



INFORMATION TECHNOLOGY MANAGEMENT SERVICES (ITMS)



SUMMARY

Information Technology and Management Services (ITMS) External Services

PROCESSES	DURATION	CLASSIFICATION
ITMS - Information Services Division (ISD)		
1. Verification of Nominated Area (NA) for Philippine Conventional Energy Contracting Program (PCECP) for Coal	3 Working Days	Simple
2. Provision of Cartographic Services	3 Working Days	Simple
3. Checking of Completeness and Verification of Area / Site of Interest (AOI/SOI) for Energy Resource Service Contract (SEOC, WESC, HSC, GSC, AND OESC)	17 Working Days	Highly Technical
4. Technical Evaluation of Small-Scale Coal Mining (SSCMP) Application Area (Task 1 – Checking, Verification and Issuance of Temporary Map and Technical Description)	3 Working Days	Simple
5. Technical Evaluation of Small-Scale Coal Mining (SSCMP) Application Area (Task 2 – Field Validation)	7 Working Days	Complex
6. Conduct Technical Evaluation / Approval of Coal Block Boundary Survey	20 Working Days	Highly Technical

ITMS - Information and Data Management Division (IDMD)

7. Provision of Energy Data & Information thru the Energy Data Center (Service Contractors/Investors/Researchers)	7 Working Days	Complex
8. Provision of Energy Data and Information thru the DOE Library	4 Hours	Simple



Information Technology and Management Services (ITMS) Internal Services

PROCESSES	DURATION	CLASSIFICATION
ITMS - Information and Data Management Division (IDMD)		
1. Provision of Energy Data & Information thru the DOE Library (DOE Employees)	4 Hours	Simple
2. Provision of Energy Data & Information thru the Energy Data Center (DOE Employees)	4 Hours	Simple
ITMS - Information Technology Division (ITD)		
3. Provision of ICT-related Support Services	3 Working Days	Simple
4. Uploading / Posting of Energy Information thru the DOE Website / Portal	3 Working Days	Simple



EXTERNAL SERVICES

INFORMATION SERVICES DIVISION (ISD)



Verification of Nominated Area (NA) for Philippine Conventional Energy Contracting Program (PCECP) for Coal

The Geomatics Section administers and performs the verification of the geographic location of Nominated areas for petroleum to ensure availability and avoid overlap with existing energy contracts or permits of the same resource.

Office or Division	Information Services Division (ISD)			
Classification	Simple Transaction			
Type of Transaction	Government-2-Government			
Who may avail	Interested individual			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Technical Description (TD) of the Nominated Area (NA) in PRS 92			To be provided by Client	
2. Survey/Location plan of the Nominated Area prepared, signed and sealed by a geodetic engineer			To be provided by Client	
3. Fill Out Customer Feedback Form (CFF)			ISD Personnel	
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to ERDB	1.1. Petroleum Resources Development Division (PRDD) thru ERDB-REC requests for the processing of NA and endorses the documents to ITMS Office of the Director (OD)	None	2 hours	<i>ITMS- Director</i>
	1.2. ITMS-OD receives the request and endorses to ISD for assessment			
	1.3. ISD receives the application of the Nominated Area (NA)			<i>AA III/ISD Personnel</i>
	1.4. Evaluate and endorse request – check completeness of submitted documents.			<i>Chief / Supervisor, ISD</i>
2. Submit the needed documents	2.1. ISD notifies PRDD/CNMD if the submitted documents of client are incomplete.		<i>Processing time of the verification will be placed on-hold</i>	<i>ISD Personnel</i>
	2.2. If complete, plot the nominated area and check for overlap with other energy resource		2.5 days	<i>SR SRS / ITO I / SRS II</i>

	contracts / applications and projects			
	2.3. Prepare Area Clearance of the NA (consisting of Verification report, Map of the Nominated Area, Certification that the NA is free and Letter for the proponent to be signed by Supervising Undersecretary)			
	2.4. Check and review Area Clearance		2 hours	<i>Chief / Supervisor, ISD</i>
	2.5. Approve Area Clearance for the NA			<i>ITMS- Director</i>
	2.6. Release / endorse Area Clearance of NA to ERDB-REC			<i>AA III / ISD Personnel</i>
3. Submit the CFF	3.1. Receive and verify CFF			<i>AA III / ISD Personnel</i>
TOTAL:			3 Working days	



Provision of Cartographic Services

Printing of energy service contract maps (Petroleum, Coal, Power Plant, Solar, Wind, Hydropower, Geothermal & Biomass) and other customized maps can be acquired in printed and/or digital format.

