

## **A. Interactive Learning Center Diliman**

**The Interactive Learning Center Diliman (ILCD)** produces and develops multimedia learning materials and aids faculty members in the integrative use of educational technologies.

Formerly called Diliman Interactive Learning Center, the ILCD aims to make facilities and tools available for production, with the produced output serving as teaching and learning materials. It also targets to develop and maintain an online learning management system. Furthermore, ILCD facilitates trainings on educational technology and promotes multimedia, web and mobile services as a means to enhance teaching and learning. It recommends policies and guidelines, and technological facilities and tools to ensure the quality and the advancement of online learning. ILCD coordinates with OAT, GEC, and other university offices on services and projects for instructional design and advancement of teaching.

As an aid to the OVCAA, ILC Diliman's banner goal is to provide "mainstreaming".

**Type of Service: Internal**

### **1. Helpdesk/ Ticketing System- Opening a New Ticket**

<b>Office or Division:</b>	Interactive Learning Center Diliman			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Government			
<b>Who may avail:</b>	UP Diliman Units/Offices & Faculty			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Email address		ILCD Helpdesk <a href="https://helpdesk.ilc.upd.edu.ph">https://helpdesk.ilc.upd.edu.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Login to <a href="https://helpdesk.ilc.upd.edu.ph">https://helpdesk.ilc.upd.edu.ph</a> 1.1. Select the help topic, fill out and submit the form				
2.Receive confirmation of request via email	2. Send confirmation of request via email	None	2 Minutes	(N/A - Automated)
<b>TOTAL:</b>		<b>None</b>	<b>2 Minutes</b>	

**Type of Service: Internal**

### **2. Helpdesk/Ticketing System Level I Ticket (Basic queries or support; potentially doable in one seating)**

<b>Office or Division:</b>	Interactive Learning Center Diliman			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Government			
<b>Who may avail:</b>	UP Diliman Units/Offices & Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ticket Number 2. Email address		ILCD Helpdesk <a href="https://helpdesk.ilc.upd.edu.ph">https://helpdesk.ilc.upd.edu.ph</a>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lodge a ticket via <a href="https://helpdesk.ilc.upd.edu.ph">https://helpdesk.ilc.upd.edu.ph</a>	1. Open/answer the ticket.	None	2 Minutes	ICT Associates / ICT Assistants / Creative Arts Specialists ILC Diliman
2. Receive feedback or access to link	2. Send feedback / access link to client via email.	None	N/A (Automated)	(N/A - Automated)
<b>TOTAL:</b>		<b>None</b>	<b>2 Minutes</b>	

Type of Service: Internal

**3. Helpdesk/Ticketing System Level II Ticket (Intermediate concerns requiring further investigation and testing on the LIVE server/database)**

<b>Office or Division:</b>	Interactive Learning Center Diliman			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Government			
<b>Who may avail:</b>	UP Diliman Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ticket/Letter/Email/Call		ILCD helpdesk <a href="https://helpdesk.ilc.upd.edu.ph">https://helpdesk.ilc.upd.edu.ph</a>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lodge a ticket via <a href="https://helpdesk.ilc.upd.edu.ph">https://helpdesk.ilc.upd.edu.ph</a>	1. Open/review the ticket.	None	2 Minutes	ICT Associates / ICT Assistants / Creative Arts Specialists ILC Diliman
	1.1. Conduct investigation	None	3 Days	ICT Associates / ICT Assistants / Creative Arts Specialists ILC Diliman
	1.2. Answer the ticket	None	2 Minutes	ICT Associates / ICT Assistants / Creative Arts Specialists ILC Diliman

Citizen's Charter

2. Receive feedback/ access link	2. Send feedback / access link to client via email.	None	N/A (Automated)	(N/A - Automated)
<b>TOTAL:</b>		<b>None</b>	<b>3 Days and 4 Minutes</b>	

Type of Service: Internal

**4. Helpdesk/Ticketing System Level III (Intermediate and advanced concerns requiring updates or bug fixes from available sources and/or requiring a hardware reboot)**

<b>Office or Division:</b>	Interactive Learning Center Diliman			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Government			
<b>Who may avail:</b>	UP Diliman Faculty			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Ticket/Letter/Email/Call		ILCD helpdesk <a href="https://helpdesk.ilc.upd.edu.ph">https://helpdesk.ilc.upd.edu.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Lodge a ticket via <a href="https://helpdesk.ilc.upd.edu.ph">https://helpdesk.ilc.upd.edu.ph</a>	1. Open/review the ticket.	None	2 Minutes	<i>ICT Associates / ICT Assistants / Creative Arts Specialists</i> ILC Diliman
	1.1. Conduct initial investigation	None	3 Days	<i>ICT Associates / ICT Assistants / Creative Arts Specialists</i> ILC Diliman
	1.2. Conduct further investigation and/or proceed with development	None	5 Days	<i>ICT Associates / ICT Assistants / Creative Arts Specialists</i> ILC Diliman
	1.3. Finalize and/or make report	None	2 Days	<i>ICT Associates / ICT Assistants / Creative Arts Specialists</i> ILC Diliman
	1.4. Answer the ticket	None	2 Minutes	<i>ICT Associates / ICT Assistants / Creative Arts Specialists</i> ILC Diliman
2. Receive feedback/ access to link	2. Send feedback / access link to client via email.	None	N/A (Automated)	(N/A - Automated)
<b>TOTAL:</b>		<b>None</b>	<b>10 Days, 4 Minutes</b>	

Type of Service: Internal

### 5. Management Systems/UVLe

<b>Office or Division:</b>	Interactive Learning Center Diliman			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Government			
<b>Who may avail:</b>	UP CUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ticket/Letter/Email/Call		ILCD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter on UVLe-related concerns	1. Receive letter on UVLe concern. Forward the request to the ILCD Director.	None	1 Day	<i>System Administrator</i> ILC Diliman
	1.1. Acknowledge receipt of request through email	None	4 Hours	<i>Admin Officer</i> ILC Diliman
	1.2. Forward request to System Administrator.			
	1.3. System Administrator/ Programmers process the request.	None	3 Days	<i>System Administrator/ ICT Associates / Assistants</i> ILC Diliman
2. Receive feedback	2. Provide feedback to client	None	4 Hours	<i>Admin Officer/ Director</i> ILC Diliman
<b>TOTAL:</b>		<b>None</b>	<b>5 Days</b>	

Type of Service: Internal

### 6. Management Systems/Pages

<b>Office or Division:</b>	Interactive Learning Center Diliman			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Government			
<b>Who may avail:</b>	UP Diliman Units/Offices, Faculty and REPS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ticket/Letter/Email/Call		ILC Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Citizen's Charter

1. Submit letter on Pages-related concerns	1. Receive letter on Pages concern. Forward the request to ILCD Director.	None	1 Day	System Administrator ILC Diliman
	1.1. Acknowledge receipt of request through email 1.2. Forward request to System Administrator.	None	4 Hours	Admin Officer/ Director ILC Diliman
	1.3 System Administrator/ Programmers process the request.	None	3 Days	System Administrator/ ICT Associates / Assistants ILC Diliman
2. Receive feedback	2. Provide feedback to client	None	4 Hours	Admin Officer/ Director ILC Diliman
<b>TOTAL:</b>		<b>None</b>	<b>5 Days</b>	

