



Department of Education

# DepEd Computerization Program Orientation Handbook

Batches 35, 36, 40 to 44

2018

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## **DEPED COMPUTERIZATION PROGRAM (DCP)**

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### **Background:**

In 1996, DepEd embarked on a 10-Year Modernization Program (1996-2005). The modernization program introduced use of Information Technology (IT) in the improvement of the teaching and learning process, educational management and operations. One of the main components of this program is the computerization project. This program was supported by other government agencies (e.g. Department of Trade and Industry's PCs for Public Schools, Commission on Information and Communications Technology's iSchool Project) and the private sector.

Providing access to quality education has been the guiding principle of various programs and projects of the Government in the Philippines. With its legal mandate of promoting the right to all citizens to take appropriate steps in making education accessible to all, the Department is geared towards the transformation of education through technology.

Transformation of Education through technology is in line with several national policies of the Philippine government such as the Medium Term Development Plan of the Philippines and the Education for All. These policies recognizes the potential of Information and Communications Technology (ICT) to broaden access and improve the quality and efficiency of basic education services.

### **Program Description:**

The DepEd Computerization Program (DCP) aims to provide public schools with appropriate technologies that would enhance the teaching-learning process and meet the challenges of the 21st century. This program shall respond to the computer backlog of public schools by providing them hardware and software and training on simple troubleshooting.

### **Program Objectives:**

The objectives of the DepEd Computerization Program are as follows:

- Provide ICT packages to public schools that are responsive to the needs of the K-12 curriculum;
- Integrate ICT in the teaching and learning process;
- Raise the ICT literacy of learners, pupils, students, teachers and school heads;
- Improve computer-to-student ratio in the public schools, and
- Improve the replacement cycle of ICT packages.

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**DCP PACKAGES**

**Supply, Delivery, Installation, Configuration, Testing, Commissioning, Training and Maintenance**

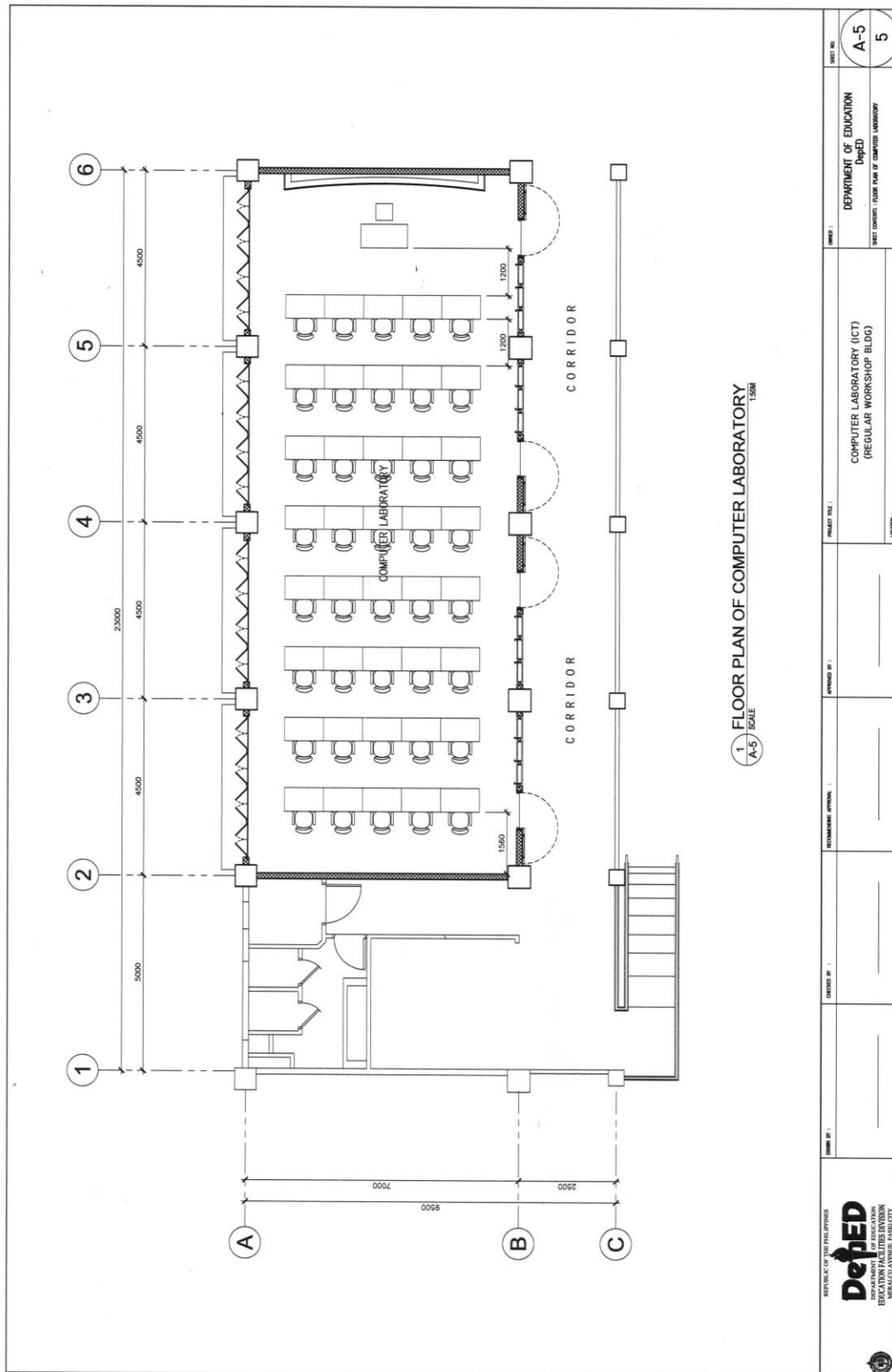
DCP Budget	Batch No.	Package	Item	Qty.
2016	35	e-Classroom for New Junior High School (JHS)	Host PC	7
			Thin Client	42
	36	e-Classroom for regular Senior High School (SHS)	Host PC	7
			Thin Client	42
2017	40	New e-Classroom for K to G3	Laptop	1
			Projector	1
			Multimedia Speaker	1
	41	New e-Classroom for JHS/SHS	Host PC	2
			UPS	2
			2-in-1 Tablet PC	50
			Charging and Storage Cart	2
			Laptop	1
			Television	2
			Wi-Fi Router	1
	3-in-1 Inkjet printer	1		
	42	New e-Classroom for G4 to 6	Host PC	12
			LED Monitor	12
			Keyboard and Mouse	12
			UPS	12
			Laptop	2
			Television	2
			Wi-Fi Router	1
	43	e-Classroom for SHS (Specialized Package)	Host PC	51
			UPS	51
Wi-Fi Router			1	
3-in-1 Inkjet Printer			1	
Television			1	
44	e-Classroom for JHS (augmentation)	2-in-1 Tablet PC	50	
		Wi-Fi Router	1	
		Charging and Storage Cart	2	

**COUNTERPART REQUIREMENTS**

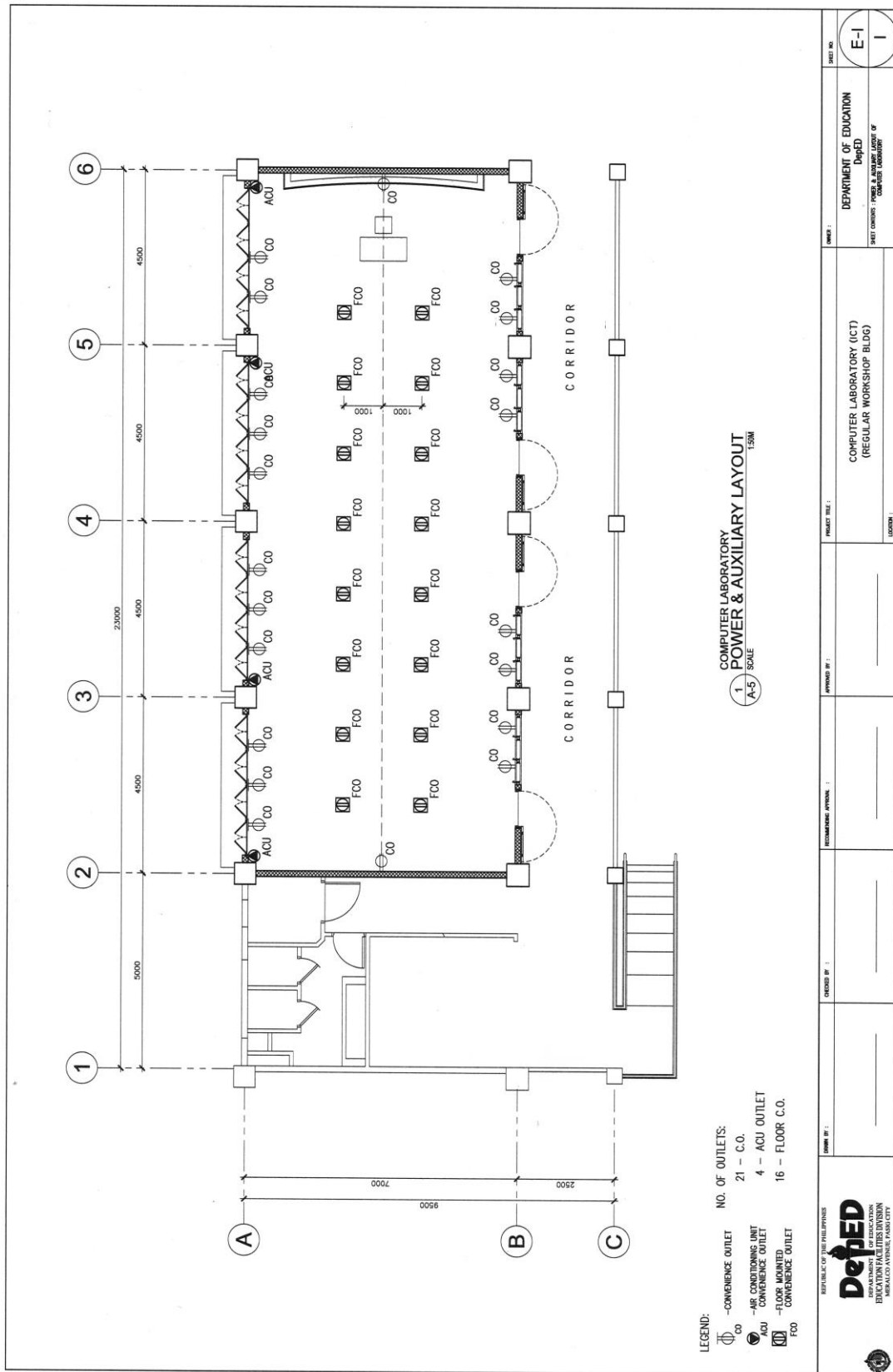
DCP Budget	Batch No.	Package	Criteria	Presence/Quantity
2016	35	e-Classroom for New Junior High School (JHS)	Multi-media classroom	✓
			Computer Tables	Good for 49 students
			Chairs	Good for 49 students
			Windows and Door grills	✓
			Stand fan/Air Conditioner	At least two (2)
			Proper electrical wirings and outlets duly certified by the Municipal/City Electrician	✓
			Sufficient Electrical Lighting	✓
			Provision of adequate security mechanisms	✓
	Organized School Inspectorate Team	✓		
	36	e-Classroom for regular Senior High School (SHS)	Multi-media classroom	✓
			Computer Tables	Good for 49 learners
			Chairs	Good for 49 learners
			Windows and Door grills	✓
			Stand fan/Air Conditioner	At least two (2)
			Proper electrical wirings and outlets duly certified by the Municipal/City Electrician	✓
			Sufficient Electrical Lighting	✓
Provision of adequate security mechanisms			✓	
Organized School Inspectorate Team	✓			
2017	40	New e-Classroom for K to G3	Secure classroom	✓
			Windows and Door grills	✓
			Provision of adequate security mechanisms	✓
			Organized School Inspectorate Team	✓
	41	New e-Classroom for JHS/SHS	Multi-media classroom	✓
			Computer Tables	Good for 50 learners
			Chairs	Good for 50 learners
			Windows and Door grills	✓
			Stand fan/Air Conditioner	At least two (2)
			Proper electrical wirings and outlets duly certified by the Municipal/City Electrician	✓
			Sufficient Electrical Lighting	✓
			Provision of adequate security mechanisms	✓
	Organized School Inspectorate Team	✓		
	42	New e-Classroom for G4 to 6	Multi-media classroom	✓
			Computer Tables	Good for 12 learners
			Chairs	Good for 12 learners
			Windows and Door grills	✓
			Stand fan/Air Conditioner	At least two (2)
			Proper electrical wirings and outlets duly certified by the Municipal/City Electrician	✓
			Sufficient Electrical Lighting	✓
			Provision of adequate security mechanisms	✓
			Organized School Inspectorate Team	✓
			43	e-Classroom for SHS (Specialized Package)
	Computer Tables	Good for 51 learners		
	Chairs	Good for 51 learners		
	Windows and Door grills	✓		
	Stand fan/Air Conditioner	At least two (2)		
	Proper electrical wirings and outlets duly certified by the Municipal/City Electrician	✓		
Sufficient Electrical Lighting	✓			
Provision of adequate security mechanisms	✓			
Organized School Inspectorate Team	✓			
44	e-Classroom for JHS (augmentation)	Secure classroom	✓	
		Windows and Door grills	✓	
		Provision of adequate security mechanisms	✓	
		Organized School Inspectorate Team	✓	

RECOMMENDED LAYOUTS

Floor Plan of Computer Laboratory



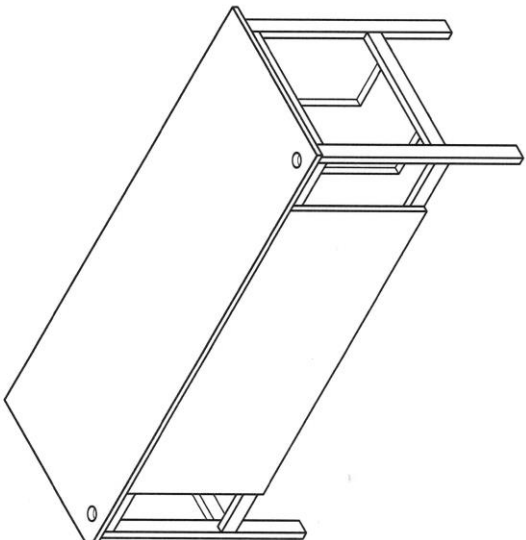
Power & Auxiliary Layout



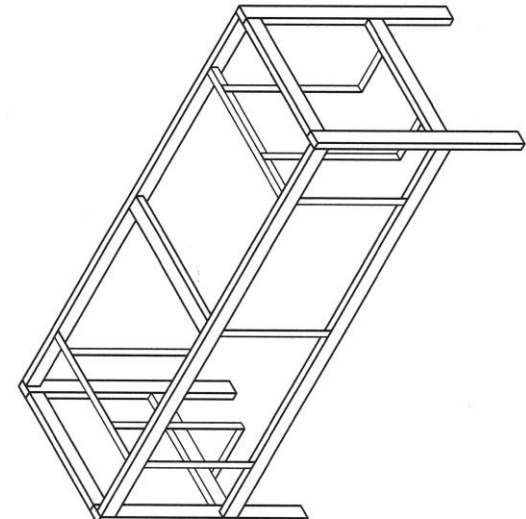
Computer Table  
(Sheet No. 1 of 4)

TABLE DIMENSIONS (mm)		STEEL FRAME SPECIFICATIONS		SCHEDULE OF FINISHES		CONNECTIONS / JOINTS	
HEIGHT	750	SLITS	25mmx50mmx2mm THK STEEL TUBULAR	LAMINATE PLYWOOD	1mm THK LAMINATE WOOD GRAIN FINISH WITH 1mm THK PVC EDGING, WOOD GRAIN FINISH	STEEL TO PLYWOOD	GAUGE #3 5/8" SCREW FULLY WELDED
DEPTH	600	TABLE TOP FRAME	25mmx50mmx2mm THK STEEL TUBULAR	STEEL	GRAY POWDER COAT, GUEST FINISH	STEEL TO STEEL	
WIDTH	1800	LEG FRAME	25mmx50mmx2mm THK STEEL TUBULAR				
		CPU FRAME	25mmx2mm THK STEEL FLAT BAR				
		FRONT BAND FRAME	25mmx2mm THK STEEL FLAT BAR				
		CONNECTORS	12 - 25mmx25mmx50mmx2mm THK STEEL ANGLE BAR				



1 TABLE ISOMETRIC VIEW  
1 SCALE  
1 : 50 M



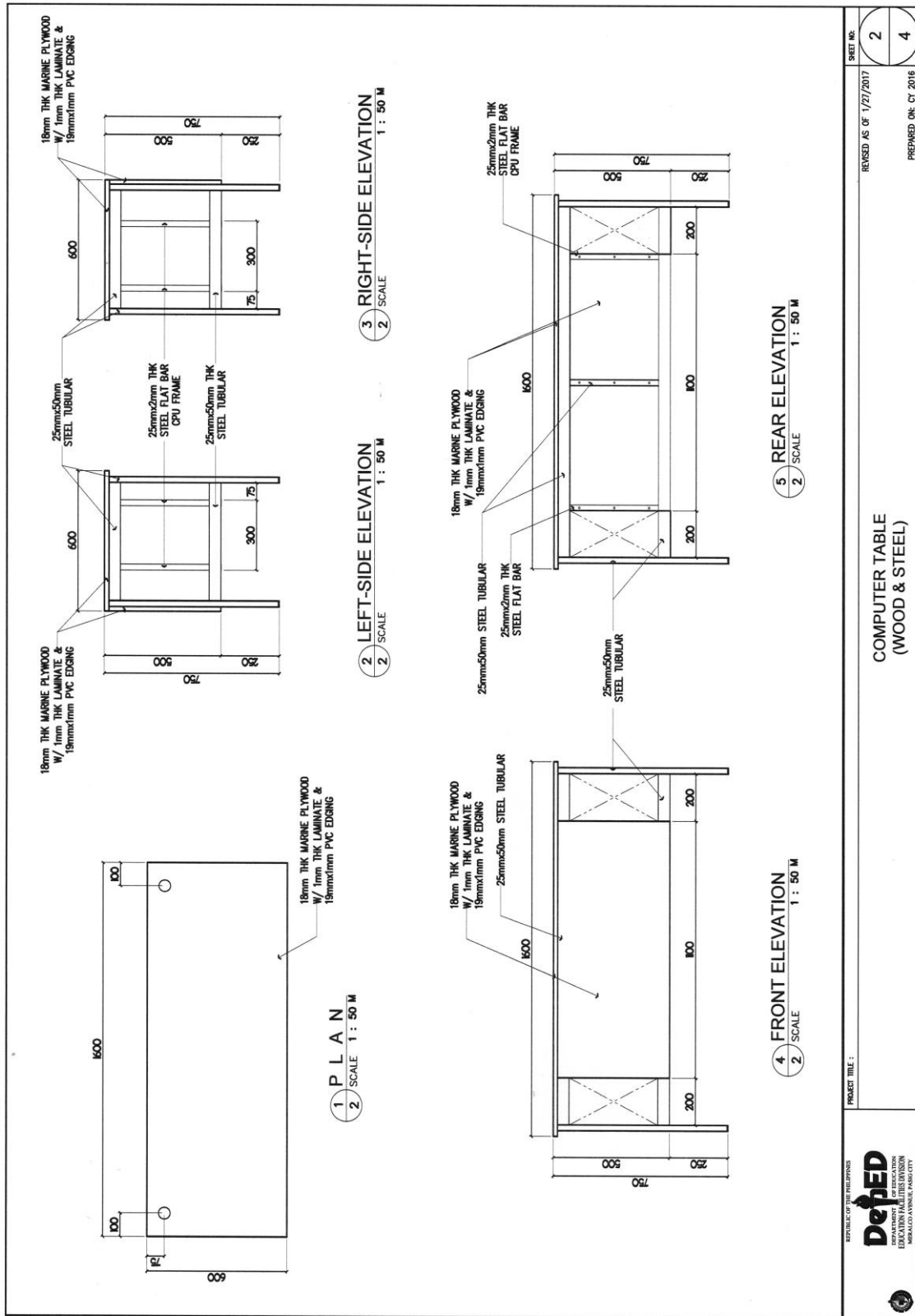
2 FRAME ISOMETRIC VIEW  
1 SCALE  
1 : 50 M

