

MANAGEMENT INFORMATION SYSTEM AND CALL CENTER

2/F MARIKINA CITY HALL, Shoe Ave., Sta Elena , Marikina City
 DEPARTMENT HEAD.OIC: Mr. Walfredo Lucas
 Tel No.: 646-2731



In-house Computer Repair

	Client step	Office/Person Responsible	Location of Office	Processing Time
1	Secure Service Request Form	Receiving Staff Admin Asst.	2/F	2 mins
2	Submit fully filled up request form for evaluation, assessment and inspection	Admin Asst. Technical Supp. Staff	2/F	5 mins
3	Client will carry out the form for the signature of their department head or OIC	Admin Asst.		
4	Troubleshooting / repairing of unit	Technical Supp. Staff	2/F	1 day
5	Service personnel call the client for approved / disapproved request	Admin Asst.		2 mins
6	Releasing of the unit	Admin Asst. Technical Supp. Staff	2/F	2 mins

Web Development

No.	Client step	Office/Person Responsible	Location of Office	Processing Time
1	Website Posting/ Website Content Editing	Web Design Staff	2/F	a day
2	Graphic Layout/ Editing	Web Design Staff	2/F	a day
3	Web Development	Web Design Staff	2/F	2 – 3 months

Employees Attendance Logs

No.	Client step	Office/Person Responsible	Location of Office	Processing Time
1	Biometrics Attendance	Kiosk Admin.	2/F	2 mins

Network Modification

No.	Client step	Office/Person Responsible	Location of Office	Processing Time
1	Fill up Service Request Form/ or write a Letter of Request (signed by the requesting department head)	Network Support Staff	2/F	2 mins
2	Submit fully filled up request form for review, evaluation, assessment and inspection	Network Support Staff	2/F	5 mins
3	Client receives the recommendation	Network Support Staff	2/F	2 – 3 days
4	Client and MISCC agrees to set the date of implementation	Network Support Staff	2/F	1 day
5	Implementation of the Network modification	Network Support Staff	2/F	2-3 days

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.