



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.¹

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

¹ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

In all instances, the OSG shall ensure that processing your personal data shall strictly comply with the provisions of the Data Privacy Act and its Implementing Rules and Regulations and shall be consistent with the general data privacy principles of transparency, legitimate purpose, and proportionality.