



Philippine Christian University
INFORMATION AND COMMUNICATIONS
TECHNOLOGY CENTER

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Office of the Vice President for Information and Communications Technology
 Inter-Office Memo (Manila Campus and MJCن Campus)

MEMORANDUM ICT-2K22-076

TO : ALL ACADEMIC AND ADMINISTRATIVE UNITS
 [Academic in-Campus Cluster c/o the Office of the Vice President for Academics]
 [Globalization and Extension Cluster c/o the Office of the Vice President for Globalization and Extension Program (OVGEP)]
 [Finance and Administration Cluster c/o the Office of the Vice President for Finance and Administration (OVPFA)]
 [as implemented by the Technical and Student Services Cluster c/o the Office of the Vice President for Information and Communications Technology (OVPICT)]

FROM : PROF. MARIO G. MIRANDA, II
Vice President for Information and Communications Technology

DATE : 24 February 2022 (Thursday)

RE : POLICY AND PROCEDURES ON TECHNOLOGY SERVICES

POLICY ICT-015: POLICY AND PROCEDURES ON TECHNOLOGY SERVICES

POLICY STATEMENT: Pursuant to the mandate of the University President and the PCU - Board of Trustees (PCU-BOT) with the **Office of the Vice President for Information and Communications Technology** as the implementing agency, the **Information and Communications Technology Center (ICTC)**, formerly the *Information Technology Department (ITD)*, which provides **technology services** to the PCU stakeholders in providing leadership, innovation and technical resources required to establish and support the **University's Information and Communications Technology (ICT) enterprise** more particularly described below, to wit:

- Application Programming
- Networking and Communications
- Enterprise Resource Planning and Systems Administration
- Helpdesk, Desktop and Mobile Devices Support
- Educational Technology
- Cloud Computing Services
- University Website Management
- Motion Graphics and Vector Imaging
- Technology and Innovations in the Academic Curricula
- Instructional Media and the Virtual Learning Environments (VLEs)
- Identification Cards Management of Employees and Students

Technology services are provided in accordance with the provisions and procedures outlined in this memorandum.

Philippine Christian University
 Office of the President
 Received by: *[Signature]*
 Date: *2/24/2022*
 Time: *3:26 PM*

A. PURPOSE:

To establish procedures for acquiring **ICT services** through the **Information and Communications Technology Center** for the faculty and staff of the University.

B. SCOPE AND APPLICABILITY:

This policy and procedures memorandum apply to all operational units of **Philippine Christian University (Manila and MJCN Campus)** that require support from the **Information and Communications Technology Center**.

C. REQUESTING TECHNOLOGY SERVICES:

1. GENERAL PROVISIONS:

The screenshot shows the PCU Help Desk Support website. At the top, there is a navigation bar with the PCU logo and name, the tagline "FAITH CHARACTER SERVICE", and a "Guest User | Sign In" link. Below the navigation bar are four menu items: "Support Center Home", "Knowledgebase", "Open a New Ticket", and "Check Ticket Status". A search bar is located below the navigation bar with a "Search" button. The main content area features a large heading "Welcome to PCU Help Desk Support" and a paragraph explaining the support ticket system. To the right, there are two buttons: "Open a New Ticket" and "Check Ticket Status", followed by a "Featured Questions" section with three questions. Below this, there is a "Featured Knowledge Base Articles" section with a list of articles, including "Official Email and Bluebook". At the bottom, there is a copyright notice and a "powered by" logo for "iTicket".

Philippine Christian University
FAITH CHARACTER SERVICE

Guest User | Sign In

Support Center Home Knowledgebase Open a New Ticket Check Ticket Status

Search our knowledge base Search

Open a New Ticket

Check Ticket Status

Featured Questions

- What do I do if my hard disk fails to work?
- My computer does not turn on, what do I do now?
- What do I do when my computer crashes?

Featured Knowledge Base Articles

- Official Email and Bluebook**
How to request for a Bluebook account and/or PCU Official email address (@pcu.edu.ph)?
To request a Bluebook account (the official eLearning portal of Philippine Christian University) and/or PCU official email
How to request for a University ID online?
Sign in to <https://www.google.com> using your PCU official email address (@pcu.edu.ph) Prepare your Digital 2x2 ID Photo and
How to request for Transcript of Records, Diploma etc?
To request your Transcript of Records (TOR) or your diploma, please visit the PCU Registrar's Office -Main Office, located at

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powered by iTicket

Request for **technology services** will be initiated by the individual requesting the service or a department/unit designee. A request is made by requesting a new "problem ticket", "access request" or "change order" via the online [PCU Help Desk Support](#) for the appropriate category.

All requests must have the written or online approval (may be sent to helpdesk.manila@pcu.edu.ph, handwritten approval with signature is accepted) of the requestor's immediate supervisor, **University President/VP/AVP/Dean/Director/Principal/Dept. Head/Coordinator**, as the appropriate data manager (compliance to Data Privacy), where applicable before being completed by the ICTC personnel.



The ICTC personnel will not be permitted to provide digital services without an approved request authorizing the work unless directly authorized by the **VPICT**, where applicable and where appropriate. Once a request has completed the written or online approval process, it generally takes 36 hours to five (5) days to complete most requests (see Priority Service Level Requirements). Should a particular request require a longer period of time for completion, the contact person is usually notified.

2. DEFINITIONS:

Problem Ticket	means "I need something" or "Something's broken".
Access Request	request submitted for a new hire or movement of personnel to another area or responsibility to acquire an email account, network account, Cloud Services Account, and/or to add/update system access; requires approval from immediate Supervisor, Data Managers, as appropriate.
Create a New Work Order	means "I would like to have something" (i.e. special report, media equipment, video recording, installation of a laptop, installation of programs for a desktop or laptop, mobile devices); most require approvals.
Affected End User	the individual who is having the problem or desiring special services to be rendered.
Category/Request Area	tree structure listing of possible problems and/or desired special services needed.
Urgency	Indicates how impacting an issue is to the requestor and how quickly he or she would like to see it addressed.

