



## MANAGEMENT INFORMATION TECHNOLOGY AND COMPUTER SERVICES

### Bacolod City

Designs, develops, implements, and supports systems that would deliver efficient and quality services to the Bacolod City Government departments and employees, as well as to the people of Bacolod provided by the use of Information Technology.

#### 1. Requesting Research and Training

Bacolod City Government departments can request training on applications and systems developed by MITCS, that will benefit their employees and departments which will enable them to deliver efficient and quality service to the public.

<b>Office or Division</b>		MITCS – Admin Division		
<b>Classification:</b>		Complex		
<b>Type of Transaction</b>		G2G – Government to Government		
<b>Who may Avail:</b>		All Bacolod City Government Departments		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Request Letter</li> </ul>		<ul style="list-style-type: none"> <li>Department</li> </ul>		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request letter to MITCS	1. MITCS accepts, approves request and schedules training	None	2 days	<b>Joselina Lanaria</b> Data Controller III  <b>Aileen Turbanos</b> Info. Systems Analyst I
2. Receives approval letter and training schedule	2. Prepares logistic and equipment for training	None	1 day	<b>Joselina Lanaria</b> Data Controller III  <b>Hanzel Mañoso</b> Data Controller II
3. Assigns and deploys training participants	3. MITCS conducts research and	None	8 hours	<b>Edrian Robete</b> Comp. Programmer II

	provides training for the participants			<b>Mary Jo Salvacion</b> Data Controller III  <b>Joselina Lanaria</b> Data Controller III  <b>Aileen Turbanos</b> Info. Systems Analyst I
4. Evaluates training	4. MITCS receives feedback and evaluation from training participants	None	30 minutes	<b>Joselina Lanaria</b> Data Controller III
TOTAL:		None	3 days, 8 hours and 30 minutes	

## 2. Processing of Procurement Requests

Accredited suppliers can accept and process ordered supplies by the office.

<b>Office or Division</b>		MITCS - Admin Division		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction</b>		G2B – Government to Business Entity		
<b>Who may Avail:</b>		All Bacolod City Government Departments and City Suppliers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Contract</li> <li>• Request for Quotation</li> <li>• Unit Cost</li> </ul>		<ul style="list-style-type: none"> <li>• Client</li> <li>• Bids and Awards Committee (BAC)</li> </ul>		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Gets Request for Quotation, and Procurement Request from BAC and submits documents to MITCS for the delivery of supplies	1. MITCS accepts PR and other documents for processing	None	3 days (quotations)  12 days (PRs)	<b>Joselina Lanaria</b> Data Controller III

2. Delivers supplies to MITCS	2. MITCS receives, inspects, and accepts supplies	None	4 hours	<b>Joselina Lanaria</b> Data Controller III  <b>Ruel Avenida</b> Computer Operator III
TOTAL		None	15 days and 4 hours	

**Note: The completion of the overall procurement process will depend on other departments and offices process.**

### 3. Printing of Payroll

Bacolod City Government departments start processing their payrolls at MITCS wherein they can request for corrections and modifications provided that it is supported with documents and approval by the department head.

<b>Office or Division</b>		MITCS - Operation Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction</b>		G2G – Government to Government		
<b>Who may Avail:</b>		All Bacolod City Government Departments		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Claims payroll draft from MITCS every 1 <sup>st</sup> week of the month	1. MITCS processes, prints and releases payrolls drafts	None	30 minutes	<b>Lydia Uy</b> Computer Operator III  <b>Aileen Turbanos</b> Info. Systems Analyst I  <b>Rosalia Sorillo</b> Data Contoller II  <b>Gabbe Tumbos</b> Computer Operator I

				<b>Kristia Abonales</b> Data Contoller II  <b>Jorge Cerna</b> Data Contoller II  <b>Sony De Castro</b> Data Contoller II
2. Requests for corrections when required	2. Reflects correction as per approved request	None	30 minutes	<b>Lydia Uy</b> Computer Operator III  <b>Aileen Turbanos</b> Info. Systems Analyst I  <b>Rosalia Sorillo</b> Data Contoller II  <b>Gabbe Tumbos</b> Computer Operator I  <b>Kristia Abonales</b> Data Contoller II  <b>Jorge Cerna</b> Data Contoller II  <b>Sony De Castro</b> Data Contoller II
3. Claims final payroll from MITCS	3. Releases corrected and final payroll	None	30 minutes	<b>Lydia Uy</b> Computer Operator III  <b>Aileen Turbanos</b> Info. Systems Analyst I  <b>Rosalia Sorillo</b> Data Contoller II  <b>Gabbe Tumbos</b>

				<b>Computer Operator I</b>  <b>Kristia Abonales</b> Data Contoller II  <b>Jorge Cerna</b> Data Contoller II  <b>Sony De Castro</b> Data Contoller II
<b>TOTAL</b>		None	1 hour and 30 minutes	

#### 4. Printing of Monthly Collection Report

The City Accountant Office (CAO) requires MITCS to process, print and submit the monthly payroll report.

