MANAGEMENT INFORMATION TECHNOLOGY AND COMPUTER SERVICES
Bacolod City

We provide reliable, secure, and effective services. We strive to enhance operational efficiency and promote e-Government while facilitating digital transformation through the implementation of modern technologies, continuous learning, and research. We are committed to maintaining our data structure, fostering data-driven decision-making, and ensuring the highest level of cybersecurity. Our aim is to accelerate the city's growth through partnerships and innovations, enabling a seamless digital experience and promoting access to technology for all stakeholders.

1. **Internet Connection & Infrastructure Management**
   The departments of the Bacolod City Government can request assistance for the repair, maintenance, and installation of internet connection and infrastructure in their offices.

Office or Division	MITCS – Systems Division			
Classification:	☐ Simple ☐ Complex ☑Highly Technical			
Type of Transaction	☐ G2C – Government to Citizen ☐ G2B – Government to Business Entity ☑ G2G – Government to Government			
Who may Avail:	All Bacolod City Government Departments			
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**			
• Request Form	• MITCS			
CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill out request form from MITCS.	1. Accepts request form	None	5 minutes	*Computer Operator III*
2. Prepare for troubleshooting or installation of internet	2. Proceeds to the requestor and	None	10 days	*Computer Operator III*

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
connection or infrastructure.	diagnoses, installs, or fixes the internet connection.			*Computer Programmer III*
3. Validate status of the installed or fixed internet connection.	3. Clears request and signs accomplishment report.	None	5 minutes	*Computer Operator III* *Computer Programmer III*
	TOTAL:	None	10 days and 10 minutes	

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

2. Network and System Administration

Bacolod City Government departments can request assistance for the repair, maintenance, installation, and administration of computer networks or systems in their office.

Office or Division	MITCS – Systems Division
Classification:	☐ Simple ☐ Complex ☑ Highly Technical
Type of Transaction	☐ G2C – Government to Citizen ☐ G2B – Government to Business Entity ☑ G2G – Government to Government
Who may Avail:	All Bacolod City Government Departments
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Request Form	• MITCS

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form from MITCS.	1. Accepts request form.	None	5 minutes	*Computer Operator III*

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Prepare for troubleshooting and installation of network devices or systems.	2. Proceeds to the requestor and diagnoses, installs, and administers networks or systems.	None	10 days	*Computer Operator III* *Computer Programmer III*
3. Validate status of the fixed network or systems.	3. Clears request and signs accomplishment report.	None	5 minutes	*Computer Operator III* *Computer Programmer III*
	TOTAL:	None	10 days and 10 minutes	

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

3. Computer Software and Hardware Repair and Maintenance

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

Office or Division	MITCS – Systems Division
Classification:	☐ Simple ☐ Complex ☑Highly Technical
Type of Transaction	☐ G2C – Government to Citizen ☐ G2B – Government to Business Entity ☑ G2G – Government to Government
Who may Avail:	All Bacolod City Government Departments
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Request Form	• MITCS

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form from MITCS.	1. Accepts request form.	None	5 minutes	*Computer Operator III*
2. Forward equipment to MITCS for repair, maintenance, installation, or inspection.	2. Receives, diagnoses, fixes, installs, and inspects computer hardware and software.	None	10 days	*Computer Operator III*
3. Claim fixed computer hardware or software.	3. Clears request and signs accomplishment report.	None	5 minutes	*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.

4. Database Administration

Bacolod City Government departments can request for assistance on the administration and maintenance of database in their office.

Office or Division	MITCS – Systems Division
Classification:	☐ Simple ☐ Complex ☑ Highly Technical
Type of Transaction	☐ G2C – Government to Citizen ☐ G2B – Government to Business Entity ☑ G2G – Government to Government
Who may Avail:	All Bacolod City Government Departments

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Request Form	• MITCS

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form from MITCS.	1.1 Receives the letter of request. 1.2 Forwards the request to the	None	5 minutes 5 minutes	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Database Administrator for appropriate action.			*Admin Officer*
2. Prepare for the administration and maintenance of their office database.	2. Proceeds to the requestor and administers, maintains, or troubleshoots their office database.	None	10 days	*Computer Programmers* *Information Systems Analyst II*
3. Validate the status of their database.	3. Clears request and signs accomplishment report.	None	5 minutes	*Computer Programmers* *Information Systems Analyst II*
	TOTAL:	None	10 days and 15 minutes	

Note: The degree of difficulty of the problem will determine how quickly troubleshooting and maintenance of database will be completed.

5. ## Cyber Security and Data Protection
Bacolod City Government departments can request assistance on the cybersecurity and data protection of their office system.

Office or Division	MITCS – Systems Division
Classification:	☐ Simple ☐ Complex ☑ Highly Technical
Type of Transaction	☐ G2C – Government to Citizen ☐ G2B – Government to Business Entity ☑ G2G – Government to Government
Who may Avail:	All Bacolod City Government Departments
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Request Form	• MITCS

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Fills out request form from MITCS.	1.1 Receives request form.	None	5 minutes	Admin Officer
	1.2 Forwards the request to the Data Protection Officer for appropriate action.		5 minutes	
2. Prepares the system and other requirements of their office system for cybersecurity and protection evaluation or management.	2. Proceeds to the requestor and evaluates or manages their office system for cybersecurity and protection.	None	10 days	Computer Programmers II
3. Validates the security status of their data or system.	3. Clears request and signs accomplishment report.	None	5 minutes	Computer Programmers II
TOTAL:		None	10 days and 15 minutes	

Note: The degree of difficulty of the problem will determine how quickly evaluation or management of system for cybersecurity and protection may be completed.