Office or Division		Information Services Division (ISD)		
Classification		Simple Transaction		
Type of Transaction		Government-2-Citizen/Government-2-Business		
Who may avail		Interested Individual		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. E-mail/Letter of Request or request made thru phone (Off-Site Clients)		To be provided by Client		
2. Fill out Request Form (Walk-In Clients)		ISD Personnel		
3. Area of Interest file (.shp in PRS '92) if applicable.		To be provided by Client		
4. Accomplish Terms of Use of Electronic File (for e-copy of map) and Fill Out Customer Feedback Form (CFF)		ISD Personnel		
5. Proof of Payment		Treasury Division/DOE Accredited Banks		
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request	1.1. Receive, evaluate and endorse the request.	Large Format Size Map: 36x24" (Brightwhite Paper) – 1,150.00 (Photo paper) – 1,800.00 36x48" (Brightwhite paper) – 1,800.00 (Photo paper) –	3 Working days	Chief/Supervisor
2. Validate and confirm the request	2.1. Issuance Order of Payment			Admin. Asst. III (AA III)/ISD Personnel
3. Pay the required fee	3.1. Wait for the Proof of Payment (Off-Site)			Treasury Division or any DOE Accredited Bank
	3.2. Issue the Official Receipt (Walk-in)			Treasury Division
4. Provide copy of OR /proof of payment	4.1. Process the request			Cartographer III/ Cartographer IV/ Cartographer V

	4.2. Check the generated/printed map	2,800.00 A4 size paper – 125.00/sheet		<i>ITO I/ISD Supervisor</i>
	4.3. Release/send the map to client			<i>AA III/ ISD Personnel</i>
5. Accomplish/Send the CFF	5.1. Accept and verify the CFF			<i>ISD Personnel</i>
TOTAL:			3 Working days	



Checking of Completeness and Verification of Area / Site of Interest (AOI/SOI) for Energy Resource Service Contract (SEOC, WESC, HSC, GSC, AND OESC)

The Geomatics Section administers and performs the verification of the geographic location of Area/Site of Interest (AOI/SOI) for energy resource service contract to ensure availability and avoid overlap with existing energy contracts or permits of the same resource.

Office or Division	Information Services Division (ISD)	
Classification	Highly Technical Transaction	
Type of Transaction	Government-2-Citizen/Government-2-Business	
Who may avail	Interested individual	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
MAPPING REQUIREMENTS FOR AREA VERIFICATION OF RE PROJECTS 1. Location/Sketch map* of the project area/site showing its boundaries in relation to major environmental features using NAMRIA topographic map or any available administrative basemap at least 1:50,000 scale with equivalent PRS'92 geographic coordinates of all boundary corners of the project area or powerhouse and weir/dam locations with elevations above Mean Sea Level (For Hydro).	Client Client's Geodetic Engineer Professional Regulations Commission DENR LMS NAMRIA	
2. Photocopy of PRC Card & Professional Tax Receipt of the geodetic engineer (Validity should cover the date of map preparation)	Notes: Project Area/Site - an RE project area/site subject to Area Verification. Location/Sketch map* - shall reflect all the map details found in the Sample Maps* applicable to the category of the project area. It should be duly prepared, certified, signed and sealed (visible seal on scanned copy) by a licensed Geodetic Engineer.	
3. Excel file (see TD_FORM.xls*) containing the PRS'92 geographic coordinates of all boundary corners (except Hydro Application).	TD_Form.xls* - use the Excel file which is download from EVOSS website and accomplish the form by providing the equivalent PRS '92 geographic coordinates of the project boundary corners. Provide a scanned copy with proper certification, signature, and visible GE seal, if TD cannot be reflected on the map.	

