

**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 : ECs, Public (Monitoring Government & Private Agencies/Individual)  
 Requirements : Letter-Request  
 Schedule of Availability of Service : Monday - Friday (8AM - 5PM)  
 Fees : Photocopy - Long (P1.50); Short (P1.25)  
 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 Administrator or Deputy Administrator	Forwards request to the Administrator/DACRFS	Records Officer	RMU/ITCSD, G/F	1 day
		Endorses request to ITCSD	Administrator/ DACRFS	OA, 7/F & ODACRFS, 5/F	
		Endorses request to DMPCD, ITCSD	ITCSD Manager	ITCSD, 2/F	
		Verifies request and endorse to appropriate personnel to prepare data requirement through extraction of data/information from the database files	DMPCD Manager/Personnel		
		Reviews and forwards accomplished requirements to OA/ODACRFS for the Administrator's /Deputy Administrators review and approval/signature  <b>Except for regular monitoring agencies such as NEDA, NSCB and other monitoring agencies and for academic purposes as requested by students and researchers (Step No. 2)</b>	ITCSD Manager & DMPCD Manager/Personnel		3 days
		Reviews report and sign letter-response	Administrator/ DACRFS	OA, 7/F & ODACRFS, 5/F	
		Returns approved and duly signed documents	OA/DACRFS/ Personnel		
2	Receives response	Sends response thru RMU for mailing or personal delivery	ITCSD Manager/Personnel	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**  
**ODACRFS - Office of the Deputy Administrator for Corporate Resources and Financial Services**

**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 : ECs, Public (Monitoring Government & Private Agencies/Individual)  
 Requirements : Letter-Request  
 Schedule of Availability of Service : Monday - Friday (8AM - 5PM)  
 Fees : Photocopy - Long (P1.50); Short (P1.25)  
 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 Administrator or Deputy Administrator	Forwards request to the Administrator/DACRFS	Records Officer	RMU/ITCSD, G/F	1 day
		Endorses request to ITCSD	Administrator/DACRFS	OA, 7/F & ODACRFS, 5/F	
		Endorses request to DMPCD, ITCSD	ITCSD Manager	ITCSD, 2/F	1 day
		Verifies request and endorse to appropriate personnel to prepare data requirement through extraction of data/information from the database files/concerned department/office for additional inputs	DMPCD Manager/Personnel		
		Receives inputs from other departments/offices	concerned departments/offices	G/F - 7/F	2 days
		Incorporates inputs from other departments/offices with the prepared report  <b>Except for regular monitoring agencies such as NEDA, NSCB and other monitoring agencies and for academic purpose as requested by students and researchers (Step No. 2)</b>	DMPCD Manager/Personnel	ITCSD, 2/F	
		Reviews/forwards accomplished requirements to the Administrator/DACRFS	ITCSD Manager	ITCSD, 2/F	1 day
		Reviews report and sign letter-response	Administrator/DACRFS	OA, 7/F & ODACRFS, 5/F	
		Returns approved and duly signed documents	OA/DACRFS/Personnel		
2	Receives response	Sends response thru RMU for mailing or personal delivery	ITCSD Manager/Personnel	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**

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**ECs - Electric Cooperatives**  
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## Information Technology and Systems Development Division

Frontline Service	Information Communication and Technology (ICT) - Off-Site Assessment Evaluation
Clients	ECs submitting request for ict information/services and projects/Computerization Loan evaluation At the NEA Main Office (Off-site/On premise)
Requirements	Letter-Request for Assistance/Board Resolution/Consultation on ICT related concerns (Hardware, Software, Application sys, Etc) Budget Requests for Computerization for evaluation
Schedule of Availability of Service	Monday - Friday (8AM - 5PM)
Fees	None
Total/Maximum Duration of Process	Twelve (12) days
How to Avail of the Service	

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
<b>Off-site Assessment</b>					
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	Secretary	ITSDD, ITCSD, 2/F	1/2 day
		Forwards to Department Manager	Secretary	ITCSD, 2/F	
		Endorses to the ITSDD Division Manager for action	Department Manager		
		Analyses and evaluates contents/requirements of the Board Resolution/Letter request	Division Manager	ITSDD, ITCSD, 2/F	1 day
		Provides appropriate instruction on the basis of the BR/Letter/determines expertise of staff			
		-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		5 days
		Conducts discussions with staff on the assessment/ report and prepare written reply	MIS DEV Chief or MIS Design Specialist B		3 days
		Reviews recommendation and endorses to the Department Manager for approval	Division Manager		1 day
		Reviews and approves off-site assessment report	Department Manager		1 day
2	Receives evaluation/assessment reply	Releases reply for mailing and/or copy furnish concerned Department/Office (source of request) Files copy of letter	Secretary	ITSDD, ITCSD, 2/F	1/2 day
END					

### LEGENDS:

**ITCSD** - Information Technology & Communication Services Department

**ITSDD** - Information Technology and Systems Development Division

**CORPLAN** - Corporate Planning Office

**ECs** - Electric Cooperative

**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

30 days

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activities
<b>On-Site Assessment/Evaluation</b>					
1	Requests for ICT Assessment/Assistance (Hardware, software, technology, appl)	Receives/Logs report	Secretary	ITSDD/ITCSD, 2/F	1/2 day
		Reviews and forwards documents for action	Department Manager		2 days
		Analyzes and reviews document based on content and request	Division Manager		
		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, Department Manager		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			1 day
3	Receives approved assessment report	Sends approved assessment report to ECs for action/implementation	Secretary		

**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

**EC** - Electric Cooperative

**BRs**- Budget Request

**BRs**-Board Resolution

**GM** - General Manager of EC

**ICT** - Information Communication and Technology