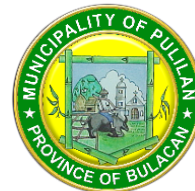


INFORMATION AND COMMUNICATIONS TECHNOLOGY OFFICE

EXTERNAL SERVICE

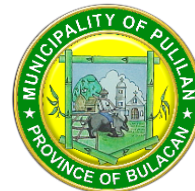


A. CCTV FOOTAGE REVIEW

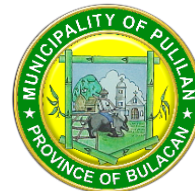
CCTV footage review within the Municipal Government of Pulilan, Bulacan is conducted to ensure the safety and security of municipal premises. This process supports various functions, including monitoring for security breaches, investigating incidents, and addressing legal and administrative requirements.

The review helps maintain a secure environment and aids in the resolution of issues by providing valuable visual evidence.

Office or Division:	Office of the Municipal Mayor - <i>Municipal Information and Communications Technology Office</i>			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Client G2B – Government to Business			
Who may avail:	Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 photocopy of Police Report of the incident		Police Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the police report	1. Verify the Police report incident information. (<i>Place of incident, Date and time</i>)	None	3 minutes	<i>Clerk</i> (Information and Communications Technology Office)
2. Wait for the CCTV footage viewing and footage extraction if needed	2. Review and extract CCTV footage	None	1 day	<i>Clerk</i> (Information and Communications Technology Office)
	TOTAL	None	1 day and 3 minutes	



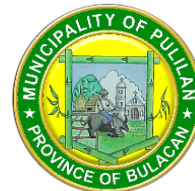
INTERNAL SERVICES



A. DIGITAL INFORMATION SYSTEM

Uploading of multimedia materials to the Digital Information System of the Municipal Government of Pulilan involves submitting the approved images, videos, and other digital content. This process ensures that important visual information is organized, accessible, and effectively communicated to the public and relevant departments.

Office or Division:	Office of the Municipal Mayor - <i>Municipal Information and Communications Technology Office</i>			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All offices/department under the Municipal Government of Pulilan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved request letter 2. Soft copy of materials		Mayor's Office Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents	1. Review submitted documents and upload requested materials to digital information systems	None	1 hour	<i>Computer Operator III Data Entry Machine Operator III Clerk I (Information and Communications Technology Office)</i>
TOTAL:		None	1 hour	

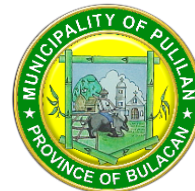


B. IT TECHNICAL AND SYSTEM SUPPORT

At the Municipal Government of Pulilan, IT technical and system support provides thorough troubleshooting, repair, and maintenance for a wide range of equipment, including desktops, laptops, printers, monitors, switches, routers, access points, and other peripherals.

This service also includes extensive system support and network troubleshooting to resolve connectivity issues and optimize performance. By addressing technical problems and ensuring reliable operation, this support is crucial for maintaining the efficiency and functionality of the municipality's IT infrastructure.

Office or Division:	Office of the Municipal Mayor - <i>Municipal Information and Communications Technology Office</i>			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All offices/department under the Municipal Government of Pulilan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Helpdesk Report/ Ticket		MICTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report IT-related issues through https://sites.pulilan	1. Receive the request thru MICTO in-house system, and take the service request/ ticket	None	5 minutes	ALL IT STAFF
2. Wait for the attending IT staff	2. Act on requested assistance (Troubleshoot/repair/maintenance/support)	None	1 day	System support and Database management: <i>Computer Operator III</i> <i>Data Entry Machine Operator III</i> <i>Clerk I</i> (Information and Communications Technology Office) Technical Support: <i>Computer Operator III</i> <i>Clerk</i> (Information and Communications Technology Office)



				<p>Network: <i>Computer Operator III</i> <i>Clerk I</i> (Information and Communications Technology Office)</p> <p>CCTV: <i>Computer Operator III</i> <i>Clerk I</i> <i>Clerk</i> (Information and Communications Technology Office)</p>
	TOTAL	None	1 day and 5 minutes	