Office of the City Mayor –

INFORMATION TECHNOLOGY

(INFORMATION SYSTEMS PLAN)
Internal Service

I. MANDATE

The OCM - Information Technology Division is tasked with leading the City Government of Cotabato's digital transformation. As the central authority, it is responsible for the strategic development, implementation, management, and governance of IT systems, equipment, and assets.

II. VISION

To transform the City Government of Cotabato into a fully digital and innovative institution, enhancing efficiency, transparency, and accessibility through cutting-edge information technology solutions.

III. MISSION

We are committed to developing and implementing innovative networking plans, IT systems, and strategies that streamline government processes, empower citizens, and foster a culture of continuous improvement and technological excellence in Cotabato City.

IV. SERVICE PLEDGE

- Custom Software Development
- Basic Hardware Repair Support
- Advanced Hardware Repair Support
- Network Troubleshooting and Repair
- Hardware & Software Installation Services

SERVICES AND HOW TO AVAIL THEM

A.) Internal Services

1. **Custom Software Development**

Custom Software Development is the process of defining, designing, testing, and implementing a new/update software application or program.

Office/Division	OCM – INFORMATION TECHNOLOGY DIVISION
Classification	Highly Technical
Type of Transaction	G2G – Government to Govt. employee or agency
Who may avail:	Cotabato City Government Offices

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
System Request Form		InfoTech Staff	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill in and submit system request form	1.1) Review the System Request Form	None	30 minutes	InfoTech Staff
	1.2) Collect Data, Forms, and Conduct Client Interviews		7 days	InfoTech Staff and Client
	1.3) Develop and Outline Proposed Process and System Flow		4 days	InfoTech Staff
	1.4) Review and Approve the Proposed Process/System Flow		4 days	InfoTech Staff
	1.5) Design and Create Mock-Up User Interfaces		30 days	InfoTech Staff
	1.6) Development of the system, Testing and Implementation		90 days	InfoTech Staff and Client
	TOTAL	NONE	4 month, 5 days and 30 minutes	

2. Basic Hardware Repair Support

Hardware repair is the process of identifying, troubleshooting and resolving problems/issueson hardware such as desktop, laptops, servers, and printers.

Office/Division	OCM – INFORMATION TECHNOLOGY DIVISION
Classification	Simple
Type of Transaction	G2G – Government to Govt. employee or agency
Who may avail:	Cotabato City Government Offices

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
✓ Request Technical Assistance via Call or In-Person		✓ InfoTech Staff	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Technical	1.1) InfoTech Staff will check or identify	None	2 hours	InfoTech Staff

Assistance via Phone Call or In-Person Visit	problems/issues.			
	1.2) Troubleshoot and resolve issues.		5 hours	InfoTech Staff
	1.3) Test Hardware		2 hours	InfoTech Staff
	TOTAL	**NONE**	**9 hours**	

3. Advanced Hardware Repair Support

Hardware repair is the process of identifying, troubleshooting and resolving problems/issues on hardware such as desktop, laptops, servers, and printers.

Office/Division	OCM – INFORMATION TECHNOLOGY DIVISION			
Classification	**Complex**			
Type of Transaction	**G2G – Government to Govt. employee or agency**			
Who may avail:	**Cotabato City Government Offices**			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
✓ Request Technical Assistance via Call or In-Person			✓ InfoTech Staff	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request Technical Assistance via Phone Call or In-Person Visit	1.1) Identify Problems/Issues	None	2 hours	InfoTech Staff
	1.2) Pull out hardware & bring to InfoTech Office		1 hour	InfoTech Staff
	1.3) Disassemble, clean, test defective part (needed parts for replacement & purchase)		5 hours	InfoTech Staff
2. Purchase the Parts needed to Be replaced. (if needed)	2.1) List the parts needed to be replaced (if needed)		1 hour	InfoTech Staff
	2.2) Wait for the item to be purchased and delivered		15 days	Client
3. Provide Purchased parts	3.1) Repair, replace defective parts & test hardware		2 days	InfoTech Staff
	TOTAL	**NONE**	**17 days and 9 hours**	

4. Network Troubleshooting and Repair

Network repair is a process used to identify, diagnose and resolve problems and issues within a computer network.