**7. Management Systems/Conferences**

<b>Office or Division:</b>	Interactive Learning Center Diliman			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Government			
<b>Who may avail:</b>	UP Diliman Faculty			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Ticket/Letter/Email/Call		ILC Diliman		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter on Conferences-related concern	1. Receive letter on Conferences-related concern. Forward the request to ILCD Director.	None	1 Day	System Administrator ILC Diliman
	1.1. Acknowledge receipt of request through email 1.2. Forward request to System Administrator.	None	4 Hours	Admin Officer/ Director ILC Diliman
	1.3 System Administrator/ Programmers process the request.	None	3 Days	System Administrator/ ICT Associates / Assistants ILC Diliman

2. Receive feedback	2. Provide feedback to client	None	4 Hours	<i>Admin Officer/ Director ILC Diliman</i>
<b>TOTAL:</b>		<b>None</b>	<b>5 Days</b>	

Type of Service: Internal

### 8. Collaborative Platforms/Iskwiki/Iskomunidad

<b>Office or Division:</b>	Interactive Learning Center Diliman			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Government			
<b>Who may avail:</b>	UP Diliman Units/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ticket/Letter/Email/Call		ILC Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter on Iskomunidad-related concern.	1. Receive letter on Iskomunidad concern. Forward the request to ILCD Director.	None	1 Day	<i>System Administrator ILC Diliman</i>
	1.1. Acknowledge receipt of request through through email	None	4 Hours	<i>Admin Officer/ Director ILC Diliman</i>
	1.2. Forward request to System Administrator.			
	1.2. System Administrator/ Programmers process the request.	None	3 Days	<i>System Administrator/ ICT Associates / Assistants ILC Diliman</i>
2. Receive feedback	2. Provide feedback to client	None	4 Hours	<i>Admin Officer/ Director ILC Diliman</i>
<b>TOTAL:</b>		<b>None</b>	<b>5 Days</b>	

Type of Service: Internal

### 9. Information Services/Website and online learning resources

<b>Office or Division:</b>	Interactive Learning Center Diliman			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Government			
<b>Who may avail:</b>	UP Diliman Units/Offices, Faculty			

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ticket/Letter/Email/Call		ILC Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter on concerns related to Learning resources.	1. Receive letter on Learning resources-related concern. Forward the request to ILCD Director.	None	1 Day	<i>Admin Officer / Creative Arts Specialists ILC Diliman</i>
	1.1. Acknowledge receipt of request through email 1.2. Forward request to Creative Arts Specialists.	None	4 Hours	<i>Admin Officer/ Director ILC Diliman</i>
	Creative Arts Specialists process the request.	None	3 Days	<i>Creative Arts Specialists ILC Diliman</i>
2. Receive feedback	2. Provide feedback to client	None	4 Hours	<i>Admin Officer/ Director ILC Diliman</i>
<b>TOTAL:</b>		<b>None</b>	<b>5 Days</b>	

Type of Service: Internal

**10. Training, Education & Development  
(Training on ILCD services or use of education technologies)**

<b>Office or Division:</b>	Interactive Learning Center Diliman			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Government			
<b>Who may avail:</b>	UP Diliman Units/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ticket/Letter/Email/Call		ILC Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for training on ILCD services or the use of education technologies.	1. Receive letter of request for training. Forward the request to ILCD Director.	None	1 Day	<i>Admin Officer ILC Diliman</i>
	1.1 Acknowledge receipt of request through email 1.2 Forward to ICT Associates / Assistants	None	4 Hours	<i>Admin Officer/ Director ILC Diliman</i>

Citizen's Charter

	or Creative Arts Specialists			
	1.2 Process the request.	None	10 Days	ICT Associates / ICT Assistants / Creative Arts Specialists ILC Diliman
2. Participate in the Training	2. Conduct the activity	None	3 Days	ICT Associates / ICT Assistants / Creative Arts Specialists/ Director ILC Diliman
3 . Submit feedback	3. Receive feedback for use in the post-activity evaluation.	None	N/A (automated)	ICT Associates / ICT Assistants
<b>TOTAL:</b>		<b>None</b>	<b>15 Days</b>	

Type of Service: Internal

**11. Training, Education & Development  
(One-on-one consultations on EdTech)**

<b>Office or Division:</b>	Interactive Learning Center Diliman			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Government			
<b>Who may avail:</b>	UP Diliman Units/Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Ticket/Letter/Email/Call		ILC Diliman		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the ILCD office for one-on-one consultations on EdTech	1. Conduct tutorial and/or respond to client's questions and concerns	None	4 Hours	ICT Associates / ICT Assistants / Creative Arts Specialists/ Director ILC Diliman
<b>TOTAL:</b>		<b>None</b>	<b>4 Hours</b>	

Type of Service: Internal

**12. Training, Education & Development (Internship or R&D)**

<b>Office or Division:</b>	Interactive Learning Center Diliman
<b>Classification:</b>	Highly Technical



Citizen's Charter

<b>Type of Transaction:</b>	Government-to-Government			
<b>Who may avail:</b>	UP Diliman Units/Offices; UP CUs; Other SUCs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter/Email Requesting Internship		Client		
2. Memorandum of Agreement (MOA)		ILC Diliman/School		
3. Resume of Student Interns		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter requesting Internship	1. Receive letter of request regarding Internship	None	2 Minutes	<i>Administrative Officer</i> ILC Diliman
	1.1. Check for existing MOA between UPD and school (verify with DLO / OFA / OIL Diliman)	None	5 Days (pause clock)	Diliman Legal Office/ OFA
	1.2. If there is no MOA, send letter declining request using approved template	None	5 Minutes	<i>Administrative</i> ILC Diliman
	1.3. If MOA exists, review MOA and forward to Director for appropriate action	None	1 Day	<i>Administrative</i> ILC Diliman
	1.4 Review request letter	None	3 Days (pause clock)	<i>Director</i> ILC Diliman
	1.5. Forward to System Administrator / Creative Arts Specialist	None	2 Minutes	
	1.6 For System Administrator's action	None	1 Day	<i>System Administrator</i> ILC Diliman
	1.7 Review credentials of applicant	None	1 Hour	<i>System Administrator / Creative Arts Specialist / Internship Supervisors</i> ILC Diliman
2. Receive feedback on interview and examination	2. Send letter to applicant for interview and examination schedule using approved template	None	9 Minutes	
3. Confirm attendance for interview and examination	3. Receive letter of confirmation	None	5 Days (pause clock)	<i>Internship Supervisors</i> ILC Diliman
4. Attend interview and examination	4. Conduct interview and examination	None	1 Day	<i>Internship Supervisors</i> ILC Diliman
	4.1 Process results of interview and examination	None	4 Hours	<i>Internship Supervisors</i> ILC Diliman
	4.2 Prepare summary report on interview and examination results	None	2 Hours	<i>Internship Supervisors</i> ILC Diliman
	4.3 Review results of interview and examination	None	1 Hour	<i>System Administrator / Creative Arts Specialist</i>