		<p>Computation of Area - For project area conforming to the RE blocking system the total area shall be computed as 81 hectares per RE block, otherwise the projected area (PTM-Zone I to V) will be considered.</p> <p>Reminder : The required geographic coordinates system is PRS '92. Locations from Google Earth has different coordinate system.</p> <p>* - Downloadable through this link – For updating</p> <p>https://www.evoss.ph/Home/Documents?categoryName=Downloadable%20Forms</p> <ul style="list-style-type: none"> • Sample Map 1 – Blocking • Sample Map 2 - Non-Blocking • Sample Map 3 - Hydro Power Project • TD_FORM.xls 			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the needed requirements thru EVOSS	1. Check for Completeness (Task 1)		3 working days		
	1. Evaluate the request and check the completeness of the submitted documents/mapping requirements.			ISD Supervisor/ ISD Technical Personnel	
2. Receive notification	2. Notify client for compliance or non-compliance.				ISD Technical Personnel
	2. If Complete - Area Verification (Task 2)				
	1. Process AOI/SOI and check against existing resource contract and application areas, and on other energy resource contracts / applications.			14 working days per area/project as per EVOSS	SR SRS / ITO I / SRS II
	2. Prepare map and verification report		SR SRS / ITO I / SRS II		
	3. Check and review verification report and map		Supervisor, ISD		
	4. Approve verification report and map		Chief, ISD		
3. Receive notification	1. Notify client for compliance or non-compliance.		Processing of AOI will be terminated	ISD Technical Personnel	
		TOTAL:	17 Working days		

Legal Basis: RA 11234

Solar Energy Service/Operating Contract - (SESC/SEOC)
Wind Energy Operating Contract – (WESC)
Hydro Service Contract – (HSC)
Geothermal Service/Operating Contract – (GSC/GOC)
Ocean Energy Service Contract – (OESC)



Technical Evaluation of Small-Scale Coal Mining (SSCMP) Application Area (Task 1 – Checking, Verification and Issuance of Temporary Map and Technical Description)

The Geomatics Section administers and performs the evaluation of the geographic location of all energy applications and contract areas through survey plan with corresponding survey returns to ensure availability and avoid overlap with existing energy contracts of the same resource.

Office or Division	Information Services Division (ISD)			
Classification	Simple			
Type of Transaction	Government-2-Citizen/Government-2-Business			
Who may avail	Interested individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Location map of the applied area		Client		
2. Lot Data Computation		Client		
3. Certification of tie point used in the survey.		Department of Environment and Natural Resources (LMB or NAMRIA)		
4. Fill Out Customer Feedback Form (CFF)		ISD Technical Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request / required documents	1.1. Receive the request and endorse to ISD for assessment	None	0.5 day	<i>ITMS-Office of the Director</i>
	1.2. Assess the completeness of the submitted documents			<i>Chief / ISD Supervisor</i>
	1.3. Notify the client if the submitted documents are incomplete.		<i>Processing time of the evaluation will be placed on-hold</i>	<i>ISD Technical Personnel</i>
2. Submit the needed documents	2.1. Process the request / generate map, technical description (TD) and verification report		2 days	<i>SR SRS / ITO I / SRS II</i>
	2.2. Check and review map, technical description and verification report	0.5 day	<i>Chief / Supervisor, ISD</i>	

	2.3. Approve map, technical description and verification report			<i>ITMS- Director</i>
3. Submit the CFF and receive the temporary map and TD	3.1. Release / endorse temporary map & technical description* , and verification report to client and receive/verify CFF.			<i>AA III / ISD Personnel</i>
TOTAL:			3 Working days	
Legal bases: PD 972, BED Circular No. 87-03-001 * subject to field validation before issuance of official and final map & TD				



Technical Evaluation of Small-Scale Coal Mining (SSCMP) Application Area (Task 2 – Field Validation)

The Geomatics Section administers and performs the evaluation of the geographic location of all energy applications and contract areas through survey plan with corresponding survey returns to ensure availability and avoid overlap with existing energy contracts of the same resource.

