

# 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	Office or Division		- Systems Divisio	n
Classification:	Classification:		e Complex 5	<b>1</b> Highly
		Technica	al	
Type of Transaction		□ G2C -	- Government to (	Citizen
		☐ G2B -	- Government to E	Business Entity
		<b>™</b> G2G -	- Government to	Government
Who may Avail:		All Bacolod City Government Departments		
CHECKLIST OF R	REQUIREMENTS	WHERE TO SECURE		
<ul> <li>Request For</li> </ul>	m	MITCS		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request	1. Accepts	None	5 minutes	Computer
form from MITCS.	request form			Operator III
2. Prepare for	2. Proceeds to	None	10 days	Computer
troubleshooting	the			Operator III
1				
or installation of	requestor			

connection or		diagnoses,			Computer
infrastructure.		installs, or			Programmer III
		fixes the			
		internet			
		connection.			
3. Validate status	3.	Clears	None	5 minutes	Computer
of the installed		request and			Operator III
or fixed internet		signs			
connection.		accomplish			Computer
		ment report.			Programmer III
		TOTAL:	None	10 days and	
		TOTAL.	INOTIE	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.

1	MITCS -	<ul> <li>Systems Divisio</li> </ul>	n .
Classification:		le □Complex <b>[</b>	Highly
	Technic	al	
ion	□ G2C	<ul> <li>Government to</li> </ul>	Citizen
	☐ G2B – Government to Business Entity		
	₩ <sub>G2G</sub>	<ul> <li>Government to</li> </ul>	Government
	All Bacolod City Government Departments		
REQUIREMENTS	WHERE TO SECURE		
orm	• MITCS		
AGENCY		PROCESSING	PERSON
ACTION	PAID	TIME	RESPONSIBLE
1. Accepts	None	5 minutes	Computer
request form.			Operator III
	ACTION  1. Accepts	I Simply Technic Technic G2C G2B G2B G2G All Baccon All Baccon ACTION  AGENCY ACTION  1. Accepts  None	Simple □Complex Technical  ion □ G2C – Government to G □ G2B – Government to G □ G2G – Government to G □ All Bacolod City Government to G ■ All Bacolod Cit

2. Prepare for	2. Proceeds to	None	10 days	Computer
troubleshootin	the requestor			Operator III
g and	and			
installation of	diagnoses,			Computer
network	installs, and			Programmer III
devices or	administers			
systems.	networks or			
	systems.			
3. Validate status	3. Clears request	None	5 minutes	Computer
of the fixed	and signs			Operator III
network or	accomplishme			
systems.	nt report.			Computer
				Programmer III
			40 1	
	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 Divisio	n	MITCS – Systems Division			ion
Classification:			☐ Sim	ple □ Complex	<b>☑</b> Highly
				ical	
Type of Transac	tion		□ G20	C – Government to	o Citizen
		□ G2E	3 – Government to	Business Entity	
			₩ <sub>G20</sub>	G – Government t	o Government
Who may Avail:			All Bad	colod City Govern	ment Departments
CHECKLIST OF REQUIREMENTS				WHERE TO	SECURE
Request Form			•	MITCS	
CLIENTS	AGENCY	F	FEES	PROCESSING	PERSON
STEPS	ACTION	T	O BE	TIME	RESPONSIBLE
		ı	PAID		

1. Fill out	1. Accepts request	None	5 minutes	Computer
request form	form.			Operator III
from MITCS.				
2. Forward	2. Receives,	None	10 days	Computer
equipment to	diagnoses,			Operator III
MITCS for	fixes, installs,			
repair,	and inspects			
maintenance,	computer			
installation,	hardware and			
or inspection.	software.			
3. Claim fixed	3. Clears request	None	5 minutes	Computer
computer	and signs			Operator III
hardware or	accomplishment			
software.	report.			
	TOTAL:	None	10 days and	
	IOTAL.	NOHE	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	n	MITCS -	MITCS – Systems Division		
Classification:		☐ Simple ☐ Complex ☐ Highly Technical			
Type of Transac	tion	☐ G2C – Government to Citizen			
		☐ G2B – Government to Business Entity			
		☐ G2G – Government to Government			
Who may Avail:		All Bacolod City Government Departments			
CHECKLIST O	F REQUIREMENTS	WHERE TO SECURE			
Request F	orm	MITCS			
CLIENTS	AGENCY ACTION	FEES	PROCESSING	PERSON	
STEPS		TO BE	TIME	RESPONSIBLE	
		PAID			
1. Fill out	1.1 Receives the	None	5 minutes		
request form	letter of				
from MITCS.	request.				
	1.2 Forwards the request to the		5 minutes		