<b>Office or Division</b>		MITCS - Operation Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction</b>		G2G – Government to Government		
<b>Who may Avail:</b>		All Bacolod City Government Departments		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. CAO notifies MITCS about the Monthly Payroll Collection Report	1. MITCS processes, prints and submits Payroll Monthly Report to City Accountant Office.	None	30 minutes	<b>Lydia Uy</b> Computer Operator III
<b>TOTAL</b>		None	30 minutes	

### 5. Printing of Requested Lost Payslip (Certificate of Net Pay)

Bacolod City Government employees can request for their Certificate of Net Pay from MITCS if payslip is lost.

<b>Office or Division</b>		MITCS – Operations Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction</b>		G2G – Government to Government		
<b>Who may Avail:</b>		All Bacolod City Government Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• Request form		• MITCS		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-outs request form from MITCS	1. MITCS validates, prints and issues Certificate of Net Pay to the requestor	None	30 minutes	Lydia Uy Computer Operator III
TOTAL		None	30 minutes	

### 6. Data Entry and Printing of General Fund, Market and CTC Collections

Bacolod City Government City Treasurer Office assigns MITCS to encode and submit report of the General, Markets and CTC Collections

<b>Office or Division</b>		MITCS – Operations Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction</b>		G2G – Government to Government		
<b>Who may Avail:</b>		Bacolod City Government City Treasurer Office		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. CTO hand-outs General, Markets, and CTC Collections receipts to MITCS	1. MITCS receives and encodes General, Markets, and CTC Collections receipts, and prints daily/monthly Abstract Report	None	1 Hour	<b>Rosalia Sorillo</b> Data Controller II  <b>Gabbe Tumbos</b> Computer Operator I  <b>Thea Abonales</b> Data Controller II  <b>Jorge Cerna</b> Data Controller II  <b>Sony De Castro</b> Data Controller II
TOTAL		None	1 Hour	

### 7. Processing of Requested Reports of Accounting Office

Bacolod City Government City Accounting Office assigns MITCS to process and submit reports on the BIR Monthly Remittance, BIR Alpha List by Department, PhilHealth Diff. & Excluded, PhilHealth Voucher, PhilHealth General Report, Pag-ibig Premium, Housing, Multipurpose Loan and Calamity, GSIS General Report and Garbage Sharing.

<b>Office or Division</b>		MITCS – Operations Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction</b>		G2G – Government to Government		
<b>Who may Avail:</b>		Bacolod City Government City Treasurer Office		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. City Accounting Office submits request letter to MITCS	1. MITCS processes, and submits requested reports to City Accountant Office.	None	2 Hours	<b>Hanzel Mañoso</b> Data Controller II
TOTAL		None	2 Hours	

## 8. Repair, Maintenance, Installation and Inspection of Computer Hardware and Software

Bacolod City Government departments can request for assistance on the repair, maintenance, installation and inspection of computer hardware and software owned by the department.

<b>Office or Division</b>		MITCS – Repair and Maintenance Division		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction</b>		G2G – Government to Government		
<b>Who may Avail:</b>		All Bacolod City Government Departments		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• Request Form		• MITCS		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-outs Request Form from MITCS	1. MITCS accepts request form	None	5 minutes	<b>Ruel Avenido</b> Computer Operator III
2. Forward equipment to MITCS for repair, maintenance, installation or inspection	2. MITCS receives, diagnoses, and fixes, installs and inspects computer hardware and software	None	10 days	<b>Ruel Avenido</b> Computer Operator III
3. Claims fixed computer hardware or software	3. Clears request and signs accomplishment report	None	5 minutes	<b>Ruel Avenido</b> Computer Operator III
TOTAL		None	10 days and 10 minutes	

**Note: The degree of difficulty of the problem will determine how quickly repair, maintenance, installation, or inspection may be completed.**



## 9. Troubleshooting and Installation of Network Connection

Bacolod City Government departments can request for assistance on the repair, maintenance and installation of computer network or internet connection in their office.