PROJECT TITLE :  <b>DepEd</b> DEPARTMENT OF EDUCATION DIVISION OFFICE - MARIKINA CITY	SHEET NO. : <table border="1" style="margin: 0 auto;"> <tr> <td style="width: 20px; height: 20px; text-align: center;">1</td> </tr> <tr> <td style="width: 20px; height: 20px; text-align: center;">4</td> </tr> </table> REVISED AS OF 1/27/2017  PREPARED ON: CY 2016	1	4
1			
4			



(Sheet No. 2 of 4)



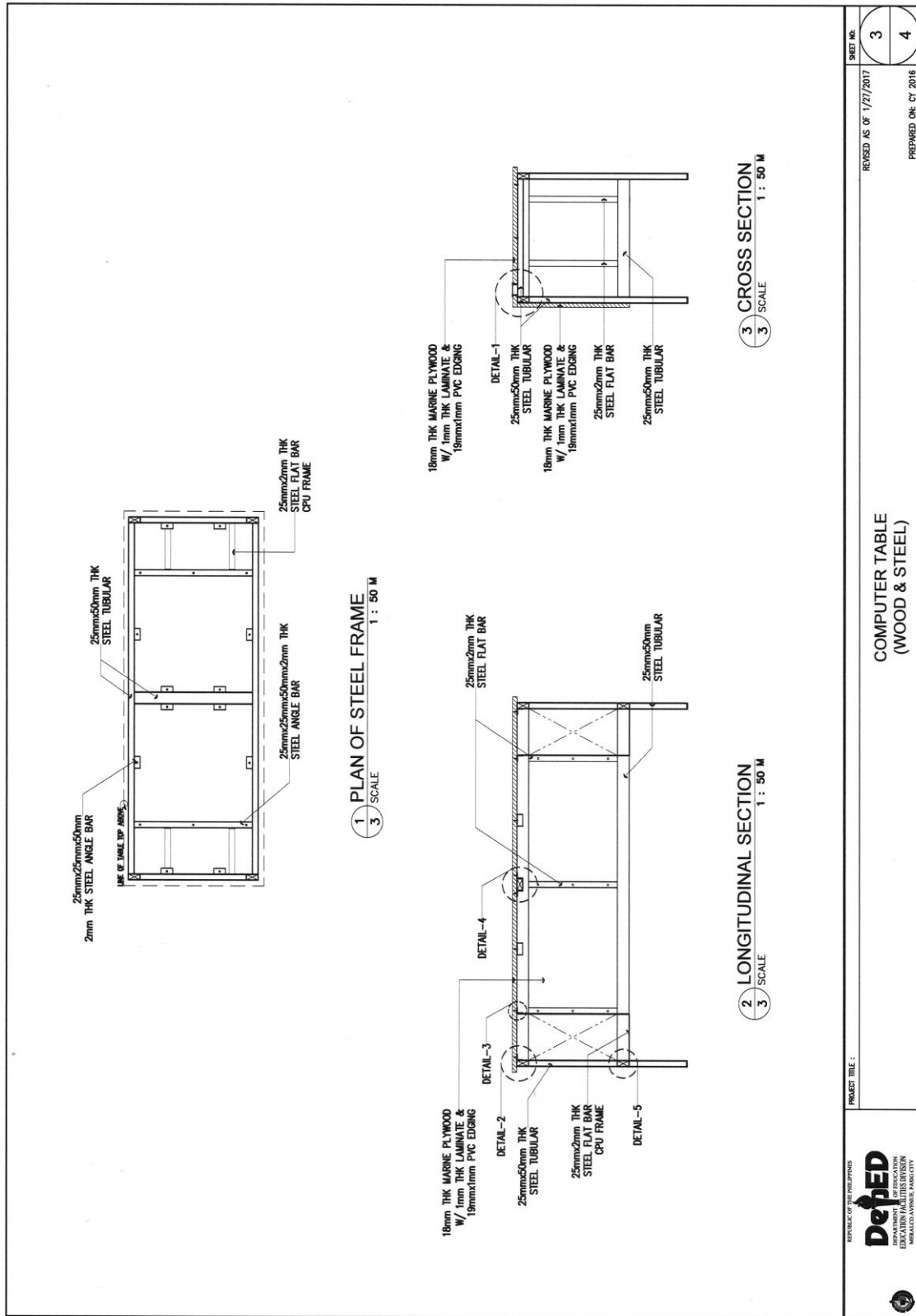
PROJECT TITLE: **COMPUTER TABLE (WOOD & STEEL)**

REVISIONS AS OF 1/27/2017

REPUBLIC OF THE PHILIPPINES  
**DepEd**  
DEPARTMENT OF EDUCATION  
DIVISION OFFICE - ILOILO  
MORALO ANTONIO PARRAL

SHEET NO. **2** / **4**

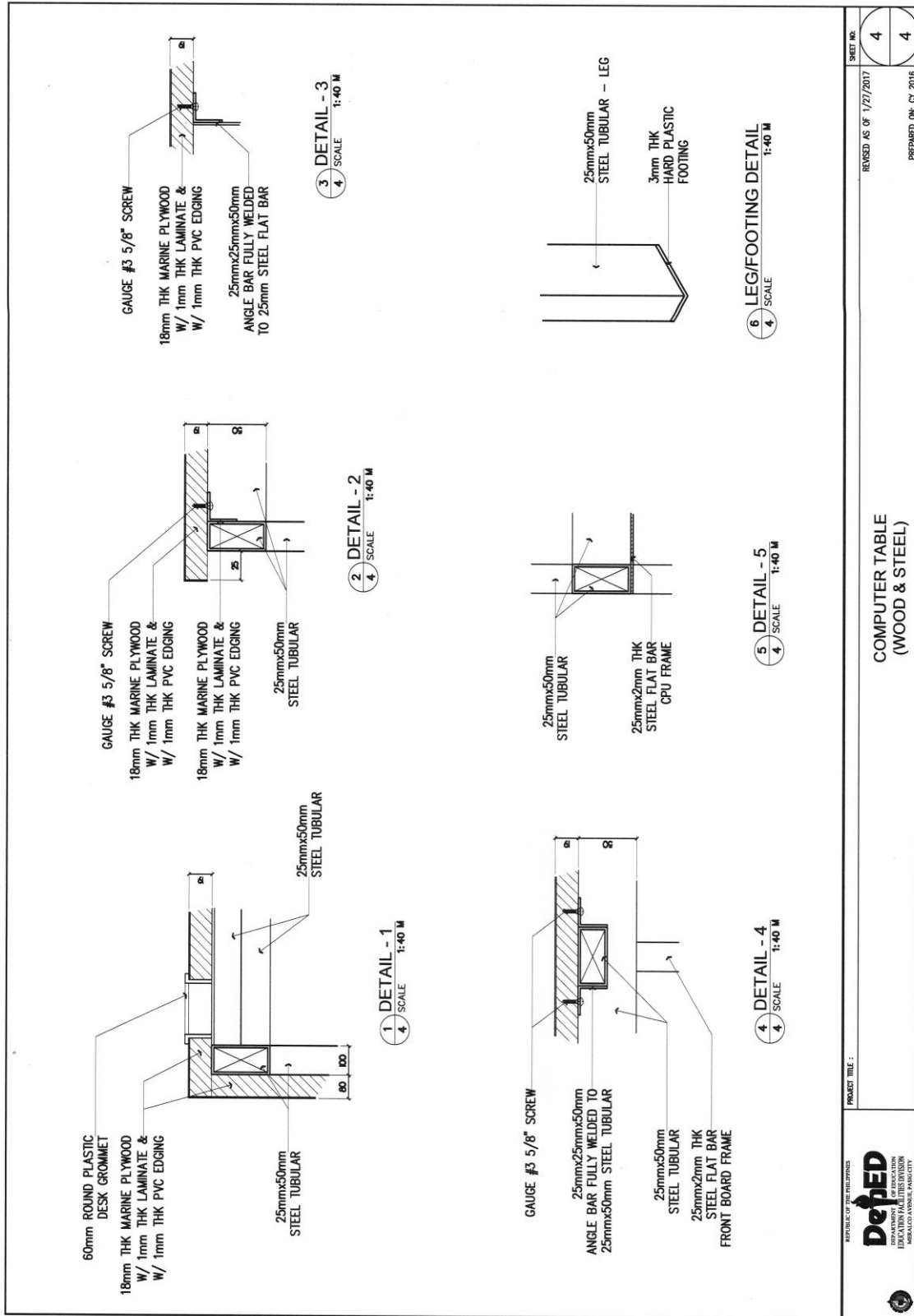
PREPARED ON: CY 2016



PROJECT TITLE: <b>DepEd</b> DEPARTMENT OF EDUCATION DIVISION OFFICE - MALABON MORALCAYANG FACILITY	REVISIONS AS OF 1/27/2017	SHEET NO.
	3	4

COMPUTER TABLE (WOOD & STEEL)

(Sheet No. 4 of 4)



PROJECT TITLE: <b>DepEd</b> DEPARTMENT OF EDUCATION DIVISION OFFICE - CALABARZON MARCALABANG FACILITY	SHEET NO. 4 / 4	
	REVISED AS OF 1/27/2017 PREPARED ON: CT 2016	

COMPUTER TABLE  
(WOOD & STEEL)

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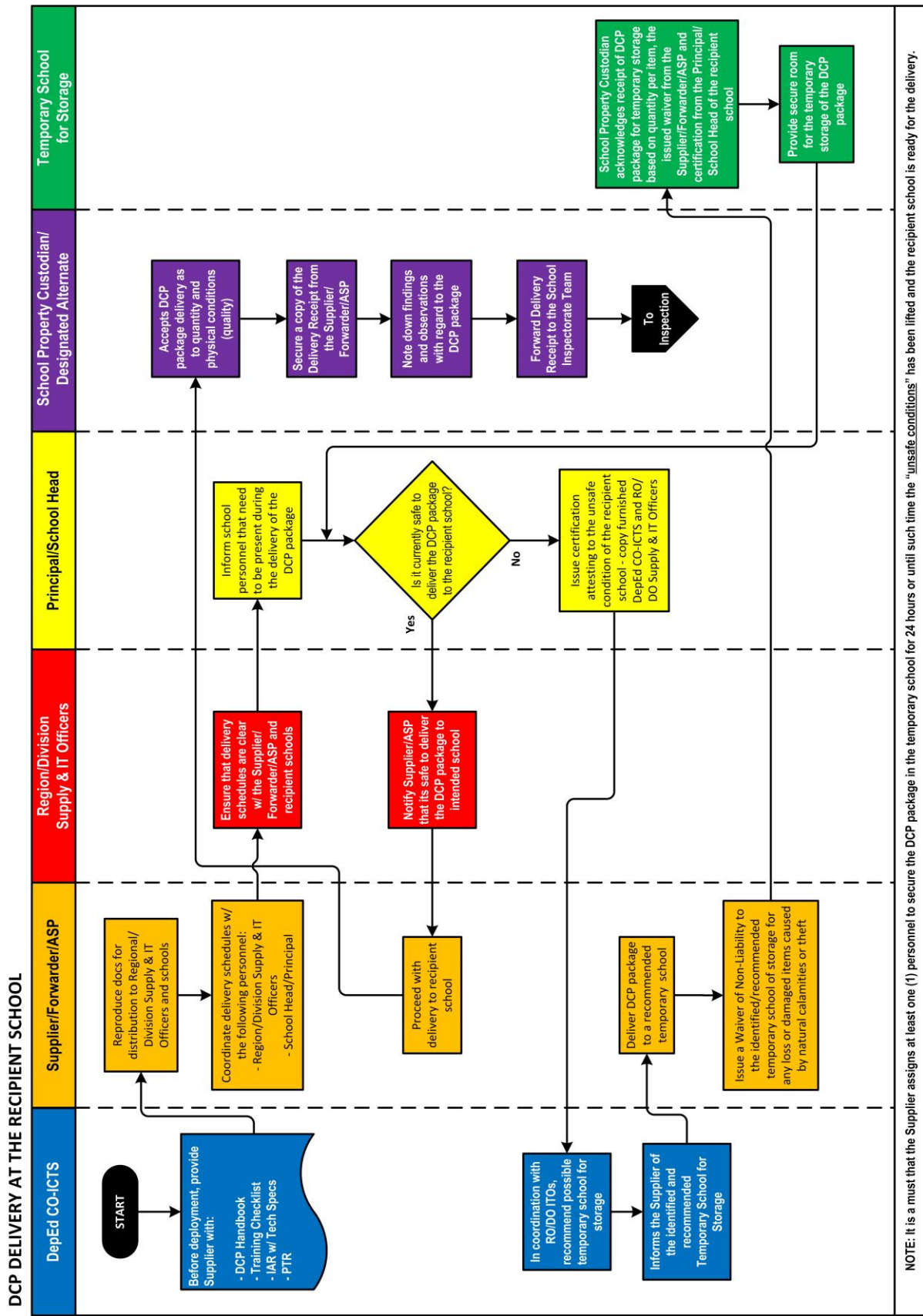
**LIST OF ABBREVIATIONS**

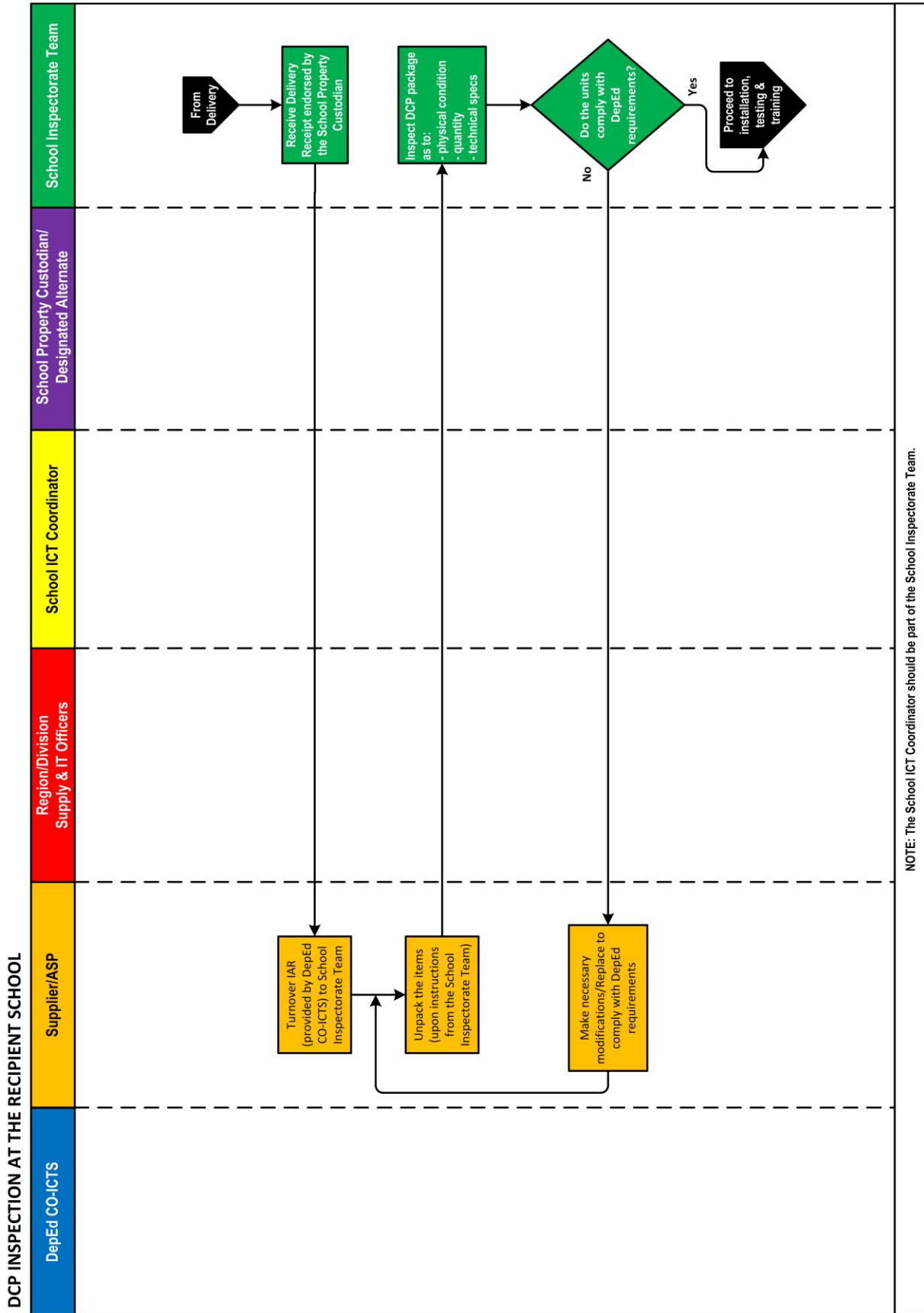
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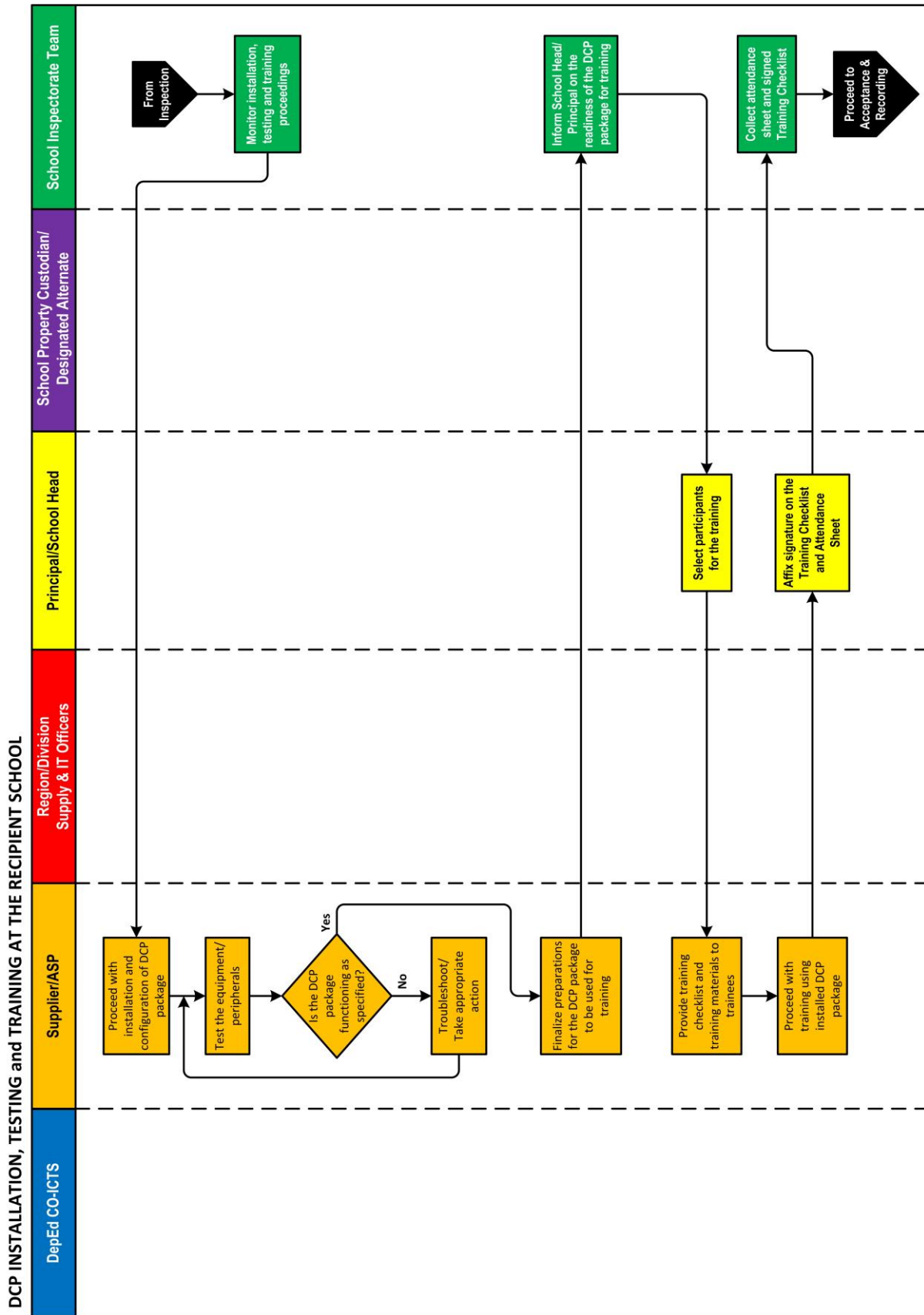
Abbreviations and Acronyms used in this handbook:

