



## 9. Request for Information and Communications Technology (ICT) Equipment

This service covers the receipt, processing, and issuance of requests for IT equipment needed by OSG officials and employees to support their work and ensure efficient office operations.

These include Information and Communications Technology (ICT) equipment, such as laptops, desktop computers, scanners, and other similar devices used for office operations.

<b>Office or Division:</b>	Property and Supply Section, Administrative Division, Human Resource Management and Administrative Services (HRMAS)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	Government to Citizen
<b>Who may avail:</b>	OSG Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>Letter Request</b> – One (1) original copy of the letter request	Requesting employee

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request at the HRMAS Front Desk, 2 <sup>nd</sup> Floor, OSG Main Building, Amorsolo Wing or 7 <sup>th</sup> Floor, Convergys One Building.	1.1. Receive the letter request.	None	5 minutes	Administrative Aide III (or any designated HRMAS staff)
	1.2. Check that all required information is complete and accurate, then forward it to the Director for review.	None	10 minutes	Administrative Aide VI  Immediate Supervisor Responsible for Personnel Designation – Director IV, HRMAS
2. Wait while the HRMAS Director reviews the request, the Administrative Division checks the availability of the equipment,	2.1. Review the request, then forward it to the Administrative Division for appropriate action.	None	1-2 days	Director IV



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>and the CMS inspects and configures the device for use and approval of the Secretariat.</p>	<p>2.2. Review the request and assigned it to the Property and Supply Section for appropriate action.</p>	<p>None</p>	<p>30 minutes</p>	<p>Chief Administrative Officer</p>
	<p>2.3. Check the availability of the requested ICT equipment.</p> <p>a. Endorse the request to the Procurement Section if the items are not available.</p> <p>b. If available,</p> <p>i. Forward the request to the CMS.</p> <p>ii. Recommend the distribution or reissuance of the equipment to the Secretariat.</p> <p>iii. Evaluate and approve the recommendation of the CMS.</p>	<p>None</p>	<p>2 days</p>	<p>Administrative Officer II / Administrative Assistant I (or any designated Administrative Division staff</p> <p>Administrative Officer II / Administrative Assistant I (or any designated Administrative Division staff</p> <p>CMS Personnel</p> <p>CMS Staff</p> <p>Immediate Supervisor for Personnel Designation – Director IV, CMS</p> <p>Secretariat</p> <p>Immediate Supervisor for Personnel Designation -</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.4. Inspect, configure, and set up the equipment for use, then return it to the Administrative Division.</p> <p>2.5. Return the equipment to the Administrative Division for the preparation of the Property Acknowledgment Receipt (PAR) or Inventory Custodian Slip (ICS).</p>	<p>None</p> <p>None</p>	<p>1-2 days</p> <p>1 hour</p>	<p>Chief of Staff</p> <p>CMS Staff</p> <p>Immediate Supervisor for Personnel Designation – Director IV, CMS</p> <p>Administrative Officer II / Administrative Assistant I (or any designated Administrative Division staff</p> <p>Immediate Supervisor Responsible for Personnel Designation – CAO, HRMAS</p>
<p>3. Receive feedback or the requested property.</p> <p>a. Receive feedback.</p>	<p>3. Provide feedback or deliver the requested property.</p> <p>a. Provide feedback on unavailable property:</p> <p>i. Inform the requesting employee if the requested property is not available.</p> <p>ii. Explain the process to</p>	<p>None</p>	<p>5 minutes</p>	<p>Administrative Officer II / Administrative Assistant I (or any designated Administrative Division staff</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>b. Check the delivered items against the request letter.</p> <p>i. If items are incorrect, or damaged, coordinate with the property staff to resolve the issue.</p> <p>ii. If items are complete and correct, sign the PAR/ICS and receive the property.</p>	<p>procure the item, including timelines or next steps.</p> <p>b. Deliver the requested item to the requesting employee.</p> <p>i. Verify the reported discrepancy and replace, complete, or correct the items, as necessary.</p> <p>ii. Secure the signature of the requesting employee on the PAR/ICS and release the property.</p> <p>iii. File and record the accomplished PAR / ICS form.</p>	<p>None</p>	<p>2 days</p>	<p>Administrative Aide II (or any designated Administrative Division staff</p> <p>Immediate Supervisor Responsible for Personnel Designation – CAO, HRMAS</p>
<b>TOTAL</b>		<b>None</b>	<b>8 days, 1 hour and 40 minutes</b>	