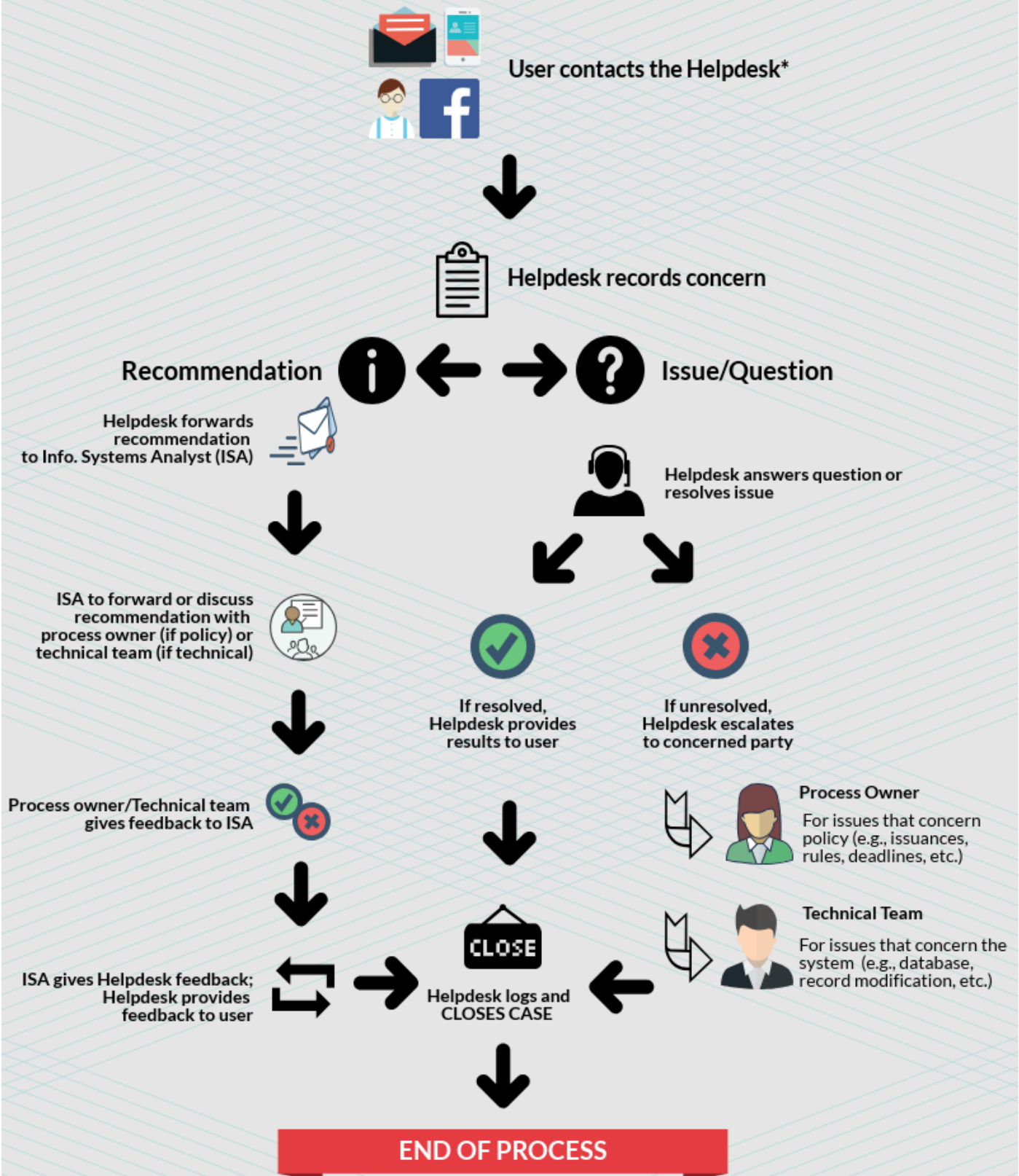


# ICTS-User Support Division Helpdesk

## PROCESS FLOW



\* "User" is defined as the process owner/designated systems coordinator in the Regional Office; the latter is expected to forward issues that are unresolved in the school, division, and regional level.

