setup / Configuration

Office/Division:	MIS			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OTS (online ticketing system) or Request letter (1 original) or action slip (1 original)		Requestor Requestor Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request through OTS or Request letter or action slip	1. Receive request from OTS or request letter or action slip	None	5 Minutes	MIS Staff
	1.2 Problem Assignment	None	1 Minute	<i>Admin Aide IV / Computer Maintenance Technologist 1 / Computer Programmer I / II / III Supervising Administrative Officer MIS</i>
	1.3 Problem Evaluation	None	5 Days	<i>Admin Aide IV / Computer Maintenance Technologist 1 / Computer Programmer I / II / III MIS</i>
	1.5 Recommendation and Approval	None	4 Hours	<i>Supervising Administrative Officer MIS</i>
	1.4 Processing per network device / feature	None	13 Days	<i>Admin Aide IV / Computer Maintenance</i>

				<i>Technologist 1 / Computer Programmer I / II / III MIS</i>
2. Receive Response	2. Forward response to client through OTS or Job Order acknowledgement receipt or response letter or action slip remarks	None	1 Day	<i>Admin Aide IV / Computer Maintenance Technologist 1 / Computer Programmer I / II / III MIS</i>
TOTAL		None	19 Days, 4 Hours and 6 Minutes	

8. PABX / Phone - Installation / Setup / Configuration & Other Concerns

Departments / Office / Individuals may request technical assistance / troubleshooting for PABX / Telephone

Office/Division:	MIS			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OTS (online ticketing system) or Request letter (1 original) or action slip (1 original)		Requestor Requestor Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request through OTS or Request letter or action slip	1. Receive request from OTS or request letter or action slip	None	3 Minutes	MIS Staff
	1.2 Problem Assignment	None	2 Minutes	<i>Admin Aide VI</i> MIS
	1.3 Problem Evaluation	None	1 Hour	<i>Admin Aide VI</i> MIS
	1.4 Recommendation and Approval	None	30 Minutes	<i>Supervising Administrative Officer</i> MIS
	1.5 Processing per extension or local line	None	5 Days	<i>Admin Aide VI</i> MIS
2. Receive Response	2. Forward response to client through OTS or Job Order acknowledgement receipt or response letter or action slip remarks	None	5 Minutes	<i>Admin Aide VI</i> MIS
TOTAL		None	5 Days and 40 Minutes	
2. Receive Response	2. Forward response to client	None	1 Day	<i>Computer Maintenance</i>

	through OTS or Job Order acknowledgement receipt or response letter or action slip remarks			<i>Technologist 1 Computer Programmer I / II / III MIS</i>
TOTAL		None	19 Days, 4 Hours and 6 Minutes	

9. Software - Installation / Setup / Configuration & Other Concerns

Departments / Office / Individuals may request technical assistance / troubleshooting for

Software Installation / Configuration.

Office/Division:	MIS			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OTS (online ticketing system) or Request letter (1 original) or action slip (1 original)		Requestor Requestor Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request through OTS or Request letter or action slip	1. Receive request from OTS or request letter or action slip	None	5 Minutes	<i>Admin Aide VI / Admin Aide IV / Computer Maintenance Technologist 1 MIS</i>
	1.2 Problem Assignment	None	1 Minute	<i>Computer Programmer III Supervising Administrative Officer MIS</i>
	1.3 Problem Evaluation	None	4 Hours	<i>Admin Aide IV / Computer Maintenance Technologist 1 Computer Programmer I / II / III MIS</i>
	1.4 Processing per Workstation	None	5 Days	<i>Computer Maintenance Technologist 1 Computer Programmer I / II / III MIS</i>
	1.5 Recommendation and Approval	None	30 Minutes	<i>Supervising Administrative Officer MIS</i>
2. Receive Response	2. Forward response to client	None	1 Day	<i>Computer Maintenance</i>

	through OTS or Job Order acknowledgement receipt or response letter or action slip remarks			<i>Technologist 1 Computer Programmer I / II / III MIS</i>
TOTAL		None	6 Days, 4 Hours and 6 Minutes	

10. System - Installation / Setup / Configuration & Other Concerns

Departments / Office / Individuals may request technical assistance / troubleshooting for System Issue.