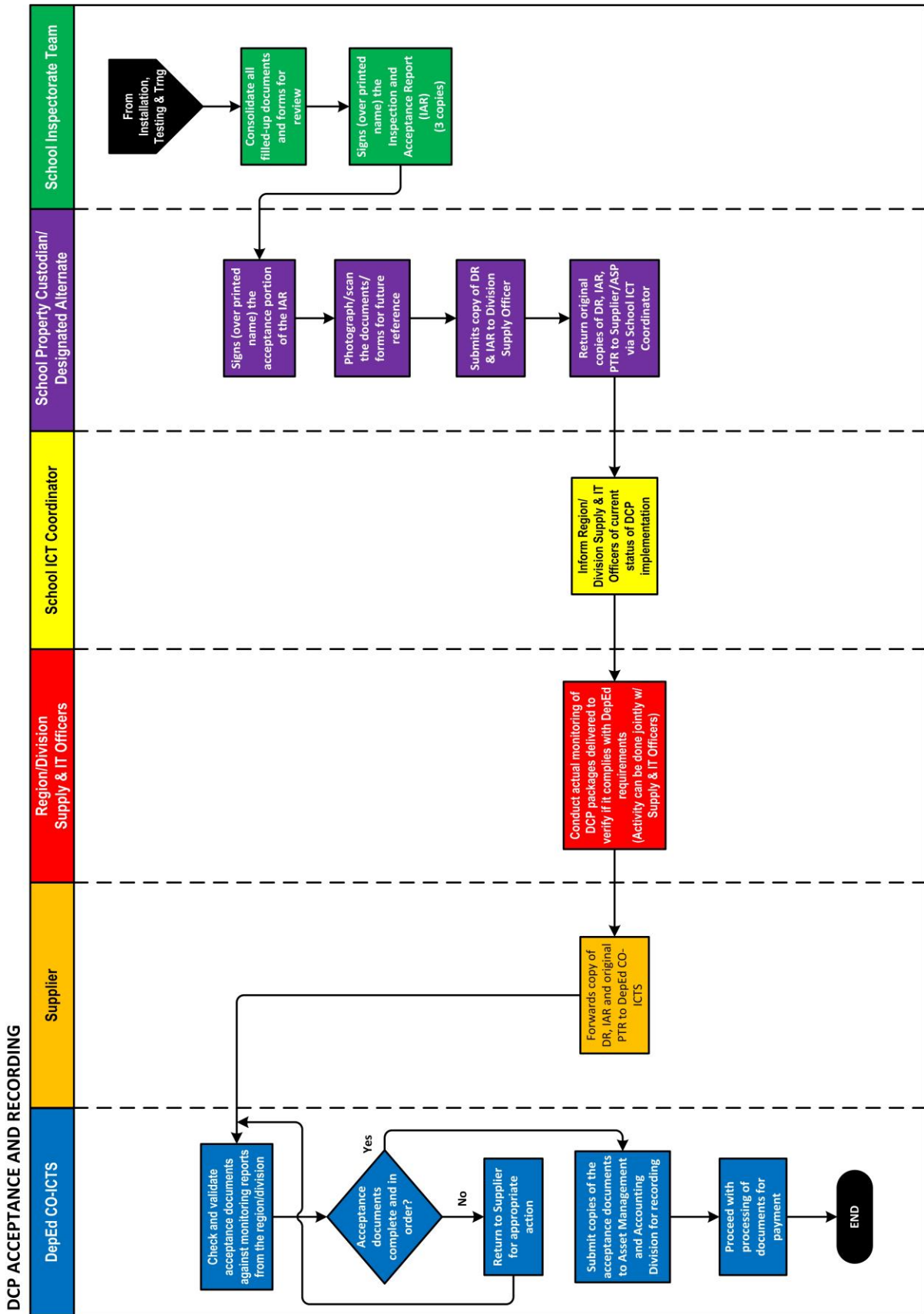
<b>AMD</b>	<b>Asset Management Division</b>
<b>ARE</b>	<b>Acknowledgement Receipt of Equipment</b>
<b>ASP</b>	<b>Accredited Service Partner</b>
<b>CO</b>	<b>Central Office</b>
<b>COA</b>	<b>Commission on Audit</b>
<b>DCP</b>	<b>DepEd Computerization Program</b>
<b>DepEd</b>	<b>Department of Education</b>
<b>DR</b>	<b>Delivery Receipt</b>
<b>e-Classroom</b>	<b>Electronic Classroom</b>
<b>FSR</b>	<b>Field Service Report</b>
<b>G3</b>	<b>Grade 3</b>
<b>G4</b>	<b>Grade 4</b>
<b>Host PC</b>	<b>Host Personal Computer</b>
<b>IAR</b>	<b>Inspection and Acceptance Report</b>
<b>ICTS</b>	<b>Information and Communications Technology Service</b>
<b>ID</b>	<b>IDentification</b>
<b>IT</b>	<b>Information Technology</b>
<b>ITO</b>	<b>Information Technology Officer</b>
<b>IRP</b>	<b>Invoice Receipt of Property</b>
<b>JHS</b>	<b>Junior High School</b>
<b>JEV</b>	<b>Journal Entry Voucher</b>
<b>K</b>	<b>Kindergarten</b>
<b>LED</b>	<b>Light Emitting Diode</b>
<b>PAR</b>	<b>Property Acknowledgement Receipt</b>
<b>P.D.</b>	<b>Presidential Decree</b>
<b>PTR</b>	<b>Property Transfer Report</b>
<b>SDS</b>	<b>Schools Division Superintendent</b>
<b>SHS</b>	<b>Senior High School</b>
<b>SMS</b>	<b>Short Messaging Service</b>
<b>Tablet PC</b>	<b>Tablet Personal Computer</b>
<b>UPS</b>	<b>Uninterruptible Power Supply</b>
<b>Wi-Fi</b>	<b>Wireless Fidelity</b>

DCP DEPLOYMENT PROCESS FLOWCHART











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## DCP DEPLOYMENT PROCESS

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### A.1. Delivery of the DCP packages to recipient schools



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#### POLICIES

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1. DepEd-ICTS shall provide the following documents (softcopy/hardcopy) to the Supplier before deployment of DCP packages.
  - a. DepEd Computerization Program (DCP) Orientation Handbook
  - b. Inspection and Acceptance Report (IAR)
  - c. Property Transfer Report (PTR)
  - d. Training Checklist
2. Said documents will be reproduced by the Supplier/ASP and distributed among the DepEd Region/Division Supply & IT Officers and the recipient schools in preparation for the delivery of the DCP packages.
3. Supplier/ASP shall coordinate with the following personnel prior to the delivery of the DCP packages for delivery schedules and needed preparations.
  - a. Region/Division Supply & IT Officers
  - b. School Head/Principal
  - c. School Property Custodian and ICT Coordinator
4. Acceptance of deliveries shall only be done during school days (holidays not included) from 8 AM to 5 PM, unless ICTS issues an advisory on a different schedule.
5. Deliveries shall be made to the address of the recipient school specified in the listing provided by DepEd-ICTS. In case the recipient school is not ready, the Supplier/ASP/Forwarder shall report directly to ICTS for the next official instruction/s.
6. At the recipient school, the DCP package can only be unloaded when authorized School Personnel (i.e. School Property Custodian and School Inspectorate Team) are present. Initial opening of individual boxes/containers will only be done and facilitated by the Supplier/ASP/Forwarder.
7. If the School Property Custodian is not present nor available during the arrival of the DCP package at the school, the School Head/Principal should appoint an alternate School Property Custodian that will handle the delivery for this project.
8. The School Property Custodian (or designated alternate) shall perform an initial checking of the delivered DCP package as to physical conditions of the boxes, quantity and if in accordance to the items specified in the **Inspection and Acceptance Report (IAR)** [[see Appendix 1](#)].
9. In case the Supplier/ASP/Forwarder or School Property Custodian notices that some items are missing or damaged, Supplier/ASP should replace the missing/damaged items or opt to restrict further opening of the boxes pending an investigation of the incident for the protection of the Supplier/ASP and the recipient.
10. Deliveries should be rejected if found to be **NOT** in accordance with conditions stated in the IAR.

11. Once the initial inspection is found to be in order, the Supplier/Forwarder shall unload the DCP package from the delivery vehicle and place it inside a secure designated area which was previously determined by the School Personnel.
12. After unloading the DCP package, the Supplier/Forwarder issues a **Forwarding Bill** [\[see Appendix 2\]](#) and/or **Delivery Receipt** [\[see Appendix 3\]](#) in three (3) copies.
13. The Property Custodian signs the Forwarding Bill and/or Delivery Receipt and indicates any initial observation on the package/s at the time of delivery (e.g. complete and in order, complete but with damages ..., etc.)
14. In case delivery to the recipient school cannot be performed by the Supplier/Forwarder due to “unsafe conditions” (i.e. armed conflict, calamities, etc.), the DCP package must be temporarily delivered to a nearby public school (but only for safekeeping).
15. It is a must that the Supplier assigns at least one (1) security personnel to secure the DCP package in the identified/recommended temporary school for storage during unsafe conditions for 24 hours or until such time the “unsafe conditions” has been lifted and the recipient school is ready to accept the delivery.
16. The Supplier, Recipient School, Region and Division ITOs are instructed to regularly update the progress of implementation through the **DepEd Ticketing System** [\[see Appendix 4\]](#) via Short Message Service (SMS/text message) or other means possible (if the DepEd Ticketing System is not available due to uncontrollable conditions).

## **1 PROCEDURES**

<b>STEP 1</b>	<b>DEPED-ICTS</b>
	<ol style="list-style-type: none"> <li>1. Informs Region and Division Supply &amp; IT Officers on the status of the forthcoming delivery of DCP packages in all recipient schools;</li> <li>2. Meets and reminds the Supplier when and where the deliveries can be made and to confirm address of the recipient schools.</li> <li>3. Provides the Supplier with the following documents for reproduction:                             <ol style="list-style-type: none"> <li>a. DCP Handbook</li> <li>b. Training Checklist</li> <li>c. IAR with Technical Specifications</li> <li>d. PTR</li> </ol> </li> </ol>

<b>STEP 2</b>	<b>SUPPLIER</b>
	<ol style="list-style-type: none"> <li>1. Reproduce documents for distribution to Region/Division Supply &amp; IT Officers and schools.</li> <li>2. Coordinate delivery schedules and confirm addresses with the following personnel:                             <ol style="list-style-type: none"> <li>a. Region/Division Supply &amp; IT Officers</li> <li>b. School Head/Principal</li> </ol> </li> </ol>

**STEP 3 REGION/DIVISION SUPPLY & IT OFFICERS**

1. Ensure that delivery schedules are clear with the Supplier/ASP/Forwarder and recipient schools.
2. Provide copies of the IAR, PTR, Training Checklist and DCP Orientation Handbook for reference.

**STEP 4 SCHOOL HEAD/PRINCIPAL**

1. Ensure readiness of the school's facilities to accommodate the delivery of the DCP package.
2. Inform school personnel that need to be present during the delivery of the DCP package (i.e. School Property Custodian or designated alternate, School Inspectorate Team, School ICT Coordinator, etc.).
3. Is it currently safe to deliver the DCP package to the recipient school?
4. If Yes, go to **STEP 9**.
5. If No, issue a certification attesting to the unsafe conditions of the recipient school to the Supplier/ASP/Forwarder – copy furnished DepEd-ICTS & RO/DO and proceed to to **STEP 5**.

**STEP 5 DEPED-ICTS**

1. In coordination with RO/DO ITOs, recommend possible temporary school for storage.
2. Informs the Supplier of the identified and recommended Temporary School for Storage.

**STEP 6 SUPPLIER/ASP/FORWARDER**

1. Deliver DCP package to the recommended/identified temporary school.
2. Issue a Waiver of Non-Liability to the identified/recommended temporary school of storage for any loss or damaged items caused by natural calamities or theft.

**STEP 7 TEMPORARY SCHOOL FOR STORAGE**

1. School Property Custodian acknowledges receipt of DCP package for temporary storage based on quantity per item, the issued waiver from the Supplier/ASP/Forwarder and certification from the SCHOOL HEAD/PRINCIPAL of the recipient school.
2. Provide secure room for the temporary storage of the DCP package.

**STEP 8 SUPPLIER/ASP/FORWARDER**

1. Assigns at least one (1) personnel to secure the DCP package in the temporary school for 24 hours or until such time the “**unsafe conditions**” has been lifted and the recipient school is ready for the delivery.
2. Go back to **Step 4**.

**STEP 9 REGION/DIVISION SUPPLY & IT OFFICERS**

1. Notify Supplier/ASP/Forwarder that it’s safe to deliver the DCP package to intended school.

**STEP 10 SUPPLIER/ASP/FORWARDER**

1. Proceed with delivery to recipient school. (in case DCP package is currently at a recommended/identified school for temporary storage, obtain DCP package first from said school).
2. Requests the presence of School personnel and/or School Property Custodian upon unloading and/or opening of the DCP package.

**STEP 11 SCHOOL PROPERTY CUSTODIAN/DESIGNATED ALTERNATE**

1. Accepts DCP package delivery as to quantity and physical conditions (quality).
2. Secure a copy of the DR, IAR, PTR, Training Checklist and DCP Orientation Handbook from the Supplier/ASP or Division Supply/IT Officers.
3. Note down findings and observations with regard to the DCP package.
4. Take photos/video footages of the DCP packages and documents upon arrival up to acceptance for future reference.
5. Forward Delivery Receipt to the School Inspectorate Team for **Inspection phase**.



**RESPONSIBILITIES**

**DEPED-ICTS**

1. Responsible for updating (Region/Division Supply & IT Officers) with regard to the schedules of delivery of DCP packages through memoranda/advisories.
2. Ensure regular updates from the Supplier and come up with solutions for challenges encountered.
3. Ensure that delivery procedures will be followed in partnership with Supplier.
4. Ensure delivery of DCP packages to all recipient schools in partnership with Supplier.
5. Monitor DCP Ticketing System updates.

**SUPPLIER/ASP/FORWARDER**

1. Ensure that CO, Region/Division Supply & IT Officers have been notified of the delivery schedules and other requirements.
2. Responsible for reporting and assisting in the resolution of delivery issues.
3. Ensure that the *Delivery Receipt (DR)* together with the attached list of items be given to the School Property Custodian.

**REGION/DIVISION SUPPLY & IT OFFICERS**

1. Ensure that recipient schools are aware of delivery schedules and procedures.
2. Ensure to assist the recipient schools on delivery concerns.
3. Update and monitor DCP Ticketing System on implementation updates.

**SCHOOL HEAD/PRINCIPAL**

1. Ensure readiness of the school to accept the DCP package.
2. Responsible for ensuring the safety of the delivery of the DCP package to the recipient school.

**SCHOOL PROPERTY CUSTODIAN/DESIGNATED ALTERNATE**

1. Responsible for documenting (supported with photos/ video footage) the delivery.
2. Ensure that the initial inspection is in accordance with the policies and procedures set forth in this Handbook.
3. Secure a copy Delivery Receipt (DR) from the Supplier/ASP/Forwarder.

## A.2. Inspection of DCP packages at the Recipient Schools



### POLICIES

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1. Inspection of items can only be done in the presence of the School Inspectorate Team, School Officials/personnel and the Supplier/ASP prior to the unpacking of the items.
  2. Actual inspection of the item/s shall be done by the School Inspectorate Team and should be according to the technical specifications and functionalities being required.
  3. The School ICT Coordinator should be part of the School Inspectorate Team.
  4. Inspection shall be done according to approved policies and procedures.
  5. Before the actual inspection, the Supplier/ASP shall turnover the Inspection and Acceptance Report (IAR) to the School Inspectorate Team.
  6. **The School Inspectorate Team shall accomplish the IAR in three (3) copies.**
  7. The Supplier/ASP, Recipient School, Region/Division ITOs and Supply Officers are instructed to update the progress of implementation through the **DepEd Ticketing System** via SMS (if unavailable, resort to other means possible).
- 

### 1

### PROCEDURES

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<b>STEP 1</b>	<b>SCHOOL INSPECTORATE TEAM</b>
---------------	---------------------------------

- |  |
|--|
| <ol style="list-style-type: none"><li>1. Receive Delivery Receipt endorsed by the School Property Custodian.</li></ol> |
|--|

<b>STEP 2</b>	<b>SUPPLIER/ASP</b>
---------------	---------------------

- |  |
|--|
| <ol style="list-style-type: none"><li>1. Turnover IAR (provided by DepEd-ICTS) to School Inspectorate Team.</li><li>2. Unpack the items (upon instructions from the School Inspectorate Team).</li><li>3. Assist the School Inspectorate Team during the Inspection phase (when needed).</li></ol> |
|--|

<b>STEP 3</b>	<b>SCHOOL INSPECTORATE TEAM</b>
---------------	---------------------------------

- |  |
|--|
| <ol style="list-style-type: none"><li>1. Inspect DCP package as to its compliance regarding physical condition, quantity and technical specifications.</li><li>2. Do the units comply with DepEd requirements?</li><li>3. If No, go to <b>Step 4</b>.</li><li>4. If Yes, <b>proceed to Installation phase</b>.</li></ol> |
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**STEP 4**

**SUPPLIER/ASP**

1. Make necessary modifications and/or replace the affected item/s to comply with DepEd requirements.
2. Go back to **Step 2 Item No. 2.**



**RESPONSIBILITIES**

**SCHOOL INSPECTORATE TEAM**

1. Ensure compliance of the DCP package to the technical specifications and conditions set forth in the IAR.
2. Ensure appropriate inspection proceedings are followed.

**SUPPLIER**

1. Ensure the provision of IARs for the use of the School Inspectorate Teams.
2. Addresses and resolves inspection concerns.