Citizen's Charter

				ILC Diliman
	4.4 Identify project type and project team	None	1 Day	<i>Internship Supervisors / Creative Arts Specialist / System Administrator</i> ILC Diliman
	4.5 Send acceptance letter to applicant using approved template	None	5 Minutes	
5. Confirm intent to pursue internship	5. Acknowledge receipt of confirmation	None	2 Minutes	<i>Director / Administrative Officer / System Administrator</i> ILC Diliman
<b>TOTAL:</b>		<b>None</b>	<b>19 Days and 25 Minutes</b>	

Type of Service: Internal

**13. Multi Media Services / Video Recording**

<b>Office or Division:</b>	Interactive Learning Center Diliman			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Government			
<b>Who may avail:</b>	UP Diliman Units/Offices & Faculty			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter/Email/Ticket		Client		
2. Conforme		ILC Diliman Helpdesk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. (a) Submit a letter requesting video recording at least two (2) weeks before the event proper	1. (a) Receive letter of request for video recording	None	2 Minutes	<i>Administrative Officer/ Creative Arts Specialist</i> ILC Diliman
(b) Submit a ticket	(b) Open ticket			
	1.1. Identify nature of event: (Academic/ Non-academic/ UC Meeting/ Extension service)	None	5 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	1.2. Identify if event is in accordance with ILC Diliman's mandate	None	5 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	1.3. Check ILC Diliman's calendar of events for availability of requested	None	5 Minutes	<i>Creative Arts Specialist / Administrative Officer</i> ILC Diliman

Citizen's Charter

	date, time and/or production personnel			
	1.4 Confirm if the production personnel are available on the date and time requested.	None	1 Day	<i>Creative Arts Specialist / Creative Arts Specialist /</i>
	1.5 If the event is not in accordance with ILC Diliman's mandate, or if the production personnel are unavailable on the requested date and time, send letter declining request using approved template	None	10 Minutes	<i>Creative Arts Specialist / Director ILC Diliman</i>
	1.4 If in accordance with ILC Diliman's mandate, forward request for ILCD Director's action,	None	2 Minutes	<i>Creative Arts Specialist ILC Diliman</i>
	1.5. Review request, indicate action, and forward request to Creative Arts Specialist.	None	1 Day	<i>Director ILC Diliman</i>
	1.6 For Creative Arts Specialist's action	None	3 Days (pause clock)	<i>Creative Arts Specialist ILC Diliman</i>
	1.7 Prepare quotation (rates/fees)	None	5 Minutes	<i>Creative Arts Specialist ILC Diliman</i>
	1.8 Prepare letter to client using approved template; attach quotation	None	5 Minutes	
	1.10 Forward letter for Administrative Officer's action	None	2 Minutes	
	1.11. Receive letter	None	2 Minutes	<i>Administrative Officer / Director ILC Diliman</i>
	1.12. Check computation of rates/fees	None	5 Minutes	
2. Receive proposed cost quotation for review and conforme	2. Send to client the estimated cost for the requested service	None	2 Minutes	
3. Sign conforme and send back the document	3. Receive conforme	None	5 Days after the receipt of quotations (pause clock)	<i>Administrative Officer ILC Diliman</i>
	3.1 Advise Creative Arts Specialist of client's conforme	None	2 Minutes	
4. Make arrangements to schedule the holding of technical setup in the venue	4. Add the scheduled technical setup in the Office's calendar of events	None	2 Minutes	<i>Creative Arts Specialist ILC Diliman</i>

Citizen's Charter

	4.1 Send notification to the production personnel	None	2 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	4.2 Request for transportation from OVCAA to the venue	None	5 Minutes	
	4.3 Production coordinator makes an ocular inspection	None	30 Minutes	<i>Creative Arts Specialist / Production Team</i> ILC Diliman
	4.4. Prepare production equipment	None	1 Day	
5. Coordinate with ILC Diliman production team/ Coordinator	5. Production ingress (day before setup)	None	4 Hours	<i>Production Team</i> ILC Diliman
	5.1. Production Proper	None	1 Day	
	5.2. Production Egress	None	1 Hour	
	6. Prepare billing statement using approved template	None	5 Minutes	<i>Administrative Officer</i> ILC Diliman
6. Receive billing statement from ILCD	6.1. Send to client the billing statement	please see table below	2 Minutes	<i>Administrative Officer / Director</i> ILC Diliman
7. Settle the bill at the Cash Office and send copy of Official Receipt to ILCD	7. Receive copy of Official Receipt	None	About 5 days from billing (pause clock)	<i>Administrative Officer</i> ILC Diliman
	7.1. Endorse raw footage for post-production	None	5 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	8. Post-production work	None	10 Days	<i>Senior ICT Assistant</i> ILC Diliman
8. Receive file copy of video.	8.1. Release final video (.mp4)	None	2 Minutes	<i>Administrative Officer / Director</i> ILC Diliman
<b>TOTAL:</b>		please see table below	<b>27 Days, 7 Hours, 45 Minutes</b>	

**TABLE OF FEES TO BE PAID:**

SERVICES	FEES TO BE PAID
	UP Constituents
Video Recording	PHP 4,000.00/Hour

Type of Service: Internal

**14. Multi Media Services / Streaming ONLY**

<b>Office or Division:</b>	Interactive Learning Center Diliman
<b>Classification:</b>	Highly Technical

Citizen's Charter

<b>Type of Transaction:</b>	Government-to-Government			
<b>Who may avail:</b>	UP Diliman Units/Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter/Email/Ticket		Client		
2. Conforme		ILCDiliman <a href="#">Helpdesk</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. (a) Submit letter requesting video streaming at least two (2) weeks before the event (b) Submit a ticket	1. (a) Receive letter of request for video streaming (only)  (b) Open ticket	None	2 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	1.1. Identify nature of event: (Academic/ Non-academic/ Extension service)	None	5 Minutes	
	1.2. Identify if event is in accordance with ILC Diliman's mandate	None	5 Minutes	
	1.3. Check ILC Diliman's calendar of events for availability of requested date, time and/or production personnel	None	5 Minutes	
	1.4. Coordinate with UP Computer Center if venue has available internet connection	None	1 Day	
	1.5. If the event is not in accordance with ILC Diliman's mandate or with the availability of requested date, time and/or production personnel, and internet connection, send letter declining request using approved template	None	10 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	1.6. If in accordance with ILC Diliman's mandate, forward request to ILCD Director for appropriate action	None	2 Minutes	
	1.7. Review request , indicate action, and forward request to Creative Arts Specialist for action	None	1 Day	<i>Director</i> ILC Diliman