Office/Division:	MIS			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OTS (online ticketing system) or Request letter (1 original) or action slip (1 original)		Requestor Requestor Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request through OTS or Request letter or action slip	1. Receive request from OTS or request letter or action slip	None	5 Minutes	<i>Admin Aide VI / Admin Aide IV / MIS</i>
	1.2 Problem Assignment	None	1 Minute	<i>Computer Programmer III / Supervising Administrative Officer MIS</i>
	1.3 Problem Evaluation	None	2 Days	<i>Computer Programmer I / II / III MIS</i>
	1.4 Processing per system	None	3 Days	<i>Computer Programmer I / II / III MIS</i>
	1.5 Recommendation and Approval	None	30 Minutes	<i>Supervising Administrative Officer MIS</i>
2. Receive Response	2. Forward response to client through OTS or Job Order acknowledgement receipt or response letter or action slip remarks	None	1 Day	<i>Computer Programmer I / II / III MIS</i>
TOTAL		None	6 Days and 36 Minutes	

11. System – Generate / Extract Report

Departments / Office / Individuals may request technical assistance / troubleshooting for System Generate / Extract Report

Office/Division:	MIS			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OTS (online ticketing system) or Request letter (1 original) or action slip (1 original)		Requestor Requestor Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request through OTS or Request letter or action slip	1. Receive request from OTS or request letter or action slip	None	5 Minutes	<i>Admin Aide VI / Admin Aide IV</i> MIS
	1.2 Problem Assignment	None	1 Minute	<i>Computer Programmer III / Supervising Administrative Officer</i> MIS
	1.3 Problem Evaluation	None	1 Day	<i>Computer Programmer I / II / III</i> MIS
	1.4 Processing per category	None	7 Days	<i>Computer Programmer I / II / III</i> MIS
	1.5 Recommendation and Approval	None	30 Minutes	<i>Supervising Administrative Officer</i> MIS
2. Receive Response	2. Forward response to client through OTS or Job Order acknowledgement receipt or response letter or action slip remarks	None	1 Day	<i>Computer Programmer I / II / III</i> MIS
TOTAL		None	9 Days and 36 Minutes	

12. System – Patch Update

Departments / Office / Individuals may request technical assistance / troubleshooting for System Patch Update.

Office/Division:	MIS			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OTS (online ticketing system) or Request letter (1 original) or action slip (1 original)		Requestor Requestor Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request through OTS or Request letter or action slip	1. Receive request from OTS or request letter or action slip	None	5 Minutes	<i>Admin Aide VI / Admin Aide IV</i> MIS
	1.2 Problem Assignment	None	1 Minute	<i>Computer Programmer III / Supervising Administrative Officer</i> MIS
	1.3 Problem Evaluation	None	1 Day	<i>Computer Programmer I / II / III</i> MIS
	1.4 Processing per system	None	2 Days	<i>Computer Programmer I / II / III</i> MIS
	1.5 Recommendation and Approval	None	30 Minutes	<i>Supervising Administrative Officer</i> MIS
2. Receive Response	2. Forward response to client through OTS or Job Order acknowledgement receipt or response letter or action slip remarks	None	1 Day	<i>Computer Programmer I / II / III</i> MIS
TOTAL		None	4 Days and 36 Minutes	

13. Software Development

Departments / Office may request for software development.

Office/Division:	MIS
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Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OTS (online ticketing system) or request letter (1 original) or action slip (1 original) 2. other documents depending on the project: 2.1 Policy 2.2 Laws / Ordinances 2.3 Manuals 2.4 Process Flow		Requestor Mayor's Office Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request through OTS or action slip or request letter	1. Receive request from OTS or request letter or action slip	None	5 Minutes	<i>Admin Aide VI / Admin Aide IV</i> MIS
	1.2 Problem Assignment	None	1 Minutes	<i>Computer Programmer III / Supervising Administrative Officer</i> MIS
	1.3 Problem Evaluation	None	1 Day	<i>Computer Programmer I / II / III</i> MIS
	1.4 Data gathering per module	None	5 Days	<i>Computer Programmer I / II / III</i>
	1.5 Coding per module	None	5 Days	<i>Computer Programmer I / II / III</i> MIS
	1.6 Testing & debugging per module	None	4 days	<i>Computer Programmer I / II / III</i> MIS
	1.7 Recommendation	None	4 Hours	<i>Supervising Administrative Officer</i> MIS

	and Approval			
	1.8 Deployment per workstation	None	1 day	<i>Computer Programmer I / II / III MIS</i>
	1.9 Documentation per module	None	3 days	<i>Computer Programmer I / II / III MIS</i>
2. Received Response	2. Forward response to client through OTS or Job Order acknowledgement receipt or response letter or action slip remarks	None	3 Hours	<i>Computer Programmer I / II / III MIS</i>
TOTAL		None	19 days, 7 Hours & 6 Minutes	

14. City Government ID Card

The Office of Olongapo City ID Center is responsible for issuance of Government ID card.

Office/Division:	Olongapo City ID Center - MIS
Classification:	Simple

Type of Transaction:	G2G – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Info Data Sheet (2 original) Application form (1 original)		Human Resource Management Office Human Resource Management Office		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to the corresponding desk	1. Receive the required documents and verify if eligible for ID issuance	None	10 Minutes	<i>Administrative Assistant II</i> ID Section
2. Proceed to data capture window	2. Capture photo and data and print ID	None	10 Minutes	<i>Administrative Aide IV</i> ID Section
3. Receive ID	3. Issue ID	None	1 Minutes	<i>Administrative Aide V</i> ID Section
	TOTAL	None	16 Minutes	