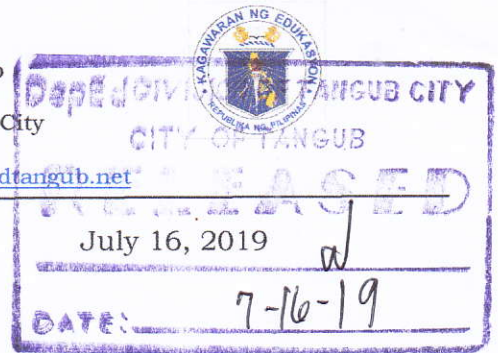




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**DIVISION MEMORANDUM**

No. 166, s. 2019

**ICTS-USER SUPPORT DIVISION HELPDESK PROCESS**

To: Elementary and Secondary School Heads  
Public and Private  
This Division

1. This is to reiterate **OUA Memorandum 14-0719-0244** signed by **Undersecretary Alain Del B. Pascua** issued on July 8, 2019 regarding the ICTS-User Support Division Helpdesk Process.
2. For appropriate action and immediate dissemination.

Sd:   
**JEAN G. VELOSO, CESO VI**

Asst. Schools Division Superintendent  
OIC - Schools Division Superintendent

Reference:  
OUA Memorandum 14-0719-0244

/JGV/SGOD-Research and Planning Section/dpn



Republika ng Pilipinas  
**Kagawaran ng Edukasyon**  
Tanggapan ng Pangalawang Kalihim

OUA MEMO 14-0719-0214  
**MEMORANDUM**  
08 July 2019

**For: Regional Directors  
Minister of Basic, Higher, and Technical Education, BARMM  
Schools Division Superintendents  
Public Elementary and Secondary School Heads**

**Subject: ICTS-USER SUPPORT DIVISION HELPDESK PROCESS**

To expedite the advancement of Helpdesk Support Services that will allow efficient management of issues and to provide timely response to Information System (IS) users by formulating standardized guidelines, the Information and Communications Technology Service (ICTS) through the User Support Division (USD) is introducing an updated process of submitting concerns to the Helpdesk Support Team through an online form integrated with a ticketing system.

**Effective 10 July 2019, all issues and concerns must be submitted through the online form.** Further, the email address [support.ebeis-lis@deped.gov.ph](mailto:support.ebeis-lis@deped.gov.ph) will cease to accept issues and concerns on the said cutoff date. However, emails received up to 30 June 2019 11:59 PM will still be addressed.

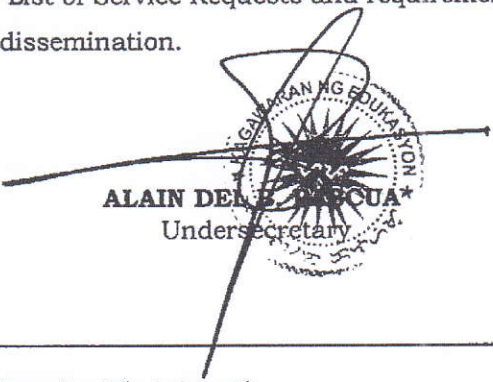
The access to this online form will be shared to the Regional Planning Officers only, following the escalation procedure of ICTS-USD. Schools must submit the issues to the Division Office. Division Office to filter, consolidate and endorse issues to the Regional Office. Regional Office to filter, consolidate, endorse and encode issues on the online form.

For the time being, this memorandum is applicable for the LIS-BEIS systems. For all other information systems, emails transactions are still in effect and current process are still valid.

Please see attached Annex A – USD Escalation Procedure, Annex B – USD Process on LIS-BEIS Issues and Concerns, Annex C – List of Service Requests and requirements.

For appropriate action and immediate dissemination.

Thank you.

  
**ALAIN DELA CRUZ**  
Undersecretary

**Office of the Undersecretary for Administration**

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# 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.