6. Requesting Copy of Pay Slip (Certificate of Net Pay)

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

Office or Division	MITCS – Operations Division ✓
Classification:	☐ Simple ☐ Complex ☐ Highly Technical
Type of Transaction	☐ G2C – Government to Citizen ☐ G2B – Government to Business Entity ☑ G2G – Government to Government
Who may Avail:	All Bacolod City Government Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
• Request form		• MITCS			
CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**	
1. Fills out request form from MITCS.	1. MITCS validates, prints, and issues the Certificate of Net Pay to the requestor.	None	30 minutes	*Computer Operator III*	
2. Receives Certificate of Net Pay.	2. Files completed request form.	None	5 minutes	*Computer Operator III*	
	TOTAL:	None	35 minutes		

7. Client Service and Support

Bacolod City Government departments can request assistance, training, seminars, support, or consultations on applications and systems developed by MITCS. These resources will benefit their employees, departments, and taxpayers, enabling them to deliver efficient, effective, and quality service to the public.

Office or Division	MITCS – Operations and Systems Division
Classification:	☐ Simple ☑ Complex ☐ Highly Technical

Type of Transaction	☑ G2C – Government to Citizen ☑ G2B – Government to Business Entity ☑ G2G – Government to Government			
Who may Avail:	City Departments, Barangays, Business Sectors, Citizens			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• Request Letter signed by the Department/Agency Head or Barangay Captain		• Agency, Department or Barangay		
CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits request letter to MITCS.	1.1. Accepts letter of request.	None	5 minutes	*Admin Officer*
	1.2. Forwards the request to the Department Head.		5 minutes	
	1.3. Conducts a meeting with the training and/or support team and provides instructions.		3 hours	*Department Head* *Information Systems Researcher II*
	1.4. Department Head approves the request.		5 minutes	*Computer Programmer II*
	1.5. Admin Officer sets and sends training/consultation/ seminar details to the requesting agency or department.		5 minutes	*Data Controllers II*
2. Receives approval letter and	2. Prepares logistics and equipment for the training.	None	3 days	*Information Systems Researcher II*

training schedule.				*Computer Programmer II* *Data Controllers II*
3. Assigns and deploys training participants.	3. Conducts training and/or provides assistance to the participants and/or taxpayers	None	1 day	*Information Systems Researcher II* *Computer Programmer II* *Data Controller II*
4. Evaluates training.	4. Receives and reviews feedback and evaluation from training participants.	None	30 minutes	*Information Systems Researcher II* *Admin Officer*
	TOTAL:	None	4 days, 3 hours and 50 minutes	

8. Requirements Preparation and Compliance

Bacolod City Government departments can request MITCS to prepare and fulfil necessary requirements.

Office or Division	MITCS – Operations and Systems Division
Classification:	☑ Simple ☐ Complex ☐ Highly Technical
Type of Transaction	☐ G2C – Government to Citizen ☐ G2B – Government to Business Entity ☑ G2G – Government to Government
Who may Avail:	All Bacolod City Government Departments
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Request Letter signed by the Department Head	• MITCS

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter to MITCS.	1. Validates requests and forwards them to assigned persons for the tasks.	None	30 minutes	Admin Officer
2. Receives approval note.	2.1. Complies with or submits requirements (e.g., DILG requirements). 2.2. Inform requesting office that requirements are submitted.	None	30 minutes 5 minutes	Data Controllers II
3. Receives confirmation that requirements have been submitted.	3. Records completed reports.	None	5 minutes	Data Controllers II
TOTAL:		None	1 hour and 10 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Fill out the feedback form by visiting the link https://bit.ly/ISUGIDKAYMAYORALBEE or scanning the QR code posted outside MITCS.

How feedback is processed?	The feedback is received and analyzed by authorized personnel. Thorough evaluations and investigations are conducted within 10 days after receival of feedback, allowing for prioritization based on impact and relevance. Subsequently, appropriate actions are taken to address the feedback, followed by communication with clients regarding the actions taken and any necessary follow-up. Finally, the outcomes of these actions are evaluated to gauge their effectiveness, ensuring continuous improvement and alignment with organizational objectives.
How to file complaint?	Fill out the complaint form by visiting the link https://bit.ly/ISUGIDKAYMAYORALBEE or scanning the QR code posted outside MITCS.
How complaints are processed?	The complaint is received and analyzed by authorized personnel. Thorough evaluations and investigations are conducted within 10 days after receival of complaint, allowing for prioritization based on impact and relevance. Subsequently, appropriate actions are taken to address the complaint, followed by communication with clients regarding the actions taken and any necessary follow-up. Finally, the outcomes of these actions are evaluated to gauge their effectiveness, ensuring continuous improvement and alignment with organizational objectives.
Contact Information of MITCS, PIO and Human Resources Management Office	**Management Information Technology and Computer Services (MITCS):** mitcs@bacolodcity.gov.ph **Public Information Office (PIO):** pio@bacolodcity.gov.ph, piobcdcity@gmail.com **City Human Resource Management Office:** (034) 432-0664 hrms@bacolodcity.gov.ph