<b>Office or Division</b>		MITCS – Repair and Maintenance Division		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction</b>		G2G – Government to Government		
<b>Who may Avail:</b>		All Bacolod City Government Departments		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• Request Form		• MITCS		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-outs Request Form from MITCS	1. MITCS accepts request form	None	5 minutes	<b>Ruel Avenido</b> Computer Operator III
2. Prepares for troubleshooting and installation of network devices	2. MITCS proceeds to the requestor, diagnoses, installs, or fixes network	None	10 days	<b>Ruel Avenido</b> Computer Operator III
3. Validates status of the fixed network	3. Clears request and signs accomplishment report	None	5 minutes	<b>Ruel Avenido</b> Computer Operator III
TOTAL		None	10 days, hours and 10 minutes	

*Note: The degree of difficulty of the problem will determine how quickly troubleshooting and installation of network connection may be completed.*

## 10. System Development, Maintenance and Support

Bacolod City Government departments can request for the development of a system that will benefit itself, employees, citizens, private sectors, other government agencies, and the City Government of Bacolod as a whole.

<b>Office or Division</b>		MITCS – Systems Division		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction</b>		G2G – Government to Government		
<b>Who may Avail:</b>		All Bacolod City Government Departments		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• Request Letter		• Department		

<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request letter to MITCS	1. MITCS accepts and evaluates request	None	5 minutes	<b>Joselina Lanaria</b> Data Controller III  <b>Aileen Turbanos</b> Info. Systems Analyst I
2. Meets with the System Division's Team to discuss the scope and functions of the requested system	2. MITCS studies and develops the requested system	None	45 days	<b>Ramon De Los Reyes</b> Info. Tech. Officer II  <b>Marie Ann Biasca</b> Info. Systems Analyst III <b>Egbert Celestial</b> Computer Operator III  <b>Jan Michael Makilan</b> Computer Programmer III  <b>Edrian Robete</b> Computer Programmer II
3. Tests developed system	3. Implements, maintains and supports system	None	15 days	<b>Ramon De Los Reyes</b> Info. Tech. Officer II  <b>Marie Ann Biasca</b> Info. Systems Analyst III <b>Egbert Celestial</b>

				Computer Operator III  <b>Jan Michael Makilan</b> Computer Programmer III  <b>Edrian Robete</b> Computer Programmer II
TOTAL		None	60 days and 5 minutes	

*Note: System Development, Maintenance and Support takes more than 20 days as MITCS practices System Development Life Cycle (SDLC) process to cover both the technical and operational aspects of developing a software, encompassing activities such as planning, system analysis, system design, development, implementation, integration and testing, and operations and maintenance.*

### 11. Website Development, Maintenance, and Support

Bacolod City Government Departments can request for the development of their departmental website that will enable employees, citizens, private sectors, and other government agencies to access information and services efficiently.

<b>Office or Division</b>	Management Information Technology and Computer Services			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction</b>	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
<b>Who may Avail:</b>	All Bacolod City Government Departments			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
• Request Letter			• Department	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request letter to MITCS	1. MITCS accepts and evaluates request	None	5 minutes	<b>Joselina Lanaria</b> Data Controller III  <b>Aileen Turbanos</b>

				Info. Systems Analyst I
2. Meets with the System Division's website development team to discuss the scope and features of the requested website	2. MITCS studies and develops the requested website	None	30 days	<b>Mary Jo Salvacion</b> Data Controller II  <b>Hanzel Mañoso</b> Data Controller II
3. Tests developed website	3. Publishes, maintains and supports website	None	5 days	<b>Mary Jo Salvacion</b> Data Controller II  <b>Hanzel Mañoso</b> Data Controller II
4. Requests for postings and updates on the website	4. Publishes posts and updates	None	30 mins	<b>Mary Jo Salvacion</b> Data Controller II  <b>Hanzel Mañoso</b> Data Controller II
TOTAL		None	30 days and 35 minutes	

**Note: Website Development, Maintenance and Support takes more than 20 days as MITCS practices System Development Life Cycle (SDLC) process to cover both the technical and operational aspects of developing a website, encompassing activities such as planning, system analysis, system design, development, implementation, integration and testing, and operations and maintenance.**