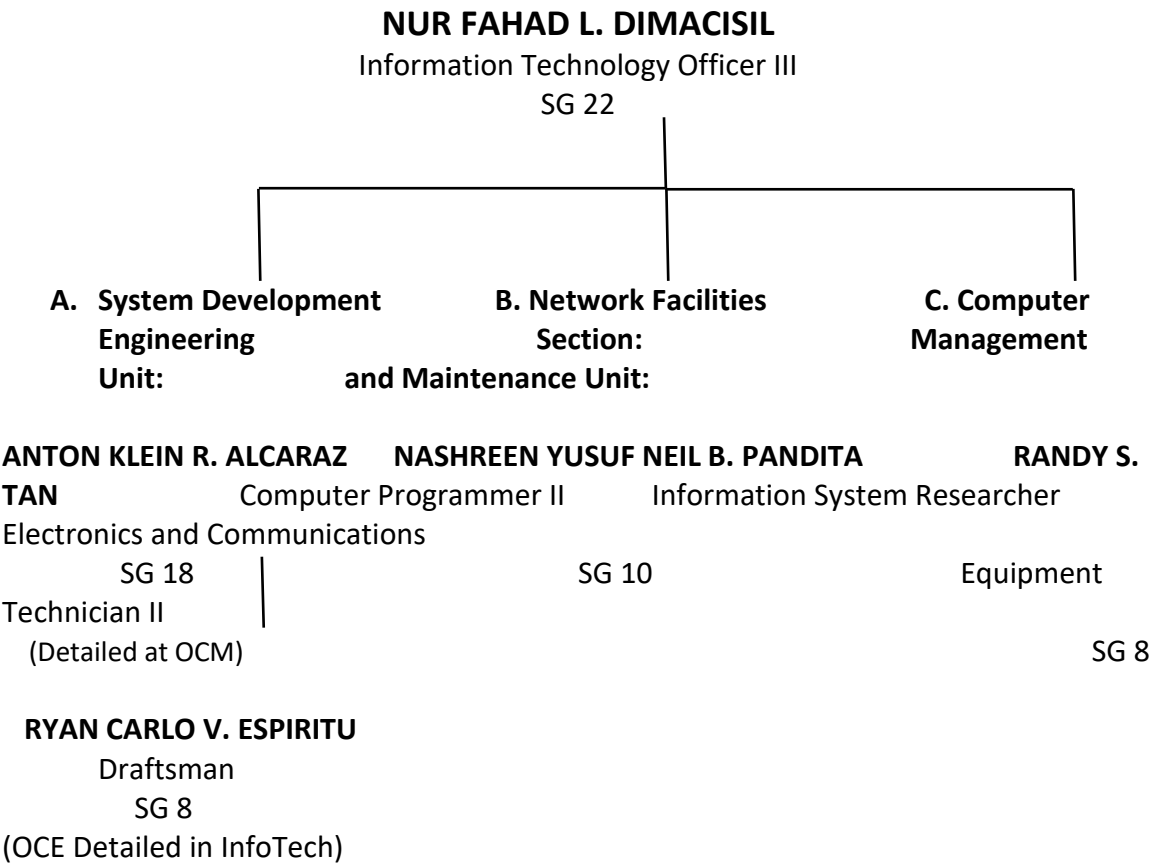| Office/Division	OCM – INFORMATION TECHNOLOGY DIVISION			
Classification	Complex			
Type of Transaction	G2G – Government to Govt. employee or agency			
Who may avail:	Cotabato City Government Offices			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
✓ Request Technical Assistance via Call or In-Person			✓ InfoTech Staff	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request Technical Assistance via Phone Call or In-Person Visit	1.1) Restart the Computer and Reset the Internet Modem, Router, and Network	None	1 hour	InfoTech Staff
	1.2) Test network connection		1 hour	InfoTech Staff
	TOTAL	**NONE**	**2 hours**	

5. Hardware & Software Installation Services

Installation refers to the configuration of a software or hardware.

Office/Division	OCM – INFORMATION TECHNOLOGY DIVISION			
Classification	Simple			
Type of Transaction	G2G – Government to Govt. employee or agency			
Who may avail:	Cotabato City Government Offices			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
✓ Request Technical Assistance via Call or In-Person			✓ InfoTech Staff	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request Technical Assistance via Phone Call or In-Person Visit	1.1) Install and deploy hardware & needed applications	None	3 hours	InfoTech Staff

Information Technology Division:

NUR FAHAD L. DIMACISIL
Information Technology Officer III
SG 22

A. System Development Engineering Unit:	**B. Network Facilities Section: and Maintenance Unit:**	**C. Computer Management**

ANTON KLEIN R. ALCARAZ   **NASHREEN YUSUF NEIL B. PANDITA**   **RANDY S. TAN**   Computer Programmer II   Information System Researcher
Electronics and Communications
              SG 18   SG 10   Equipment
Technician II
    (Detailed at OCM)   SG 8

RYAN CARLO V. ESPIRITU
Draftsman
SG 8
(OCE Detailed in InfoTech)

Contract of Service Employees:

- **Computer Technician (1)**
    1. EFREN L. MIÑOZA, JR.

- **Computer Operator / Programmer (4)**
    1. JEFFRY B. OCAY
    2. DENNIS S. TALAVERA
    3. ARNOLD H. MASTURA
    4. ANJANETTE B. VELASCO

- **Computer Operator (2)**
    1. JOHARTO I. BANGEN
    2. JOHARI S. MALA