



## 2. Request for Assistance in Repair of Laptops

OSG Employees asking for assistance from Case Management Service personnel when their laptops need repair.

<b>Office or Division:</b>		<b>Computer Operations Management Division</b>		
<b>Classification:</b>		<b>Simple</b>		
<b>Type of Transaction:</b>		<b>Government to Citizen</b>		
<b>Who may avail:</b>		<b>OSG Employees with Office Issued Laptops</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
n/a		n/a		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. via local phone call		None		
1.1 Call CMS local number	1.1 Log concern on CMS ticket and assign to appropriate CMS staff		2 minutes	CMS Secretary/Staff
	1.2 Take appropriate action; Physically Diagnose		15 minutes	Assigned Staff
	1.3 Without warranty – perform troubleshoot; With warranty – refer to Admin Service.		5 minutes	Assigned Staff
2. via CMS Viber (Per Division Group)				
2.1 Send message in Viber for the request/concern	2.1 CMS staff will acknowledge the concern immediately	None	1 minute	Assigned Staff
	2.2 Log concern on CMS ticket and assign (if necessary) to appropriate CMS staff		2 minutes	Assigned Staff
	2.3 Take appropriate action; Physically Diagnose		15 minutes	Assigned Staff
	2.4 Without warranty – perform troubleshoot; With warranty – refer to Admin Service.		5 minutes	