Department of Education

DepEd Computerization Program
Orientation Handbook

Batches 35, 36, 40 to 44

2018
DEPED COMPUTERIZATION PROGRAM (DCP)

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

<table>
<thead>
<tr>
<th>DCP Budget</th>
<th>Batch No.</th>
<th>Package</th>
<th>Item</th>
<th>Qty.</th>
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<td>Chairs</td>
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<td>Chairs</td>
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Floor Plan of Computer Laboratory
Power & Auxiliary Layout
Computer Table
(Sheet No. 1 of 4)
# LIST OF ABBREVIATIONS

Abbreviations and Acronyms used in this handbook:

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<th>Abbreviation</th>
<th>Description</th>
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<td>AMD</td>
<td>Asset Management Division</td>
</tr>
<tr>
<td>ARE</td>
<td>Acknowledgement Receipt of Equipment</td>
</tr>
<tr>
<td>ASP</td>
<td>Accredited Service Partner</td>
</tr>
<tr>
<td>CO</td>
<td>Central Office</td>
</tr>
<tr>
<td>COA</td>
<td>Commission on Audit</td>
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<td>DCP</td>
<td>DepEd Computerization Program</td>
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<td>DepEd</td>
<td>Department of Education</td>
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<td>Electronic Classroom</td>
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<td>FSR</td>
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<td>Grade 3</td>
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<td>G4</td>
<td>Grade 4</td>
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<td>IAR</td>
<td>Inspection and Acceptance Report</td>
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<td>Information and Communications Technology Service</td>
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<td>IDentification</td>
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<td>Information Technology Officer</td>
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<td>JEV</td>
<td>Journal Entry Voucher</td>
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<td>K</td>
<td>Kindergarten</td>
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<td>LED</td>
<td>Light Emitting Diode</td>
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<td>PAR</td>
<td>Property Acknowledgement Receipt</td>
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<td>Property Transfer Report</td>
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<td>Senior High School</td>
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<td>Short Messaging Service</td>
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<td>Tablet PC</td>
<td>Tablet Personal Computer</td>
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<td>UPS</td>
<td>Uninterruptible Power Supply</td>
</tr>
<tr>
<td>Wi-Fi</td>
<td>Wireless Fidelity</td>
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DCP DEPLOYMENT PROCESS FLOWCHART

**DCP DELIVERY AT THE RECIPIENT SCHOOL**

- **DepEd CO-ICTS**
  - Before deployment, provide Supplier with:
    - DCP Handbook
    - Training Checklist
    - IAS w/ Tech Specs
    - PIR

- **Supplier/Forwarder/ASP**
  - Coordinate delivery schedules w/ Region/Division Supply & IT Officers and schools
  - Proceed with delivery to recipient school
  - Deliver DCP package to a recommended temporary school

- **Region/Division Supply & IT Officers**
  - Ensure that delivery schedules are clear w/ the Supplier/Forwarder/ASP and recipient schools
  - Notify Supplier/ASP that its safe to deliver the DCP package to intended school

- **Principal/School Head**
  - Inform school personnel that need to be present during the delivery of the DCP package
  - Issue certification attesting to the unsafe condition of the recipient school - copy furnished DepEd CO-ICTS and RO/DO Supply & IT Officers

- **School Property Custodian/Designated Alternate**
  - Accepts DCP package delivery as to quantity and physical conditions (quality)
  - Secure a copy of the Delivery Receipt from the Supplier/Forwarder/ASP
  - Note down findings and observations with report to the DCP package
  - Forward Delivery Receipt to the School Inspectorate Team

- **Temporary School for Storage**
  - School Property Custodian acknowledges receipt of DCP package for temporary storage based on quantity per item, the issued waiver from the Supplier/Forwarder/ASP and certification from the Principal School Head of the recipient school
  - Provide secure room for the temporary storage of the DCP package

**NOTE:** It is a must that the Supplier assigns at least one (1) personnel to secure the DCP package in the temporary school for 24 hours or until such time the “unsafe condition” has been lifted and the recipient school is ready for the delivery.
DCP INSPECTION AT THE RECIPIENT SCHOOL

**DepEd CO-ICTS**
- Turnover IAR (provided by DepEd CO-ICTS) to School Inspectorate Team

**Supplier/ASP**
- Unpack the items (upon instructions from the School Inspectorate Team)
- Make necessary modifications/Replaceto comply with DepEd requirements

