



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

Manila

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DEPARTMENT ORDER)
No. **258**)
Series of 2003 *Enang 9-29-03*

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 Regions.

The Regional Network Administrator is also assigned as the Regional IT Help Desk Officer to assist in the implementation of the IT Help Desk.

IT Help Desk Responsibilities

1. Promote IT Help Desk in the Regional and District Level;
2. Act as first point of contact for all End Users in the Regions and Districts;
3. Troubleshoot and fix problems as necessary;
4. Log all requests for help to the Central Office IT Help Desk;
5. Receive all replies from the Central Office IT Help Desk, forward the same to the originating user, and assist the originating user to implement the solution as necessary;
6. Review and research the Knowledge Base regularly in order to keep up to date with new solutions;
7. Liaise with Central Office Help Desk Supervisor and Level 1 Users regarding Help Desk policies and procedures.

Procedures

All IT problems concerning the following shall be coursed through the Central Office IT Help Desk:

1. Malfunctions

a. Hardware

Problems encountered such as PC won't boot, paper jammed, printer won't print, defective power supply, no video output on monitor, keyboard or mouse not functioning, computer hang-up.

b. Software

Operational problems such as missing icons/toolbars, inserting graphics, merging documents, corrupted operating system.

c. Telephone

Telephone problems such as "no dial tone", "no incoming/outgoing calls", defective telephone cables, defective units.

2. Application Systems Error

Problems encountered on applications developed by MIS or RIMSS such as "Corba", Application Execution Error, etc.

3. Request

a. Installation

This includes installation of software packages such as MS Office, AutoCAD, PowerBuilder, Visual Basic, and Anti-Virus Software.

b. Computer Connectivity

This includes network connection, printer sharing, configuration of Network printers, and Internet.

c. User Accounts / Rights

This includes disabled password/account, and access rights to folders and applications.

d. Hardware

This includes request for new computers, printers, plotters, UPS and other computer peripherals.

The Support Desk software being used in managing the IT Help Desk will be installed at the Regional Offices. All Regional IT Help Desk Officers will be trained on its operation.

This Department Order supersedes Department Order No. 158 series of 2002 and shall take effect immediately.


FLORANTE SORIQUEZ
Acting Secretary