



PROVINCIAL INFORMATION AND COMMUNICATIONS TECHNOLOGY OFFICE



Information and Communications Technology Request

Office or Division:		Provincial Information and Communications Technology Office				
Classification:		Simple				
Type of Transaction:		Government to Government				
Who may avail:		Provincial Government of Cavite and other National Government Agencies within Capitol Compound				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Requisition Form				PGC Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Accomplish Requisition Form (RF) and forward to PICTO or e-mail at pgc_rf@cavite.gov.ph	1.1 Receive or 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. Otherwise, conduct on-site repair/troubleshooting as well as for network and internet concerns.	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 perform necessary repair. (Sanitize equipment before and after repair)	none			Assigned staff	
	2.2 Notify user/office if equipment is ready for pick-up.	none			Assigned staff	
3. Provide confirmation for the services rendered, on-site or via e-mail.	3.1 Receive, check and review client's confirmation.	none			Assigned staff	
	TOTAL				16 working hours or 6 working hours	

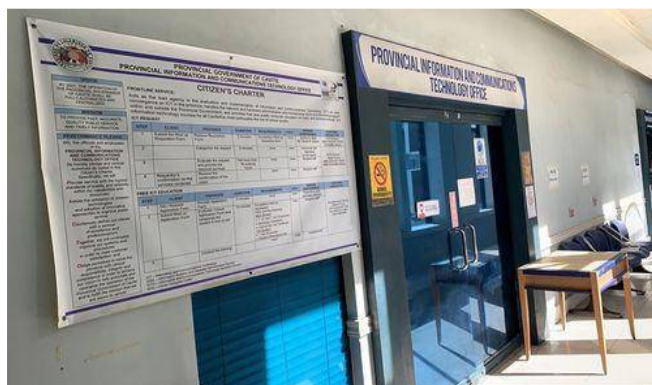


Free Computer Education

Office or Division:	Provincial Information and Communications Technology Office			
Classification:	Complex			
Type of Transaction:	Government to Citizens; Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
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 PICTO-Education and Training Division/Cavite Computer Center Official Facebook Page Evaluate/check Application/Registration Form	None	Within 2 days before the training/seminar	PICTO-Education and Training Division - Registrar and Admission Section
	1.2 Send confirmation through e-mail	None	Within 5 days	
2. Attend Online Training/ Seminar	2.1 Conduct Online Training/Seminar	None	Depends on the topic	Instructor / Resource Speaker Admission 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	Registrar and Admission Section
	TOTAL	None	17 days + actual training hours rendered	



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

Provide the following information of your respective Offices:

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