



Information and Communications Technology Request

Office or Division:	Provincial Information and Communications Technology Office			
Classification:	Frontline			
Type of Transaction:	Internal			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
<ul style="list-style-type: none"> Requisition Form 				PGC Office
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Requisition Form (RF) and e-mail at pgc_rf@cavite.gov.ph	1.1 Download and print Requisition Form.	none	5 minutes	Assigned staff
	1.2 Categorize and evaluate the request.	none	5 minutes	concerned staff depending on the request
	1.3 Call the requesting office and conduct remote technical support, if applicable.	none	Not more than 16 working hours or 6 working hours for existing PGC Application System	Assigned staff
2. Inform and bring equipment to PICTO for repair.	2.1 Accept equipment and conduct repair. (Sanitize equipment before and after repair)	none		Assigned staff
	2.2 Notify user/office if equipment is ready for pick-up.			
	2.3 On-site repair/trouble-shooting for network, internet connection and other concerns.	none	Assigned staff	
3. Confirm the services rendered on-site or through e-mail.	3.1 Receive the client confirmation.	none		Assigned staff
	TOTAL		6 hrs and 10 minutes to 16	



			hours and 10 minutes	
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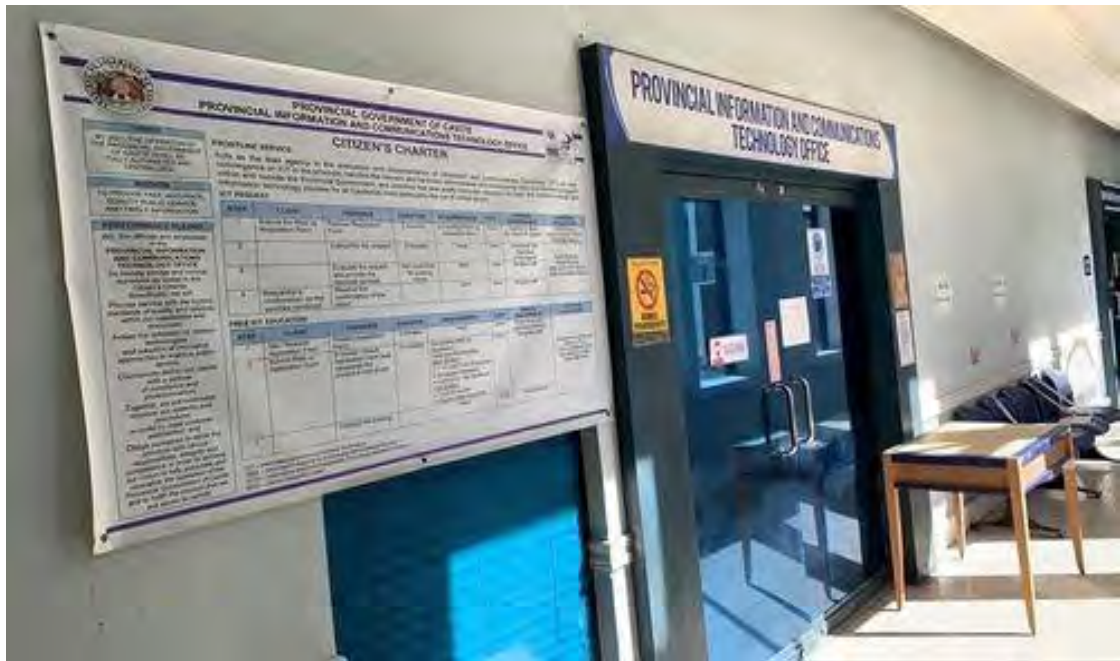
Free Computer Education

Office or Division:		Provincial Information and Communications Technology Office		
Classification:		Frontline		
Type of Transaction:		Internal and External		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
<ul style="list-style-type: none"> Requisition Form 				Online
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit Application Form/ Registration Form online	1.1 Publish Training/ Seminar Invitation through CCC FB Page / PGC Website	None	At least 2 days before the training/seminar	PICTO-Education and Training Division Lead by Registration and Admission Section
	1.2 Evaluate/check Application Form/ Registration Form	None	Within 2 days upon receipt of registration	
	1.3 Send confirmation / training invitation through e-mail	None	Within 5 days upon checking of registration	
2. Attend Online Training/ Seminar	2.1 Conduct Online Training/Seminar	None	Depends on the topic	Instructor / Resource Speaker Administration Section
3. Claim/Receive Certificate of Participation/ Completion	3.1 Prepare and distribute Certificate of Participation/ Completion through e-mail.	None	Within 10 working days after the training	Registration and Admission Section



	TOTAL	None	19 days + actual training hours rendered	
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PROOF OF POSTING





Provincial Information and Communications Technology Office Citizen's Charter
Posted at the Office Entrance.

COMMUNICATION PLAN

The Provincial Information and Communications Technology Office considers the importance of the official website of the Provincial Government of Cavite and Facebook Page as a platform to communicate the Citizen's Charter to its stakeholders, clients and the public, aside from the conspicuous places in the office premises where the Citizens' Charter is posted. The office also sees the importance of online tools in the delivery of its services. Through this, requests for troubleshooting and maintenance can be done remotely and ICT related trainings and webinars can be provided. Promotional activities for the trainings and webinars can also be done thru the use of social media and the official website of the provincial government.

CONTACT INFORMATION

OFFICE	COMPLETE ADDRESS	CONTACT INFORMATION
Provincial Information and Communications Technology Office (PICTO)	2 nd Floor, Provincial Capitol Building, Provincial Capitol Compound, Brgy. San Agustin, Trece Martires City, Cavite 4109 PICTO-Education and Training Division (Cavite Computer Center – Imus City) Cavite Computer Center Building Cavite Civic Center, LTO Compound Palico IV, Imus City, Cavite	Telephone : PICTO – Capitol Building (046) 419-0157 (PLDT) (046) 514-0087 (Globe) PICTO-Education and Training Division (Cavite Computer Center – Imus City) (046) 472-1982 / 418-1343 Telefax : None Email Address : picto@cavite.gov.ph