



Citizen's Charter

HGC-CHAR-MISD
REV. 01 / MAY 26, 2017

INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) TECHNICAL ASSISTANCE

SCOPE OF SERVICES

Hardware, Network, Software, MS Dynamics AX and other ICT related request for assistance not requiring procurement or external services

CLIENTS

HGC GAOUs, Officials and employees

REQUIREMENTS

MISD Request for Technical Assistance Form 2

DURATION OF PROCESS

1 hour 20 Mins (exclusive of specific Turn Around Time *)

SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday, 8:00 AM to 5:00 PM

ADDRESS AND CONTACT INFORMATION

Management Information Services Department	Telephone No. : (+632) 897-3210
Management Services Group	Telefax : (+632) 897-3296
Home Guaranty Corporation	Website : http://www.hgc.gov.ph
3/F Jade Building	
335 Sen. Gil Puyat Avenue, Makati City	

UPLOADING/POSTING OF INFORMATION THROUGH HGC MANAGED WEBSITES AND WEBPAGES

SCOPE OF SERVICES

www.hgc.gov.ph; www.bbbprogram.com;
assigned pages on Philgeps.gov.ph

CLIENTS

HGC Groups and Operating Units

REQUIREMENTS

G-EPS/Website Posting Request Form 2

DURATION OF PROCESS

40 Mins (exclusive of specific Turn Around Time *)

SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday, 8:00 AM to 5:00 PM

ADDRESS AND CONTACT INFORMATION

Management Information Services Department	Telephone No. : (+632) 897-3210
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HOW TO AVAIL OF THE SERVICE

STEP No.	CLIENT'S STEP	AGENCY'S ACTION	DURATION OF ACTION	PERSON RESPONSIBLE	OFFICE LOCATION
①	Requests for ICT Technical Assistance (Hardware, software, network, application) and fills up MISD RTA Form 2 duly signed by immediate supervisor	Receives MISD RTA Form and checks if properly filled-up.	5 minutes	Admin Assistant	MISD, 3/F Jade Bldg.
		Determines nature of technical assistance required and priority level	20 minutes	Service Desk Administrator	
		Reviews and forwards documents for action			
		Analyzes and reviews document based on content and request			
		Determines required expertise for the job, assess availability and work assignment of staff & other			
		Logs Request into Service Desk Issue Management Log			
		Forwards the Form to the appropriate Process Owner (Network Admin, Systems Admin, Website Admin or MISD Manager)	15 minutes	Process Owner	
		Based on priority level, assigns technical staff to perform solution			
		May temporarily hold current tasks to give way to requests/tasks with higher priority level			
		Queue technical assistance requests on list of tasks	20 minutes	Technical Support Personnel	
		Performs on-site check of ICT resource (if necessary) for troubleshooting and recommends solution. If needed, may escalate issues to the process owner.			
		Reviews the recommended solution and approves support/service procedure or action	20 minutes	DM	
		Perform actual service/solution	See list of *TAT per type of Assistance	Technical Support Personnel	
		Informs client of nature of troubleshooting/service performed and action taken (If supplier support is needed, escalates it to MISD Manager)			
②	May opt to give feedback, signs and Receives copy of RTA Form	Gives Client's copy of the RTA Form . Submits MISD copy of the form to Service Administrator for tracking and to Admin Assistant for Filing.			

END OF PROCESS

HOW TO AVAIL OF THE SERVICE

STEP No.	CLIENT'S STEP	AGENCY'S ACTION	DURATION OF ACTION	PERSON RESPONSIBLE	OFFICE LOCATION
①	Requests for Uploading/Posting of information and fills up G-EPS/Website Posting Request Form 2 duly signed by Supervisor	Receives G-EPS/Website Posting Request Form 2 and checks if properly filled-up.	5 minutes	Admin Assistant	MISD, 3/F Jade Bldg.
		Determines required expertise for the job, assess availability and work assignment of staff & other resources)	10 minutes	Service Desk Administrator	
		May temporarily hold current tasks to give way to requests/tasks with higher priority level.			
		Logs Request Reviews and forwards documents for action			
		Analyzes and reviews information and required file format for posting	15 minutes	Website Administrator	
		Queue requests on list of tasks based on priority level			
		May delegate programming or section uploading to technical staff			
		Reviews and approves posting procedure or action	10 minutes	DM	
		Perform uploading process via FTP or Portal access	See list of *TAT per type of Assistance	Website Administrator	
②	May opt to give feedback, signs and Receives copy of RTA Form	Gives Client's copy of the G-EPS/Website Posting Request Form 2 . Submits MISD copy of the form to Service Administrator for tracking and to Admin Assistant for Filing.			

END OF PROCESS