		Database Administrator for appropriate action.			Admin Officer
2. Prepare for	2.	Proceeds to the	None	10 days	Computer
the		requestor and			Programmers
administration		administers,			
and		maintains, or			Information
maintenance		troubleshoots			Systems Analyst
of their office		their office			II .
database.		database.			
3. Validate the	3.	Clears request	None	5 minutes	Computer
status of their		and signs			Programmers
database.		accomplishment			
		report.			Information
					Systems Analyst
			_		11
		TOTAL:	None	10 days and	
		IOIAL.	INOHE	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.

Government to Government d City Government Departments WHERE TO SECURE CS
WHERE TO SECURE

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 Divisio	n	MITCS - O	perations	Division	
Classification:			☐ Comple	x □ Highly Tech	nnical
Type of Transaction  ☐ G2C - G ☐ G2B - G ☐ G2G - G		overnmen	nt to Citizen nt to Business Ent nt to Government	ity	
Who may Avail:		All Bacolod	City Gove	ernment Employe	es
CHECKLIST OF	REQUI	IREMENTS WHERE TO SECURE			CURE
Request for	orm • MITCS			IITCS	
CLIENTS	AGENCY		FEES	PROCESSING	PERSON
STEPS	ACTION		TO BE PAID	TIME	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.	requ 2. Files	•	None	5 minutes	Computer Operator III

## 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		
OUEOKI IOT O	E DECLUDEMENTO	Sectors	, Citizens	FOLIDE
	F REQUIREMENTS	WHERE TO SECURE		
-	etter signed by the nt/Agency Head or	• A	Agency, Departme	ent or Barangay
Barangay	0 ,			
CLIENTS	AGENCY ACTION	FEES	PROCESSING	PERSON
STEPS		TO BE	TIME	RESPONSIBLE
		PAID		
1. Submits	1.1.Accepts letter		5 minutes	
request letter to	of request.	None		Admin Officer
MITCS.	1.2.Forwards the			
	request to the		5 minutes	
	Department			
	Head.			
	1.3.Conducts a		3 hours	Department
	meeting with		Official	Head
	the training			
	and/or support team and			Information
	provides			Systems
	instructions.			Researcher II
	1.4.Department		5 minutes	Computer
	Head approves the request.			Programmer II
	ano roquosa			
	1.5.Admin Officer		5 minutes	Data Controllers
	sets and sends			ll ll
	training/consult ation/			
	seminar details			
	to the			
	requesting			
	agency or department.			
2. Receives	2. Prepares	None	3 days	Information
approval	logistics and			Systems
letter and	equipment for			Researcher II
	the training.			

	training schedule.					Computer Programmer II
						Data Controllers II
3.	Assigns and deploys training participants.	3.	Conducts training and/or provides assistance to	None	1 day	Information Systems Researcher II
			the participants			Computer
			and/or			Programmer II
			taxpayers			
						Data Controller
						II
4.	Evaluates	4.	Receives and	None	30 minutes	Information
	training.		reviews			Systems
			feedback and evaluation from			Researcher II
			training participants.			Admin Officer
		ı			4 days,	
			TOTAL:	None	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	
<ul> <li>Request Letter signed by the Department Head</li> </ul>	• MITCS	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter to MITCS.	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).	None	30 minutes	Data Controllers II
	2.2. Inform requesting office that requirements are submitted.		5 minutes	
3. Receives confirmation that requirements have been submitted.	3. Records completed reports.	None	5 minutes	Data Controllers
	TOTAL:	None	1 hour and 10 minutes	

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

How feedback is	The feedback is received and analyzed by authorized
processed?	personnel. Thorough evaluations and investigations
processed:	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	The complaint is received and analyzed by
processed?	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	Management Information Technology and
MITCS, PIO and Human	Computer Services (MITCS):
Resources Management	mitcs@bacolodcity.gov.ph
Office	miles & bacoloucity.gov.pm
	Public Information Office (PIO):
	pio@bacolodcity.gov.ph, piobcdcity@gmail.com
	, , , , , , , , , , , , , , , , , , , ,
	City Human Resource Management Office:
	(034) 432-0664
	hrms@bacolodcity.gov.ph