



22. Request for ICT Support Service

This service ensures operational continuity by providing the technical support essential for OSG employees to perform their official functions. It covers the receipt and processing of requests for Information and Communications Technology (ICT) support, including concerns related to network access, system access, hardware, and other IT-related services.

Office or Division:	System Development Division and Computer Operation and Maintenance Division, Case Management Service
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	OSG Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Form - One (1) duly accomplished online request form, limited to one request per concern	OSG Ticketing System Portal

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report the issue: 1.1. Via phone at local 676, by email at cms@osg.gov.ph , or through Viber.	1. Receive, record, and monitor the concern. 1.1. Receive and log the concern in the OSG ticketing system portal. Ensure the system automatically sends an acknowledgment to the employee's registered email address.	None	5 minutes	Ticketing Administrator Immediate Supervisor Responsible for Personnel Designation – Director IV, CMS



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.2. Via Ticketing System Portal.	<p>1.2. Monitor newly submitted tickets in the OSG ticketing system portal.</p> <p>Ensure the system automatically sends an acknowledgment to the employee's registered email address.</p>			
2. Wait for the ICT evaluation and assignment and provide necessary information to the IT personnel during troubleshooting or service implementation.	<p>Evaluation and Ticket Assignment</p> <p>2.1. Review the completeness of the submitted request and its attachments.</p> <p>2.2. Provide an initial solution or direct the user to the Knowledge Base, if applicable.</p> <p>2.3. Assign the ticket to the appropriate IT Support Personnel.</p>	None	5 minutes	<p>Ticketing Administrator / CMS Staff</p> <p>Immediate Supervisor Responsible for Personnel Designation – Director IV, CMS</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Troubleshooting / Service Implementation</p> <p>2.4. Review the assigned ticket and troubleshoot or provide the requested IT service, including guidance, configurations, provisioning, or onsite assistance.</p> <p>2.5. Document all actions taken in the ticket.</p> <p>2.6. Escalate complex issues to second-tier IT support, if necessary.</p>	None	30 minutes* <i>Processing time may vary on the complexity of the request.</i>	Designated CMS Staff / 2 nd -Tier CMS Support Immediate Supervisor Responsible for Personnel Designation – Director IV, CMS
3. Acknowledge resolution or request further assistance if the issue persists.	<p>3.1. Confirm the resolution with the user and mark the ticket as resolved in the Ticketing System Portal.</p> <p>3.2. Keep the ticket open if the issue remains unresolved and continue monitoring until it is successfully resolved.</p>	None	5 minutes	Designated CMS Staff Immediate Supervisor Responsible for Personnel Designation – Director IV, CMS
TOTAL		None	45 minutes	