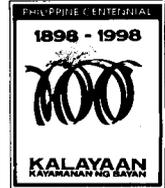


DC 3-DPWH  
5-24-2002

Republic of the Philippines  
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS  
**OFFICE OF THE SECRETARY**  
Manila



MAY 24 2002

DEPARTMENT ORDER)  
No. 158  
Series of 2002 5/24/02

**SUBJECT: ASSIGNMENT OF REGIONAL  
INFORMATION TECHNOLOGY  
(IT) HELP DESK OFFICERS**

In line with the on-going institutional reforms in the Department, the Monitoring and Information Service (MIS) is now implementing the IT Help Desk to extend on-line support to all Information Technology (IT) users in the Central Office, Regional and District Offices.

The Regional Network Administrator is also assigned as the Regional IT Help Desk Officer to assist in the implementation of the IT Help Desk and must perform the following tasks:

- Promote the IT Help Desk in the Regional and District Offices;
- Act as first point of contact for all End Users in the Regions and Districts;
- Troubleshoot and fix problems as necessary;
- Log all requests for help to the Central Office IT Help Desk;
- Receive all replies from the Central Office IT Help Desk, forward them to the originating user, and help the originating user to implement the solution as necessary;
- Review and research the Knowledge Base regularly in order to keep up to date with new solutions;
- Review the Notice Board regularly to keep up to date with major system events, and disseminate as necessary to Regional Users;
- Liaise with Central Office Help Desk Supervisor and Level 1 Users regarding Help Desk policies and procedures.

The necessary software shall be installed in the Regions to start its implementation and all designated Regional IT Help Desk Officers will be trained in using it.

This Order takes effect immediately.

  
**SIMEON A. DATUMANONG**  
Secretary