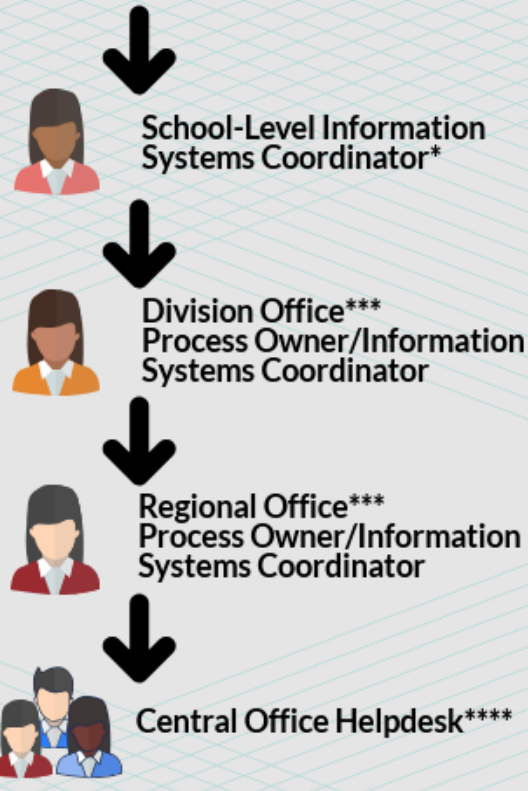
# ICTS-User Support Division Helpdesk ESCALATION PROCEDURES



School Personnel\*  
Learners\*  
Parents/Guardians\*



School personnel, learners, parents, guardians, and SDOs **SHOULD NOT CONTACT THE CENTRAL OFFICE DIRECTLY.**



**Technical Team**  
For issues that concern the system  
(e.g., database, record modification, etc.)



**Process Owner**  
For issues that concern policy  
(e.g., issuances, rules, deadlines, etc.)

## Service Timelines\*\*\*\*\*

Helpdesk	3-5 business days
CO Process Owners	3 business days (estimated)
Technical Team	3-7 business days (estimated)

## Process Owners per System\*\*\*\*\*

System	Central	Region	Division
LIS and EBEIS	EMISD	PPRD	SGOD-Planning
LR Portal	BLR	CLMD	CID-LR Mgnt
PTOAS	BHROD	QUAD	SGOD-HRDD
PMIS	PPD	PPRD	SGOD-Planning

\* End-users and concerned parties vary among systems; e.g., learners and parents/guardians may have concerns with LIS (enrollment) and EBEIS (school accreditation and permits), but not with other systems.

\*\* A school personnel designated by the school head to coordinate with school-level users issues on system assigned to them.

