



Republic of the Philippines
Department of Education
REGION VIII - EASTERN VISAYAS

January 24, 2023

OFFICE MEMORANDUM

No. **035**, s. 2023

To: **All Regional Office Employees**

**IMPLEMENTATION OF THE DEPED RO8 ICT
TECHNICAL ASSISTANCE PORTAL (TAP)**

1. In its endeavor to shift to paperless recording and monitoring of ICT Service Requests, this Office, through the Office of the Regional Director – Information and Communications Technology (ICT) Unit, announces the implementation of the DepEd RO8 **“ICT Technical Assistance Portal (TAP)”**, effective immediately.
2. Aside from being paperless, the **ICT TAP** provides automated reports and charts, like number of requests received and acted upon, client satisfaction ratings, and the like, which shall be used for reference during the Quarterly Regional Monitoring, Evaluation, and Adjustments (RMEA).
3. Regional Office Employees with requests for Technical Assistance/Support from the ORD – ICT Unit shall fill-up the online “ICT Service Request Form” using their DepEd Email accounts. The link to the online form will be disseminated through the *DepEd RO8 Convergence* Facebook messenger chat group and shall also be distributed in print, per Office, for ease of access.
4. At the end of each completed task, concerned End Users shall rate online the service of the ICT Unit personnel who provided the technical support/assistance; the link of which will be provided by the said ICTU representative.
5. All employees are advised that these online forms are strictly for DepEd Regional Office VIII use only.
6. Immediate dissemination and compliance of this memorandum are desired.

ORD-ICTU-MSD



[Signature]
EVELYN R. FETALVERO, CESO IV
Regional Director *[Signature]*



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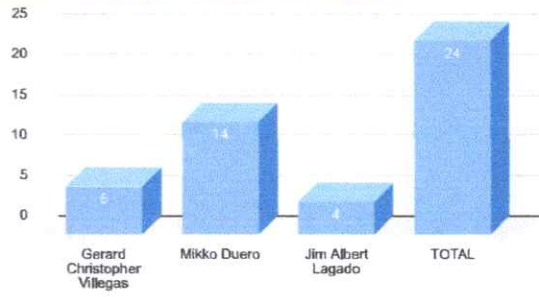


CY 2023 ICT REQUESTS				
MONTH	NO. OF REQUESTS RECEIVED	REQUESTS RECEIVED PER QUARTER	NO. OF REQUESTS ACTED	REQUESTS ACTED PER QUARTER
January	25	25	24	24
February	0		0	
March	0		0	
April	0	0	0	0
May	0		0	
June	0		0	
July	0	0	0	0
August	0		0	
September	0		0	
October	0	0	0	0
November	0		0	
December	0		0	
TOTAL	25	25	24	24

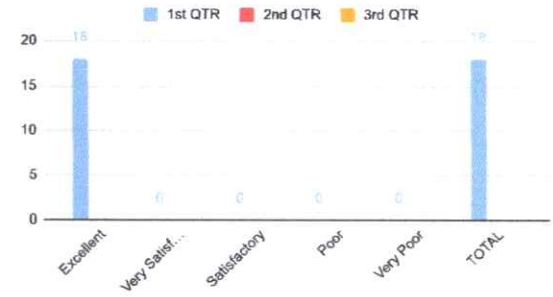
CY 2023 REQUESTS ACTED BY ICTU PERSONNEL					
NAME	1st QTR	2nd QTR	3rd QTR	4th QTR	TOTAL
Gerard Christopher Villegas	6	0	0	0	6
Mikko Duero	14	0	0	0	14
Jim Albert Lagado	4	0	0	0	4
TOTAL	24	0	0	0	24

CY 2023 RATINGS OF ICT SERVICES					
RATING	1st QTR	2nd QTR	3rd QTR	4th QTR	TOTAL
Excellent	18	0	0	0	18
Very Satisfactory	0	0	0	0	0
Satisfactory	0	0	0	0	0
Poor	0	0	0	0	0
Very Poor	0	0	0	0	0
TOTAL	18	0	0	0	18

ICT Requests Acted (CY 2023)



Ratings



ICT Service Request Form

 **jimalbert.lagado@deped.gov.ph** (not shared) [Switch account](#)



*** Required**

Last Name: *

Your answer

First Name: *

Your answer

Division: *

Choose 

Date of Request: *

Date

dd/mm/yyyy



Time of Request *

Time

: AM ▼

Details of the Request / Problem Encountered: *

Your answer

Submit

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ICT Customer Satisfaction Survey

 jimalbert.lagado@deped.gov.ph (not shared) [Switch account](#)

 Draft saved

*** Required**

Client's Last Name:

Your answer

Client's First Name:

Your answer

Type of Service Needed:

Troubleshooting

Date of Request:

Jan 5, 2023

ICTU Responder:

Duero



Action/s Taken:

Replaced bracket from condemned/ defective device with the same model Acer Veriton X4110G

Assessment on Service Rendered: *

- Very Poor
- Poor
- Satisfactory
- Very Satisfactory
- Excellent

Comments

Your answer

Submit

Clear form

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