Citizen's Charter

	1.8. For Creative Arts Specialist's action	None	3 Days (pause clock)	<i>Creative Arts Specialist</i> ILC Diliman
	1.9. Review request and prepare implementation plan	None	1 Hour	<i>Creative Arts Specialist</i> ILC Diliman
	1.10. Prepare quotation (rates/fees)	None	5 Minutes	
	1.11. Prepare letter to client using approved template; attach quotation	None	5 Minutes	
	1.12. Forward letter for Administrative Officer's action	None	2 Minutes	
	1.13. Receive letter	None	2 Minutes	
	1.14. Check computation of rates/fees	None	5 Minutes	<i>Administrative Officer</i> ILC Diliman
2. Receive letter detailing services and costs	2. Send letter to client with specs on services and cost estimates	None	2 Minutes	<i>Administrative Officer / Director</i> ILC Diliman
3. Sign conforme and send back letter	3. Receive letter with signed conforme	None	About 5 days after the letter is sent to client (pause-clock)	<i>Administrative Officer</i> ILC Diliman
	3.1 Advise Creative Arts Specialist of client's conforme	None	2 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	3.2 Add activity to Office's calendar of events	None	2 Minutes	
	3.3. Request for transportation from OVCAA to the venue	None	5 Minutes	
	3.4. Send notification to production personnel	None	2 Minutes	
4. Submit pubmat	4. Prepare YouTube channel	None	About 5 days after receipt of conforme (pause clock)	<i>Creative Arts Specialist</i> ILC Diliman
	4.1 Prepare quicklink	None	1 Day	<i>System Administrator</i> ILC Diliman
	4.2 Prepare website link	None	1 Day	<i>Junior ICT Associate / Production Team</i> ILC Diliman
5. Make arrangements to schedule testing in the venue	5. Production coordinator makes an ocular inspection	None	30 Minutes	<i>Creative Arts Specialist / Production Team</i> ILC Diliman

Citizen's Charter

	5.1 Prepare production equipment	None	1 Day	<i>Production Team ILC Diliman</i>
	5.2 Notify UPCC for testing date and time	None	5 Minutes	<i>Creative Arts Specialist / System Administrator ILC Diliman</i>
6. Coordinate with ILC Diliman Production Coordinator	6. Test stream	None	1 Day	<i>System Administrator / Production Coordinator/ Junior ICT Associate / Production Team ILC Diliman</i>
	6.1 Production Ingress	None	2 Hours	<i>Production Team ILC Diliman</i>
	6.2 Production proper	None	1 Day	<i>Production Team ILC Diliman</i>
	6.3 Production Egress	None	1 Hour	<i>Production Team ILC Diliman</i>
	7. Prepare billing statement using approved template	None	5 Minutes	<i>Administrative Officer ILC Diliman</i>
7. Receive billing statement	7.1. Send to client the billing statement	please see table below	2 Minutes	
8. Settle Bill and submit copy of Official Receipt	8. Receive copy of Official Receipt	None	About 5 Days after the client's receipt of billing (pause clock)	<i>Administrative Officer ILC Diliman</i>
<b>TOTAL:</b>		please see table below	<b>20 Days, 5 Hours, 43 Minutes</b>	

**TABLE OF FEES TO BE PAID:**

SERVICES	FEES TO BE PAID
	UP Constituents
Streaming only	PHP 1,500.00/Hour

Type of Service: Internal

**15. Multi-Media Services / Video Recording with Streaming**

<b>Office or Division:</b>	Interactive Learning Center Diliman
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government-to-Government
<b>Who may avail:</b>	UP Diliman Units/Offices, Faculty
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	

Citizen's Charter

1. Letter/Email/Ticket		Client		
2. Conforme		ILCDiliman <a href="#">Helpdesk</a>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. (a) Submit a letter requesting video recording with streaming at least two (2) weeks before the event proper (b) Submit a ticket	1. (a) Receive letter of request for video recording with streaming  (b) Open ticket	None	2 Minutes	<i>Administrative Officer/ Creative Arts Specialist ILC Diliman</i>
	1.1. Identify nature of event: (Academic/ Non-academic/ UC Meeting/ Extension service)	None	5 Minutes	<i>Creative Arts Specialist ILC Diliman</i>
	1.2. Identify if event is in accordance with ILC Diliman's mandate	None	5 Minutes	
	1.3. Check ILC Diliman's calendar of events for availability of requested date, time and/or production personnel,	None	5 Minutes	
	1.4. Coordinate with UP Computer Center if venue has available internet connection	None	1 Day	<i>Creative Arts Specialist / System Administrator ILC Diliman</i>
	1.5. If the event is not in accordance with ILC Diliman's mandate; or is in conflict with the availability of requested date, time and/or production personnel; or the venue has no internet connection, send letter declining request using approved template	None	10 Minutes	<i>Creative Arts Specialist ILC Diliman</i>
	1.6. If in accordance with ILC Diliman's mandate, forward request for ILCD Director's action	None	15 Minutes	
	1.7. Review activity, indicate action, and forward to Creative Arts Specialist for action		1 Day	<i>Director ILC Diliman</i>
	1.8. For the Creative Arts Specialist's action	None	3 Days (pause clock)	<i>Creative Arts Specialist ILC Diliman</i>



Citizen's Charter

	1.9. Prepare quotation (rates/fees)	None	5 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	1.10. Prepare letter to client using approved template; attach quotation	None	5 Minutes	
	1.11. Forward letter for Administrative Officer's action	None	2 Minutes	
	1.12. Receive letter	None	2 Minutes	<i>Administrative Officer</i> ILC Diliman
	1.13. Check computation of rates/fees	None	5 Minutes	
2. Receive letter detailing the services and cost quotations	2. Send letter to client specifying services and cost estimates	None	(pause- clock)	<i>Administrative Officer / Director</i> ILC Diliman
3. Sign the conforme and send back the letter	3. Receive letter with the signed conforme	None	About 5 days from client's receipt of letter	<i>Creative Arts Specialist / Administrative Officer / Director</i> ILC Diliman
	3.1. Advise Creative Arts Specialist of client's conforme	None	2 Minutes	
	3.2. Add the activity to the Office's calendar of events	None	2 Minutes	
	3.3. Request for transportation from OVCAA to the venue	None	5 Minutes	
	3.4. Send notification to the production personnel	None	2 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
4. Submit pubmat	4. Prepare youtube channel	None	5 Days after the client sends back the conforme	<i>Creative Arts Specialist</i> ILC Diliman
	4.1. Prepare quicklink	None	1 Day	<i>System Administrator</i> ILC Diliman
	4.2. Prepare website link	None	1 Day	<i>Junior ICT Associate</i> ILC Diliman
5. Make arrangements to schedule the testing of video stream in the venue	5. Production coordinator makes an ocular inspection	None	30 Minutes	<i>Creative Arts Specialist / Production Team</i> ILC Diliman
	5.1. Prepare production equipment	None	1 Day	<i>Production Team</i> ILC Diliman
	5.3. Notify UPCC for testing date and time	None	5 Minutes	<i>Creative Arts Specialist / Administrative Officer</i> ILC Diliman