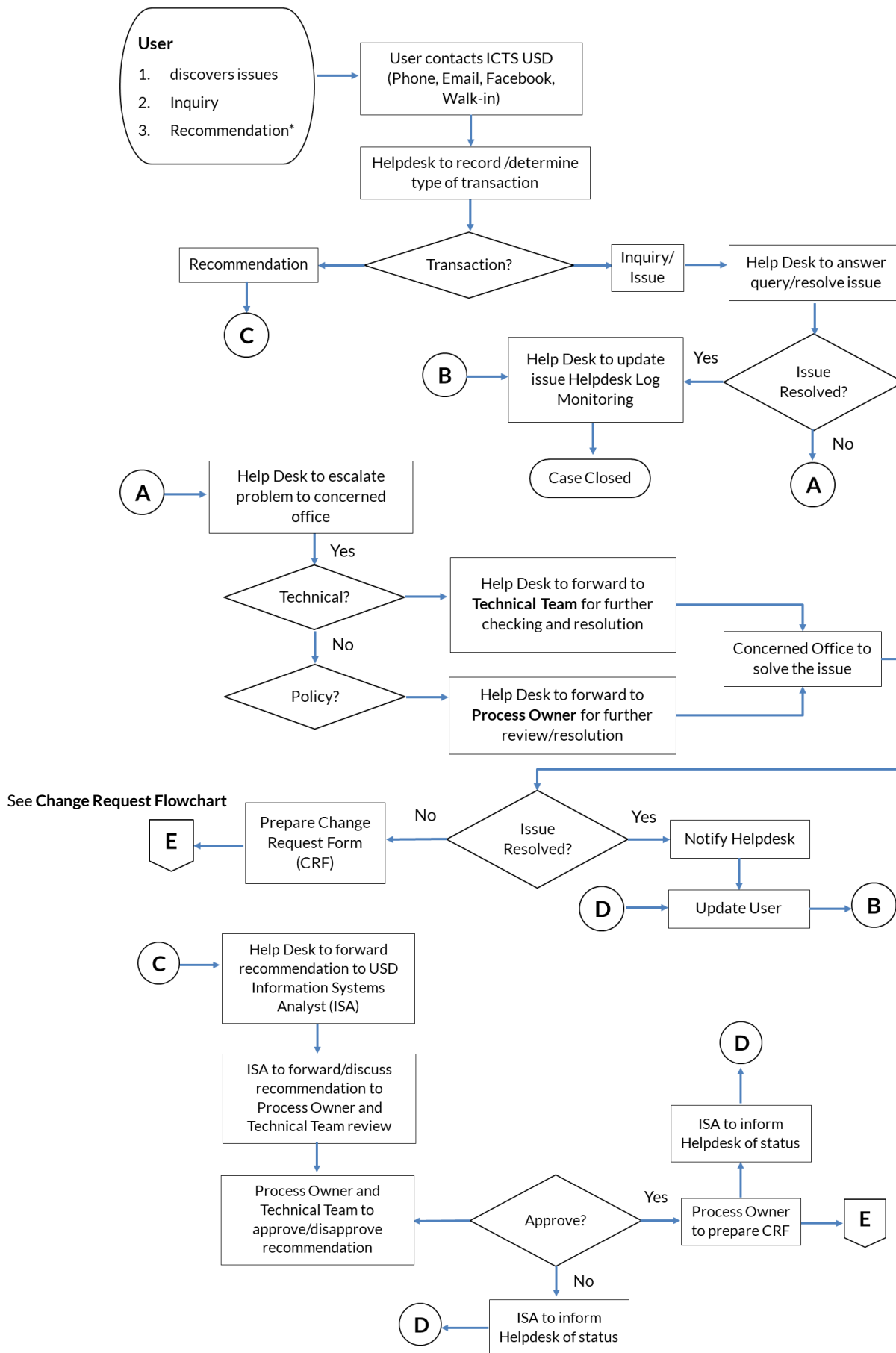
\*\*\* Division- and region-level process owners and systems coordinators subject to change according to system; division and regional IT officers are limited to assisting system-specific concerns.

\*\*\*\* CO Helpdesk will only accept issues and documents consolidated by the Regional Office; those coming from learners, parents/guardians, schools and SDOs will be returned to the sender with no action done.

\*\*\*\*\* Count starts once concerned party acknowledges receipt of issue; actual commitment subject to change based on severity of issue and other circumstances.

