

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division	:	Management Information Systems Division (MISD)
Service	:	Statistics
Clients	:	Internal Clients
Requirements	:	Project Request and Feedback for Systems Development and Other MISD Services (CFO-MIS-PR-PRF-001)
Fees	:	Php 0
Schedule of Availability of Service	:	Mondays to Fridays – 08:00 AM to 05:00 PM
Release time	:	Three (3) days and 20 mins
How to Avail of the Service	:	Through request by filling up the form (CFO-MIS-PR-PRF-001)

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	Internal client submits statistical request to MISD	Assign a control number and log, then assign an MISD personnel (Information Systems Analyst)	Division Chief concern and Focal Person Information Systems Analyst Division Document Custodian (DDCu)/ Head/Alternate (MISD)	CFO	5 – 10 mins	
Step 2		Evaluate request	Head/Alternate (MISD) Information Systems Analyst	CFO	5 – 10 mins	
Step 3	Internal Client to accomplish and sign feedback form which signifies approval and acceptance of the statistical report	Generate statistical report and send to Internal client	Information Systems Analyst	CFO	3 days depending on the scope of request	

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division	:	Management Information Systems Division (MISD)
Service	:	Information Systems and Web Development Process
Clients	:	Internal clients
Requirements	:	Project Request and Feedback for Systems Development and Other MISD Services (CFO-MIS-PR-PRF-001)
Fees	:	Php 0
Schedule of Availability of Service	:	Mondays to Fridays – 08:00 AM to 05:00 PM
Release time	:	5 months and 3 weeks
How to Avail of the Service	:	Through request by filling up the form (CFO-MIS-PR-PRF-001)

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	Internal Client initiate project proposal with project requirements and submit to MISD	Assign control number and log, then assign an MISD personnel (Systems Programmer/ Developer)	Division Chief concern and Focal Person Systems Programmer/ Developer Division Document Custodian (DDCu)/ Head/Alternate (MISD)	CFO	10 days	
Step 2		The MISD assigned personnel executes/develops the project	Systems Programmer/Developer and Focal Person	CFO	2 months to 5 months depending on the project scope	
Step 3		The MISD assigned personnel then gathers feedback and recommendations from the internal clients and does the finalized system according to the feedbacks and recommendations gathered	Division Concern and ExeCom Systems Programmer/Developer	CFO	5 days	
Step 4	Internal Client to accomplish and sign feedback form which signifies on the approval and acceptance of the project	MISD prepares a memo for the schedule on the conduct of the training (<i>If necessary</i>)	Systems Programmer/Developer and Focal Person Head/Alternate (MISD)	CFO	3 days	

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division : Management Information Systems Division (MISD)
 Service : **Databanking**
 Clients : Philippine Embassies and Consulates (PECs)
 Requirements : Registration forms
 Fees : Php 0
 Schedule of Availability of Service : Mondays to Fridays – 08:00 AM to 05:00 PM
 Release time : Six (6) months and two (2) weeks after the reference month
 How to Avail of the Service : Through email

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	Submit registration forms (emigrants, GCP, Au pair and EVP) for databanking	Receive registration forms from frontline service	Frontline Service Personnel-In-Charge Receiving Personnel	CFO	30 mins/day of transaction	
Step 2		Encode and/or verify correctness of data entries	Encoder/Verifier	CFO	2 days/day of transaction	
Step 3		Check/edit encode data for accuracy	Information Systems Analyst	CFO	2 weeks/month of transaction	
Step 4		Generate and send masterlist of Overseas Filipinos to Philippine Embassies and Consulates (PECs) per quarter	Information Systems Analyst	CFO	3 days	

Reference: MISD Manual of Operations

as of 01 August 2018

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division : Management Information Systems Division (MISD)
 Service : **Datacenter Management Process**
 Clients : Internal Clients
 Requirements : Request and Feedback for Technical Support (CFO-MIS-PR-RFP-001)
 Fees : Php 0
 Schedule of Availability of Service : Mondays to Fridays – 08:00 AM to 05:00 PM
 Release time : 2 hours and 10 minutes
 How to Avail of the Service : Through request by filling up the form (CFO-MIS-PR-RFP-001)