Office or Division	Information Services Division (ISD)			
Classification	Complex Transaction			
Type of Transaction	Government-2-Citizen/Government-2-Business			
Who may avail	Interested individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Location map of the applied area		Client		
2. Technical Description		ISD Technical Personnel		
3. Validation Working Map		ISD Technical Personnel		
4. Global Positioning System (GPS) Receiver		ISD Technical Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with ISD technical personnel for schedule	1.1. Schedule field validation within 14 days from issuance of temporary map & technical description	None	1 day	<i>ISD Technical Personnel</i>
2. Make GE/surveyor/representative available during field validation	2.1. Coordinate with client and DOE field office on the schedule and logistics			<i>Chief / ISD Supervisor</i>
	2.2. Prepare travel documents/ TO and buy plane ticket (no cash advance)		1 day	<i>ISD Technical Personnel</i>
	2.3. Conduct field validation		4 days (including travel time)	<i>ISD Technical Personnel/Geodetic Engineer</i>
	2.4. Process data/results from field validation; prepare field		1 day	<i>ISD Technical Personnel</i>

	validation report* and if cleared/ok prepare final map & TD and			
	2.5. Approve map and technical description			<i>ITMS- Director / Chief / Supervisor, ISD</i>
3. Submit the CFF and receive the official and final map and TD	3.1. Release / endorse official and final map & technical description, and verification report to client and receive/verify CFF.			<i>AA III/ISD Personnel</i>
TOTAL:			7 Working days	
Legal bases: PD 972, BED Circular No. 87-03-001 *if actual location of applied SSCMP area is not same as in the submitted documents, applicant needs to correct and re-submit amended documents				



Conduct Technical Evaluation / Approval of Coal Block Boundary Survey

The Geomatics Section administers and performs the verification of the geographic location of Nominated Areas for Coal to ensure availability and avoid overlap with existing energy contracts or permits of the same resource.

Office or Division	Information Services Division (ISD)			
Classification	Highly Technical Transaction			
Type of Transaction	Government-2-Citizen/Government-2-Business			
Who may avail	Interested individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Survey Report/Transmittal of Survey returns		Client		
2. Geodetic Engineer's registration and PTR		Professional Regulation Commission and Province or city office where the GE practices his/her profession		
3. Certification of tie used in the survey		Department of Environment and Natural Resources (LMB or NAMRIA)		
4. Certificate of GPS calibration and registration				
5. Field notes and survey plans		Client		
6. Traverse, Setting and Lot Data Computation		Client		
7. Fill Out Customer Feedback Form (CFF)		ISD Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request / required documents	1.1. Receive the request and endorse to ISD for assessment	None	1 day	<i>ITMS-Office of the Director</i>
	1.2. Assess the completeness of the submitted documents			<i>Chief / ISD Supervisor</i>
2. Submit the needed documents	2.1. Notify the client if the submitted documents are incomplete.		Processing time of the evaluation will be placed on-hold	<i>ISD Technical Personnel</i>
	2.2. Process and check survey returns, lot data & traverse computations, survey plans and technical descriptions (TD) and other submitted documents			9 days

	2.3. Schedule field validation of boundary monuments		1 day	<i>ISD Technical Personnel</i>
	2.4. Inform client and DOE field office of the schedule			<i>ISD Technical Personnel</i>
	2.5. Prepare travel documents/TO and buy plane ticket (no cash advance)		1 day	<i>ISD Technical Personnel</i>
	2.6. Conduct field validation		5 days (including travel time)	<i>ISD Technical Personnel/Geodetic Engineer</i>
	2.7. Process data/results from field validation;		1 day	<i>ISD Technical Personnel</i>
	2.8. Prepare field validation report* and if cleared/ok prepare final map & TD and		1 day	<i>ISD Technical Personnel/Geodetic Engineer</i>
	2.9. Endorse for approval of TD / preparation of transmittal letter		0.75 day	<i>Chief / ISD Supervisor</i>
	2.10. Approve TD, report, map and transmittal letter			<i>ITMS- Director</i>
	2.11. Release / endorse report, map and transmittal letter to ERDB		0.25 day	<i>AA III/ISD Personnel</i>
3. Submit the CFF and receive notification	3.1. Notify the client on the result of the boundary survey and receive/verify CFF.			<i>SR SRS/ITO I</i>
TOTAL:			20 Working days	



EXTERNAL SERVICES

INFORMATION DATA MANAGEMENT DIVISION (IDMD)



Provision of Energy Data & Information thru the Energy Data Center (Service Contractors / Investors / Researchers)

IDMD provides energy data and information to investors, stakeholders and researchers of the energy sector for their geological analysis and translation for energy resource exploration and development.