School-Level Information Systems Coordinator\*



Division Office\*\*\*  
Process Owner/Information Systems Coordinator



Regional Office\*\*\*  
Process Owner/Information Systems Coordinator



Central Office Helpdesk\*\*\*\*



**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.)





## **Annex B – USD Process on LIS-BEIS on Issues and Concerns**

1. Fill out online form completely and state all the necessary information regarding the issue to be processed accurately.
2. DepEd or Gmail email address is required to access the form.
3. A request submitted by the Regional Planning Officer or a regional staff on his/her behalf through the online form will be considered as an endorsement. No need to send hard copies.
4. Once the form is submitted, a ticket number will be sent to the requestor's and school's email address provided in the form.
5. Use the ticket number to follow up on your requests. You may contact the Regional Office or call ICTS-USD Helpdesk landline and cellphone numbers for follow ups.
6. Aside from the updates on open tickets, a spreadsheet with the ticket number of the issues will be shared to Regional Planning Officers for monitoring purposes.
7. The requestor and school email address can also receive updates regarding their open tickets every step of the process.
8. This is a FIRST ENTRY, FIRST SERVE basis. Requests received thru the online form will be prioritized. Requests received through all other means will take no notice.
9. Avoid submitting multiple requests with the same concern. This will decrease the efficiency of the process.
10. Submission of requests must be 1 entry per school, per issue. Consolidate similar issues of a particular school. Example: 1 entry for School A LRN Merging, another entry for School A Un-enrolment, another entry for School B LRN Merging.
11. There is no need to physically visit the User Support Division office for issues to be resolved. Requests from walk in clients will be queued within the ticketing system and not be processed instantly.
12. For requests with incomplete details and missing requirements, the ticket will remain open until the lacking documents are received on or before the 30<sup>th</sup> day from the date the feedback was sent to the email address of the requestor and school. Otherwise, ticket will automatically be closed and new request must be created re-attaching all the requirements.
13. To submit the lacking requirements, another request must be done online citing the ticket number of the original request for reference.
14. An updated Request Forms will be available in the LIS Support page.
15. Lastly, do not wait for the EOSY Updating to resolve all enrolment issues.



## Annex C – List of Service Requests and Requirements

Type of Service Request	Requirements <i>(All must be endorsed and validated by Region and Division)</i>
<b>1. LRN Merging</b>	<ul style="list-style-type: none"> <li>• RF01 in Excel format,</li> <li>• Scanned copy of RF01 with signature of School Head,</li> <li>• <i>Additional if needed: Scanned copy of Birth Cert, Form 137/138.</i></li> </ul>
<b>2. LRN Reactivation</b>	<ul style="list-style-type: none"> <li>• RF02 in Excel format,</li> <li>• Scanned copy of RF02 with signature of School Head,</li> <li>• <i>Additional (if needed): Scanned copy of Birth Cert, Form 137/138.</i></li> </ul>
<b>3. Un-merging LRN</b>	<ul style="list-style-type: none"> <li>• RF04 in Excel format,</li> <li>• Scanned copy of RF04 with signature of School Head,</li> <li>• <i>Additional (if needed): Photocopy Birth Cert, Form 137/138.</i></li> </ul>
<b>4. Merging of School ID</b>	<ul style="list-style-type: none"> <li>• RF10 in Excel format,</li> <li>• Scanned copy of RF10 with signature of School Head</li> <li>• For public school scanned copy of Endorsement Letter from Division,</li> <li>• For private school, scanned copy of the approved permit.</li> </ul>
<b>5. Reopening of Enrolment</b>	<ul style="list-style-type: none"> <li>• RF12 in Excel format,</li> <li>• Scanned copy of RF12 with signature of School Head,</li> <li>• Approval of Process Owner*</li> </ul>
<b>6. Correcting Transfer Related Issues</b>	<ul style="list-style-type: none"> <li>• RF13 in Excel format,</li> <li>• Scanned copy of RF13 with signature of School Head,</li> <li>• <i>Additional (if needed): Form 137/138</i></li> </ul>
<b>7. Confirmation of Transfer from Closed School</b>	<ul style="list-style-type: none"> <li>• RF14 in Excel format,</li> <li>• Scanned copy of RF14 with signature of School Head.</li> <li>• <i>Additional (if needed): Form 137/138</i></li> </ul>



**8. Un-enrolment of Learner**

- RF15 in Excel format,
- Scanned copy of RF15 with signature of School Head,
- *Additional (if needed):* Form 137/138,
- Approval of Process Owner\*.

**9. Updating of SHS Program Offering for Schools Abroad**

- RF16 in Excel format,
- Scanned copy of RF16 with signature of School Head
- Approved permit.

**10. COC Updating for Schools Abroad**

- RF17 in Excel format.
- Scanned copy of RF17 with signature of School Head
- Approved permit.

*\*Approval of the process owner is within the ticketing system.*