Citizen's Charter

	5.4. Wait for Production Coordinator's action	None	1 Day	<i>Creative Arts Specialist</i>
	5.5. Test stream	None	1 Day	<i>System Administrator / Production Coordinator/ Junior ICT Associate / Production Team ILC Diliman</i>
6. Coordinate with ILC Diliman Production Coordinator	6. Production ingress (day before setup)	None	4 Hours	<i>Production Team ILC Diliman</i>
	6.1. Production Proper	None	1 Day	<i>Production Team ILC Diliman</i>
	6.2. Production Egress	None	1 Hour	<i>Production Team ILC Diliman</i>
	7. Prepare billing statement using approved template	None	5 Minutes	<i>Administrative Officer ILC Diliman</i>
7. Receive the billing statement	7.1. Send to client the billing statement	please see table below	2 Minutes	
8. Settle the bill and submit copy of Official Receipt	8. Receive copy of Official Receipt	None	5 Days after the event (pause clock)	
	8.1. Endorse raw footage for post-production	None	5 Minutes	<i>Creative Arts Specialist ILC Diliman</i>
	9. Post-production work	None	10 Days	<i>Senior ICT Assistant ILC Diliman</i>
9. Receive file copy	9.1. Release final video (.mp4)	None	2 Minutes	<i>Administrative Officer ILC Diliman</i>
<b>TOTAL:</b>		<b>please see table below</b>	<b>35 Days, 6 Hours, 50 Minutes</b>	

**TABLE OF FEES TO BE PAID:**

SERVICES	FEES TO BE PAID
	UP Constituents
Video Recording with Streaming	PHP 5,000.00/Hour

Type of Service: Internal

**16. Multi-Media Services / Video Conferencing (Polycom machine Only)**

<b>Office or Division:</b>	Interactive Learning Center Diliman
<b>Classification:</b>	Highly Technical

<b>Type of Transaction:</b>	Government-to-Government			
<b>Who may avail:</b>	UP Diliman Units/Offices & Faculty			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter/Email/Ticket		Client		
2. Conformance		ILC Diliman		
3. Contact details of remote site		<a href="#">Helpdesk</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. (a) Submit letter requesting video conference at least two (2) weeks before the event	1. (a) Receive letter of request for video conference	None	2 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
(b) Submit a ticket	(b) Open ticket			
	1.1. Identify nature of event: (Academic/Non-academic/ Extension service)	None	5 Minutes	
	1.2. Identify if event is in accordance with ILC Diliman's mandate	None	5 Minutes	
	1.3. Check ILC Diliman's calendar of events for availability of requested date, time, venue, and/or production personnel	None	5 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	1.4. If the event is not in accordance with ILC Diliman's mandate; or if in conflict with the availability of requested date, time, venue and/or production personnel, send letter declining request using approved template	None	10 Minutes	
	1.5. If in accordance with ILC Diliman's mandate, forward request for ILCD Director's action	None	2 Minutes	
	1.6. Review request, indicate action, and forward request for Creative Art Specialist's action	None	1 Day	<i>Director</i> ILC Diliman
	1.7. For Creative Arts Specialist's action	None	3 Days	<i>Creative Arts Specialist</i> ILC Diliman

Citizen's Charter

	1.8. Prepare quotation (rates/fees)	None	5 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	1.9. Prepare letter to client using approved template; attach quotation	None	5 Minutes	
	1.10. Forward letter for Administrative Officer's action	None	2 Minutes	
	1.11. Receive letter	None	2 Minutes	<i>Administrative Officer</i> ILC Diliman
	1.12. Check computation of rates/fees	None	5 Minutes	
2. Receive letter from client detailing the services and cost quotations	2. Send letter to client	None	2 Minutes	
3. Return letter with signed conforme	3. Receive conforme from client	None	After 5 Days from client's receipt of the letter	<i>Administrative Officer</i> ILC Diliman
	3.1. Advise Creative Arts Specialist of client's conforme	None	2 Minutes	<i>Administrative Officer</i> ILC Diliman
	3.2. Add activity to Office's calendar of events	None	2 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	3.3. Send notification to production personnel	None	2 Minutes	
4. Submit contact details of remote site for video call test	4. Prepare equipment	None	1 Hour	<i>Creative Arts Specialist</i> ILC Diliman
	4.1. Test video call	None	30 Minutes	<i>Creative Arts Specialist / System Administrator / Production Team</i> ILC Diliman
5. Coordinate with ILC Diliman Production Coordinator	5. Production Ingress	None	2 Hours	<i>Production Team</i> ILC Diliman
	5.1 Production proper	None	4 Hours	
	5.2. Production Egress	None	1 Hour	
	6. Prepare billing statement using approved template	None	5 Minutes	<i>Administrative Officer</i> ILC Diliman
6. Receive the billing statement	6.1. Send to client the billing statement	please see table below	2 Minutes	
7. Settle bill at the UP Diliman Cash Office and submit copy of Official Receipt to ILCD	7. Receive copy of Official Receipt	None	5 Days	

<b>TOTAL:</b>	please see table below	10 Days, 1 Hour, 33 Minutes	
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**TABLE OF FEES TO BE PAID:**

SERVICES	FEES TO BE PAID
	UP Constituents
Video Conferencing (Polycom System)	PHP 1,000.00/Hour

**Type of Service: Internal**

**17. Multi-Media Services / Video Conferencing (Rental of equipment only)**

<b>Office or Division:</b>	Interactive Learning Center Diliman
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government-to-Government
<b>Who may avail:</b>	UP Diliman Units/Offices & Faculty

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Ticket/Letter/Email/Ticket	Client
2. Conforme	ILC Diliman
3. Contact details of remote site	<a href="#">Helpdesk</a>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. (a) Submit letter requesting rental of video conferencing equipment at least two (2) weeks before the event  (b) Submit a ticket	1. (a) Receive letter of request for video conference  (b) Open ticket	None	2 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	1.1. Identify nature of event: (Academic/Non-academic/ Extension service)	None	5 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	1.2. Identify if event is in accordance with ILC Diliman's mandate	None	5 Minutes	

Citizen's Charter

	1.3. Check ILC Diliman's calendar of events for availability of requested date, time, venue, and/or production personnel	None	5 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	1.4. If the event is not in accordance with ILC Diliman's mandate; or conflicts with the availability of requested date, time, venue and/or production personnel, send letter declining request using approved template	None	10 Minutes	
	1.5. If in accordance with ILC Diliman's mandate, forward request for ILCD Director's action	None	2 Minutes	
	1.6. Review request and indicate action	None	1 Day	<i>Director</i> ILC Diliman
	1.7. Forward request to Creative Arts Specialist's action	None	2 minutes	<i>Administrative Officer</i> ILC Diliman
	1.8. Review request and prepare implementation plan	None	1 Hour	<i>Creative Arts Specialist</i> ILC Diliman
	1.9. Prepare quotation (rates/fees)	None	5 Minutes	
	1.10. Prepare letter to client using approved template; attach quotation	None	5 Minutes	
	1.11. Forward letter for Administrative Officer's action	None	2 Minutes	

