



Management Information System Unit

1. REQUEST FOR TECHNICAL SUPPORT

Students, faculty and staff may require technical support for various issues such as computer repairs, printer troubleshooting, Wi-Fi installation, and other MIS related concern.

| Office or Division: | Management Information System | | | |
|----------------------------------------------------|----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|-----------------|--------------------|
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Client | | | |
| Who may avail: | Students, Faculty and Staff | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Online Request Form | | MISO | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit a request using the online request form. | Request will be queued alongside other request. | None | 1 minute | MIS Personnel |
| 2. Check the status of the request. | MIS will update the status (pending, rejected, in progress, done) of the request in the monitoring list. | None | 1 minute | MIS Personnel |
| 3. Wait for the MIS recommendation. | MIS will provide a recommendation, diagnosis and other important information about the request. | None | 1 minute | MIS Personnel |
| END OF TRANSACTION | | Total No. of Minutes: 3 (Disclaimer: Depends on the difficulty of the request.) | | |



Management Information System Unit

2. REQUEST FOR CLEARANCE FOR DEVICE REPLACEMENT

Faculty may request to MIS office for clearance to replace a device, such as a computer, printer, or other equipment, within the scope of MIS.

| Office or Division: | Management Information System | | | |
|----------------------------------------------------|--------------------------------------------------|-------------------------|-----------------|--------------------|
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Client | | | |
| Who may avail: | Faculty and Staff | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Clearance (Completely Signed) | | MISO | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the clearance with complete document. | Read and evaluate the validity of the documents. | None | 3 minutes | MIS Head |
| 2. Wait for the clearance to be completely signed. | Sign the clearance. | None | 1 minute | MIS Head |
| END OF TRANSACTION | | Total No. of Minutes: 4 | | |