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	Identifies the data center issue	Assign a control number and log, then assign an MISD personnel (Technical Support)	Technical Support (MISD) Division Document Custodian (DDCu)/ Head/Alternate (MISD)	CFO	5 - 10 min	
Step 2		Analysis of the type of issue as to: a. Application/Information Systems related b. Data Security related c. Internet Operations related d. Server operations related e. Access control related f. Backup operations related g. Database services related h. Local Area/Wide Area Network related i. Testing of New ICT Equipment and solving the issue prior to analysis. If the issue is resolved, <i>proceed</i> to Step 4	Technical Support (MISD)	CFO	30min – 1 hr	
Step 3		If the issue cannot be resolved internally, the issue is forwarded to	Technical Support (MISD)	CFO	10 - 30 min	

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		a third party services providers, suppliers, etc.				
Step 4	Provide Feedback using External Provider Evaluation Form (<i>If necessary</i>)	Report to MISD Head/Alternate	Technical Support (MISD) Head/Alternate (MISD)	CFO	10 – 30 min	

Reference: MISD Manual of Operations

as of 01 August 2018

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division : Management Information Systems Division (MISD)
 Service : **IT Technical Support Process**
 Clients : Internal Clients
 Requirements : Request and Feedback for Technical Support (CFO-MIS-PR-RFP-001)
 Fees : Php 0
 Schedule of Availability of Service : Mondays to Fridays – 08:00 AM to 05:00 PM
 Release time : 1 hour
 How to Avail of the Service : Through request by filling up the form (CFO-MIS-PR-RFP-001)

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	Initiate technical support request	Assign a control number and log, then assign an MISD personnel (Technical Support)	Technical Support (MISD) Division Document Custodian (DDCu)/ Head/Alternate (MISD)	CFO	5 - 10 min	
Step 2		Analyze the error based on the client's request and check the problem and resolve the issue. If the issue is resolved, <i>proceed to Step 4</i>	Technical Support (MISD)	CFO	10 min – 30 min	
Step 3		If the issue cannot be resolved, inform the MISD Head/Alternate for Assistance and/or Recommendation	Technical Support (MISD)	CFO	5 – 10 min	
Step 4	Provide IT Equipment Inspection and Evaluation Report (<i>If necessary</i>)	Report to MISD Head/Alternate	Technical Support (MISD) Head/Alternate (MISD)	CFO	5 – 10 min	

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division	:	Management Information Systems Division (MISD)
Service	:	Layout, Design and Multimedia Development Process
Clients	:	Internal Clients
Requirements	:	Project Request and Feedback for Systems Development and other MISD services (CFO-MIS-PR-PRF-001)
Fees	:	Php 0
Schedule of Availability of Service	:	Mondays to Fridays – 08:00 AM to 05:00 PM
Release time	:	Fifteen (15) days
How to avail of the Service	:	Through request by filling up the form (CFO-MIS-PR-PRF-001)

NO	CLIENT STEP	MISD ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	Submit project assistance request to MISD	MISD accepts request form with complete supplemental materials needed for the project, and the request form logged and duly signed by the MISD head. MISD head assigns staff to work on request	Division Chief concern and Focal Person Graphics Artist (MISD) Division Document Custodian (DDCu)/ Head/Alternate (MISD)	CFO	1 day	
Step 2		Assigned staff executes assistance requested and submits draft within time allotted	Graphics Artist	CFO	1-10 days	
Step 3	Internal Client provides feedback and recommendations if edits/changes are needed. Else, Internal Client asks MISD for turnover of final output	Assigned staff applies revision/ changes as recommended	Graphics Artist and Focal Person	CFO	1-2 days	
Step 4	Internal Client accomplishes and signs feedback form which signifies approval and acceptance of the project	MISD prepares and submits final output to Internal Client	Graphics Artist and Focal Person	CFO	1-2 days	