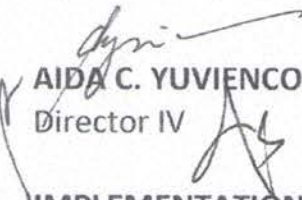




Republic of the Philippines
Department of Education
INFORMATION AND COMMUNICATIONS TECHNOLOGY SERVICE
Pasig City, Philippines

Office Memorandum

To : **SCHOOLS DIVISION SUPERINTENDENTS
REGIONAL/DIVISION INFORMATION TECHNOLOGY OFFICERS
SCHOOL HEADS
OTHERS CONCERN**

From :  **AIDA C. YUVIENCO**
Director IV

Subject : **IMPLEMENTATION OF DCP HELPDESK TICKETING SYSTEM**

Date : **September 13, 2016**

This is to inform all concerned that the implementation of the **DCP Helpdesk Ticketing System** developed to monitor the deployment and aftersales service performance of the DepEd Computerization Program (DCP) is already up and readily available for implementation.

In the Data Management Information Technology Workshops (DMIT) we conducted early this year, all Regional and Division IT Officers were trained on the detailed procedures and processes of this ticketing system for them to be able to orient the schools' personnel and be familiar with the system prior to DCP deployments. Again, we are encouraging all the IT Officers and School ICT Coordinators to use the system.

For the Ticketing System to work, we need to register the names and contact details (mobile number, email address) of all the Schools Property Custodian and ICT Coordinators whether DCP recipient or not. In this regard, we would like to request all Division ITOs to submit immediately the required information to Mr. Alvin F. Salcedo of this office thru email at alvin.salcedo002@deped.gov.ph . You may also contact Mr. Salcedo with your query and clarification regarding this system at +632.6332363

For information and compliance.