



MANAGEMENT INFORMATION TECHNOLOGY & COMPUTER SERVICES (MITCS)

Bacolod City

The **MITCS Department** identifies, collects, integrates and processes valuable data from the various departments/offices of Bacolod City Government through computerized information systems, programs and reporting. It aims to put in a place a comprehensive information systems on various data and integrate them in accordance with the accepted rules and standards in information gathering, processing and data management.

Location: 1st floor, Bacolod City Government Center, Barangay Villamonte, Bacolod City

Phone number/s: (034) 435-4168

I. PROVISION OF INFORMATION TECHNOLOGY SERVICES (WEBSITE & EMAIL)

ABOUT THE SERVICE: The City Government has an official website with address at www.bacolodcity.gov.ph. Those with interest access can readily open the website using a browser i.e. Firefox or Internet Explorer. It contains basic information about the City. Email addresses of City Officials and Department Heads are also available to allow citizens to communicate directly to them.

REQUIREMENTS: Internet Connection

HOW TO AVAIL OF THE SERVICE:		
STEPS	Time Frame	Person/s In Charge
1. Open internet connection via a browser		<i>Hanzel C. Manoso</i>

2. Type the address of Bacolod City official Website: www.bacolodcity.gov.ph at the address field of your web browser.		
3. View homepage of the website		

II. ENCODING OFFLINE COLLECTIONS, NOTICE OF ASSESSMENT OF REAL PROPERTY, PAYROLL PROCESSING AND GENERATION OF REPORTS

ABOUT THE SERVICE: Provides secure, reliable data processing in line with the City Government's goal of delivering excellent service to the transacting public.

REQUIREMENTS: Official Receipts of General Collections, Community Tax Certificate, Market Collections & Trust Fund.

Billing statement of Provident Loans, BACGEM Loans, GSIS Loans, Pag-ibig Loans and BCGEU Contribution and Health Care Program.

Notice of Assessment of Real Property

HOW TO AVAIL OF THE SERVICE:		
STEPS	Time Frame	Person/s In Charge
1. Encoding of Daily Receipts of General Collections, Community Tax Certificate & Market Collections	Within the day upon receipt	<i>Jorge Ryan V. Cerna Mary Jo D. Salvacion Kristia S. Abonales Gabbe A. Tumbos Sony S. De Castro</i>
2. Encoding/Printing of Daily & Monthly Abstract of Trust Fund Collection	Within the day upon receipt	<i>Joselina T. Lanaria</i>
3. Printing of Daily/Monthly Abstract of General Collections/Community Tax Certificate/Market Collections	Within the day upon receipt	<i>Lydia M. Uy Joselina T. Lanaria Jorge Ryan V. Cerna</i>

<p>4. Processing/Printing of Draft & Final Payroll for different Departments.</p> <p>Processing/Printing of Payroll Related Vouchers</p>	<p>Within the day upon receipt</p>	<p><i>Lydia M. Uy</i> <i>Aileen R. Turbanos</i> <i>Rosalia F. Sorillo</i> <i>Jorge Ryan V. Cerna</i> <i>Mary Jo D. Salvacion</i> <i>Kristia S. Abonales</i> <i>Gabbe A. Tumbos</i> <i>Sony S. De Castro</i> <i>Preciosa D. Chavez</i></p>
<p>5. Payroll Related Monthly Reports</p>	<p>Within the day upon receipt</p>	<p><i>Lydia M. Uy</i></p>

III. REPAIR AND MAINTENANCE OF COMPUTER HARDWARES AND PERIPHERALS

ABOUT THE SERVICE: Provides a reliable diagnostic on defective hardware and suspicious behavior software (Virus, infected, malware, etc.) Defective parts are replaced if available and software is cleaned or reinstalled depends on severity.

REQUIREMENTS: Defective Hardware/ Software

HOW TO AVAIL OF THE SERVICE:		
STEPS	Time Frame	Person/s In Charge
1. Defective Unit is diagnosed	<p>Within the day upon receipt</p>	<p><i>Mermanito S. Avenido</i></p>
2. Defective parts is replaced if parts is available		
3. Software is scanned for malicious payload		

IV. DEVELOPMENT AND MAINTENANCE OF IN-HOUSE APPLICATIONS FOR DIFFERENT DEPARTMENTS OF BACOLOD CITY GOVERNMENT

ABOUT THE SERVICE:

1. Carry out the coding as per the technical system design and specifications, in conformity with the coding standards;
2. Improve version control standards;
3. Design and develop electronic government applications that will help streamline government services;
4. Design and develop systems that will be common to the electronic government network;

5. Installation of completed projects;
6. Maintain application programs;
7. Assist in data conversion exercise;
8. Development of test plans; and
9. Do other functions that the ICT officer may request or direct.

REQUIREMENTS: Request of the concerned departments for automation of their manual process.

HOW TO AVAIL OF THE SERVICE:		
STEPS	Time Frame	Person/s In Charge
1. Request, gathering and analysis	2 weeks	<i>Ramon C. De los Reyes Marie Ann D. Biasca Jan Michael D. Makilan Egbert S. Celestial Edrian Roel L. Robete</i>
2. Design	2 weeks	<i>Ramon C. De los Reyes Marie Ann D. Biasca Jan Michael D. Makilan Egbert S. Celestial Edrian Roel L. Robete</i>
3. Development/Testing	4 weeks	<i>Ramon C. De los Reyes Marie Ann D. Biasca Jan Michael D. Makilan Egbert S. Celestial Edrian Roel L. Robete Requesting Office</i>
4. Deployment	After Testing	<i>Ramon C. De los Reyes Marie Ann D. Biasca Jan Michael D. Makilan Egbert S. Celestial Edrian Roel L. Robete Requesting Office</i>
5. Maintenance	Continuing	<i>Ramon C. De los Reyes Marie Ann D. Biasca Jan Michael D. Makilan Egbert S. Celestial Edrian Roel L. Robete</i>

V. LOCATORS AND INVESTORS SUPPORT

ABOUT THE SERVICE: 1. Provide data to potential as well as existing investors in the city through designated office

2. Compile, organize, study and analyze data as may be useful and relevant to the ICT industry; and assist designated offices
3. Do other functions that the ICT Officer may request or direct.

VI. RESEARCH AND ACADEME SUPPORT

- ABOUT THE SERVICE:**
1. Assisting the schools in screening and training their graduates to make them better prepared for the ICT industry;
 2. Compile, organize, study and analyze data as may be useful and relevant to the ICT industry; and assist designated offices