### A.3. Installation/Testing of DCP packages at the Recipient Schools



#### **POLICIES**

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1. Installation of the DCP package should immediately commence right after satisfactory result of the inspection done by the School Inspectorate Team.
  2. Keep in mind that the Supplier/ASP will install the DCP package **only once** in the selected room per school and is considered **permanent**.
  3. Sudden and unnecessary changes or adjustments to pre-arranged installation layouts with the Supplier/ASP, is not allowed as this will cause delays.
  4. The Supplier/ASP shall not make any modifications and/or additional improvements to the equipment and installation specifications set down in the technical specifications of the DepEd Central Office. Any modification must be consulted first with DepEd-ICTS via a written communication.
  5. Liabilities incurred in the performance of any unauthorized work at the behest of school representatives shall be charged to the school accordingly.
  6. During installation, in the event the Supplier/ASP representative/s intentionally or unintentionally damage and/or break any school (government) property, the Supplier/ASP shall replace the affected item/s immediately and reported to the School Property Custodian.
  7. The Supplier/ASP, Recipient School, Region and Division ITOs are instructed to update the progress of implementation through the **DepEd Ticketing System** via SMS (if unavailable, resort to other means possible).
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#### **1**

#### **PROCEDURES**

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<b>STEP 1</b>	<b>SCHOOL INSPECTORATE TEAM</b>
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|--|
| <ol style="list-style-type: none"><li>1. Monitor installation and testing proceedings.</li></ol> |
|--|

<b>STEP 2</b>	<b>SUPPLIER/ASP</b>
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- |   |
|---|
| <ol style="list-style-type: none"><li>1. Proceed with installation and configuration of DCP package.</li><li>2. Test the equipment and peripherals.</li><li>3. Is the DCP package functioning as specified?</li><li>4. If No, troubleshoot/take appropriate action. Go back to <b>Item No. 2</b>.</li><li>5. If Yes, finalize preparations for the DCP package to be used for training.</li></ol> |
|---|



**STEP 3**

**SCHOOL INSPECTORATE TEAM**

1. Inform School Head/Principal on the readiness of the DCP package and **proceed to training phase**.



**RESPONSIBILITIES**

**SCHOOL INSPECTORATE TEAM**

1. Ensure installation of DCP package is according to DepEd requirements.
2. Evaluate the installation and testing process of the DCP package since it is part of DepEd requirements.

**SUPPLIER/ASP**

1. Responsible for setting-up, installation, configuration and testing of DCP package.
2. Ensure that the whole DCP package is functioning according to DepEd requirements and is ready to used for training of school personnel.

## A.4. Training of School Personnel at the Recipient Schools



### POLICIES

1. After installation, a face to face training shall be provided to the recipient school's personnel (duration of training varies depending on the type of package delivered to the school). The school's designated School ICT Coordinator and Division IT Officer may also attend.
2. Training shall be done during school hours, unless the School Head and teachers made prior arrangements with the Supplier/ASP to be trained after school or beyond teaching hours.
3. Preferably, the Training course should be recorded (video/photo) by School personnel for documentation and future reference (if capable);
4. Installed DCP package in the recipient school will be used for the face to face training.
5. The Supplier/ASP should provide the materials such as training manuals (in soft and hard copies), optional audio-video presentations (e.g. PowerPoint, etc.), training checklist, etc. that will be used during the training per recipient school;
6. **Training Manuals** in hardcopies shall be provided by the Supplier/UNDP per recipient school.
7. The training should cover all applicable topics indicated in the **Training Checklist** [\[see sample at Appendix 5\]](#) provided by DepEd-ICTS, otherwise, the checklist won't be signed by the participants.
8. Training checklist should be signed by the participants **after** the conduct of the training.
9. Training is centered on the operation and maintenance of the package that shall have the following content *(if applicable)*:
  - IT Equipment Orientation
  - Equipment components functionalities
  - Proper installation of equipment
  - Training on Hardware and Software maintenance
  - Hands-on Troubleshooting / system restoration and backup
  - Orientation on the Warranty and Helpdesk System reporting procedure

## 1

### PROCEDURES

STEP 1	SCHOOL HEAD/PRINCIPAL
	<ol style="list-style-type: none"> <li>1. Select/invite participants for the training.</li> <li>2. Instruct the training participants to prepare their DepEd/School ID for documentation purposes.</li> <li>3. Request somebody to document the training course (photo/video footage) for future reference.</li> </ol>

**STEP 2** SCHOOL INSPECTORATE TEAM

1. Monitor the training course if it follows the training checklist.

**STEP 3** DEPED PERSONNEL TO BE TRAINED

1. Fill-up the attendance sheet/training checklist.

**STEP 4** SUPPLIER/ASP

1. Take a photo of the School/DepEd Ids of the training participants.
2. Provide training checklist and training materials to trainees.
3. Proceed with training using installed DCP package.

**STEP 5** SCHOOL HEAD/PRINCIPAL

1. After the training, affix signature on the Training Checklist and Attendance sheet only after the training participants have signed the said documents.

**STEP 6** SCHOOL INSPECTORATE TEAM

1. Collect attendance sheet and signed training checklist.
2. Proceed to **Acceptance and Recording phase**.



**RESPONSIBILITIES**

**SCHOOL INSPECTORATE TEAM**

1. Evaluate that the Supplier/ASP has provided the training materials and the training covered the topics indicated in the training checklist by the Supplier/ASP.

**SCHOOL HEAD/PRINCIPAL**

1. Ensure the availability of the training participants.
2. Ensure all forms (i.e. attendance sheet, training checklist, etc.) have been filled-up by the participants before affixing signature.

**DEPED PERSONNEL TO BE TRAINED**

1. Ensure that DepEd/School IDs have been prepared.
2. Responsible for filling-up the attendance sheet and training checklist.

**SUPPLIER**

1. Responsible for providing the training materials and the training session for DepEd personnel .
2. Ensure the training session is done according to the topics indicated in the Training checklist.
3. Ensure the functionality and performance of the DCP package throughout the training session.

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## A.5. Acceptance of DCP packages at the Recipient Schools



### **POLICIES**

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1. All forms/documents used during delivery, inspection and installation (training included) shall be completely accomplished and signed.
  2. **Indicate full names (readable) with corresponding designations and the current date when signing documents.**
  3. After the delivery, inspection, installation and training have been conducted and completed by the Supplier/ASP, the School Inspectorate Committee shall sign the Inspection and Acceptance Report (IAR), prior to the acceptance by the School Property Custodian.
  4. The School Property Custodian shall affix his/her signature on the acceptance portion of the IAR and take pictures of the acceptance documents (i.e. Delivery Receipt, Inspection and Acceptance Report (IAR), Property Transfer Report (PTR) [\[see Appendix 6\]](#) and Training Checklist) as it will serve as the schools' temporary copy.
- 

## **1**

### **PROCEDURES**

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#### **STEP 1**

#### **SCHOOL INSPECTORATE TEAM**

1. After the training session, consolidate all filled-up documents and forms for review.
2. Signs (over printed name) the IAR (3 copies) and indicate the current date.

#### **STEP 2**

#### **SCHOOL PROPERTY CUSTODIAN**

1. Signs (over printed name) the acceptance portion of the IAR and indicate current date.
2. Photograph/scan the documents/forms for future reference.
3. Submits copy of DR & IAR to Division Supply Officer.
4. Return original copies of DR, IAR, PTR to the Supplier/ASP via the School ICT Coordinator.

#### **STEP 3**

#### **SCHOOL ICT COORDINATOR**

1. Inform Region/Division Supply & IT Officers of current status of DCP implementation.

#### **STEP 4**

#### **REGION/DIVISION SUPPLY & IT OFFICERS**

1. Conduct actual monitoring of DCP packages delivered to verify if it is complete & to recipient schools in order complies with DepEd requirements. (Activity can be done jointly with Supply & IT Officers)
-

**STEP 5**

**SUPPLIER**

1. Forwards copy of DR, IAR and original PTR to DepEd-ICTS.

**STEP 6**

**DEPED-ICTS**

1. Check and validate acceptance documents against monitoring reports from the Region/Division Offices and/or personne..
2. Acceptance documents complete and in order?
3. If No, return to Supplier for appropriate action. After Supplier/UNDP has acted on the concern, go back to **Item No. 1**.
4. If Yes, submit copies of the acceptance documents to Asset Management and Accounting Divisions for recording.
5. Proceed with processing of documents for payment.



**RESPONSIBILITIES**

**SCHOOL INSPECTORATE TEAM**

1. Evaluate that the Supplier/ASP has provided the training materials and the training covered the topics indicated in the training checklist by the Supplier/ASP.

**SCHOOL PROPERTY CUSTODIAN/DESIGNATED ALTERNATE**

1. Ensure that all forms are signed by respective school personnel/School Inspectorate Team before affixing signature to the IAR.
2. Ensure that each of the recipient school and the Division Supply Officer has a copy of the *Acceptance documents*.

**SCHOOL ICT COORDINATOR**

1. Ensure that the Region/Division Supply & IT Officers are informed of the current implementation status of the DCP.

**REGION/DIVISION SUPPLY & IT OFFICERS**

1. Ensure that the DCP packages delivered and installed by the Supplier/ASP have complied with DepEd requirements.

**SUPPLIER**

1. Responsible in forwarding copies of DR, IAR and original PTR to DepEd-ICTS.

**DEPED-ICTS**

1. Ensure the completeness of all documents/forms pertaining to the acceptance of the DCP packages for future immediate and reference processing.

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**POST DEPLOYMENT/AFTER SALES SUPPORT**

**B.1. Recording the Acceptance of DCP packages**



**POLICIES**

1. To facilitate recording of the DCP package, the Supplier must submit complete, in order and properly signed *Acceptance documents* (i.e. Delivery Receipt [DR], Property Transfer Report [PTR], Training Checklist and Inspection and Acceptance Report [IAR]) to DepEd-ICTS for validation.
2. Validated acceptance documents will then be submitted by DepEd-ICTS to the following offices for recording/payment:

Acceptance Docs	Copy 1	Copy 2	Copy 3
Delivery Receipt (DR)	Accounting Division DepEd CO	DepEd-ICTS DepEd CO	Asset Management Division DepEd CO
Inspection and Acceptance Report (IAR)			
Training Checklist			
Property Transfer Report (PTR)			

3. Asset Management Division – DepEd CO will process the **Property Transfer Report (PTR)** formerly known as the ‘Invoice Receipt of Property (IRP)’ for Inventory Recording of the Division Offices.
4. Accounting Division – DepEd CO will generate the Journal Entry Voucher (JEV) that completes the recording of the DCP packages.

**1 PROCEDURES**

STEP 1	SUPPLIER
1.	Submits to DepEd-ICTS all consolidated Acceptance documents (i.e. Delivery Receipt, PTR, IAR and Training Checklist).

STEP 2	DEPED-ICTS
1.	Reviews/validates all submitted Acceptance documents (i.e. Delivery Receipts, Property Transfer Report (PTR), Inspection and Acceptance Reports (IAR) and Training Checklists) by the Supplier for completeness.



2. Ensures that all Acceptance documents are in order, **Copy 1** forwarded to the Accounting Division to facilitate payment, **Copy 2** will remain with DepEd-ICTS and **Copy 3** endorsed to the Asset Management Division (AMD) to facilitate recording.

### STEP 3

#### ASSET MANAGEMENT DIVISION (AMD) – DEPED CO

1. Processes the Property Transfer Report (PTR) upon receipt of the **Copy 3** of the Acceptance documents, then forwarded to the concerned Division Offices for Inventory Recording by the Division Supply Officer.

### STEP 4

#### DIVISION SUPPLY OFFICERS

1. Upon acceptance of the processed PTR, the Division Supply Officer records the receipt of materials and equipment and include it in the inventory of the Division Office.
2. After recording, the PTR shall be signed by the Division Supply Officer and then sent back to the Accounting Division – DepEd CO for generation of the Journal Entry Voucher (JEV).
3. At the time when the processed JEV arrives, a copy of which (together with the finalized PTR) will be sent to the respective schools (if considered to be Implementing Units (IUs)). If not, the JEV and PTR will stay with the Division Office.

### STEP 5

#### ACCOUNTING DIVISION – DEPED CO

1. Processes the PTR (signed by the SDS) and other pertinent documents and generate a Journal Entry Voucher (JEV) then forwarded back to the Division Office.



## RESPONSIBILITIES

### SUPPLIER

1. Ensure that all consolidated Acceptance documents (i.e. Delivery Receipts, Inspection and Acceptance Reports (IARs) and Training Checklists are complete and in order then forward the corresponding copies to DepEd-ICTS.

### DEPED-ICTS

1. Ensure that all Acceptance documents are in order and forward the corresponding copies to respective offices for recording and processing.

### ASSET MANAGEMENT DIVISION (AMD) – DEPED CO

1. Ensure the generation of the correct Property Transfer Report (PTR) and forwarded to the concerned Division Offices for Inventory Recording by the Division Supply Officer.

**DIVISION SUPPLY OFFICER**

1. Ensure the proper recording of the PTR to facilitate the processing of the Journal Entry Voucher (JEV).
2. Ensure that respective schools (IUs) receive copies of the JEV together with the finalized PTR.

**ACCOUNTING DIVISION – DEPED CO**

1. Ensure that the PTR has been signed by the Division Supply Officer to finalize the JEV and sent back to the Division Office.

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## B.2. Accountability, Utilization and Warranty of DCP packages



### POLICIES

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1. On accountability, the Asset Management Division (AMD) of DepEd require that only those holding “Permanent” positions should be issued Equipment, Furniture and Office Supplies (in this case the DCP package) through a **Property Acknowledgement Receipt (PAR)** formerly known as the ‘Acknowledgement Receipt of Equipment (ARE)’ [\[see Appendix 7\]](#).

In case that the Teacher/s-In-Charge is not holding a ‘Permanent’ position, the PAR must be issued to an authorized school personnel with a ‘Permanent’ position and the name of the Teacher/s-In-Charge of the computer laboratory (or whoever will be designated to be accountable to the DCP package) be indicated in the details of the PAR.

2. In the event School Personnel with any accountability to the DCP package (including its contents) will:
  - Be reassigned to another department within the same school
  - Be reassigned to another institution other than the school being served
  - Be discharged from the service
  - Resign or retire from the service
  - Travel within the country or overseas

The said individual shall turnover the accountability of the DCP package (including its contents) to another authorized School Personnel in coordination with the School Property Custodian and Division Supply Officer prior to the issuance of a certification that the person has been cleared of all accountabilities pertaining to tangible assets.

*As for School Personnel who have **passed away**, the same procedure shall apply but the accountable person will then be represented by next of kin or a companion.*

3. The DCP package is intended for the use of the Teacher/s-In-Charge and students of the computer laboratory/e-Classroom and should only be used for school-related activities.
4. DCP packages should be accompanied with guidelines on proper utilization which can be set by the school.
5. DCP packages are accompanied with a **three (3) year comprehensive and on-site warranty** for the whole package including networking peripherals and for operation & maintenance of all licensed software products, **unless otherwise indicated in the Technical Specifications.**
6. Laptop and tablet batteries, projector lamps/bulbs, headsets, external portable optical drives, optical mouse for laptops and laptop coolers (if present in the package) **are provided with a one (1) year warranty, unless otherwise indicated in the Technical Specifications.**
7. The warranty period shall commence upon acceptance by the School Property Custodian.
8. During the warranty period, only the representatives of the Supplier/Authorized Service Partner are allowed to open/diagnose/repair and/or replace the defective items/equipment.

9. To prevent voiding (canceling) the warranty of the items/equipment, adhere to the following guidelines:
- Avoid exposure to liquids and excessive moisture.
  - Avoid introduction of external power source aside from those found within the computer laboratory.
  - Unauthorized opening and repair from third party service center/personnel.
  - Prevent damage caused by unauthorized modification of parts; and
  - Follow other guidelines set by the Supplier.

# 1 PROCEDURES

## STEP 1 SCHOOL HEAD/PRINCIPAL

1. Remind school personnel of their responsibilities for the DCP package inside the computer laboratory/e-Classroom.

## STEP 2 DIVISION SUPPLY OFFICER/SCHOOL PROPERTY CUSTODIAN

1. Looks into the position status of the assigned Teacher/s-In-Charge if 'Permanent' or not before issuing the PAR.
2. Issues the PAR to the accountable person if found to be holding a 'Permanent' position. Otherwise, issue the PAR to an authorized school personnel and indicate in the details of the PAR the personnel assigned as Teacher/s-In-Charge of the computer laboratory containing the DCP package.
3. Transfers the accountability to another authorized school personnel prior to the issuance of a clearance from all accountabilities pertaining to tangible assets when school personnel with accountability to the DCP package will encounter 'Personnel Movements' specified in Item No. 3 of the Accountability, Utilization and Warranty of DCP packages – Policies Section of this Handbook (or passed away).

## STEP 3 SCHOOL ICT COORDINATOR

1. Organizes a meeting with school faculty/personnel and put together rules and regulations in the utilization and security of the DCP package/Computer Laboratory.
2. Informs all School Personnel that the DCP package shall only be stored and used within the computer laboratory.
3. Suggests putting up posters/signs with regard to rules and regulations to be followed in using the computer laboratory.
4. Educates the computer laboratory users/students on the proper way of using the equipment.
5. Monitors computer laboratory utilization/activities.

**STEP 4**      **DIVISION IT OFFICER**

1. Informs/reminds recipient schools on the proper utilization and maintenance of the DCP package/ Computer Laboratory.
2. Monitors maintenance schedules and warranty coverage of all DCP packages.

**STEP 5**      **SUPPLIER/ASP**

1. Keeps a record of the warranty coverages of all DCP recipient schools.



**RESPONSIBILITIES**

**SCHOOL HEAD/PRINCIPAL**

1. Ensure that school personnel are regularly reminded of their responsibilities in utilizing and accountability of the DCP packages.

**DIVISION SUPPLY OFFICER/SCHOOL PROPERTY CUSTODIAN**

1. Ensure that all necessary steps were met before issuance of clearance from all accountabilities.
2. Ensure the proper issuance of the PAR to school personnel and inform them of their responsibilities.
3. Ensure to keep track of warranty coverage of DCP package.

**SCHOOL ICT COORDINATOR**

1. Ensure to educate all school personnel and computer laboratory users on the proper use of the computer laboratory.
2. Oversee computer laboratory activities.
3. Submits quarterly reports on the utilization of computer laboratories to School Head/Principal for reference.

**DIVISION IT OFFICER**

1. Oversee operations of all computer laboratories of DCP recipient schools.
2. Consolidates reports on the utilization of computer laboratories from the schools and submits report to the Regional Office.

**SUPPLIER/ASP**

1. Ensure to keep track of warranty coverage of DCP packages in schools.

### B.3. Maintenance, Troubleshooting and Helpdesk Support



#### **POLICIES**

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1. Supplier or Authorized Service Partner (ASP) shall maintain the DCP package to be functional and in good running condition as a whole package by providing post implementation support and services which includes:
  - a. Operations and management of all hardware and licensed software products provided.
  - b. Setting-up and managing Helpdesk Support that shall accommodate and process all queries and troubleshooting calls within applicable business hours and business days.
  - c. Helpdesk Support shall process the recipient's immediate DCP package concerns. Also, inquiries coming from the DCP Ticketing System shall be addressed accordingly.
  - d. Deployment of support technicians for maintenance, troubleshooting, repair and replacement of defective items/equipment purposes.
  - e. A three (3) day guarantee to repair the unit/s upon receipt of request (unless there will be a valid reason for additional resolution time).
  - f. Ensure availability of required spare parts of hardware items for quick response/resolution time.
  - g. In case unit/s cannot be repaired within the three (3) day guarantee period, the unit/s must be replaced within a maximum of seven (7) calendar days. Replacement must be of the same brand and specifications and shall be installed prior to the pull-out of the defective unit/s (unless there will be a valid reason for additional resolution time).
  - h. No pull-out of any equipment for repair/replacement shall be made without written request from the Supplier/ASP duly approved by the School Head or his/her authorized representative.
  - i. Support Technicians deployed by the Supplier/Authorized Service Partner to resolve problems in the field shall issue a **Field Service Report (FSR)** [\[see sample Appendix 8\]](#) to the recipient school.
  - j. Submission of monthly summary reports of received, resolved, pending and closed issues to DepEd-ICTS.
2. Only representatives from the Supplier/ASP are allowed to open/diagnose/ repair/replace the defective (under warranty) items/equipment.
3. To protect the DCP package from physical threats (Ex. Cable breakage, etc.), transfer of any component/s of the said package (i.e. Host PC, network switch, etc.) from one place to another without approval from the Division IT Officer is **strictly prohibited**.
4. In the event the DCP package setup needs to be relocated to a new building/ computer laboratory, representatives from the Supplier/ASP are the only authorized personnel to transfer the setup. Supplier/ASPs may charge the school for the services rendered (i.e. labor, materials, etc.)
5. When reporting and recording concerns, limit the information to be provided/gathered to only those important and needed for the task.

