

**Information Technology and Communication Services Department
Database Management and Program Control Division**

Frontline Service : Information Services (Simple request not needing inputs from other departments/offices)
 Clients : Government & Non-Government Agencies and Individuals
 Requirements : Letter-Request
 Schedule of Availability of Service : Monday - Friday (8AM - 5PM)
 Fees : none
 Total/Maximum Duration of Process : Four (4) days
 How to Avail of the Service :

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	Sends letter-request addressed to the Administrator	Forwards request to the Administrator	Records Officer	RMU G/F	1 day
		Endorses request to ITCSD	Administrator	OA, 7/F	
		Endorses request to DMPCD	ITCSD Manager	ITCSD, 2/F OA, 7/F	
		Verifies request and endorse to concerned section for the preparation of requirements	DMPCD Manager/ Section Chief		
		Reviews and endorses the accomplished requirements to ITCSD Manager to recommend approval and request signature of the Administrator Except for regular request from monitoring agencies like NEDA, PSA, etc. And for academic purposes as requested by students and researchers (Step No. 2)	DMPCD Manager/ITCSD Manager	OA, 7/F	3 days
		Approves the report and signs letter-reply	Administrator		
		Returns approved and duly signed documents to ITCSD	OA Staff		
2	Receives response	Sends documents to RMU for mailing/courier email/pick-up	ITCSD Staff	ITCSD, 2/F	
END					

LEGEND:

ITCSD - Information Technology and Communication Services Department
DMPCD - Database Management and Program Control Division
RMU - Records Management Unit
OA - Office of the Administrator

PSA - Philippine Statistical Authority
ECs - Electric Cooperatives
NEDA - National Economic & Development Authority

Database Management and Program Control Division

Frontline Service : Information Services (Complex request needing inputs from other departments/offices)
 Clients : Government & Non-Government Agencies and Individuals
 Requirements : Letter-Request
 Schedule of Availability of Service : Monday - Friday (8AM - 5PM)
 Fees : none
 Total/Maximum Duration of Process : Six (6) days
 How to Avail of the Service :

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	Sends letter-request addressed to the Administrator	Forwards request to the Administrator	Records Officer	RMU, G/F	1 day
		Endorses request to ITCSD	Administrator	OA, 7/F	
		Endorses request to DMPCD	ITCSD Manager	ITCSD, 2/F	1 day
		Verifies request and endorses to appropriate section and departments/offices for the preparation of required reports/documents	DMPCD Manager/Section Chief		
		Receives inputs from other departments/offices	concerned departments/offices	G/F - 7/F	2 days
		Incorporates inputs from other departments/offices for a consolidated report/documents Except for regular request from monitoring agencies like NEDA, PSA, etc. And academic purpose as requested by students and researchers (Step No. 2)	DMPCD Manager/Section Chief	ITCSD, 2/F	
		Review and endorses the accomplished requirements to ITCSD Manager to recommend approval and request signature of the Administrator	DMPCD Manager/Section Chief	ITCSD, 2/F OA, 7/F	1 day
Approves report and signs letter-reply	Administrator	OA, 7/F			
Returns approved and duly signed letter-reply to ITCSD	OA Staff				
2	Receives response	Sends documents to RMU for mailing/courier or email/pick-up	ITCSD Staff	ITCSD, 2/F	1 day
END					

LEGEND:

ITCSD - Information Technology and Communication Services Department
DMPCD - Database Management and Program Control Division
RMU - Records Management Unit
OA - Office of the Administrator

ECs - Electric Cooperatives
NEDA - National Economic & Development Authority

Information Technology and Systems Development Division

Frontline Service

Clients

Requirements

Schedule of Availability of Service

Fees

Total/Maximum Duration of Process

How to Avail of the Service

Information Communication and Technology (ICT) - Off-Site Assessment Evaluation

ECs submitting request for ICT information/services and projects/Computerization Loan evaluation

At the NEA Main Office (Off-site/On premise)

Letter-Request for Assistance/Board Resolution/Consultation on ICT related concerns (Hardware, Software, Application sys, Etc)

