



**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-2K22-077**

**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 (OVPPA) ]  
[ 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 :** **PRIORITY SERVICE LEVEL REQUIREMENTS**

**POLICY ICT-016: PRIORITY SERVICE LEVEL REQUIREMENTS**

In accordance with the University's **Technology Services Policy and Procedures (Policy ICT-015)**, once a request for technology services has completed the online approval process, it generally takes about thirty-six (36) hours to five (5) working days to complete most requests. Working days is defined as Monday to Friday, 8:00am – 5:00pm. Request for virtual classes (Zoom for Education, MS Teams, VooV etc.) therefore that falls on a Saturday or Sunday should be requested at least before Friday (morning) of the week to better manage our online Teaching and Learning.

Requests generally adhere to this timeline unless otherwise indicated or circumstance dictates that a **Priority Service Level** is required. This is indicated by the following parameters on the help desk system request:

- **Priority**
- **Need by Date**
- **Urgency**

Should a request require a longer period of time for completion, the contact person is usually notified.

Please be guided accordingly.

Approved by:

**JUNIFEN F. GAUAN, Ph. D.**  
*University President*