

## 2.Request for Assistance in Repair of Laptops (via Phone Call)

OSG Employees asking for assistance from Case Management Service (CMS) personnel when their laptops need repair.<sup>1</sup>

|   |   |                        |                        |   |
|---|---|------------------------|------------------------|---|
| <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> |                        |   |
| <b>None</b>                             |   | <b>None</b>            |                        |   |
| <b>CLIENT STEPS</b>                     | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>   |
| 1. Call CMS local number                | 1. Log concern on CMS ticket and assign to appropriate CMS staff  | None                   | 2 minutes              | SADAS/ADAS, CMS<br><br>Immediate Supervisor in Charge of Designating Personnel<br>-<br>Director IV, CMS                     |
|   | 2. Take appropriate action; Physically Diagnose   | None                   | 15 minutes             | ITO/COMPRO/CTMT/ISA/SADAS/ADAS, CMS<br><br>Immediate Supervisor in Charge of Designating Personnel<br>-<br>Director IV, CMS |
| 1. Check if Laptop is fully functional. | 3.1 Without warranty – perform troubleshoot and return laptop after troubleshooting.<br><br>3.2 With warranty – refer to Admin Service. | None                   | 5 minutes              | ITO/COMPRO/CTMT/ISA/SADAS/ADAS, CMS<br><br>Immediate Supervisor in Charge of Designating Personnel<br>-<br>Director IV, CMS |
| <b>TOTAL:</b>                           |   | None                   | 22 minutes             |   |

<sup>1</sup> 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.