In the event that personal information is needed (i.e. personal mobile number, email, etc.) be sure to ask for the consent (written/recorded) of the owner as to who, when, where, why and for how long is the information going to be used.

6. **Follow Maintenance and Care Tips** to prolong the life of the items/equipment.
  - Keep equipment clean and dust-free.
  - Do not tamper with the 3-prong plugs used by the equipment, instead, use adaptors.
  - No food and beverages are allowed inside the computer laboratory.
  - Keep the equipment in its original configuration and avoid installing unauthorized and/or unlicensed/pirated software.
7. School should keep track of computer laboratory activities and maintenance schedules.

## 1 PROCEDURES

### STEP 1

### SCHOOL ICT COORDINATOR

1. Informs everybody on how to maintain and care for the items/equipment inside the computer laboratory.
2. Monitors computer laboratory activities.
3. Records/logs the date, time and problem/s encountered (include error/notification messages if present) when experiencing hardware, software, network and/or internet (if applicable) breakdown or errors.
4. Takes a photo/video of the problem/s encountered.
5. Restarts/reboots the equipment (if able).
6. Prepares the following information before reporting the concern/s when the problem still persists:
  - School ID
  - School Name
  - Division
  - Name of Person reporting the problem/s encountered
  - Contact Details
  - Problem/s encountered (include error/notification messages if present).
7. Records the details on the personnel who will attend to the concerns.
8. Contacts the Helpdesk Support for assistance. Please take note of the following procedures that may occur in resolving concerns:
  - a. Upon calling the Helpdesk Support, an agent may ask questions to further analyze, isolate the problem encountered and give probable solutions to resolve the problem.
  - b. If initial actions taken to resolve the problem have failed, a Support Technician will be sent to the recipient school to further assess and/or repair the defective unit/equipment. Repairs should not exceed three (3) days (unless there will be a valid reason for additional resolution time).

- c. If the unit/s cannot be repaired within three (3) days, the school the unit/s must be replaced within a maximum of seven (7) calendar days (unless there will be a valid reason for additional resolution time).
  - d. If an equipment/unit is to be pulled-out for repair/replacement, a written request from the Supplier/ASP shall first be presented to the School Head or his/her representative for approval.
  - e. Ask for a "Field Service Report" which will serve as your record of the transaction made.
9. In case the Supplier/Authorized Service Partner fails to resolve problems within the specified timelines and/or other concerns in relation to troubleshooting and helpdesk support, the School should contact the DepEd-ICTS at the DepEd Central Office for assistance.

**STEP 2**

**DEPED-ICTS**

1. Assist schools having a hard time following-up pending concerns with the Supplier/ASP.

**STEP 3**

**SUPPLIER/AUTHORIZED SERVICE PARTNER (ASP)**

1. Upon receiving trouble calls, the helpdesk support agent should introduce his/her complete name then gather the following information:
  - a. School ID
  - b. School Name
  - c. Division
  - d. Name of caller
  - e. Contact details
  - f. Problem/s encountered (include error/notification messages if present).
2. Make an initial analysis of the problem encountered and give probable solutions to resolve the problem.
3. When the initial actions taken to resolve the problem have failed, inform the caller that the matter/problem will be referred to an Authorized Service Partner to deploy support technicians to the site. Repair of the unit/s should not exceed three (3) days.
4. If the unit/s cannot be repaired within three (3) days, the unit/s must be replaced within a maximum of seven (7) calendar days.
5. If an equipment/unit is to be pulled-out for repair/replacement, a written authorization from the Supplier shall first be presented to the School Head or his/her representative for approval.
6. Provides a Field Service Report to the recipient school which will serve as the record of the transaction made.
7. When DepEd-ICTS reports to the Supplier that some schools have referred information that they have pending concerns with regard to troubleshooting and helpdesk support, the Supplier/ASP should immediately resolve all issues.





## **RESPONSIBILITIES**

### **SCHOOL ICT COORDINATOR**

1. Ensure that all computer laboratory users follow maintenance and care tips to prolong the life of the items/equipment.
2. Document computer laboratory activities and concerns for future reference regarding utilization.
3. Ensure that specified timelines are followed to address concerns promptly.
4. Ensure that only required documents and contact information needed in relation to maintenance, troubleshooting, repair and/or replacement are readily available and shared between parties concerned (with consent).
3. Escalate to DepEd-ICTS maintenance concerns that exceed specified timelines.

### **DEPED-ICTS**

1. Ensure that the Supplier/ASP will give high priority in handling troubleshooting and helpdesk concerns that have exceeded specified timelines.

### **SUPPLIER/AUTHORIZED SERVICE PARTNER**

1. Ensure that all concerns in relation to troubleshooting and helpdesk support are acted upon promptly.
2. Ensure that specified timelines are followed strictly.

## B.4. Relief from Accountability in case of Loss



### POLICIES

1. DCP packages are considered Government Property, and the Commission on Audit (COA) is tasked to credit the loss of such property or take steps on requests for relief from accountability. Loss of Government Property could be attributed to the following occurrences:
  - Lost in transit
  - Theft or Robbery/Hold-up
  - Damaged item due to improper use
  - Caused by natural or man-made disasters (i.e. typhoon, earthquake, flood, fire, etc.)
  - Force majeure
2. Upon discovery of property loss, immediately report the concern to the authorities for immediate investigation and determine next steps to be taken.
3. According to COA Memorandum No. 92-751, the basic notice of loss has to be filed immediately by the accountable official after the discovery of the loss. Application for relief of accountability should be filed with the Auditor concerned within a reglementary period of **thirty (30) days from discovery/occurrence of the loss.**
4. Also, it is indicated in Section 2 of P.D. 1445 (Government Auditing Code of the Philippines), although the chief or head of any government agency is immediately and mainly accountable for all government property and funds belonging to his agency, **answerable civil servants under him should be oriented/re-oriented on the scope of their responsibility/accountability.**
5. In case of property loss, the Accounting office/unit should coordinate with the DepEd Central Office with regard to booking-up and someday the dropping of DCP items/equipment from the books of accounts.
6. Granting or denying the request for relief of property accountability depends on evidence presented.

## 1

### PROCEDURES

#### STEP 1

#### ACCOUNTABLE PERSON

According to page 67 of the **DepEd Handbook on Property and Supply Management (2013 Edition)** entitled "Relief from Accountability in case of Loss of Government Property" under "Procedures for Relief from Accountability" and officers from the Asset Management Division (AMD), DepEd Central Office:

The accountable officer/personnel shall:

1. Reports immediately to the Police/Fire Chief/ Provincial Governor/Mayor or other competent authority and the Auditor (in coordination with the School Property Officer/Custodian) for immediate investigation;

2. The Division IT Officer and Accounting Unit must be informed of the incident to prepare documents needed for possible granting of request for relief of accountability and dropping the lost item/s from the books of accounts.
3. Submits within thirty (30) days an application for relief of accountability to COA including the following documents:
  - a. Appendix 75 – Report of Lost, Stolen, Damaged or Destroyed Property
  - b. Notarized affidavit of Loss executed by the accountable officer stating the following facts;
    - Property loss and its value
    - Actual date in which the absence was first noted.
    - Manner of loss
    - Efforts put forth to recover the same
    - Provisions made to safeguard the property; and
    - Date when the loss was reported to the auditor and police authorities
  - c. Joint notarized affidavit of two (2) disinterested persons attesting to the fact and circumstances about the loss. In case it is not possible to obtain the statement of two disinterested individual and only one is available or none at all, such fact shall be set forth in the affidavit of the person requesting relief, giving the reasons thereof;
  - d. The final police report showing the actions that were undertaken to recover the lost property including the actions to apprehend the suspect/s and the present status of the case;
  - e. Comments and recommendations of the head of office;
  - f. Comments and recommendations of the auditor;
  - g. Certification from the Police/Fire Chief/Provincial Governor/Mayor or other competent authority when the destruction was wrought by natural calamity and/or insurgency;
  - h. The Inspection Report on the extent of the damage on the insured government property;
  - i. The evidence on the immediate issuance of the notice of loss and accountable forms as required under COA Circular No. 84-233 dated August 24, 1984; and
  - j. Copy of the acknowledgement receipt of the equipment or government property that was lost.
4. If the application for relief of accountability falls beyond thirty (30) days from the date of property loss, COA will still decide whether to grant or deny the request.

**STEP 2**

**SCHOOLS DIVISION SUPERINTENDENT/DIVISION SUPPLY & IT OFFICER/  
ACCOUNTING UNIT**

1. Upon receipt of the incident report accompanied with request for relief of accountability (including supporting documents) from the accountable officer and school involved, the Division IT Officer must inform the Accounting Unit of the incident.

2. A letter addressed to COA and signed by the Schools Division Superintendent recommending the accountable officer be relieved of accountability must be provided.
3. When COA has granted the request for relief of accountability of the accountable officer, the Accounting Unit must coordinate with the Accounting of the DepEd Central Office for dropping the lost item/s from the books of accounts.
4. Provide the DepEd-ICTS a copy of the incident and COA report (with pertinent documents) granting the accountable officer relief of accountability.

**STEP 3**

**DEPED-ICTS**

1. Upon receipt of a copy of the incident and COA report on the granting of relief of accountability, DepEd-ICTS will review the school's eligibility and include in future batches for the DCP to replace the lost DCP package.



**RESPONSIBILITIES**

**ACCOUNTABLE PERSON**

1. Ensure the immediate reporting of the incident to authorities concerned
2. Ensure the preparation of an incident report and request for relief of accountability.

**DIVISION SUPPLY & IT OFFICER**

1. Ensure the immediate reporting of the incident to authorities concerned.
2. Ensure the provision of all documents needed by the authorities.

**DEPED-ICTS**

1. Ensure the inclusion of the school in future batches of the DCP.

APPENDICES

APPENDIX 1 – Sample Inspection and Acceptance Report (IAR)



INSPECTION AND ACCEPTANCE REPORT

Entity Name : \_\_\_\_\_ Fund Cluster : \_\_\_\_\_

Supplier : _____	IAR No. : _____
PO No./Date : _____	Date : _____
Requisitioning Office/Dept. : _____	Invoice No. : _____
Responsibility Center Code : _____	Date : _____

<i>Stock/ Property No.</i>	<i>Description</i>	<i>Unit</i>	<i>Quantity</i>

<i>INSPECTION</i>	<i>ACCEPTANCE</i>
Date Inspected : _____	Date Received : _____
<input type="checkbox"/> Inspected, verified and found in order as to quantity and specifications	<input type="checkbox"/> Complete <input type="checkbox"/> Partial (pls. specify quantity)
_____	
Inspection Officer/Inspection Committee	
_____	
Inspection Officer/Inspection Committee	
_____	
Inspection Officer/Inspection Committee	_____
	Supply and/or Property Custodian

APPENDIX 2 – Sample Forwarding Bill

<b>FORWARDING COMPANY</b>		300 015 815 571	
Date of Shipment			
1 Shipper's Account Number <b>100-000-2412</b>		Pick Up Number	
Shipper's Name (Please print)		Contact Numbers Designated For Customer Notification	
Company		Phone	
Address		Mobile No.	
City/Province		E-mail Address	
2 Consignee's Account Number		Pick Up Number	
Consignee's Name (Please print)		Contact Numbers Designated For Customer Notification	
Company		Phone	
Address		Mobile No.	
City/Province		E-mail Address	
3 Contents (Complete Description)		Total Declared Value	
4 Service <input type="checkbox"/> Express DTD <input type="checkbox"/> Deferred DTD <input type="checkbox"/> Cargo/ps			
5 Packaging Actual Wgt: kg      Actual Vol: m <sup>3</sup>			
6 Commodity Class <input type="checkbox"/> Regular <input type="checkbox"/> HV <input type="checkbox"/> Perishable <input type="checkbox"/> DG <input type="checkbox"/> Heavyweight			
7 Delivery Instructions <input type="checkbox"/> HHL <input type="checkbox"/> ODA <input type="checkbox"/> OPR <input type="checkbox"/> Open Documents For Return <input type="checkbox"/> Others			
8 Sender's Signature X By signing of this document I agree to the terms and conditions at the back of this manifest registration receipt.			
9 Shipment Acceptance <input type="checkbox"/> Reg Stop <input type="checkbox"/> On Call Stop <input type="checkbox"/> MMT <input type="checkbox"/> VSC MMT Order / Account No.			
10 Payment <input type="checkbox"/> Bill Shipper <input type="checkbox"/> Bill Consignee <input type="checkbox"/> Bill 3rd Party			
11 Client Reference			
12 Charges Freight Charge Access Charge DN ODA DFA Coking Fuel Surcharges Pork & Pack Others			
13 Recipient's Signature X Received acknowledgment to signature of goods and condition.			
14 Drop-off Location Date Time <input type="checkbox"/> am <input type="checkbox"/> pm		15 Del. Center Employee # Date Time <input type="checkbox"/> am <input type="checkbox"/> pm Driver ID	



DRAFT

APPENDIX 3 - Sample Supplier Delivery Receipt (DR)

<b>(COMPANY XYZ INC.)</b>		<b>DELIVERY RECEIPT</b> <b>NO. A 44655</b>																																																															
DELIVER TO : STO DOMINGO ES  TIN :  BUSSINESS STYLE		BILLED TO: <b>DCP PROJECT 2015</b> <b>BATCH 26</b>																																																															
DATE :                      SALESMAN :                      TERMS :                      SHIPMENT VIA : PURCHASE ORDER :                      ORDER DATE :                      O.F. NO. :                      FOB :																																																																	
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2">QUANTITY</th> <th rowspan="2">CODE NO.</th> <th rowspan="2">DESCRIPTION</th> <th rowspan="2"></th> </tr> <tr> <th>SHIPPED</th> <th>ORDERED</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">Unit</td> <td style="text-align: center;">-</td> <td>HOST PC/ MONITOR / KEYBOARD / MOUSE / MOUSE</td> <td style="text-align: right;">30,450.00</td> </tr> <tr> <td style="text-align: center;">6</td> <td style="text-align: center;">Units</td> <td style="text-align: center;">-</td> <td>DESKTOP VIRTUALIZATION / ACCESS TERMINAL / T</td> <td style="text-align: right;">2,175.00</td> </tr> <tr> <td style="text-align: center;">6</td> <td style="text-align: center;">Units</td> <td style="text-align: center;">-</td> <td>LED MONITOR, 18.5" WIDESCREEEN</td> <td style="text-align: right;">3,505.00</td> </tr> <tr> <td style="text-align: center;">6</td> <td style="text-align: center;">Sets</td> <td style="text-align: center;">-</td> <td>KEYBOARD AND MOUSE</td> <td style="text-align: right;">410.00</td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">Unit</td> <td style="text-align: center;">-</td> <td>3-IN-1 INKJET PRINTER</td> <td style="text-align: right;">2,645.00</td> </tr> <tr> <td style="text-align: center;">2</td> <td style="text-align: center;">Unit</td> <td style="text-align: center;">-</td> <td>PROJECTOR WITH ACCESSORIES</td> <td style="text-align: right;">14,125.00</td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">Unit</td> <td style="text-align: center;">-</td> <td>LAPTOP</td> <td style="text-align: right;">22,100.00</td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">Unit</td> <td style="text-align: center;">-</td> <td>MULTIMEDIA SPEAKERS</td> <td style="text-align: right;">1,250.00</td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">Unit</td> <td style="text-align: center;">-</td> <td>UNINTERRUPTIBLE POWER SUPPLY (UPS)</td> <td style="text-align: right;">4,575.00</td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">Unit</td> <td style="text-align: center;">-</td> <td>AUTOMATIC VOLTAGE REGULATOR (AVR)</td> <td style="text-align: right;">3,040.00</td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">Unit</td> <td style="text-align: center;">-</td> <td>NETWORKING PERIPHERALS</td> <td style="text-align: right;">1,755.00</td> </tr> </tbody> </table>		QUANTITY		CODE NO.	DESCRIPTION		SHIPPED	ORDERED	1	Unit	-	HOST PC/ MONITOR / KEYBOARD / MOUSE / MOUSE	30,450.00	6	Units	-	DESKTOP VIRTUALIZATION / ACCESS TERMINAL / T	2,175.00	6	Units	-	LED MONITOR, 18.5" WIDESCREEEN	3,505.00	6	Sets	-	KEYBOARD AND MOUSE	410.00	1	Unit	-	3-IN-1 INKJET PRINTER	2,645.00	2	Unit	-	PROJECTOR WITH ACCESSORIES	14,125.00	1	Unit	-	LAPTOP	22,100.00	1	Unit	-	MULTIMEDIA SPEAKERS	1,250.00	1	Unit	-	UNINTERRUPTIBLE POWER SUPPLY (UPS)	4,575.00	1	Unit	-	AUTOMATIC VOLTAGE REGULATOR (AVR)	3,040.00	1	Unit	-	NETWORKING PERIPHERALS	1,755.00	** STO. DOMINGO ES **	
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PACKED BY/DATE  NO. OF BOXES _____		CHEKC/DATE  NO. OF BOXES _____																																																															
GUARD ON DUTY:  TIME OUT: _____		DELIVERED BY/DATE  NO. OF BOXES _____																																																															
RECEIVED THE GOODS IN GOOD ORDER AND CONDITION.  BY: _____ DESIGNATION: _____ DATE: _____		CERTIFIED CORRECT PAYMENT NOT YET RECEIVED  BY: _____ CHIEF ACCOUNTANT																																																															
100 Boxes 500 sets/box 5Ply SN: A 25001 - A 75000 BIR Authority to Print No.OCN3AU0001181709 Date Issued: 07/08/2014 Valid Until: 07/08/2019 Willing Printing Press 48-H 6th Ave. Brgy. 050 Dist. 2 Caloocan City VAT REG. TIN: 208-032-820-000		Printer's Accreditation No. 027MP20130000000003 Date Issued: Dec 17, 2013 THIS DELIVERY RECEIPT SHALL BE VALID																																																															
ORIGINAL - BILLING/ACCTG. COPY WHITE - CUSTOMER'S COPY BLUE - WAREHOUSE COPY GREEN - SCHOOL FILE YELLOW - MASTER																																																																	

## APPENDIX 4 – DCP Ticketing System


### a) System Overview



**DCP Ticketing System** User's Guide

TABLE OF CONTENTS

- Rationale, Key Processes and Roles
- Procedure: Reporting delivery, installation, training, acceptance
- Procedure: Reporting Technical Support needs
- SMS cheat sheet for Recipient Schools

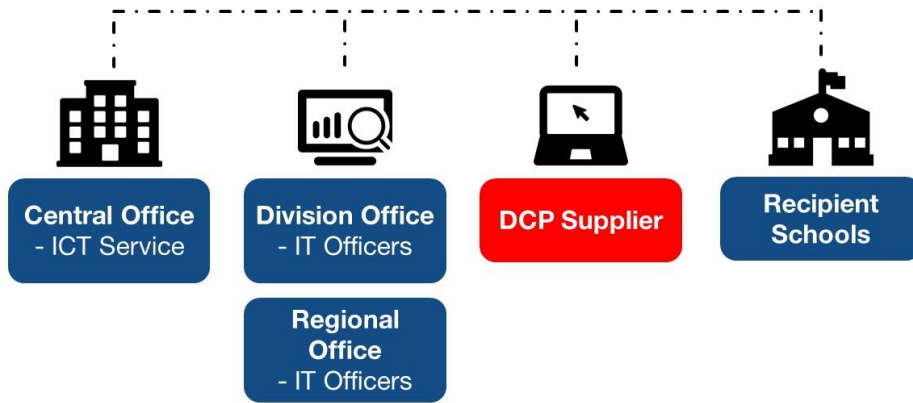


Ver 1.0 May 2016



## DCP Ticketing System

OBJECTIVE: To facilitate **accurate** and **timely** communications between and across the different implementors of the DCP.