**Region/Division Supply & IT Officers**

**School ICT Coordinator**

**School Property Custodian/Designated Alternate**
- Receive Delivery Receipt endorsed by the School Property Custodian
- Inspect DCP package as to:
  - Physical condition
  - Quantity
  - Technical specs
- Do the units comply with DepEd requirements?
  - **Yes**
    - Proceed to installation, testing & training
  - **No**

**School Inspectorate Team**
- From Delivery

NOTE: The School ICT Coordinator should be part of the School Inspectorate Team.
DCP DEPLOYMENT PROCESS

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

POLICIES

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).

### PROCEDURES

#### STEP 1  DEPED-ICTS

1. Informs Region and Division Supply & IT Officers on the status of the forthcoming delivery of DCP packages in all recipient schools;

2. Meets and reminds the Supplier when and where the deliveries can be made and to confirm address of the recipient schools.

3. Provides the Supplier with the following documents for reproduction:
   a. DCP Handbook
   b. Training Checklist
   c. IAR with Technical Specifications
   d. PTR

#### STEP 2  SUPPLIER

1. Reproduce documents for distribution to Region/Division Supply & IT Officers and schools.

2. Coordinate delivery schedules and confirm addresses with the following personnel:
   a. Region/Division Supply & IT Officers
   b. School Head/Principal
### STEP 3  REGION/DIVISION SUPPLY & IT OFFICERS

1. Ensure that delivery schedules are clear with the Supplier/ASP/Forwarder and recipient schools.

### 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**

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).

**PROCEDURES**

1. **STEP 1**
   - **SCHOOL INSPECTORATE TEAM**
     1. Receive Delivery Receipt endorsed by the School Property Custodian.

2. **STEP 2**
   - **SUPPLIER/ASP**
     1. Turnover IAR (provided by DepEd-ICTS) to School Inspectorate Team.
     2. Unpack the items (upon instructions from the School Inspectorate Team).
     3. Assist the School Inspectorate Team during the Inspection phase (when needed).

3. **STEP 3**
   - **SCHOOL INSPECTORATE TEAM**
     1. Inspect DCP package as to its compliance regarding physical condition, quantity and technical specifications.
     2. Do the units comply with DepEd requirements?
     3. If No, go to Step 4.
     4. If Yes, proceed to Installation phase.
**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

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).

PROCEDURES

1. **SCHOOL INSPECTORATE TEAM**
   1. Monitor installation and testing proceedings.

2. **SUPPLIER/ASP**
   1. Proceed with installation and configuration of DCP package.
   2. Test the equipment and peripherals.
   3. Is the DCP package functioning as specified?
   4. If No, troubleshoot/take appropriate action. Go back to Item No. 2.
   5. If Yes, finalize preparations for the DCP package to be used for training.
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

PROCEDURES

STEP 1 SCHOOL HEAD/PRINCIPAL

1. Select/invite participants for the training.

2. Instruct the training participants to prepare their DepEd/School ID for documentation purposes.

3. Request somebody to document the training course (photo/video footage) for future reference.
**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

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<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>Responsible for providing the training materials and the training session for DepEd personnel.</td>
</tr>
<tr>
<td>2.</td>
<td>Ensure the training session is done according to the topics indicated in the Training checklist.</td>
</tr>
<tr>
<td>3.</td>
<td>Ensure the functionality and performance of the DCP package throughout the training session.</td>
</tr>
</tbody>
</table>
### A.5. Acceptance of DCP packages at the Recipient Schools

#### POLICIES

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.