Office or Division:	Information Data Management Division (IDMD)			
Classification:	Complex Transaction			
Type of Transaction:	Government-2-Citizen / Business			
Who may avail:	Service Contractors / Investors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request		Students and Investors. Service contractors are not required to submit letter request.		
2. List of data requested or Search List		EDCP shall provide Listings of available data called the "Search List" generated from the EDCP database.		
3. Filled-out data request form		EDCP shall provide computer-generated Data Request Form generated from the EDCP database		
4. Receipt of payment		Client to pay at Treasury Division		
5. Signed Terms and Conditions/ Transmittal		EDCP will prepare the Terms and Conditions /Transmittal.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request				
2. Select data from the Search List	2.1. EDCP shall provide the Search List generated from the EDCP database.			<i>EDCP staff</i>
3. Fill-out Data Request Form	3.1. Have the request approved by the Chief of the concerned division (PRDD, GEMD, CNMD)		1 Working Day	<i>Division Chiefs of IDMD and PRDD or CNMD or GRMD</i>

	or his/her authorized representative depending on the type of data requested, and by the Chief of IDMD or his duly authorized representative.			
4. Pay data fees and charges	4.1. Preparation of billing or Debit Note/Order of Payment	**Students: Fees are waived		<i>Supervising SRS, EDCP Staff</i>
		Seismic section perusal fee	Php 60.00 / Seismic section	
		Well reports (specialized)	Php 2,750.00 / report	
		Well report perusal fee	Php 100.00 / report	
		General reports	Php 3,900.00 / report	
		General report perusal fee	60.00 / report	
		Maps, charts and drawings	Php 120.00 / sheet (Shotpoint location map)	
		Aeromagnetic maps	\$720.00/set (Application Color / Datachrome) 360.00 / set (Isogram)	
		1983 Questor Aeromagnetic Survey – Aeromagnetic tapes	\$2,500.00 / set or \$100.00 / tape	
		World Bank Report	\$18,000.00 / set	
		Scanning	Php 10.00 / sheet	
		Reprographic	Php 2.00 / sheet	

	4.2. Processing of Payment			<i>Treasury staff</i>
5. Sign Confidentiality / Conformance	5.1. Approval of the Confidentiality /Terms and Conditions and or Transmittal		2 Working Days	<i>Director-ITMS</i>
	5.2. Preparation of data		4 Working Days	<i>Supervising SRS, EDCP Staff</i>
6. Students to submit Study/Thesis 3 months after the research / study				
Total Number of Days			7 Working Days	



Provision of Energy Data & Information thru the DOE Library

IDMD provides energy data and information in the library to researchers and academe for their research and project recommendations through their evaluation and assessment on their particular study.

Office or Division:	Information Data Management Division			
Classification:	Simple Transaction			
Type of Transaction:	Government-2-Citizen			
Who may avail:	Academe or Outside Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out data request form		Department of Energy Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Data Request Form	1.1. Approves the request form	NONE	4 Hours	<i>Division Chief, IDMD</i>
Total Number of Days			4 Hours	



INTERNAL SERVICES



Provision of Energy Data & Information Thru The DOE Library (DOE Employees)

IDMD provides energy data and information in the library to researchers and academe for their research and project recommendations through their evaluation and assessment on their particular study.

Office or Division:		Information Data Management Division		
Classification:		Simple Transaction		
Type of Transaction:		Government-2-Government		
Who may avail:		Academe or Outside Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out data request form		Department of Energy Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Data Request Form	1.2. Approves the request form	None	4 Hours	<i>Division Chief, IDMD</i>
Total Number of Days			4 Hours	



Provision of Energy Data & Information Thru The Energy Data Center (DOE Employees)

IDMD provides energy data and information to DOE employees their research and project recommendations through their evaluation and assessment on their particular study.

