



INFORMATION TECHNOLOGY UNIT (IT)
 4th Floor City Hall Annex Building, Tabaco City
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SERVICE	STEPS	MAXIMUM PROCESSING TIME	REQUIREMENTS	PERSON TO APPROACH	REQUIRED FEES	TYPE OF SERVICE	CLASSIFICATION
IT RECOMMENDATION	1 Present the GSO Certification	30 minutes - 1 hour	GSO Certification to Purchase	Any staff of IT	None	G2C G2B G2G	Simple
TECHNICAL INSPECTION	1 Present requirements to IT staff	1 hour - 2 hours (Depending on the quantity of items)30 minutes - 1 hour	GSO Certification to Purchase IT Recommendation Purchase Request BAC Recommendation BAC Award Purchase Order Delivery Receipt	Any staff of IT	None	G2C G2B G2G	Simple
REQUEST FOR REPAIR IT Equipment Internet Connection Telephone Line	1 Properly filled - up request form	Depends on the complexity of the process of repair	Present Form to IT Staff	Any staff of IT	None	G2C G2B G2G	Simple
REQUEST FOR IT ASSISTANCE (PRESENTATIONS, TRAININGS/SEMINARS, MEETINGS ETC.)	1 Properly filled - up request form	5 - 10 minutes	Subject Documents and MOA	Any staff of IT	None	G2C G2B G2G	Simple
REQUEST FOR CCTV REVIEW	1 Depend on the time of the requested incident for review	As the need arises	Present Form to IT Staff	Any staff of IT	None	G2C G2B G2G	Simple