#### PROCEDURES

<table>
<thead>
<tr>
<th>STEP 1</th>
<th>SCHOOL INSPECTORATE TEAM</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>After the training session, consolidate all filled-up documents and forms for review.</td>
</tr>
<tr>
<td>2.</td>
<td>Signs (over printed name) the IAR (3 copies) and indicate the current date.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>STEP 2</th>
<th>SCHOOL PROPERTY CUSTODIAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Signs (over printed name) the acceptance portion of the IAR and indicate current date.</td>
</tr>
<tr>
<td>2.</td>
<td>Photograph/scan the documents/forms for future reference.</td>
</tr>
<tr>
<td>3.</td>
<td>Submits copy of DR &amp; IAR to Division Supply Officer.</td>
</tr>
<tr>
<td>4.</td>
<td>Return original copies of DR, IAR, PTR to the Supplier/ASP via the School ICT Coordinator.</td>
</tr>
</tbody>
</table>

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<tr>
<th>STEP 3</th>
<th>SCHOOL ICT COORDINATOR</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Inform Region/Division Supply &amp; IT Officers of current status of DCP implementation.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>STEP 4</th>
<th>REGION/DIVISION SUPPLY &amp; IT OFFICERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Conduct actual monitoring of DCP packages delivered to verify if it is complete &amp; to recipient schools in order complies with DepEd requirements. (Activity can be done jointly with Supply &amp; IT Officers)</td>
</tr>
</tbody>
</table>
### 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.
<table>
<thead>
<tr>
<th>DEPED-ICTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Ensure the completeness of all documents/forms pertaining to the acceptance of the DCP packages for future immediate and reference processing.</td>
</tr>
</tbody>
</table>
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:

<table>
<thead>
<tr>
<th>Acceptance Docs</th>
<th>Copy 1</th>
<th>Copy 2</th>
<th>Copy 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delivery Receipt (DR)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inspection and Acceptance Report (IAR)</td>
<td>Accounting Division DepEd CO</td>
<td>DepEd-ICTS DepEd CO</td>
<td>Asset Management Division DepEd CO</td>
</tr>
<tr>
<td>Training Checklist</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Property Transfer Report (PTR)</td>
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<td></td>
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</tbody>
</table>

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.

PROCEDURES

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

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

**POLICIES**

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.

### PROCEDURES

<table>
<thead>
<tr>
<th>STEP 1</th>
<th>SCHOOL HEAD/PRINCIPAL</th>
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<tbody>
<tr>
<td>1.</td>
<td>Remind school personnel of their responsibilities for the DCP package inside the computer laboratory/e-Classroom.</td>
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</table>

<table>
<thead>
<tr>
<th>STEP 2</th>
<th>DIVISION SUPPLY OFFICER/SCHOOL PROPERTY CUSTODIAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Looks into the position status of the assigned Teacher/s-In-Charge if ‘Permanent’ or not before issuing the PAR.</td>
</tr>
<tr>
<td>2.</td>
<td>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.</td>
</tr>
<tr>
<td>3.</td>
<td>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).</td>
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</tbody>
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<thead>
<tr>
<th>STEP 3</th>
<th>SCHOOL ICT COORDINATOR</th>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>Organizes a meeting with school faculty/personnel and put together rules and regulations in the utilization and security of the DCP package/Computer Laboratory.</td>
</tr>
<tr>
<td>2.</td>
<td>Informs all School Personnel that the DCP package shall only be stored and used within the computer laboratory.</td>
</tr>
<tr>
<td>3.</td>
<td>Suggests putting up posters/signs with regard to rules and regulations to be followed in using the computer laboratory.</td>
</tr>
<tr>
<td>4.</td>
<td>Educates the computer laboratory users/students on the proper way of using the equipment.</td>
</tr>
<tr>
<td>5.</td>
<td>Monitors computer laboratory utilization/activities.</td>
</tr>
</tbody>
</table>
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

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.

### PROCEDURES

<table>
<thead>
<tr>
<th>STEP 1</th>
<th>SCHOOL ICT COORDINATOR</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Informs everybody on how to maintain and care for the items/equipment inside the computer laboratory.</td>
</tr>
<tr>
<td>2.</td>
<td>Monitors computer laboratory activities.</td>
</tr>
<tr>
<td>3.</td>
<td>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.</td>
</tr>
<tr>
<td>5.</td>
<td>Restarts/reboots the equipment (if able).</td>
</tr>
<tr>
<td>6.</td>
<td>Prepares the following information before reporting the concern/s when the problem still persists:</td>
</tr>
<tr>
<td></td>
<td>- School ID</td>
</tr>
<tr>
<td></td>
<td>- School Name</td>
</tr>
<tr>
<td></td>
<td>- Division</td>
</tr>
<tr>
<td></td>
<td>- Name of Person reporting the problem/s encountered</td>
</tr>
<tr>
<td></td>
<td>- Contact Details</td>
</tr>
<tr>
<td></td>
<td>- Problem/s encountered (include error/notification messages if present).</td>
</tr>
<tr>
<td>7.</td>
<td>Records the details on the personnel who will attend to the concerns.</td>
</tr>
<tr>
<td>8.</td>
<td>Contacts the Helpdesk Support for assistance. Please take note of the following procedures that may occur in resolving concerns:</td>
</tr>
<tr>
<td></td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>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).</td>
</tr>
</tbody>
</table>
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.
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).
5. 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.