Office or Division:	Information Data Management Division (IDMD)			
Classification:	Simple Transaction			
Type of Transaction:	Government-2-Government			
Who may avail:	DOE employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of data requested or Search List	Energy Data Center of the Philippines (EDCP)			
2. Filled-out Data Request Form				
3. Signed Transmittal				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Select data from the Search List	1.1. EDCP shall provide the Search List generated from the EDCP database.	None	4 hours	<i>EDCP staff</i>
2. Fill-out Data Request Form	2.1. Have the request approved by the Chief of the concerned division or his/her authorized representative from Petroleum Resources Development Division (PRDD), Geothermal Energy Management Division (GEMD), Coal and Nuclear Mineral Resources Development Division depending on the type of data requested, and by the Chief of Information and Data Management Division (IDMD) or his duly authorized representative.			<i>Division Chiefs, IDMD and PRDD or CNMD or GEMD</i>
3. Sign Transmittal	3.1. Preparation of data			EDCP
Total Number of Days			4 Hours	



Provision of ICT-related Support Services

Provide ICT-related support services and solutions relative to Internet, Network and Information / Database Systems (e.g. internet/network connectivity, email, domain login passwords, software requirements and assistance, etc.) to DOE Bureaus, Field Offices, Services and Units for smooth delivery of government services.

Office or Division		Information Technology Division (ITD)		
Classification		Simple Transaction		
Type of Transaction		Government-2-Government		
Who may avail		Requesting DOE Bureaus, Services and Units		
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. Call ITD at local number 385 or 359 and provide personal / unit information and area of concern	1.1. ITD frontline staff receives and refers the call to the concerned section / IT staff	None	1-3 Working Days	Staff, Information Technology Division
Scenario 1: In case ICT Issue can be resolved over the Phone				
2. Relay the details of the problem/ issue.	2.1. Concerned section / IT staff shall collect the details and analyze the problem. Technical actions shall be taken and/or instructions shall be relayed to the client for solutions to correct the issue. (Note: Depending on the complexity of the issue a remote access or site visit may be needed to diagnose and resolve the reported technical			

	<p>ICT problem/ issue.)</p> <p>2.2. In case problem is resolved, Record call transactions by accomplishing Service Report form, close the reported issue and file the form.</p> <p>Else, if IT staff deemed it necessary to visit the client's office to further assess the reported problem, proceed to the 2nd scenario.</p>			
Scenario 2: In case Site Visit is Required				
	<p>3.1. Analyze the issue and try to resolve the problem on site.</p> <p>3.2. In case problem is resolved, inform client to carry out testing and let him/her sign the service report form.</p> <p>3.3. Else, inform the client of further actions needed to address the issue or problem. Record this in the Service Report form.</p>			
3. Relay the problem and assist the IT staff, if needed.				
4. Sign the Service Report Form for resolved issues/concern	4.1. Receive and file the signed Service Report form			
Total Number of Days			3 Working days	



Uploading/Posting of Energy Information thru the DOE Website/ Portal

The DOE website is a virtual gateway to energy information and services provided by various DOE Bureaus, Services and Units. It offers a wide array of data, statistics, resources, and services accessible to the public.

Office or Division	Information Technology Division (ITD)			
Classification	Simple Transaction			
Type of Transaction	Government-2-Government			
Who may avail	Requesting DOE Bureaus, Services and Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request for posting (written and/or emailed) with proof of clearance/approval from the OSEC / USEC / ASEC / Director (original copy)		c/o Requesting Offices		
2. Copy of data requested for posting, preferably in digital or PDF format and approved copy of graphics/pictures/flash videos, if available		c/o Requesting Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved Letter of request for posting to ITMS-OD. Notes: With written request, please approach a frontline staff that will receive your request / data and/or refer you to the person in charge of uploading energy information through the DOE website. Clients may send their requests through email pfondevilla@doe.gov.ph cc: mroxas@doe.gov.ph and proceed to Step No. 2	1.1. Acknowledge receipt of request, and forwards to the ITMS Office of the Director	None	1 Working Day	Staff, ITMS-OD
	1.2. Endorse the request to the concerned division (ITD)			ITMS, Director
2. Provide the necessary data and	2.1. Acknowledge receipt of request, and	None	2 Working Days	Staff, ITMS-OD

information (see No. 2 of the above checklist of requirements)	forwards to the ITD Chief / Assistant Chief			
	2.2. Review and endorse request to technical staff			<i>Chief / Assistant Chief / ITD</i>
	2.3. In case data received is in analog format, convert to digital data			<i>Staff, ITD</i>
	2.4. Create, edit, and publish web contents			<i>Staff, ITD</i>
	2.5. Upload web resources (e.g. PDFs and images)			<i>Staff, ITD</i>
Total Number of Days:			3 Working days	