Budget Requests for Computerization for evaluation

Monday - Friday (8AM - 5PM)

None

Thirty (30) days

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
Off-site Assessment					
1	Sends copy of ICT related Board Res. (BR) or letter request for information/related services.	Receives & log Board Resolutions/Letters Budget Requests/ Other documents	Records Staff	RMU, G/F	1/2 day
		Forwards to Department Manager	Secretary	ITCSD, 2/F	
		Endorses to the ITSDD Division Manager for action	Department Manager		ITSDD, 2/F
Analyses and evaluates contents/requirements of the Board Resolution/Letter request	Provides appropriate instruction on the basis of the BR/Letter/determines expertise of staff	Division Manager	20 days		
				-Validates/checks if request has approved funding or appropriation from Finance and CORPLAN Office(COB, ICPM, CAPEX) requirements.	
Requires supporting Documents from ECs when necessary.	Conducts research/costing from the prevailing market price/benchmarkings and study as basis for the reply	MIS DEV Chief or MIS Design Specialist B	3 days		
Conducts discussions with staff on the assessment/ report and prepare written reply	Division Manager			1 day	
		Reviews recommendation and endorses to the Department Manager for approval	Department Manager	ITCSD, 2/F	2 days
2	Receives evaluation/assessment reply	Releases reply for mailing and/or copy furnish concerned Department/Office (source of request)	Administrative Staff	ITCSD/ITSDD, 2/F	1/2 day
		Files copy of letter			
END					

LEGENDS:

ITCSD - Information Technology & Communication Services Department

ITSDD - Information Technology and Systems Development Division

CORPLAN - Corporate Planning Office

ECs - Electric Cooperatives

Off-Site - Office based/On premise

ICT - Information Communication and Technology

MIS-- Management Information System

COB- Corporate Operating Budget

CAPEX- Capital Expenditures

ICPM - Integrated Computerized Planning Model

Information Technology and System Development Division

Frontline Service

Clients

Requirements

Schedule of Availability of Service

Fees

Total/Maximum Duration of Process

How to Avail of the services

Information Communication And Technology (ICT) On-site Assessment/Evaluation

Electric Cooperative

Letter- Request for Assessment, request for ICT assistance/services

Board Resolution/Budget Request

Monday-Friday (8am-5pm)

None

Trirty (30) days

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activities
On-Site Assessment/Evaluation					
1	Requests for ICT Assessment/Assistance (Hardware, software, technology, appl)	Receives & log Board Resolution/Letters Budget Request/Other documents	Records Staff	RMU, G/F	1/2 day
		Reviews and forwards documents for action	Department Manager	ITCSD, 2/F	
		Analyzes and reviews document based on content and request	Division Manager	ITCSD, ITSDD, 2/F	2 days
		Determines required expertise for the job, assess availability and work assignment of staff & other resources)			
		Assigns technical staff for travel			
2	Calls for a meeting with NEA- ITSDD and EC concerned staff for briefing on the procedures and scope of assessment	Facilitates courtesy call to the General Manager and Brief EC staff on purpose (meeting)	Assigned NEA IT Staff, Division Manager	ITCSD, ITSDD, 2/F	1/2 day
		On-Site Assessment /Eval.(Conduct assessment interview, data gathering, process review, inter-action meetings, etc.))			5 days
		Prepares initial assessment/eval report and discuss with GM before leaving			1 day
		Prepares detailed assessment /eval report (written)			20 days
		Reviews and approves detailed assessment/ recommendation report	Department Manager		1 day
3	Receives approved assessment report	Sends approved assessment report to ECs for action/implementation	Administrative Staff	ITCSD, ITSDD, 2/F	
END					

LEGEND:

Note:

*Regular ICT assistance on site does not require the preparation of a comprehensive assessment and is rendered within a minimum of 3 to 5 days. Actual accomplishment/after mission report is prepared for the GM.

ITCSD - Information Technology & Communication Services

Services Department

ITSDD - Information Technology and Systems Development Division

ECs - Electric Cooperatives

BRs- Budget Requests

BRs-Board Resolutions

GM - General Manager of EC

ICT - Information Communication and Technology