**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.

**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.
APPENDIX 1 – Sample Inspection and Acceptance Report (IAR)

**INSPECTION AND ACCEPTANCE REPORT**

<table>
<thead>
<tr>
<th>Stock No.</th>
<th>Description</th>
<th>Unit</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
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</tr>
</tbody>
</table>

**INSPECTION**

- Date Inspected:
- Inspected, verified and found in order as to quantity and specifications
- Inspection Officer/Inspection Committee

**ACCEPTANCE**

- Date Received:
- Complete
- Partial (pls. specify quantity)
- Supply and/or Property Custodian
- Inspection Officer/Inspection Committee
APPENDIX 2 – Sample Forwarding Bill
### APPENDIX 3 – Sample Supplier Delivery Receipt (DR)

![Sample Supplier Delivery Receipt](image)

<table>
<thead>
<tr>
<th>SHIPPED</th>
<th>CODE NO.</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>HOST PC/ MONITOR / KEYBOARD / MOUSE / MOUSEI</td>
</tr>
<tr>
<td>6</td>
<td></td>
<td>DESKTOP VIRTUALIZATION / ACCESS TERMINAL / T</td>
</tr>
<tr>
<td>6</td>
<td></td>
<td>LED MONITOR, 18.5&quot; WIDESCREEN</td>
</tr>
<tr>
<td>6</td>
<td></td>
<td>KEYBOARD AND MOUSE</td>
</tr>
<tr>
<td>1</td>
<td></td>
<td>3-IN-1 INKJET PRINTER</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>PROJECTOR WITH ACCESSORIES</td>
</tr>
<tr>
<td>1</td>
<td></td>
<td>LAPTOP</td>
</tr>
<tr>
<td>1</td>
<td></td>
<td>MULTIMEDIA SPEAKERS</td>
</tr>
<tr>
<td>1</td>
<td></td>
<td>UNINTERRUPTIBLE POWER SUPPLY (UPS)</td>
</tr>
<tr>
<td>1</td>
<td></td>
<td>AUTOMATIC VOLTAGE REGULATOR (AVR)</td>
</tr>
<tr>
<td>1</td>
<td></td>
<td>NETWORKING PERIPHERALS</td>
</tr>
</tbody>
</table>

**STO. DOMINGO ES**

---

**CERTIFIED CORRECT PAYMENT NOT YET RECEIVED**

BY: ____________________________

DESIGNATION: ____________________________

DATE: ____________________________

CHIEF ACCOUNTANT: ____________________________
APPENDIX 4 – DCP Ticketing System

a) System Overview
DCP Ticketing System

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

![Diagram of DCP Ticketing System]

Ver 1.0  May 2016

DCP Ticketing System Key Processes

Deployment — — — — — — Post-Deployment Support

Delivery  Installation  Training  Acceptance  Technical support

Central Office  -  ICT Service  Division Office - IT Officers  DCP Supplier  Recipient Schools

Regional Office - IT Officers

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

Web login Mobile Phone #
Regional Office - IT Officers

Web login (temporary login only) Mobile Phone #
DCP Supplier
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)

<table>
<thead>
<tr>
<th>SCENARIO</th>
<th>TEXT COMMAND</th>
</tr>
</thead>
<tbody>
<tr>
<td>DELIVERED</td>
<td>DELIVERED&lt;space&gt;BATCH NO.&lt;space&gt;DR NO.&lt;space&gt;DATE OF DELIVERY (YYYY-MM-DD)&lt;space&gt;MESSAGE. Example: DELIVERED 25 DR123 2015-01-01 Thank you.</td>
</tr>
<tr>
<td>NEW</td>
<td>NEW&lt;space&gt;BATCH NO.&lt;space&gt;MESSAGE. Example: NEW 25 Unit is defective.</td>
</tr>
<tr>
<td>UPDATE</td>
<td>UPDATE&lt;space&gt;TICKET NO.&lt;space&gt;MESSAGE. Example: UPDATE 20150101-1 Two new computers needs repair.</td>
</tr>
<tr>
<td>END</td>
<td>END&lt;space&gt;TICKET NO.&lt;space&gt;MESSAGE. Example: END 20150101-1 All computers are up and running. Thank you.</td>
</tr>
</tbody>
</table>