Ver 1.0 May 2016

### DCP Ticketing System Key Processes

Deployment ————— Post-Deployment Support



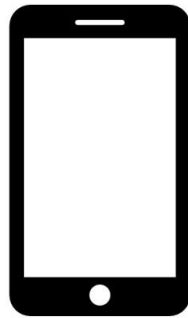
System Admin & Monitoring

Reporting



Ver 1.0 May 2016

Device/ Platforms



**SMS**  
Reporting/  
Validation



**Web/ Online**  
logs, user admin, tracking  
Progress Reports



Ver 1.0 May 2016

DCP Ticketing System **User Administration**

**Users are recognized by the system through the following:**

Web login



**Central Office**  
- ICT Service

Web login  
Mobile Phone #



**Division Office**  
- IT Officers

**Regional Office**  
- IT Officers

Web login  
Mobile Phone #



**DCP Supplier**

Web login  
(temporary login only)  
Mobile Phone #



**Recipient Schools**



Ver 1.0 May 2016

**DCP Ticketing System SMS CHEAT SHEET**



**FOR RECIPIENT SCHOOLS**



DCP TICKETING SYSTEM  
CONTACT NUMBER:\*

**0995-3203799**

**\*Please do not call**

**NOTE: KEYWORDS SHOULD BE IN CAPITAL LETTERS** (i.e. DELIVERED, INSTALLED, TRAINED, etc)

SCENARIO	TEXT COMMAND
DELIVERED	<b>DELIVERED</b> <space>BATCH NO.<space>DR NO.<space>DATE OF DELIVERY (YYYY-MM-DD) <space>MESSAGE. Example: <b>DELIVERED</b> 25 DR123 2015-01-01 Thank you.
INSTALLED	<b>INSTALLED</b> <space>BATCH NO.<space>DATE OF INSTALLATION (YYYY-MM-DD). Example: <b>INSTALLED</b> 25 2015-01-10.
TRAINED	<b>TRAINED</b> <space>BATCH NO.<space>END DATE OF TRAINING (YYYY-MM-DD). Example: <b>TRAINED</b> 25 2015-01-11.
ACCEPTED	<b>ACCEPTED</b> <space>BATCH NO.<space>DATE OF ACCEPTANCE (YYYY-MM-DD). Example: <b>ACCEPTED</b> 25 2015-01-11.
NEW	<b>NEW</b> <space>BATCH NO.<space>MESSAGE. Example: <b>NEW</b> 25 Unit is defective.
UPDATE	<b>UPDATE</b> <space>TICKET NO.<space>MESSAGE. Example: <b>UPDATE</b> 20150101-1 Two new computer needs repair.
END	<b>END</b> <space>TICKET NO.<space>MESSAGE. Example: <b>END</b> 20150101-1 All computers are up and running. Thank you.

[dcphelpdesk.deped.gov.ph](http://dcphelpdesk.deped.gov.ph)




**DCP Ticketing System**


Ver 1.0 May 2016

The DCP Ticketing System was developed in partnership with the City Government of Laguna

b) System Procedure



**DepED**  
DEPARTMENT OF EDUCATION







  
  

**DCP Ticketing System** User's Guide

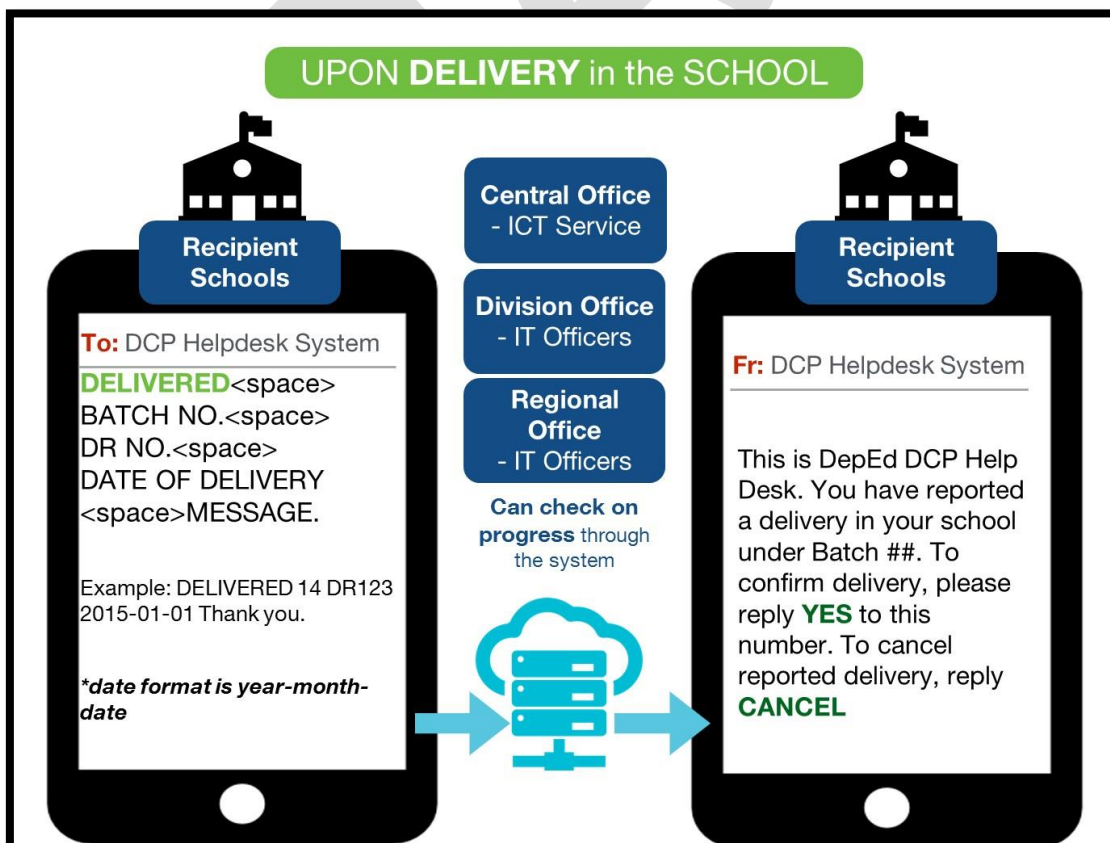
**TABLE OF CONTENTS**

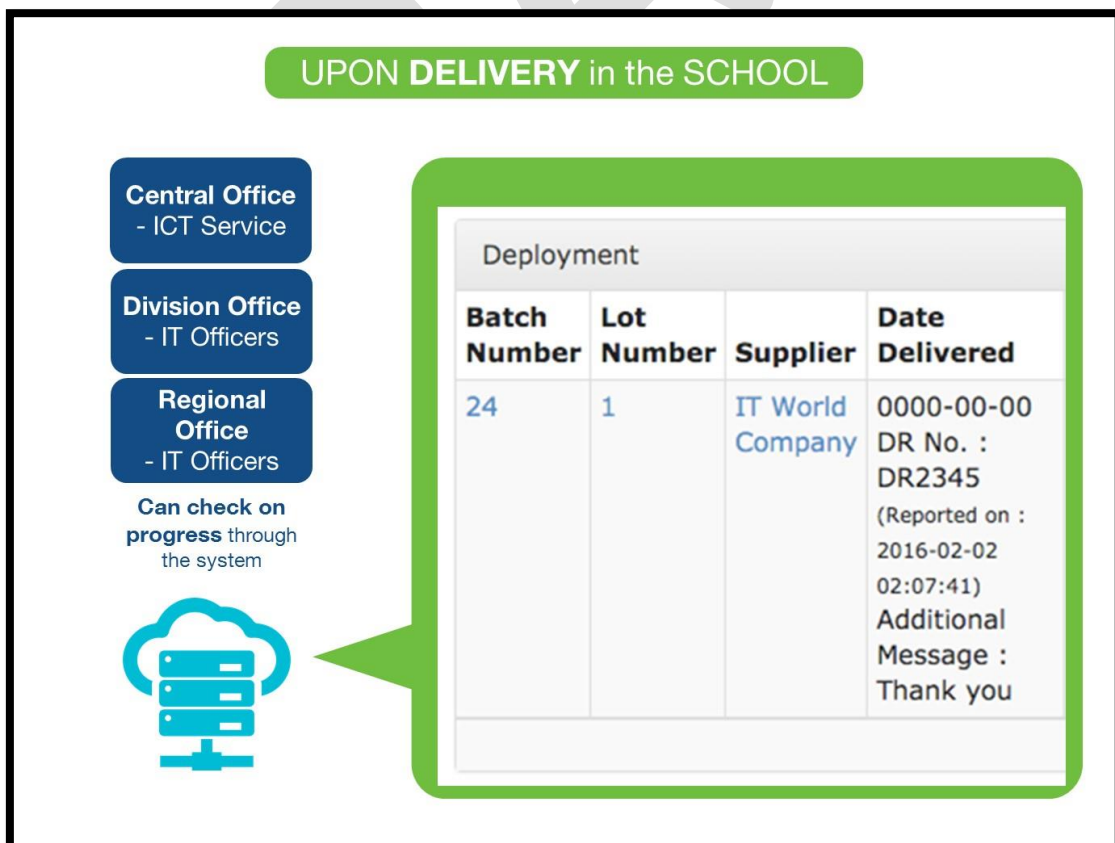
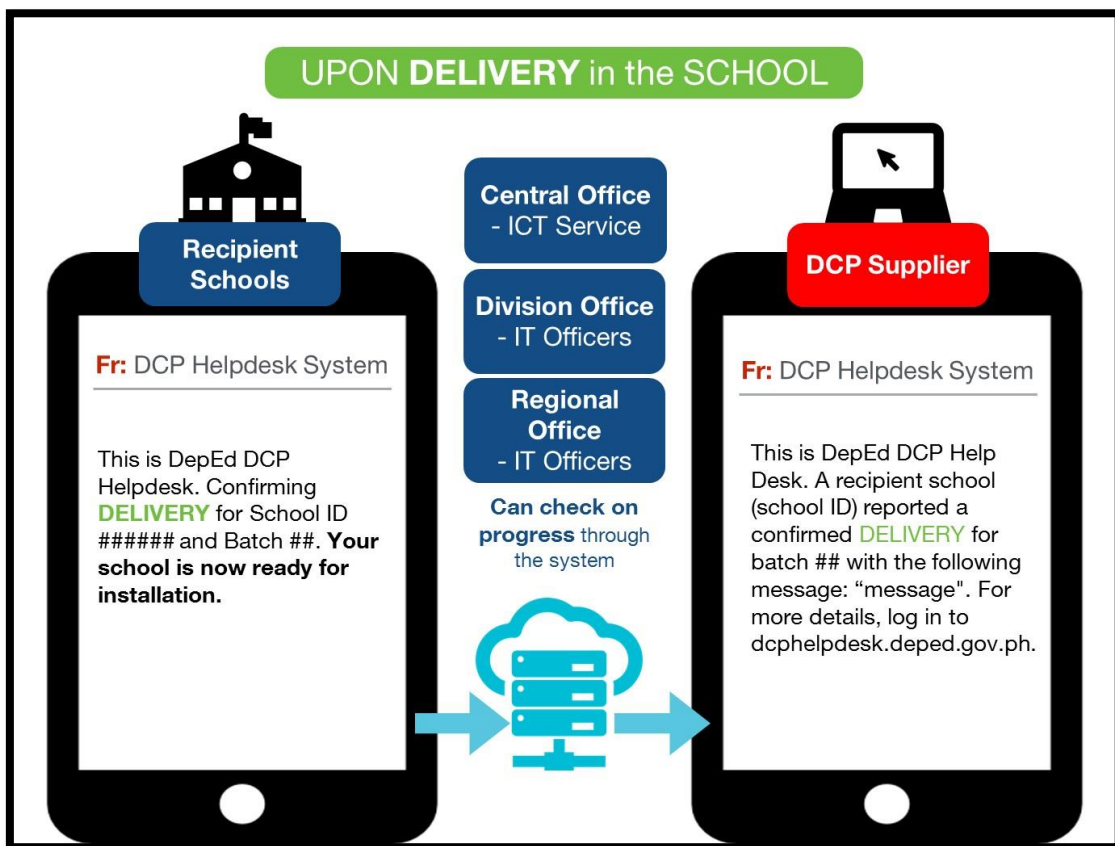
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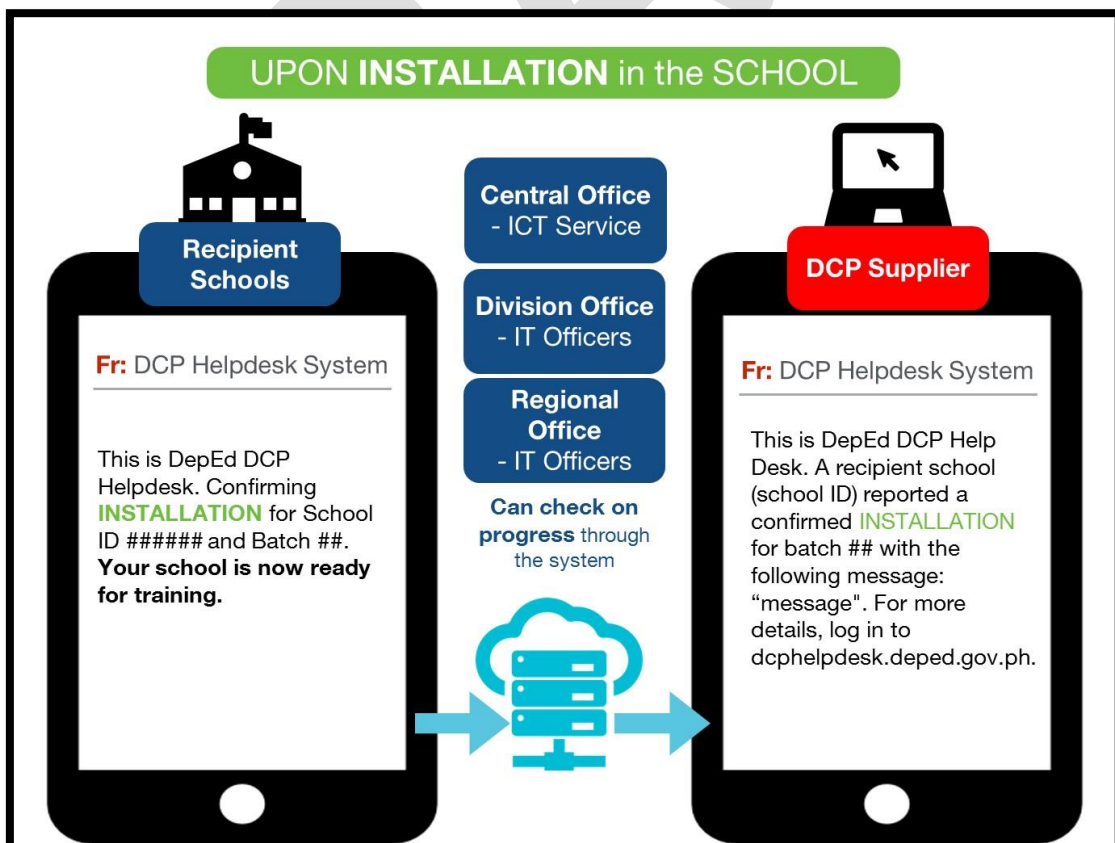
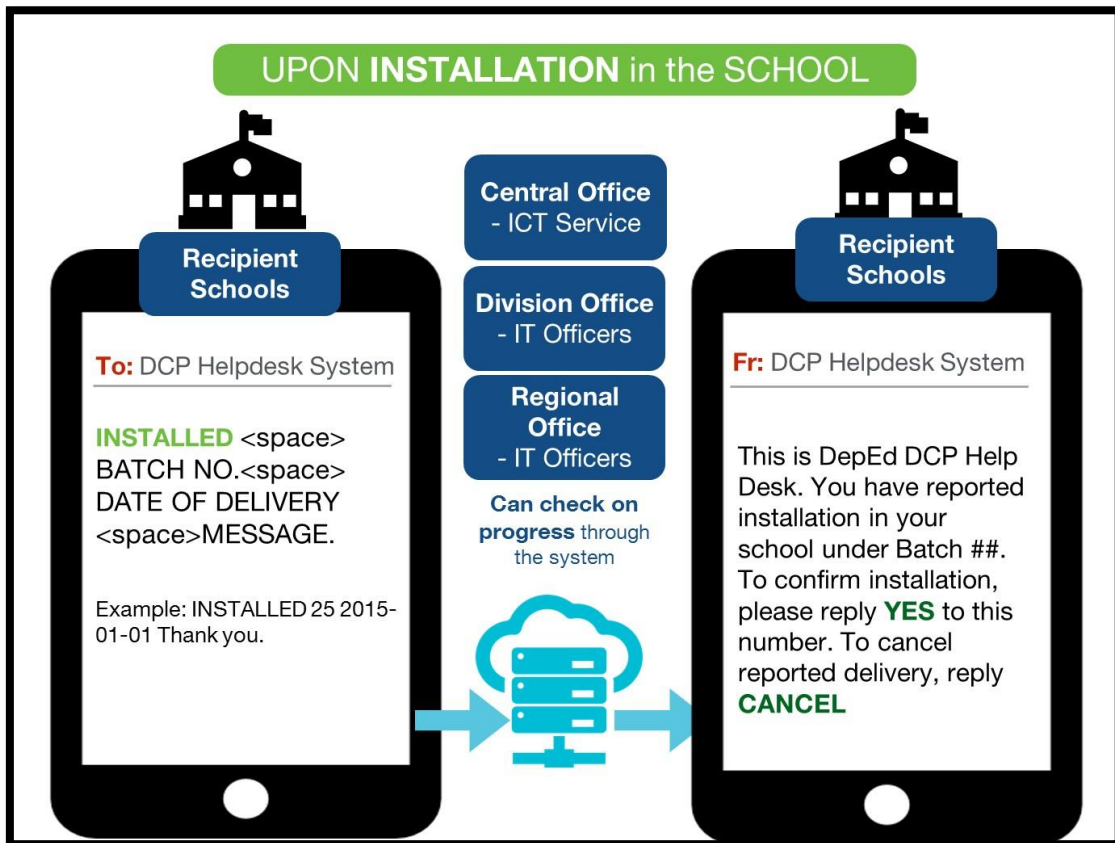
  
  

Ver 1.1 March 2017








### UPON INSTALLATION to the SCHOOL

**Central Office**  
- ICT Service

**Division Office**  
- IT Officers


**Regional Office**  
- IT Officers

Can check on progress through the system



Supplier	Date Delivered	Date Installed	Date Trained
IT World Company	0000-00-00 DR No. : DR2345 (Reported on : 2016-02-02 02:07:41) Additional Message : Thank you	2016-02-02 (Reported on : 2016-02-02 02:14:36) Additional Message :	2016-02-02 (Reported on : 2016-02-02 02:19:11) Additional Message :