Citizen's Charter

	1.12. Receive letter	None	2 Minutes	<i>Administrative Officer</i> ILC Diliman
	1.13. Check computation of rates/fees	None	5 Minutes	<i>Administrative Officer</i> ILC Diliman
2. Receive letter detailing the services and cost quotations	2. Send letter to client with the specs on services and cost estimates	None	2 Minutes	<i>Administrative Officer / Director</i> ILC Diliman
3. Sign conforme and send back letter	3. Receive letter with signed conforme	None	5 Days after client's receipt of letter (pause clock)	<i>Administrative Officer</i> ILC Diliman
	3.1. Advise Creative Arts Specialist of client's conforme	None	2 Minutes	<i>Administrative Officer</i> ILC Diliman
	3.2. Add activity to Office's calendar of events	None	2 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	3.3. Send notification to the production personnel	None	2 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
4. Submit contact details of remote site for video call test	4. Prepare equipment	None	1 Hour	<i>Creative Arts Specialist / Production Team</i> ILC Diliman
	4.1. Test video call	None	30 Minutes	<i>Creative Arts Specialist / System Administrator / Production Team</i> ILC Diliman
5. Coordinate with ILC Diliman Production Coordinator	5. Production Ingress	None	2 Hours	<i>Production Team</i> ILC Diliman
	5.1 Production proper	None	4 Hours	<i>Production Team</i> ILC Diliman
	5.2. Production Egress	None	1 Hour	<i>Production team</i> ILC Diliman
	6. Prepare billing statement using approved template	None	5 Minutes	<i>Administrative Officer</i> ILC Diliman
6. Receive the billing statement	6.1. Send to client the billing statement	please see rate below	2 Minutes	<i>Administrative Officer</i> ILC Diliman
7. Settle the bill at the Cash Office and submit a copy	7. Receive copy of Official Receipt	None	5 Days	<i>Administrative Officer</i> ILC Diliman

Citizen's Charter

of the Official receipt to ILCD.				
<b>TOTAL:</b>		<b>please see rate below</b>	<b>10 Days, 2 Hour, 33 Minutes</b>	

**TABLE OF FEES TO BE PAID:**

SERVICES	FEES TO BE PAID
	UP Constituents
Video Conferencing (Equipment only)	PHP 1,015.00/Hour
1.Video Camera	PHP 300.00/Hour
2.LED Monitor	PHP 150.00/Hour
3.LCD Projector (3000 lumens)	PHP 150.00/Hour
4.LCD Projector (4000 lumens)	PHP 300.00/Hour
5.Laptop	PHP 15.00/Hour
6.Room (1st 4 hours)	PHP 400.00/Hour

Type of Service: Internal

**18. Multi-Media Services / Hosting of Zoom Webinar/Meeting**

<b>Office or Division:</b>	Interactive Learning Center Diliman			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Government			
<b>Who may avail:</b>	UP Diliman Units/Offices & Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter/Email/Ticket		Client		
2. Conformed		ILC Diliman		
3. Contact details remote site		<a href="#">Helpdesk</a>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. (a) Submit letter/email requesting webinar /meeting hosting at least two (2) weeks before the event  (b) Submit a ticket	1. (a) Receive letter of request webinar/meeting hosting  (b) Open ticket	None	2 Minutes	<i>Creative Arts Specialist ILC Diliman</i>
	1.1. Identify nature of event: (Academic/Non-academic/ Extension service)	None	5 Minutes	



Citizen's Charter

	1.2. Identify if event is in accordance with ILC Diliman's mandate	None	5 Minutes	
	1.3. Check ILC Diliman's calendar of events for availability of requested date and time	None	5 Minutes	
	1.4. If the event is not in accordance with ILC Diliman's mandate; or the personnel are unavailable at the requested date and time, send letter declining request using approved template	None	10 Minutes	<i>Creative Arts Specialist ILC Diliman</i>
	1.5. If in accordance with ILC Diliman's mandate, forward request for ILCD Director's action	None	2 Minutes	
	1.6. Review request and indicate action; forward request to Creative Arts Specialist's action	None	1 Day	<i>Director ILC Diliman</i>
	1.7. Review request and make the needed preparations	None	3 Days	<i>Creative Arts Specialist ILC Diliman</i>
2. Receive letter on details of the activity requested	2. Prepare letter to client using approved template and send to client	None	5 Minutes	<i>Creative Arts Specialist ILC Diliman</i>
3. Sign conforme and send back the letter	3. Receive letter with the signed conforme	None	5 Days after the client's receipt of the letter	
4. Send details of webinar/meeting	4.. Request details of webinar/meeting	None	2 Minutes	
	4.1. Prepare webinar/meeting room	None	30 Minutes	
	4.2. Send webinar/meeting invitations	None	30 Minutes	
5. Participate in webinar/meeting	5. Open webinar/meeting room	None	15 Minutes	
6. Receive webinar/meeting reports	6. Send webinar/meeting reports	None	5 Minutes	
7. Receive feedback	7. Provide feedback to client	None	1 Hour	
	<b>TOTAL:</b>	please see table below	<b>9 Days,2 Hours and 56 Minutes</b>	

**TABLE OF FEES TO BE PAID:**

SERVICES	FEES TO BE PAID	
	UP Personnel	Non-UP Personnel
Technical Assistance if event falls beyond office hours	PHP 500.00/Hour	PHP 1,000.00/Hour

**Type of Service: Internal**

**19. Extension Projects / Web Hosting**

<b>Office or Division:</b>	Interactive Learning Center Diliman
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government-to-Government
<b>Who may avail:</b>	UP Diliman Units/Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Ticket/Email/Call	Client
2. Letter	ILC Diliman
3. Source code, system configuration, domain	<a href="https://helpdesk.ilc.upd.edu.ph">https://helpdesk.ilc.upd.edu.ph</a>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire regarding web hosting service	1. Provide information on the operating procedures and processes of the web hosting service.	None	2 Minutes	<i>Administrative Officer</i> ILC Diliman
2. Submit letter requesting web hosting	2. Receive letter of request for web hosting	None	2 Minutes	
	2.1. Forward request letter for System Administrator's action	None	2 Minutes	
	2.2. Receive request letter	None	2 Minutes	<i>System Administrator</i> ILC Diliman
	2.3. Review request letter if applicable	None	1 Day	
	2.4. Check web hosting availability	None	1 Day	
	2.5. Forward request letter and System Administrator's notes for Director's action	None	2 Minutes	
	2.6. Receive request letter	None	2 Minutes	<i>Director</i> ILC Diliman

Citizen's Charter

	2.7. Review request letter if in accordance with ILC Diliman's mandate and then approve; otherwise, send letter declining request using approved template	None	1 Day	<i>Director, System Administrator</i> ILC Diliman
	2.8. Send letter accepting request using approved template	None	2 Minutes	<i>Administrative Officer</i> ILC Diliman
	2.9. Forward approved web hosting request to System Administrator	None	2 Minutes	
	2.10. Review proposal and prepare implementation plan, including scheduling of meetings with technical team and clients	None	1 Day (pause clock)	<i>System Administrator</i> ILC Diliman
	2.11. Hold sit-down meeting with the technical point person	None	After 3 days from receipt of request	<i>System Administrator</i> ILC Diliman
3. Meet with ILC Diliman Director/System Administrator	3. Discuss in detail the web hosting requirements and procedures	None	1 Day (pause clock)	<i>Director, System Administrator</i> ILC Diliman
	3.1. Request web application source code, system configuration, and domain name	None	2 Minutes	<i>System Administrator</i> ILC Diliman
4. Submit web application source code, system configuration, and domain name	4. Receive web application source code, system configuration, and domain name	None	About 3 days from the meeting	<i>System Administrator</i> ILC Diliman
	4.1. Test web application compatibility with the web hosting requirements; otherwise, request for compatible web application	None	1 Day	
	4.2. Deploy web application and commit configuration	None	1 Day	
	4.3. Perform initial vulnerability scan of the web application to check for security lapses	None	2 Days	
5. Receive email on successful web hosting	5. Send an email notification to the client that the web hosting is successful	None	2 Minutes	