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

**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

---

**DCP Ticketing System** User’s Guide

**UPON DELIVERY in the SCHOOL**

**To:** DCP Helpdesk System

**DELIVERED**

- BATCH NO.<space>
- DR NO.<space>
- DATE OF DELIVERY <space>
- MESSAGE.

Example: DELIVERED 14 DR123 2015-01-01 Thank you.

*Date format is year-month-date*

**Fr:** DCP Helpdesk System

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

Recipient Schools

Fr: DCP Helpdesk System

This is DepEd DCP Helpdesk. Confirming DELIVERY for School ID ###### and Batch ##. Your school is now ready for installation.

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 (school ID) reported a confirmed DELIVERY for batch ## with the following message: "message". For more details, log in to dcphelpdesk.deped.gov.ph.

UPON DELIVERY in the SCHOOL

Central Office
- ICT Service

Division Office
- IT Officers

Regional Office
- IT Officers

Can check on progress through the system

Deployment

<table>
<thead>
<tr>
<th>Batch Number</th>
<th>Lot Number</th>
<th>Supplier</th>
<th>Date Delivered</th>
</tr>
</thead>
<tbody>
<tr>
<td>24</td>
<td>1</td>
<td>IT World Company</td>
<td>0000-00-00 DR No.: DR2345 (Reported on: 2016-02-02 02:07:41) Additional Message: Thank you</td>
</tr>
</tbody>
</table>
UPON INSTALLATION in the SCHOOL

Recipient Schools

**To:** DCP Helpdesk System

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

Example: INSTALLED 25 2015-01-01 Thank you.

Recipient Schools

**Fr:** DCP Helpdesk System

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

UPON INSTALLATION in the SCHOOL

Recipient Schools

**Fr:** DCP Helpdesk System

This is DepEd DCP Help Desk. A recipient school (school ID) reported a confirmed **INSTALLATION** for batch ## with the following message: "message". For more details, log in to dcp帮忙desk.deped.gov.ph.
UPON INSTALLATION to the SCHOOL

Central Office
- ICT Service

Division Office
- IT Officers

Regional Office
- IT Officers

Can check on progress through the system

<table>
<thead>
<tr>
<th>Supplier</th>
<th>Date Delivered</th>
<th>Date Installed</th>
<th>Date Trained</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT World Company</td>
<td>0000-00-00</td>
<td>2016-02-02</td>
<td>2015-02-02</td>
</tr>
<tr>
<td>DR No. : DR2345</td>
<td>(Reported on :</td>
<td>(Reported on :</td>
<td>(Reported on :</td>
</tr>
<tr>
<td></td>
<td>2016-02-02</td>
<td>2016-02-02</td>
<td>2016-02-02</td>
</tr>
<tr>
<td></td>
<td>02:07:41</td>
<td>02:14:36</td>
<td>02:19:16</td>
</tr>
<tr>
<td>Additional Message :</td>
<td>Thank you</td>
<td>Additional</td>
<td>Additional</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Message</td>
<td>Message</td>
</tr>
</tbody>
</table>

UPON TRAINING in the SCHOOL

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.

Central Office
- ICT Service

Division Office
- IT Officers

Regional Office
- IT Officers

Can check on progress through the system

Recipient Schools

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 TRAINING in the SCHOOL

Recipient Schools

Fr: DCP Helpdesk System

This is DepEd DCP Helpdesk. Confirming TRAINING for School ID ###### and Batch ##. Your school is now ready for training.

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 (school ID) reported a confirmed TRAINING for batch ## with the following message: “message”. For more details, log in to dcphelpdesk.deded.gov.ph.

