

3.Request for Assistance in Repair of Laptops (Via CMS Viber)

OSG Employees asking for assistance from Case Management Service personnel when their laptops need repair.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		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send message in Viber for the request/concern	1. CMS staff will acknowledge the concern immediately	None	1 minute	ITO/COMPRO/CTMT/ISA/SADAS/ADAS, CMS Immediate Supervisor in Charge of Designating Personnel - Director IV, CMS
	2. Log concern on CMS ticket and assign (if necessary) to appropriate CMS staff	None	2 minutes	ITO/COMPRO/CTMT/ISA/SADAS/ADAS, CMS Immediate Supervisor in Charge of Designating Personnel - Director IV, CMS
	3.1 Take appropriate action; 3.2 Physically Diagnose	None	15 minutes	ITO/COMPRO/CTMT/ISA/SADAS/ADAS, CMS Immediate Supervisor in Charge of

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.

				Designating Personnel - Director IV, CMS
1. Check if laptop is fully functional	4. Without warranty – perform troubleshoot and return laptop after troubleshooting. With warranty – refer to Admin Service.	None	5 minutes	Administrative Division Personnel, HRMAS Immediate Supervisor in Charge of Designating Personnel - Director IV, HRMAS
TOTAL:		None	23 minutes	