



### 3. Answering Technical Inquiries on electronic Case Management Tool

This service gives answers to technical inquiries about the electronic Case Management Tool.

<b>Office or Division:</b>	<b>Systems Development 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 who use eCMT</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 email		None		
1.1 send email message regarding the concern to cms@osg.gov.ph	1.1 Log concern on CMS ticket and assign to appropriate CMS staff		1 minute	CMS Secretary
	1.2 take appropriate action		5 minute	Assigned Staff
2. via local phone call				
2.1 Call to CMS local number	2.1 Log concern on CMS ticket and assign to appropriate CMS staff		1 minute	CMS Secretary
	2.2 take appropriate action		5 minute	Assigned Staff
3. via SDD Viber Community				
3.1 Send message on Viber community on any eCMT concern	3.1 a SDD staff will acknowledge the concern immediately	None	1 minute	SDD Staff
	3.2 Log concern on CMS ticket and assign to appropriate CMS staff		1 minute	CMS Secretary
	3.3. take appropriate action		5 minute	Assigned Staff