UPON TRAINING in the SCHOOL

Central Office - ICT Service

Division Office - IT Officers

Regional Office - IT Officers

Can check on progress through the system

Can check on progress through the system

Table:

<table>
<thead>
<tr>
<th>Id</th>
<th>Date Delivered</th>
<th>Date Installed</th>
<th>Date Trained</th>
</tr>
</thead>
<tbody>
<tr>
<td>0000-00-00</td>
<td>2016-02-02 (Reported on: 2016-02-02 02:14:36) Additional Message: Thank you</td>
<td>2016-02-03 (Reported on: 2016-02-02 02:19:16) Additional Message:</td>
<td></td>
</tr>
</tbody>
</table>
UPON ACCEPTANCE in the SCHOOL

To: DCP Helpdesk System

ACCEPTED <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 ACCEPTANCE in your school under Batch ##. To confirm acceptance, please reply YES to this number. To cancel reported delivery, reply CANCEL.

UPON ACCEPTANCE in the SCHOOL

Fr: DCP Helpdesk System

This is DepEd DCP Help Desk. A recipient school (school ID) reported a confirmed ACCEPTANCE for batch ##. For more details, log in to dcphelpdesk.deped.gov.ph.

Fr: DCP Helpdesk System

This is DepEd DCP Help Desk. Confirming ACCEPTANCE for School ID ###### and Batch ##. Your DCP warranty starts on [date accepted] and will expire on [9th] year date upon acceptance. Thank you.
**UPON ACCEPTANCE in the SCHOOL**

- **Central Office** - ICT Service
- **Division Office** - IT Officers
- **Regional Office** - IT Officers

Can check on progress through the system

<table>
<thead>
<tr>
<th>Date Installed</th>
<th>Date Trained</th>
<th>Date Accepted</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016-02-02 (Reported on: 2016-02-02 02:14:36)</td>
<td>2016-02-03 (Reported on: 2016-02-02 09:19:16)</td>
<td>2016-02-02 Warranty Expiration: 2019-02-03 (Reported on: 2016-02-02 02:50:46)</td>
</tr>
</tbody>
</table>

**Technical support - SUBMITTING A NEW REPORT**

- **Recipient Schools**
- **Central Office** - ICT Service
- **Division Office** - IT Officers
- **Regional Office** - IT Officers

Can check on progress through the system

**To:** DCP Helpdesk System

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

Example: NEW 123 Unit is defective.

**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"
Information and Communications Technology Service (ICTS) Edition

Technical support - SUBMITTING A NEW REPORT

**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 and click on DCP. Your username is your ticket number and your password #####. Keep this message for future reference, thank you for filing.

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:

<table>
<thead>
<tr>
<th>Tickets</th>
<th>Batch</th>
<th>Lot</th>
<th>Supplier</th>
<th>No. of Logs</th>
<th>Date Created</th>
<th>Status</th>
<th>Age</th>
</tr>
</thead>
<tbody>
<tr>
<td>20160202-7</td>
<td>24</td>
<td></td>
<td></td>
<td></td>
<td>2016-02-02</td>
<td>Pending</td>
<td>0</td>
</tr>
</tbody>
</table>

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

Ticket Profile

<table>
<thead>
<tr>
<th>Ticket Details</th>
<th>Logs</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Logs</th>
<th>Log Message</th>
<th>Log By</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016-02-02</td>
<td>20160202-7 connected na</td>
<td>School</td>
</tr>
<tr>
<td>2016-02-02</td>
<td>now its working</td>
<td>School</td>
</tr>
<tr>
<td>2016-02-02</td>
<td>all is working</td>
<td>Administrator</td>
</tr>
<tr>
<td>2016-02-02</td>
<td>found out 1 uta cable not connected, now its working</td>
<td>Administrator</td>
</tr>
</tbody>
</table>
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

Logs

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

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

Ticket Details Logs

Logs

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

Click on “Add new” to add a new message

Add Log

Log Message:

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

Dashboard

Login

- Username: 20160202-7
- Password: Enter Password

Dashboard

20160202-7

Ticket Profile

- 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

Logs

<table>
<thead>
<tr>
<th>Log Date</th>
<th>Log Message</th>
<th>Log By</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016-Q2-02</td>
<td>Please check if all cables are connected</td>
<td>Administrator</td>
<td></td>
</tr>
<tr>
<td>2016-Q2-02</td>
<td>found out 1 up cable not connected, now its working</td>
<td>Administrator</td>
<td></td>
</tr>
<tr>
<td>2016-Q2-02</td>
<td>all is working</td>
<td>Administrator</td>
<td></td>
</tr>
<tr>
<td>2016-Q2-02</td>
<td>now its working</td>
<td>School</td>
<td></td>
</tr>
<tr>
<td>2016-Q2-02</td>
<td>2016002-7 connected na</td>
<td>School</td>
<td></td>
</tr>
</tbody>
</table>

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

New Log Message:

<table>
<thead>
<tr>
<th>Log Date</th>
<th>Log Message</th>
<th>Log By</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

To add a message click on “add new”

Enter Log Message:

Submit
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.

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 #123456. 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 $%&*. Keep this message for future reference. Thank you for filing.

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: "4" 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

End Ticket  Add New

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
Technical support - ENDING/ CLOSING A TICKET

Ending/closing a ticket can also be done through SMS

**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

---

Technical support - ENDING/ CLOSING A TICKET

Ending/closing a ticket can also be done through SMS

**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
Technical support - ENDING/ CLOSING A TICKET

Ending/closing a ticket can also be done through SMS

Fr: DCP Helpdesk System

This is DepEd DCP Helpdesk. A recipient school ended a technical support with the following message: "## ## "message" For more details, log in to dcphelpdesk.deped.gov.ph

DCP Ticketing System SMS CHEAT SHEET

DCP TICKETING SYSTEM CONTACT NUMBER:
0995-3203799
*Please do not call

FOR RECIPIENT SCHOOLS

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

<table>
<thead>
<tr>
<th>SCENARIO</th>
<th>TEXT COMMAND</th>
</tr>
</thead>
<tbody>
<tr>
<td>DELIVERED</td>
<td>DELIVERED:&lt;space&gt;BATCH NO.&lt;space&gt;DR NO.&lt;space&gt;DATE OF DELIVERY (YYYY-MM-DD) &lt;space&gt;MESSAGE. Example: DELIVERED 25 DR123 2015-01-01 Thank you.</td>
</tr>
<tr>
<td>NEW</td>
<td>NEW:&lt;space&gt;BATCH NO.&lt;space&gt;MESSAGE. Example: NEW 25 Unit is defective.</td>
</tr>
<tr>
<td>UPDATE</td>
<td>UPDATE:&lt;space&gt;TICKET NO.&lt;space&gt;MESSAGE. Example: UPDATE 20150101-1 Two new computers needs repair.</td>
</tr>
<tr>
<td>END</td>
<td>END:&lt;space&gt;TICKET NO.&lt;space&gt;MESSAGE. Example: END 20150101-1 All computers are up and running. Thank you.</td>
</tr>
</tbody>
</table>

http://dcphelpdesk.deped.gov.ph
**Important System Requirement:**

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

- School Head
- Property Custodian
- ICT Coordinator

http://dcphelpdesk.deped.gov.ph

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**Contact us:**

Joseph Santiago, joseph.santiago003@deped.gov.ph

Alvin Salcedo, alvin.salcedo002@deped.gov.ph

Carl Lico, 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 (☐) for topics not taken.