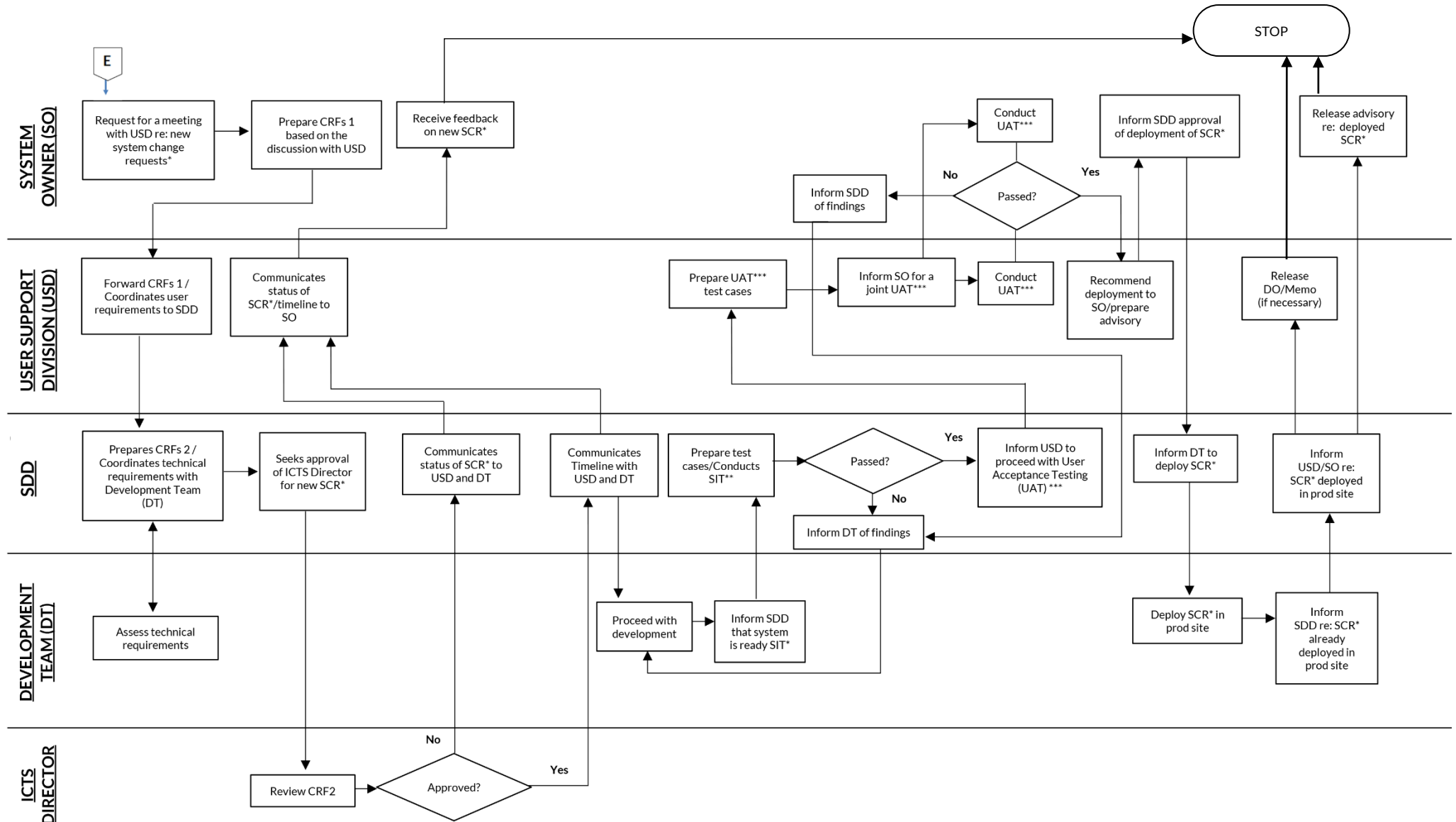
\*\*\*\*\* Actual designations of process owners depend on nature of system and other circumstances.

# Helpdesk Process Flowchart



\* "User" is defined in this flowchart as the process owner/designated systems coordinator in the Regional Office; the latter is expected to forward issues that are unresolved in the school, division, and regional level.

# Change Request Flowchart



- \* SCR = Service Change Request
- \*\* SIT = System Integration Testing
- \*\*\* UAT = User Acceptance Testing