



4. Installation of Virtual Private Network for Office Issued Laptops

This service is for OSG Employees who want a Virtual Private Network to access OSG Resources when they are on a Work From Home arrangement.

Office or Division:		Computer Operations Management Division		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		OSG Employees with Office Issued Laptops		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
n/a		n/a		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.via email		None		
1.1 send email request regarding the concern to cms@osg.gov.ph	1.1 Log concern on CMS ticket and assign to appropriate CMS staff		1 minute	CMS Staff
	1.2 take appropriate action on the request		5 minutes	Assigned Staff
2. via local phone call		None		
2.1 Call to CMS local number	2.1 Log concern on CMS ticket and assign to appropriate CMS staff		1 minute	CMS Staff
	2.2 take appropriate action on the request		5 minutes	Assigned Staff
3. via CMS Viber (Per Division Group)				
3.1 Send message on Viber for the request/concern	3.1 CMS staff will acknowledge the concern immediately	None	1 minute	Assigned Staff
	3.2 Log concern on CMS ticket and assign (if necessary) to appropriate CMS staff		1 minute	Assigned Staff
	3.3. take appropriate action on the request		5 minutes	Assigned Staff