MUNICIPAL INFORMATION TECHNOLOGY OFFICE

Internal Services

1. COMPUTER REPAIR

All offices are equipped with a desktop or laptop computer and must always be running efficiently to avoid delays in their services especially those located in front line services.

Office or Division:	Municipal Information Technology Office (MITO)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	LGU Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
n/a	n/a

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Notify MITO via phone call	1. Evaluate and assess problem encountered 2. Re-install software (if software issue). Repair/replace parts (if hardware issue)	n/a	5 mins 30 mins (min.)	MITO Technician
TOTAL		n/a	35 mins (min.)	

2. HDD FORMAT

This is done if the software installed in the hard drive can't be fixed or if the system runs too slow. Old files will be back-up and the entire hard disk will be re-formatted.

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Who may avail:	LGU Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
n/a	n/a

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Notify MITO via phone call	1. Evaluate and assess problem encountered 2. Pull-out system unit, backup all files and reformat hard disk drive	n/a	5 mins 3 hrs (minimum)	MITO Technician
TOTAL		n/a	3 hrs & 5 mins (minimum)	

3. NETWORK / INTERNET CONNECTIVITY ISSUE

All computers are interconnected via network and being managed by a server located at the MITO.

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CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
n/a	n/a

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Notify MITO via phone call	1. Evaluate and assess problem encountered 2. Troubleshoot/repair connectivity issue (if internal) Report to ISP (if external)	n/a	5 mins 30 mins. (minimum)	MITO Technician
TOTAL		n/a	30 mins (minimum)	

4. WEBSITE UPDATING / ARTICLE UPLOADING

www.dinalupihan.gov.ph is the official website of LGU Dinalupihan and is being managed by MITO.

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n/a	n/a

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit soft copy of article for uploading	1. Upload article to website	n/	5 mins (minimum)	MITO Staff
	TOTAL	n/a	5 mins (minimum)	

5. AUDIO / VIDEO SET-UP

MITO also handles sound system and LED wall setup for LGU activities

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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
n/a	n/a

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Make request for approval of LCE (for schools) Notify MITO via phone call (for LGU events)	1. Setup sound system/LED wall 1 hour before the event	n/	30 mins (minimum)	MITO Staff
TOTAL		n/a	30 mins (minimum)	