### UPON TRAINING in the SCHOOL




**Recipient Schools**


**Central Office**  
- ICT Service

**Division Office**  
- IT Officers

**Regional Office**  
- IT Officers

Can check on progress through the system





**Recipient Schools**

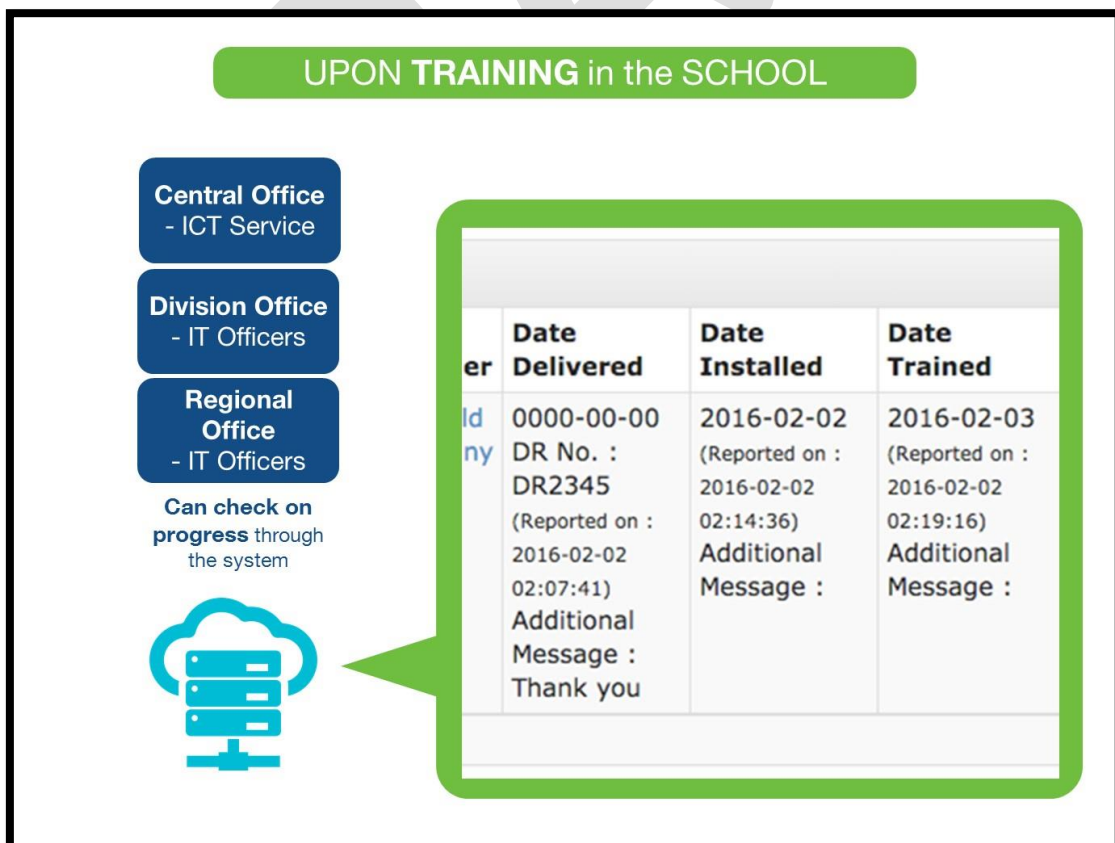
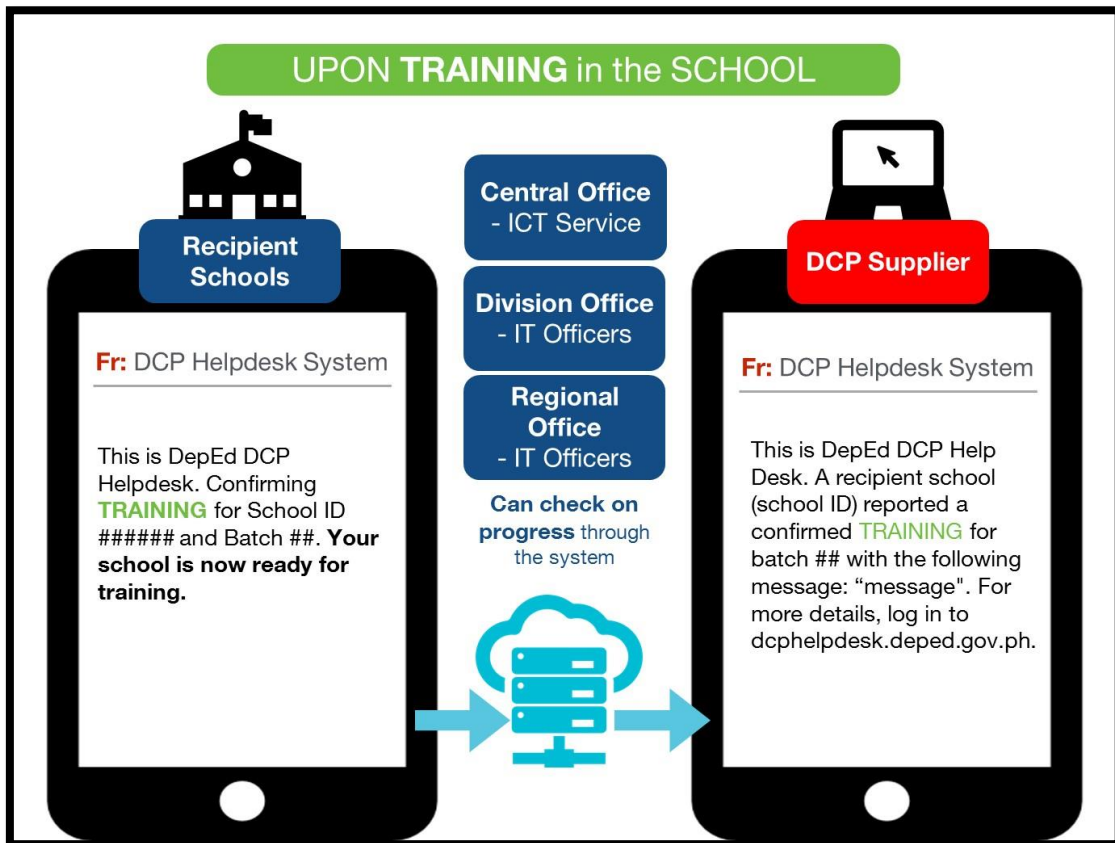
To: DCP Helpdesk System

**TRAINED** <space>  
BATCH NO.<space>  
DATE OF DELIVERY  
<space>MESSAGE.

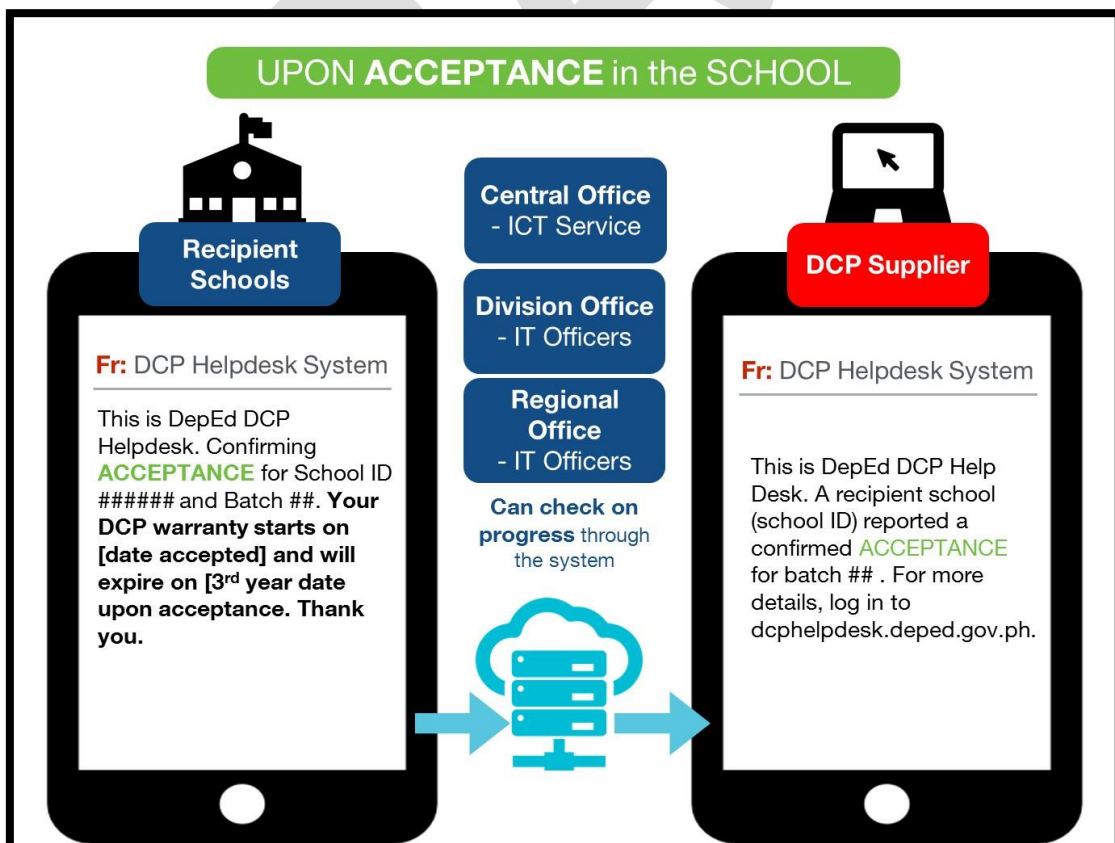
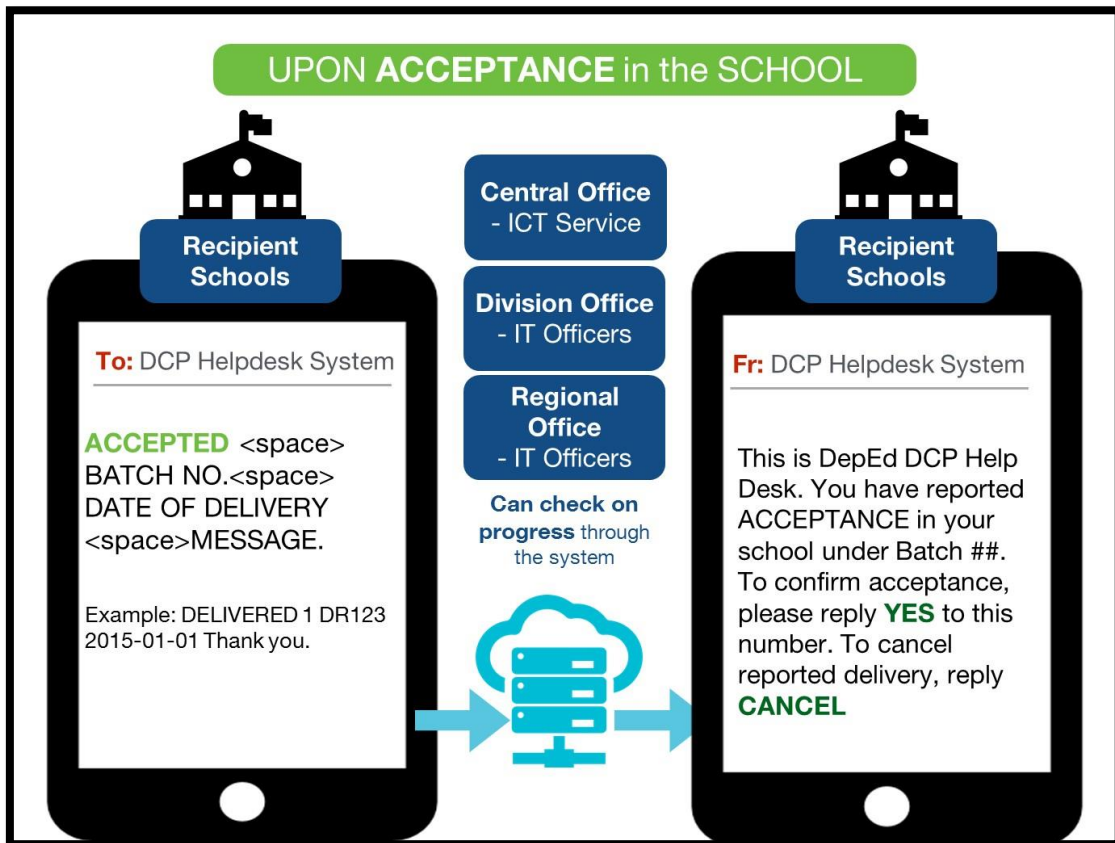
Example: DELIVERED 1 DR123  
2015-01-01 Thank you.

Fr: DCP Helpdesk System

This is DepEd DCP Help Desk. You have reported training in your school under Batch ##. To confirm training, please reply **YES** to this number. To cancel reported delivery, reply **CANCEL**








### UPON ACCEPTANCE in the SCHOOL

**Central Office**  
- ICT Service

**Division Office**  
- IT Officers


**Regional Office**  
- IT Officers

Can check on progress through the system



Date Installed	Date Trained	Date Accepted
2016-02-02 <small>(Reported on : 2016-02-02 02:14:36)</small>	2016-02-03 <small>(Reported on : 2016-02-02 02:19:16)</small>	2016-02-02 Warranty Expiration : 2019-02-03 <small>(Reported on : 2016-02-02 02:50:46)</small>
Additional Message :	Additional Message :	Additional Message :

### Technical support - SUBMITTING A NEW REPORT



**Recipient Schools**

**To:** DCP Helpdesk System

---

**NEW**<space>BATCH NO.<space>MESSAGE


Example: NEW 123 Unit is defective.


**Central Office**  
- ICT Service

**Division Office**  
- IT Officers

**Regional Office**  
- IT Officers

Can check on progress through the system






**DCP Supplier**

**Fr:** DCP Helpdesk System

---

This is DepEd DCP Help Desk. A recipient school is asking for technical support with the following ticket and message:  
**#####-## - (batch number) "message"**

### Technical support - SUBMITTING A NEW REPORT



**Recipient Schools**

**Fr:** DCP Helpdesk System

---


This is DepEd DCP Help Desk. Your ticket number is #####-##. If you wish to check on the status, go to [dcphelpdesk.deped.gov.ph](http://dcphelpdesk.deped.gov.ph) and click on DCP. Your username is your ticket number and your password #####. Keep this message for future referene. thank you for filing.

**Central Office**  
- ICT Service

**Division Office**  
- IT Officers

**Regional Office**  
- IT Officers

Can check on progress through the system




The **username(ticket number)** and **password** can be used by **school representatives to log into the system** to check on their progress or log a report.

This **username** and **password is temporary**, and will exist in the system only **while the ticket is open**.

Once a ticket is resolved, the username and password can no longer be used to log into the system. However, the logged information will remain for future reference.

### Technical support - SUBMITTING A NEW REPORT



DCP Supplier

Can log into the system to check on pending technical support requests and log progress.

sample of table that will be displayed:

Tickets							
Ticket Name	Batch	Lot	Supplier	No. of Logs	Date Created	Status	Age
20160202-7	24			5	2016-02-02	Pending	0 days

Click on the **ticket number** to display the **Ticket Profile** (see below)

Ticket Profile

Ticket Details
Logs

Add New

Logs		
Log Date	Log Message	Log By
2016-02-02	20160202-7 connected na	School
2016-02-02	now its working	School
2016-02-02	all is working	Administrator
2016-02-02	found out 1 utp cable not connected, now its working	Administrator

### Technical support - SUBMITTING A NEW REPORT



**DCP Supplier**

Can log into the system to check on pending technical support requests and log progress.

Ticket Profile

Ticket Details **Logs** Add New

Log Date	Log Message	Log By
2016-02-02	20160202-7 connected na	School
2016-02-02	now its working	School
2016-02-02	all is working	Administrator
2016-02-02	found out 1 utp cable not connected, now its working	Administrator
2016-02-02	Please check if all cables are connected	Administrator

Download Report   Return to Previous Page

The **Logs tab** displays the messages suppliers have added, as well as those from the school.

### Technical support - SUBMITTING A NEW REPORT



**DCP Supplier**

Can log into the system to check on pending technical support requests and log progress.

Ticket Profile

Click on "Add new" to add a new message

Ticket Details **Logs** Add New

Log Date	Log Message	Log By
2016-02-02	20160202-7 connected na	School
2016-02-02	now its working	School


Add Log

Log Message :

Then type in your message and submit by clicking the green button below.

**Submit**

**Technical support - UPDATING A REPORT**

 **Recipient Schools**

Can also **log into the system** to check on **pending technical support requests** and **log progress** using their **ticket number** and the supplied **temporary password**.


DepEd DCP Help Desk Getting Started Register Apply

### Dashboard

Login

Username :	<input type="text" value="20160202-7"/>
Password :	<input type="password" value="Enter Password"/>

**Technical support - UPDATING A REPORT**

 **Recipient Schools**

Can **log into the system** to check on **pending technical support requests** and **log progress** using their **ticket number** and the supplied **temporary password**.


Dashboard Dashboard Ticket Profile Logs

20160202-7

Ticket Profile Click on **logs**, to see **messages/updates** from **suppliers**

Ticket Name :	20160202-7
Date Created :	2016-02-02
Status :	Active
Batch Name :	24
Supplier :	
Supplier Contact Person :	/

**Technical support - UPDATING A REPORT**

 **Recipient Schools**

Can **log into the system** to check on **pending technical support requests** and **log progress** using their **ticket number** and the supplied **temporary password**.

**Dashboard**  
20160202-7

Dashboard Ticket Profile **Logs**


Logs

Search Keyword

Log Date	Log Message	Log By	Actions
2016-02-02	Please check if all cables are connected	Administrator	
2016-02-02	found out 1 utp cable not connected, now its working	Administrator	
2016-02-02	all is working	Administrator	
2016-02-02	now its working	School	<input type="button" value="Edit"/>
2016-02-02	20160202-7 connected na	School	<input type="button" value="Edit"/>

This displays the messages suppliers have added, as well as those from the school.

**Technical support - UPDATING A REPORT**

 **Recipient Schools**

Can **log into the system** to check on **pending technical support requests** and **log progress** using their **ticket number** and the supplied **temporary password**.

**Dashboard**  
20160202-7

Dashboard Ticket Profile **Logs**

Logs

To add a message click on "add new"

Search Keyword

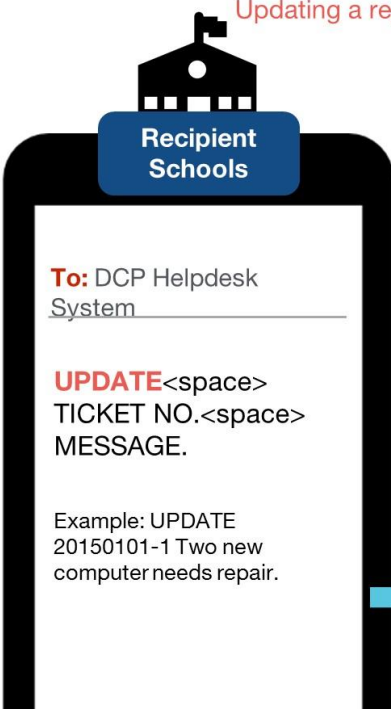
Logs

Log Date	Log Message	Log By	Actions
2	Add Log		
2			
2	Log Message :	<input type="text" value="Enter Log Message"/>	
2			
2			<input type="button" value="Submit"/>

Then type in your message and submit by clicking the green button below.

### Technical support - UPDATING A REPORT

Updating a report can also be done through SMS




**Recipient Schools**

**To:** DCP Helpdesk System


---

**UPDATE**<space>  
TICKET NO.<space>  
MESSAGE.

Example: UPDATE  
20150101-1 Two new  
computer needs repair.



