

**CITIZENS CHARTER 2022**  
**Municipal Information Technology Office**  
**LGU Pudtol**

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## **I. Mandate**

1. The Office shall computerize and automate the municipal government's operation and provide adequate IT support to its functional offices, thus enhancing its capability to systematize its operations.

1.1 It shall design, develop and manage the Comprehensive IT Master Plan and the IT strategic planning process ensuring that the other computerization process in the municipal government are compatible with it, integrate them accordingly and thereafter recommend the specifications and overall hardware requirements of each offices.

2. The data banking processes shall be strengthened through maintenance, monitoring and linking or integrating them into the centralized database system.

2.1 It shall provide back-up measure, control mechanism and security systems to avoid the misuse, damage, corruption and disruption of data;

2.2 It shall provide the electronic communication system internally for the coordinated and organized departmental site and externally for the satisfaction of the public;

2.3 It shall maintain, improve and secure the Information Technology (IT) infrastructure of the municipality, ensuring its optimum potential use.

3. The networking and connectivity of the offices under the MLGU will be easily facilitated linking each departments, offices and units for a consolidated data information needed for decision making.

3.1 It shall link and enhance the service capabilities of the frontline units through automation and data networking thereby speeding up their ability and increasing accuracy in processing transactions;

3.2 It shall improve the efficiency and accuracy in recording, processing, reporting and flow of information among and within the various units of the municipal government;

3.3 It will provide communication and interaction with the constituents, clientele and the public.

## **II. Vision**

To enhance the Municipal LGU's the capability to systematize its operations by automating its processes to improve the delivery of basic services to its clientele.

## **III. Mission**

To deliver an effective management tool for efficient and transparent governance.

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## Network and Technical Maintenance Unit

### 1. Technical Assistance and Support

Provide necessary technical assistance and support to various departments, offices and barangays.

<b>Office or Division:</b>	Network and Technical Maintenance Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All departments, offices and barangays			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official request letter 2. Job Service Report (Initial)		Municipal Information Technology Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Call/request technical assistance or submit official request letter (barangay clients)	1.1 Receives Calls/Official Request Letter  1.2. Get information about the technical problem, contact person, contact number and name of office  1.3. Produces Job Service Report (initial) and assigning of technician to attend troubleshooting	None	50 Minutes	Job Order Technician/ IT Officer III
2. Receives Copy of Job Service Report (Initial)	2.1. Acknowledge Job Service Report (Initial)			
<b>Total:</b>		<b>50 Minutes</b>		

## 2. Job Service (Ocular, Inquiry)

Provide necessary troubleshooting service of IT Equipment and Peripherals of the departments, offices and barangays.

<b>Office or Division:</b>	Network and Technical Maintenance Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All departments, offices and barangays			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Job Service Report (Initial)		Municipal Information Technology Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Call/Request technical assistance or submit official request letter (barangay clients)	1.1 Receives Calls/Official Request Letter  1.2. Get information about the technical problem, contact person, contact number and name of office  1.3. Produces Job Service Report (initial) and assigning of technician to attend troubleshooting	None	50 Minutes	Job Order Technician/ IT Officer III
2. Receives Copy of Job Service Report (Final)	2.1. Acknowledge Job Service Report (Final)			
<b>Total:</b>		<b>50 Minutes</b>		

### 3. Job Service (with Repair)

Provide necessary repair service/maintenance of IT Equipment and Peripherals of the departments, offices and barangays.

<b>Office or Division:</b>	Network and Technical Maintenance Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All departments, offices and barangays			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official request letter 2. Job Service Report (Initial/Final)		Municipal Information Technology Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Call/Request technical assistance or submit official request letter (barangay clients)	1.1. Receives Calls/Official Request Letter  1.2. Get information about the technical problem, contact person, contact number and name of office  1.3. Produces Job Service Report (initial) and assigning of technician to attend troubleshooting	None	1 – 2 Days	Job Order Technician/ IT Officer III
2. Receives Copy of Job Service Report (Final)	2.1. Acknowledge Job Service Report (Final)			
<b>Total:</b>		<b>1 – 2 Days</b>		

#### 4. Data Network Services (Cable Installation, Line Check)

Provide necessary network installation/assistance service.