<b>TOTAL:</b>	<b>None</b>	<b>15 Days, 20 Minutes</b>	
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Type of Service: Internal

**20. Extension Projects / Web Development**

<b>Office or Division:</b>	Interactive Learning Center Diliman
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government-to-Government
<b>Who may avail:</b>	UP Diliman Units/Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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1. Ticket/Email/Call	Client
2. Letter	ILC Diliman

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire regarding web development service	1. Provide information on the operating procedures and processes for the web development service	None	2 Minutes	<i>Administrative Officer</i> ILC Diliman
2. Submit letter requesting web development	2. Receive letter of request for web development	None	2 Minutes	
	2.1. Forward request letter for System Administrator's action	None	2 Minutes	<i>Administrative Officer</i> ILC Diliman
	2.2. Receive request letter	None	2 Minutes	<i>System Administrator</i> ILC Diliman
	2.3. Review request letter if applicable	None	1 Day	
	2.4. Forward request letter and System Administrator's notes for Director's action	None	2 Minutes	
	2.5. Receive request letter	None	2 Minutes	<i>Director</i> ILC Diliman
	2.6. Review request letter if in accordance with ILC Diliman's mandate and then approve; otherwise, send letter declining request using approved template	None	1 Day	<i>Director, System Administrator</i> ILC Diliman
3. Receive letter of ILCD's acceptance of request	3. Send letter accepting request using approved template	None	2 Minutes	<i>Administrative Officer</i> ILC Diliman
	3.1. Forward approved web development request to System Administrator	None	2 Minutes	

Citizen's Charter

	3.2. Receive approved web development request	None	(Pause clock)	System Administrator ILC Diliman
	3.3. Discuss request with the developers and schedule meetings with the technical team and the client	None	1 Day	
	3.4. Hold sit-down meeting with the technical point person	None	After 3 days from receipt of request	
4. Hold initial meeting with ILC Diliman <i>Director, System Administrator, Developer(s)</i>	4. Discuss in detail the web development requirements	None	1 Day (pause clock)	<i>Director, System Administrator, Developer(s)</i> ILC Diliman
	4.1. Create development timelines and proposal; and schedule meeting with the technical team and the client	None	3 Days (pause clock)	<i>System Administrator, Developer(s)</i> ILC Diliman
	4.2. Schedule sit down meeting with the technical point person	None	3 Days after the meeting	<i>System Administrator</i> ILC Diliman
5. Hold final meeting with ILC Diliman	5. Discuss in detail the web development timeline and proposal	None	1 Day (pause clock)	<i>Director, System Administrator, Developer(s)</i> ILC Diliman
	4.1. Request approval of proposal	None	1 Day	<i>Director</i> ILC Diliman
	4.2. Wait for ICT's action	None	4 Hours	<i>System Administrator, Developer(s)</i> ILC Diliman
	4.3. Develop web application and documentation	please see table below	5 Days	<i>Developer(s)</i> ILC Diliman
	4.4. Conduct testing and debugging	None	2 Days	<i>System Administrator, Developer(s)</i> ILC Diliman
6. Receive web application and documents	5. Send web application and system document	None	1 Day	<i>Director, System Administrator, Developer(s)</i> ILC Diliman
<b>TOTAL:</b>		please see table below	<b>23 Days, 4 hours and 16 Minutes</b>	

**TABLE OF FEES TO BE PAID:**

SERVICES	FEES TO BE PAID	
	UP Constituents	Non-UP Parties

Web Development	PHP 20,000.00 to 50,000.00	N/A
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**Type of Service: Internal**

**21. Extension Projects / Customized Training**

<b>Office or Division:</b>	Interactive Learning Center Diliman			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Government			
<b>Who may avail:</b>	UP Diliman Units/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ticket/Letter/Email/Call		ILC Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire regarding customized training service	1. Review inquiry	None	1 Day	<i>Administrative Officer, System Administrator, Creative Arts Specialist ILC Diliman</i>
	1.1. Request for formal letter addressed to the Director	None	2 Minutes	<i>Administrative Officer, System Administrator, Creative Arts Specialist ILC Diliman</i>
2. Submit letter requesting customized training	2. Receive letter of request for customized training	None	2 Minutes	<i>Administrative Officer ILC Diliman</i>
	2.1. Forward request letter for Director's action	None	2 Minutes	
	2.2. Receive request letter	None	2 Minutes	
	2.3. Review request letter. Approve if in accordance with ILC Diliman's mandate; otherwise, send letter declining request using approved template	None	1 Day	<i>Director ILC Diliman</i>
3. Receive letter that the request has been approved.	3. Send letter accepting request using approved template	None	2 Minutes	<i>Administrative Officer ILC Diliman</i>
	3.1. Forward approved customized training request to the responsible staff	None	2 Minutes	
	3.2. Review request and make needed preparations, including the scheduling of meetings	None	1 Day	<i>Training Facilitator</i>

Citizen's Charter

	3.3. Create training proposal	None	3 Days	<i>System Administrator, Creative Arts Specialist, Developer(s) ILC Diliman</i>
	3.4. Hold sit-down meeting with the Director	None	3 Days	<i>Director, System Administrator, Creative Arts Specialist, Developer(s) ILC Diliman</i>
	3.5. Approve proposed training	None	1 Day	<i>Director ILC Diliman</i>
	3.6. Prepare training materials	None	5 days	<i>Director, System Administrator, Creative Arts Specialist, Developer(s) ILC Diliman</i>
4. Participate in training	4. Conduct training	None	1 Day (pause clock)	<i>Director, System Administrator, Creative Arts Specialist, Developer(s) ILC Diliman</i>
5. Submit feedback	4. Send feedback	None	N/A (Automated)	<i>Administrative Officer ILC Diliman</i>
<b>TOTAL:</b>		<b>None</b>	<b>15 Days, 12 Minutes</b>	

Type of Service: External

**1. Helpdesk/Ticketing System - Opening a New Ticket**

<b>Office or Division:</b>	Interactive Learning Center Diliman			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizen			
<b>Who may avail:</b>	UP Diliman Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Email address		ILCD Helpdesk <a href="https://helpdesk.ilc.upd.edu.ph">https://helpdesk.ilc.upd.edu.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Login to <a href="https://helpdesk.ilc.upd.edu.ph">https://helpdesk.ilc.upd.edu.ph</a>				

Citizen's Charter

2. Select the help topic, fill out and submit the form	2. Send acknowledgement of request via email	None	2 Minutes	(N/A - Automated)
<b>TOTAL:</b>		<b>None</b>	<b>2 Minutes</b>	