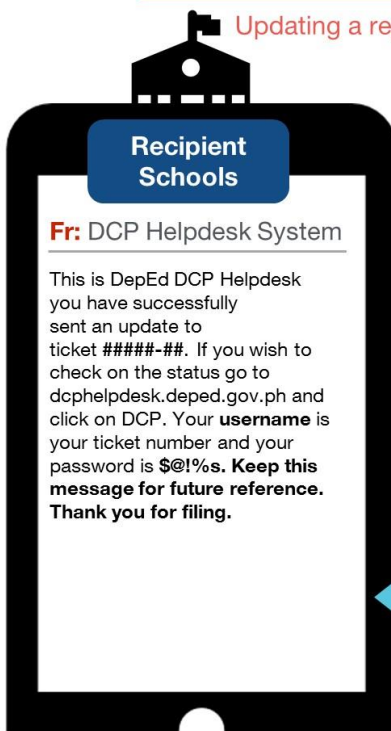
Log Date	Log Message	Log By
2016-02-02	20160202-7 connected na	School
2016-02-02	now its working	School
2016-02-02	all is working	Administrator
2016-02-02	found out 1 utp cable not connected, now its working	Administrator
2016-02-02	Please check if all cables are connected	Administrator



Your message will be added to the logs under your ticket profile

### Technical support - UPDATING A REPORT

Updating a report can also be done through SMS

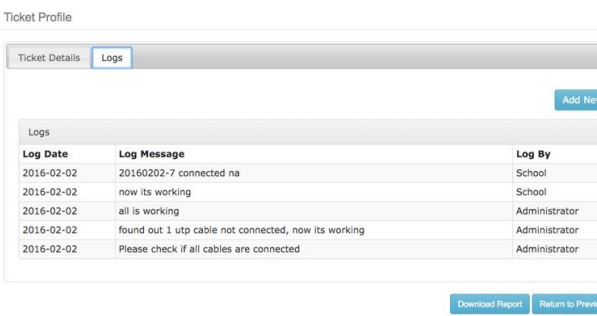


**Recipient Schools**


**Fr:** DCP Helpdesk System

---

This is DepEd DCP Helpdesk you have successfully sent an update to ticket #####-##. If you wish to check on the status go to dcphelpdesk.deped.gov.ph and click on DCP. Your **username** is your ticket number and your password is \$@!%s. **Keep this message for future reference. Thank you for filing.**



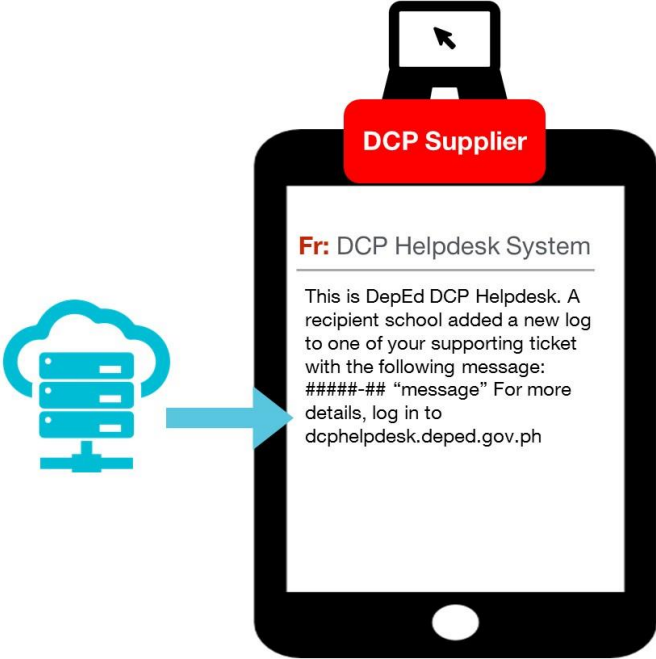
Log Date	Log Message	Log By
2016-02-02	20160202-7 connected na	School
2016-02-02	now its working	School
2016-02-02	all is working	Administrator
2016-02-02	found out 1 utp cable not connected, now its working	Administrator
2016-02-02	Please check if all cables are connected	Administrator



Your message will be added to the logs under your ticket profile

### Technical support - UPDATING A REPORT

Updating a report can also be done through SMS




**DCP Supplier**

**Fr:** DCP Helpdesk System



This is DepEd DCP Helpdesk. A recipient school added a new log to one of your supporting ticket with the following message: #####-### "message" For more details, log in to dcphelpdesk.deped.gov.ph

### Technical support - ENDING/ CLOSING A TICKET



**Recipient Schools**

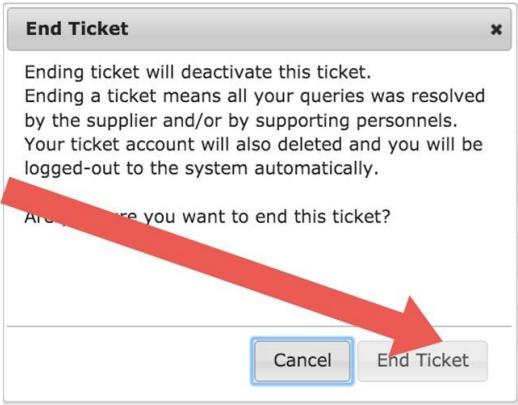
When the issue has already been resolved, click on **End Ticket**



A warning message will appear.

Just click on **End Ticket** again to confirm closing this tech support ticket.

**Note:**  
Only School users will be allowed to end/close a ticket



**End Ticket**

Ending ticket will deactivate this ticket. Ending a ticket means all your queries was resolved by the supplier and/or by supporting personnels. Your ticket account will also deleted and you will be logged-out to the system automatically.

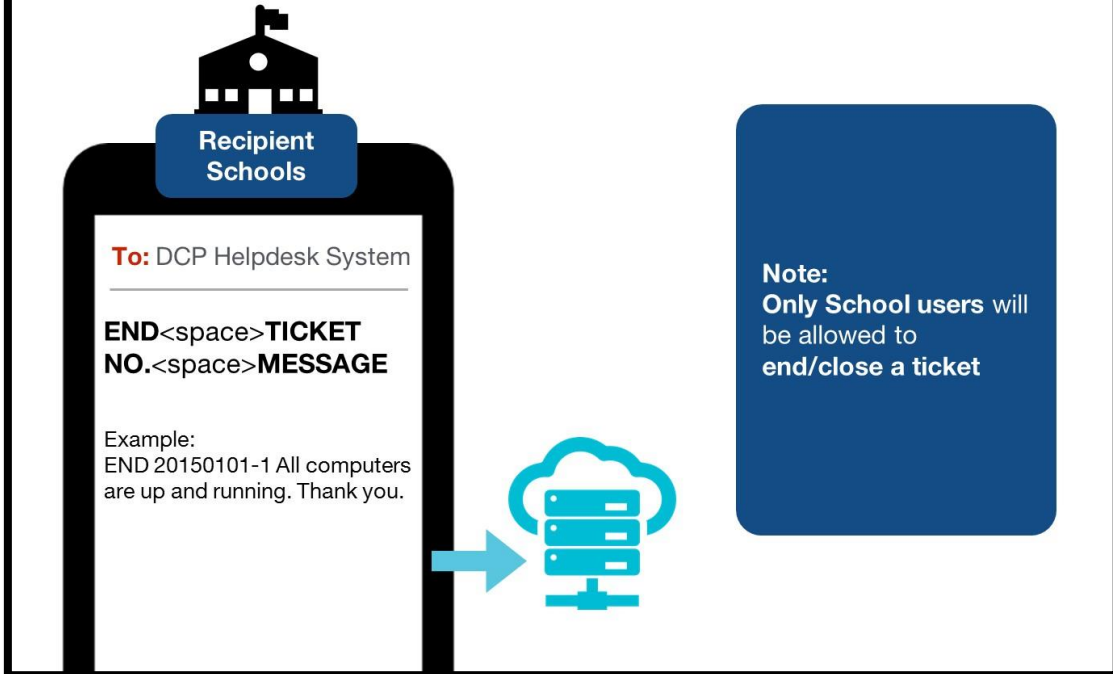
Are you sure you want to end this ticket?

Cancel End Ticket



### Technical support - ENDING/ CLOSING A TICKET

Ending/closing a ticket can also be done through SMS



**Recipient Schools**

**To:** DCP Helpdesk System

**END**<space>**TICKET**  
**NO.**<space>**MESSAGE**

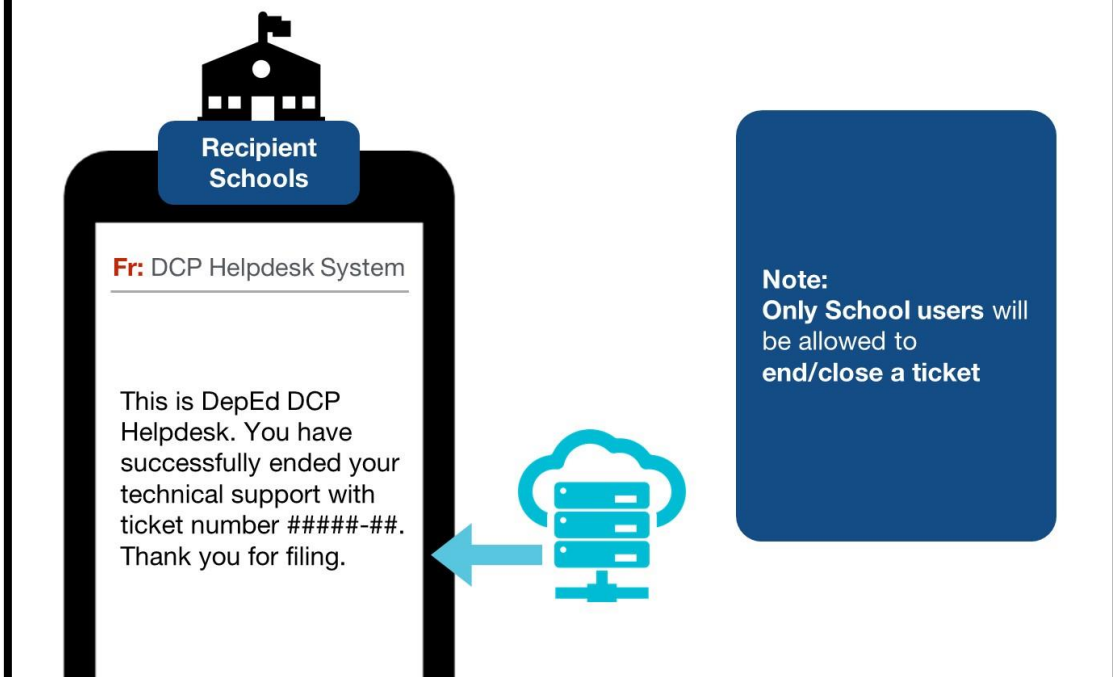
Example:  
END 20150101-1 All computers are up and running. Thank you.

**Note:**  
Only School users will be allowed to end/close a ticket

The diagram shows a smartphone icon with a schoolhouse on top. The screen displays an outgoing SMS from the DCP Helpdesk System. The message content is "END<space>TICKET NO.<space>MESSAGE" and an example "END 20150101-1 All computers are up and running. Thank you." A blue arrow points from the phone to a server icon, indicating the message is being sent to the system.

### Technical support - ENDING/ CLOSING A TICKET

Ending/closing a ticket can also be done through SMS



**Recipient Schools**

**Fr:** DCP Helpdesk System

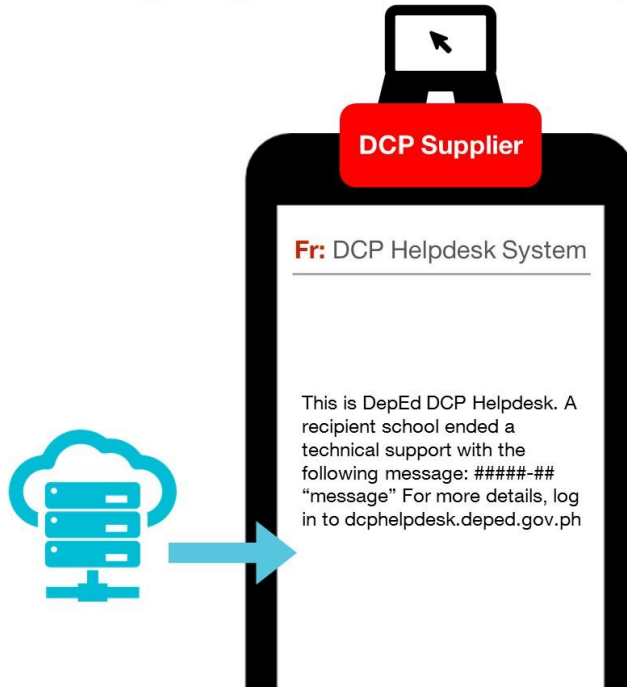
This is DepEd DCP Helpdesk. You have successfully ended your technical support with ticket number #####-##. Thank you for filing.

**Note:**  
Only School users will be allowed to end/close a ticket

The diagram shows a smartphone icon with a schoolhouse on top. The screen displays an incoming SMS from the DCP Helpdesk System. The message content is "This is DepEd DCP Helpdesk. You have successfully ended your technical support with ticket number #####-##. Thank you for filing." A blue arrow points from a server icon to the phone, indicating the message is being received from the system.

**Technical support - ENDING/ CLOSING A TICKET**

Ending/closing a ticket can also be done through SMS



**DCP Ticketing System SMS CHEAT SHEET**



**FOR RECIPIENT SCHOOLS**



**DCP TICKETING SYSTEM CONTACT NUMBER:\***

**0995-3203799**

*\*Please do not call*

**NOTE: KEYWORDS SHOULD BE IN CAPITAL LETTERS** (i.e. DELIVERED, INSTALLED, TRAINED, etc)

SCENARIO	TEXT COMMAND
DELIVERED	<b>DELIVERED</b> <space>BATCH NO.<space>DR NO.<space>DATE OF DELIVERY (YYYY-MM-DD) <space>MESSAGE. Example: <b>DELIVERED</b> 25 DR123 2015-01-01 Thank you.
INSTALLED	<b>INSTALLED</b> <space>BATCH NO.<space>DATE OF INSTALLATION (YYYY-MM-DD). Example: <b>INSTALLED</b> 25 2015-01-10.
TRAINED	<b>TRAINED</b> <space>BATCH NO.<space>END DATE OF TRAINING (YYYY-MM-DD). Example: <b>TRAINED</b> 25 2015-01-11.
ACCEPTED	<b>ACCEPTED</b> <space>BATCH NO.<space>DATE OF ACCEPTANCE (YYYY-MM-DD). Example: <b>DCP ACCEPTED</b> 25 2015-01-11.
NEW	<b>NEW</b> <space>BATCH NO.<space>MESSAGE. Example: <b>NEW</b> 25 Unit is defective.
UPDATE	<b>UPDATE</b> <space>TICKET NO.<space>MESSAGE. Example: <b>UPDATE</b> 20150101-1 Two new computer needs repair.
END	<b>END</b> <space>TICKET NO.<space>MESSAGE. Example: <b>END</b> 20150101-1 All computers are up and running. Thank you.

<http://dcphelpdesk.deped.gov.ph>

### DCP Ticketing System REQUIREMENT



FOR RECIPIENT SCHOOLS



DCP TICKETING SYSTEM  
CONTACT NUMBER:\*

**0995-3203799**

\*Please do not call

#### *Important System Requirement:*

Updated Database of School Contacts (Mobile Number/s & Email address)

- School Head
- Property Custodian
- ICT Coordinator

<http://dcphelpdesk.deped.gov.ph>

### DCP Ticketing System REQUIREMENT



DCP TICKETING SYSTEM  
CONTACT NUMBER:\*

**0995-3203799**

\*Please do not call

*Contact us:*

Joseph Santiago, [joseph.santiago003@deped.gov.ph](mailto:joseph.santiago003@deped.gov.ph)

Alvin Salcedo, [alvin.salcedo002@deped.gov.ph](mailto:alvin.salcedo002@deped.gov.ph)

Carl Lico, [carl.lico@deped.gov.ph](mailto:carl.lico@deped.gov.ph)

<http://dcphelpdesk.deped.gov.ph>

## APPENDIX 5 – Sample Training Checklist



Republic of the Philippines  
DEPARTMENT OF EDUCATION



### TRAINING CHECKLIST FOR DCP E-CLASSROOM PACKAGE RECIPIENTS

Name of School: \_\_\_\_\_ Date of Training: \_\_\_\_\_  
School ID: \_\_\_\_\_ Duration of Training: \_\_\_\_\_ day(s)

DCP Batch No.: \_\_\_\_\_  
Type of Training Conducted:      Orientation Only                      
   Computer Aided Instruction Only        
   Face to Face Lecture and Hands-on     

1. User1: Name (in Print): \_\_\_\_\_ Signature: \_\_\_\_\_

2. User2: Name (in Print): \_\_\_\_\_ Signature: \_\_\_\_\_

3. User3: Name (in Print): \_\_\_\_\_ Signature: \_\_\_\_\_

Please check (☑) the appropriate box for topics taken and put (x) for topics not taken.

<b>I. IT Equipment Orientation</b>	<b>V. Training On Basic Software and Hardware of Host PC and Virtualization Kit</b>
Setting up the Computer	How to install and set-up the Windows Multi-user application Suite, MS Office, Antivirus, Printer, Driver and necessary drivers to run the PC <input type="checkbox"/>
• Basic info <input type="checkbox"/>	How to format, back-up and recovery data in the hard disk using the recovery disk and one touch recovery function <input type="checkbox"/>
• Front Panel <input type="checkbox"/>	How to update the Operating System (OS) and Antivirus software <input type="checkbox"/>
• Rear Panel <input type="checkbox"/>	How to perform the preventive maintenance of the PC <input type="checkbox"/>
• Mouse <input type="checkbox"/>	How to upgrade and replace the hard disk, memory, CD-ROM and other computer peripherals <input type="checkbox"/>
• Storage Device <input type="checkbox"/>	Installation and configuration of 6 terminals to host PC <input type="checkbox"/>
• Connecting Hardware <input type="checkbox"/>	Creation of administration user accounts per terminal <input type="checkbox"/>
• Turning On <input type="checkbox"/>	Operation and troubleshooting of the shared computing technology <input type="checkbox"/>
• Turning Off <input type="checkbox"/>	<b>VI. Training on Classroom Management Software</b>
<b>II. Anti Virus</b>	How to broadcast lessons <input type="checkbox"/>
• Basic Features <input type="checkbox"/>	How to call attention of individual or all students <input type="checkbox"/>
<b>III. UPS and AVR</b>	How to monitor and control student PCs <input type="checkbox"/>
Installation, proper connection <input type="checkbox"/>	How to shutdown the terminal from the host PC <input type="checkbox"/>
Troubleshooting <input type="checkbox"/>	
Maintenance & Importance <input type="checkbox"/>	<b>VII. Training on Hardware and Software Maintenance</b>
<b>IV. Printer Operation</b>	Kinds of Hardware and Software Malfunctions <input type="checkbox"/>
Installation <input type="checkbox"/>	Steps and procedures for hardware or software failure or malfunctions reporting using the Helpdesk <input type="checkbox"/>
Software/Driver Installation <input type="checkbox"/>	Orientation on the scope of warranties and procedures of the after sales support <input type="checkbox"/>
Installing/Replacing Cartridge <input type="checkbox"/>	
Loading Paper <input type="checkbox"/>	

**Note: Duration of training is 16 hours or 2 days.**  
Conducted by:

Certified Corrected by:

\_\_\_\_\_  
Name & Signature of Trainer

\_\_\_\_\_  
Name & Signature of School Head/  
School ICT Coordinator

\_\_\_\_\_  
Training Provider

\_\_\_\_\_  
Contact Number/s





**APPENDIX 8 – Sample Field Service Report (FSR)**

**(COMPANY XYZ, INC.)**

**SERVICE REPORT    S.R. NO. A 729988**

CUSTOMER	
EQUIPMENT TYPE <input type="checkbox"/> COMPUTER <input type="checkbox"/> PRINTER <input type="checkbox"/> OTHER(S)	<input type="checkbox"/> BRAND/MODEL: SERIAL NO.: _____
KIND OF SERVICE	
<input type="checkbox"/> WARRANTY REPAIR	<input type="checkbox"/> HOURS BILLABLE      DATE: _____
<input type="checkbox"/> MAINTENANCE CONTRACT	<input type="checkbox"/> PARTS BILLABLE
<input type="checkbox"/> PER CALL	<input type="checkbox"/> EXPENSE BILLABLE      TIME: _____
<input type="checkbox"/> OTHER(S) _____	
CUSTOMER COMPLAINT	
_____	
_____	
ACTION TAKEN / RECOMMENDATION _____	
_____	
EQUIPMENT STATUS AFTER SERVICE	
<input type="checkbox"/> OPERATING NORMALLY	<input type="checkbox"/> OFF CONDITION <input type="checkbox"/> UNDER OBSERVATION
<input type="checkbox"/> SERVICE UNIT	<input type="checkbox"/> FOR PULL-OUT <input type="checkbox"/> OTHERS: _____
FIELD ENGINEER(S)	CUSTOMER REPRESENTATIVE
Name: _____	Name: _____
Signature: _____ Date: _____	Signature: _____ Date: _____

DRAFT