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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All departments and offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Documentary Prescription (Official Endorsement by Immediate Officer) 2. Official Request Letter 3. Job Service Report (Initial/Final)		Municipal Information Technology Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Call/Request technical assistance	1.1. Receives Call/request for technical assistance  1.2. Produces Job Service Report (initial) and assigning of technician to attend troubleshooting	None	50 Minutes	Job Order Technician/ IT Officer III
2. Receives Copy of Job Service Report (Final)	2.1. Acknowledge Job Service Report (Final)			
<b>Total:</b>		<b>50 minutes</b>		

**5. Inspection of IT Equipment and Peripherals Delivery based on PO or Contract**

MITO Personnel will be responding to inspect and verify the delivered IT equipment and peripherals delivery based on PO or contract are correct. The inspector will complete and secure a copy of the IT Equipment Inspection Report Form and furnishes a copy to the end-user and contractor/supplier.

<b>Office or Division:</b>	Network and Technical Maintenance Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All departments and offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Advisory/Request from the BAC 2. Copy of PO or Contract, Terms of Reference/Schedule of Prices, Supply and Delivery Agreement		Municipal Information Technology Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Advisory/Request for inspection	1.1. Receives Advisory/Request for inspection  1.2. Assigning of Inspection Officer  1.3. Inspect the IT equipment/peripherals and verify documents	None	2 Hours	Job Order Technician/ IT Officer III
2. Receives the copy of Inspection Report Form	2.1. Released the Inspection Report Form all of attached documents/remarks			
<b>Total:</b>		<b>2 Hours</b>		

## 6. IT Equipment and Software Recommendation

Provide the necessary specifications for proper equipment and software-based nature of work or function of requesting department/offices and barangays.

<b>Office or Division:</b>	Network and Technical Maintenance Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All departments, office and barangays.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Purchase Request 2. Technical Specification Checklist		Municipal Information Technology Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Purchase Request, Technical Specification Checklist	1.1. Receives Purchase Request, Technical Specification Checklist  1.2. Produces Job Service Report and provide comments/remark about the PR and TSC	None	1 Hour	Job Order Technician/ IT Officer III
2. Receives Comments about PR, Technical Specification Checklist	2.1. Releases Comments about PR and TSC			
<b>Total:</b>			<b>1 Hour</b>	



## 7. Maintenance of IT Equipment

Provide necessary troubleshooting and maintenance works will be conducted on an agreed schedule.

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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All departments, office and barangays.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Maintenance Schedule Report Form		Municipal Information Technology Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits filled-up request form	1.1. Provides the necessary troubleshooting and maintenance works  1.2. Coordinates with the necessary department/offices on the set schedule	None	1 Year (Year round)	Job Order Technician/ IT Officer III
2. Receives Maintenance Schedule Report	2.1. Conduct preventive maintenance of IT equipment of the requesting department/offices  2.2. Generates the necessary reports and Job Service Report			
<b>Total:</b>		<b>1 Year</b>		

## SYSTEMS DEVELOPMENT AND MANAGEMENT UNIT

### 1. Application Systems Design and Development

This process is part of the mandate of developing a Comprehensive IT Master Plan and to upgrade, automate existing processes of departments, offices of the Municipal Government and improve the delivery of government basic services to its constituents with the aide of technology

<b>Office or Division:</b>	<b>SYSTEMS DEVELOPMENT AND MANAGEMENT UNIT</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All departments and offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved letter of request signed by the Department/Office Head		Municipal Information Technology Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Letter of request duly signed by the Department/Office Head	1.1. Receives letter of request and produces job service report  1.2. Conduct of systems analysis and design using the of existing processes the requesting office wishes to automate  1.3. Data gathering of the reports needed by the requesting office  1.4. Systems Development Phase  1.5. Alpha/Beta Testing Phase	None	6 Months – 1 year depending of the scope of the system	Job Order Technician/ IT Officer III

	<p>1.6. Deployment and Training of users</p> <p>1.7. Continuous improvement of the system process as needed</p>			
<b>Total:</b>		<b>None</b>	<b>6 Months – 1 year depending of the scope of the system</b>	