Type of Service: External

**2. Helpdesk/Ticketing System Level I Ticket (Basic queries or support; potentially doable in one seating)**

<b>Office or Division:</b>	Interactive Learning Center Diliman			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizen (External Client: Students)			
<b>Who may avail:</b>	UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ticket Number		ILCD Helpdesk		
2. Email address		<a href="https://helpdesk.ilc.upd.edu.ph">https://helpdesk.ilc.upd.edu.ph</a>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lodge a ticket via <a href="https://helpdesk.ilc.upd.edu.ph">https://helpdesk.ilc.upd.edu.ph</a>	1. Open/answer the ticket.	None	2 Days	ICT Associates / ICT Assistants / Creative Arts Specialists ILC Diliman
2. Receive feedback / access link	2. Send feedback / access link to client via email.	None	N/A (automated)	(N/A - Automated)
<b>TOTAL:</b>		<b>None</b>	<b>2 Days</b>	

Type of Service: External

**3. Helpdesk/Ticketing System Level II Ticket (Intermediate concerns requiring further investigation and testing on the LIVE server/database)**

<b>Office or Division:</b>	Interactive Learning Center Diliman			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Citizen (External Clients: Students)			
<b>Who may avail:</b>	UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ticket/Letter/Email/Call		ILCD helpdesk		
		<a href="https://helpdesk.ilc.upd.edu.ph">https://helpdesk.ilc.upd.edu.ph</a>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Citizen's Charter

1.Lodge a ticket via <a href="https://helpdesk.ilc.upd.edu.ph">https://helpdesk.ilc.upd.edu.ph</a>	1. Open/review the ticket.	None	2 Minutes	<i>ICT Associates / ICT Assistants / Creative Arts Specialists ILC Diliman</i>
	1.1. Conduct investigation	None	5 Days	
	1.2. Answer the ticket	None	2 Minutes	
Receive feedback / access link	1.3. Send feedback / access link to client via email.	None	N/A (Automated)	(N/A - Automated)
<b>TOTAL:</b>		<b>None</b>	<b>5 Days, 4 Minutes</b>	

Type of Service: External

**4. Helpdesk/Ticketing System Level III (Intermediate and advanced concerns requiring updates or bug fixes from available sources and/or requiring a hardware reboot)**

<b>Office or Division:</b>	Interactive Learning Center Diliman			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Citizen			
<b>Who may avail:</b>	UP Diliman Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Ticket/Letter/Email/Call		ILCD helpdesk <a href="https://helpdesk.ilc.upd.edu.ph">https://helpdesk.ilc.upd.edu.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Lodge a ticket via <a href="https://helpdesk.ilc.upd.edu.ph">https://helpdesk.ilc.upd.edu.ph</a>	1. Open/review the ticket.	None	2 Minutes	<i>ICT Associates / ICT Assistants / Creative Arts Specialists ILC Diliman</i>
	2. Conduct initial investigation	None	5 Days	
	3. Conduct further investigation and/or proceed with development	None	20 Days	
	4. Finalize and/or make report	None	5 Days	
	5. Answer the ticket	None	2 Minutes	
Receive feedback / access link	6. Send feedback / access link to client via email.	None	N/A (automated)	(N/A - Automated)
<b>TOTAL:</b>		<b>None</b>	<b>30 Days, 4 Minutes</b>	

Type of Service: External

**5. Management Systems/UVLe**

Citizen's Charter

<b>Office or Division:</b>	Interactive Learning Center Diliman			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Citizen			
<b>Who may avail:</b>	Incoming College Freshmen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ticket/Letter/Email/Call		ILC Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter on UVLe-related concern	1. Receive letter on UVLe-related concern. Forward the request to ILCD Director.	None	1 Day	<i>System Administrator</i> ILC Diliman
	1.1. Acknowledge receipt of request through email  1.2. Forward request to System Administrator.	None	4 Hours	<i>Administrative Officer/ Director</i> ILC Diliman
	System Administrator/ Programmers process the request.	None	5 Days	<i>System Administrator/ ICT Associates / Assistants</i> ILC Diliman
2. Receive feedback	2. Provide feedback to client	None	1 Hour	<i>Administrative Officer/ Director</i> ILC Diliman
<b>TOTAL:</b>		<b>None</b>	<b>6 Days and 5 Hours</b>	

Type of Service: External

### 6. Training, Education & Development / Internship or R&D

<b>Office or Division:</b>	Interactive Learning Center Diliman			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Citizen			
<b>Who may avail:</b>	Other universities/schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter/Email Requesting Internship		Client		
2. Memorandum of Agreement (MOA)		ILC Diliman/School		
3. Resume of Student Interns		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter requesting Internship	1. Receive letter of request regarding Internship	None	2 Minutes	<i>Administrative Officer</i> ILC Diliman

Citizen's Charter

	1.1. Check for existing MOA between UPD and school (verify with DLO / OFA / OIL Diliman)	None	5 Days (pause clock)	Diliman Legal Office/ OFA
	1.2. If there is no MOA, send letter declining request using approved template	None	5 Minutes	<i>Administrative Officer</i> ILC Diliman
	1.3. If MOA exists, review MOA and forward to Director	None	1 Day	<i>Administrative Officer</i> ILC Diliman
	1.4 Review request letter	None	3 Days (pause clock)	<i>Director</i> ILC Diliman
	1.5. Forward to System Administrator / Creative Arts Specialist	None	2 Minutes	
	1.6 For System Administrator's action	None	1 Day	<i>System Administrator</i> ILC Diliman
	1.7 Review credentials of applicant	None	1 Hour	<i>System Administrator / Creative Arts Specialist / Internship Supervisors</i> ILC Diliman
2. Receive feedback on details of interview and examination	2. Send notice to applicant regarding interview and examination schedule using approved template	None	9 Minutes	
3. Confirm attendance of interview and examination	3. Receive letter of confirmation	None	Within 5 Days after receipt of schedule notice (pause clock)	<i>Internship Supervisors</i> ILC Diliman
4. Show up for interview and examination	4. Conduct interview and examination	None	1 Day	<i>Internship Supervisors</i> ILC Diliman
	4.1 Process results of interview and examination	None	4 Hours	
	4.2 Prepare summary report of interview and examination	None	2 Hours	
	4.3 Review results of interview and examination	None	1 Hour	<i>System Administrator / Creative Arts Specialist</i> ILC Diliman
	4.4 Identify project type and project team	None	1 Day	<i>Internship Supervisors / Creative Arts Specialist / System Administrator</i> ILC Diliman
5. Receive letter of ILCD's acceptance of internship request	5. Send acceptance letter to applicant using approved template	None	5 Minutes	<i>System Administrator</i> ILC Diliman
6. .Send confirmation letter to pursue internship	6. Acknowledge receipt of confirmation letter	None	2 Minutes	<i>Director / Administrative Officer / System Administrator</i> ILC Diliman
<b>TOTAL:</b>		<b>None</b>	<b>19 Days and 25 Minutes</b>	