<table>
<thead>
<tr>
<th>I. IT Equipment Orientation</th>
<th>V. Training On Basic Software and Hardware of Host PC and Virtualization Kit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Setting up the Computer</td>
<td>How to install and set-up the Windows Multi-user application Suite, MS Office, Antivirus, Printer, Driver and necessary drivers to run the PC</td>
</tr>
<tr>
<td>• Basic info</td>
<td>□ How to format, back-up and recovery data in the hard disk using the recovery disk and one touch recovery function</td>
</tr>
<tr>
<td>• Front Panel</td>
<td>□ How to perform the preventive maintenance of the PC</td>
</tr>
<tr>
<td>• Rear Panel</td>
<td>□ How to update the Operating System (OS) and Antivirus software</td>
</tr>
<tr>
<td>• Mouse</td>
<td>□ How to upgrade and replace the hard disk, memory, CD-ROM and other computer peripherals</td>
</tr>
<tr>
<td>• Storage Device</td>
<td>□ Installation and configuration of 6 terminals to host PC</td>
</tr>
<tr>
<td>• Connecting Hardware</td>
<td>□ Creation of administration user accounts per terminal</td>
</tr>
<tr>
<td>• Turning On</td>
<td>□ Operation and troubleshooting of the shared computing technology</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>II. Anti Virus</th>
<th>VI. Training on Classroom Management Software</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Basic Features</td>
<td>How to broadcast lessons</td>
</tr>
<tr>
<td>• UPS and AVR</td>
<td>How to control and monitor student PCs</td>
</tr>
<tr>
<td>• Installation, proper connection</td>
<td>How to shutdown the terminal from the host PC</td>
</tr>
<tr>
<td>• Troubleshooting</td>
<td></td>
</tr>
<tr>
<td>• Maintenance &amp; Importance</td>
<td>VII. Training on Hardware and Software Maintenance</td>
</tr>
<tr>
<td>IV. Printer Operation</td>
<td>Kinds of Hardware and Software Malfunctions</td>
</tr>
<tr>
<td>• Installation</td>
<td>□ Steps and procedures for hardware or software failure or malfunctions reporting using the Helpdesk</td>
</tr>
<tr>
<td>• Software/Driver Installation</td>
<td>□ Orientation on the scope of warranties and procedures of the after sales support</td>
</tr>
<tr>
<td>• Installing/Replacing Cartridge</td>
<td></td>
</tr>
<tr>
<td>• Loading Paper</td>
<td></td>
</tr>
</tbody>
</table>

Note: Duration of training is 1.5 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 6 – Sample Property Transfer Report (PTR)

PROPERTY TRANSFER REPORT

<table>
<thead>
<tr>
<th>Entity Name</th>
<th>Fund Cluster</th>
</tr>
</thead>
</table>

From Accountable Officer/Agency/Fund Cluster: ____________________________  
To Accountable Officer/Agency/Fund Cluster: ____________________________  
PTR No.: ____________________________  
Date: ____________________________

Transfer Type: (check only one)

- Donation
- Reassignment
- Relocate
- Others (Specify)

<table>
<thead>
<tr>
<th>Date Acquired</th>
<th>Property No.</th>
<th>Description</th>
<th>Amount</th>
<th>Condition of PPE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

Reason for Transfer:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Approved by: ____________________________  
Released/Issued by: ____________________________  
Received by: ____________________________

Signature: ____________________________  
Printed Name: ____________________________  
Designation: ____________________________  
Date: ____________________________
APPENDIX 7 – Sample Property Acknowledgement Receipt (PAR)

PROPERTY ACKNOWLEDGMENT RECEIPT

<table>
<thead>
<tr>
<th>Entity Name</th>
<th>Fund Cluster</th>
<th>PAR No.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Unit</th>
<th>Description</th>
<th>Property Number</th>
<th>Date Acquired</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

Received by: __________________________
Signature over Printed Name of End User
Position/Office ________________________
Date ________________________________

Issued by: __________________________
Signature over Printed Name of Supply and/or Property Custodian
Position/Office ________________________
Date ________________________________

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APPENDIX 8 – Sample Field Service Report (FSR)

```
(COMPANY XYZ, INC.)

SERVICE REPORT  S.R. NO. A 729988

CUSTOMER

EQUIPMENT TYPE  [ ] BRAND/MODEL:  SERIAL NO.: 
[ ] COMPUTER  [ ] PRINTER  [ ] OTHER(S)

KIND OF SERVICE
[ ] WARRANTY REPAIR  [ ] HOURS BILLABLE  DATE: 
[ ] MAINTENANCE CONTRACT  [ ] PARTS BILLABLE  TIME: 
[ ] PER CALL  [ ] EXPENSE BILLABLE
[ ] OTHER(S) 

CUSTOMER COMPLAINT

ACTION TAKEN / RECOMMENDATION

EQUIPMENT STATUS AFTER SERVICE
[ ] OPERATING NORMALLY  [ ] OFF CONDITION  [ ] UNDER OBSERVATION
[ ] SERVICE UNIT  [ ] FOR PULL-OUT  [ ] OTHERS:

FIELD ENGINEER(S)  CUSTOMER REPRESENTATIVE

Name: _____________________  Name: _____________________
Signature: ___________________  Signature: ___________________
Date: ___________  Date: ___________
```