3. RESPONSIBILITIES AND PROCEDURES:

- a.) **VPs/AVPs/Deans/Principals/Directors/Department Heads/Coordinators** and their **respective staff** may request digital support for areas within their jurisdiction by (1) providing a concise but complete description of the requested service identifying (aa) *the data affected*; (bb) *the information needed*; (cc) *the problem to be corrected*; (dd) *the output description*

(attaching a sample report, if necessary) and by (2) requesting a realistic completion date. Requests are then to be routed electronically to the custodian of the system for approval.

- b.) The **custodian** of the system or **designated ICT personnel** of the **OVPIC/ICTC Director**, will approve or reject the request. If approved, the request will be routed to the appropriate **ICTC Section/Division/Unit** for processing. If the request is rejected, it will be closed and an email notification (**thru @pcu.edu.ph**) will be sent to the requestor. *A request may be rejected for any number of reasons, for example, an incorrect form used, report already exists, request already in process, confidential data, information available through another means, etc.*
- c.) The **Information and Communications Technology Center (ICTC) designated personnel** who will serve as the 'analyst' will be notified electronically that a request is waiting. Once completed, the request will be marked "completed" and "closed" by the designated ICTC personnel. The requestor will be notified electronically that the request has been closed. The requestor should open the email from the PCU Help Desk Support indicating that the request has been closed and read it for any special instructions.

D. ACQUISITION OF COMPUTERS, DIGITAL DEVICES, DIGITAL PERIPHERALS, SOFTWARE AND DIGITAL SERVICES:

The **Information and Communications Technology Center (ICTC)** will review proposed purchases for computers, computer-related components, digital devices, digital peripherals, software and digital services to ensure that the acquisition will satisfy the need; to ensure completeness of the request; to ensure compatibility of hardware, where applicable; to ensure that provisions for legal software are being met; and to ensure in-house maintainability and support, where appropriate and where applicable.

E. TRAININGS:

Training in the use of computer systems, applications and University platforms shall be the standard operating procedure for incoming faculty and staff to be conducted by the **Information and Communications Technology Center (ICTC) – Systems and Programming Department**. It is essential that our University manpower is well-equipped with the University platforms, cloud productivity tools and other applications prior to their deployment in their respective areas. Our present pool of faculty and staff are also enjoined to undergo the re-training to strengthen their capability for online teaching and learning and the effective delivery of digital/online services to students. **Certifications will be issued by the ICTC and will be submitted to the HRDO and becomes part of the requirement in the hiring process.**

On occasions, formal training for Departments and Colleges in the use of systems and platforms may be needed and will require making the request via the online PCU Help Desk Support system. When making such a request, the nature of the training must be stated, as well as the times available for training the PCU personnel and possible available locations for conducting the training sessions.

F. REQUESTING SERVICES:

a.) PCU Help Desk and Support

Faculty and staff members may be granted access to the University's digital resources, if deemed appropriate for their positions or departments. To become a user of the University's resources, a request must be made through the **Office of the Vice President for Information and Communications Technology** (Manila Campus) thru email. Please state the access rights and privileges you wish to obtain specifically aligned with your functions and responsibilities.

b.) Requesting and Updating End User Account Access

Request for access to systems, University platforms and applications are to be made on the appropriate access form, with the approval and endorsement of the employee's immediate superior who shall act as the Data Manager of the system access being requested. Each system, platform or application and its specific functions, is overseen by the immediate superior whom will concurrently act as the Data Manager and is responsible for managing user access and security of specific function of these system, platform or application. Requests to update access are to be made on the appropriate access update form. The following systems, platforms applications are required for obtaining and updating access, where applicable and where appropriate:

- 1.) School Management System
- 2.) Bluebook (the official eLearning portal of Philippine Christian University)
- 3.) Google Workspace for Education
- 4.) Microsoft Office 365 for Education
- 5.) Zoom for Education
- 6.) <https://elibrary.pcu.edu.ph>
- 7.) <https://resources.pcu.edu.ph>
- 8.) Other systems, platforms and applications officially managed by ICTC

G. EVALUATION:

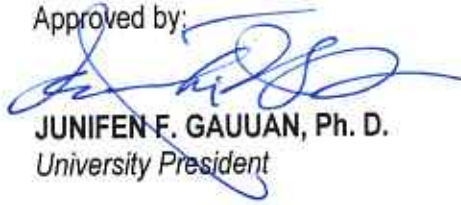
During each academic year, the **Information and Communications Technology Center** will assess the effectiveness of this policy and procedures via a survey.

H. INQUIRIES:

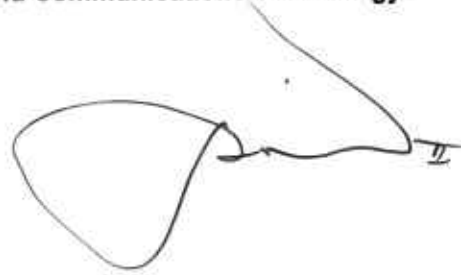
Any inquiries or questions relative to this policy and procedures memorandum should be directed to the **Office of the Vice President for Information and Communications Technology**.

For strict compliance. Please be guided accordingly.

Approved by:



JUNIFEN F. GAUUAN, Ph. D.
University President



Distribution:

- ✓ Distributed in print for the offices of Data Managers and the Data Protection Officer/Data Privacy Office
- ✓ Distributed electronically via the University's Official email and systems