

**MANAGEMENT
INFORMATION SERVICE
OFFICE (MISO)**

Internal Service

Management Information Service Office

Vision: “To support and integrate technological environment, which sustains and strengthens the Cavite City Local Government Unit’s ability to deliver its strategic objectives and efficient business processes by empowering platform and functionality through innovation across the LGU.”

Mission: “MIS Services will be recognized as an innovative and influential function, playing a core role in the operation and ongoing development of the Local Government of the City of Cavite, focused on delivering excellent service.

1. Provision of Technical Support and Maintenance

This service covers hardware, software, and network troubleshooting for all local government offices to ensure continuous public service delivery.

Checklist of Requirements

1. Duly accomplished MIS Service Request Form (1 Original Copy) - Secure from MIS Receiving Desk or download from the Intranet.

Office or Division:	Technical Support Group			
Classification:	Simple to Complex (depending on the issue)			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All City Government Departments			
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Submit the accomplished MIS Service Request Form to the ITO Receiving Desk.	1.1 Receive and log the request into the IT Support Log System.	None	5 Minutes	Receiving Officer, ITO
	1.2 Assess the issue and assign it to the appropriate IT Personnel.	None	10 Minutes	ITO Helpdesk Head
2. Allow IT personnel to inspect and troubleshoot the equipment/system.	2.1 Proceed to the requesting office to diagnose and resolve the issue.	None	1 to 3 Hours (Simple) 1 to 3 Days (Complex)	IT Technician / Network Engineer
3. Acknowledge completion by signing the IT Service Resolution Log.	3.1 Close and file the signed resolution log.	None	5 Minutes	IT Technician
TOTAL:		None	Depends on complexity	

2. Posting of Public Information on the Official City Website and Social Media

This service allows other city departments to request the publication of announcements, advisories, or event coverage on the official digital platforms of the City of Cavite.

Checklist of Requirements

1. Web Posting Request Form, approved by the Department Head (1 Original Copy) - Secure from MIS.
2. Soft copy of the material (Images, Videos, Text) - Submit via official email or USB flash drive.

Office or Division:	Web and Systems Development Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All City Government Departments			
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Submit the approved Request Form and digital files to the ITO.	1.1 Receive the form and check the completeness and quality of the digital files.	None	10 Minutes	Content Manager-CIO, ITO-Meynard E. Villareal
2. Wait for the publication of the material.	2.1 Review content for formatting, grammar, and alignment with city guidelines.	None	1 Hr.	Web Developer- (Mark Jayson V. Mateo)
	2.2 Publish the material on the official City of Cavite website and/or Facebook page.		30 Minutes	Web Developer- (Mark Jayson V. Mateo)
	2.3 Notify the requesting office that the material has been posted.		5 Minutes	Content Manager-CIO, ITO- Meynard E. Villareal
TOTAL:		None	1 Hour, 45 Minutes	

3. IT Recommendation for Procurement of ICT Equipment

To ensure compatibility and standardized quality, all departments purchasing IT equipment (computers, printers, network devices) must secure clearance from the ITO prior to procurement.

Checklist of Requirements

1. Copy of the Purchase Request (PR) and Technical Specifications (1 Photocopy) - Provided by the Requesting Office.

Office or Division:	Research & Development
Classification:	Simple

Type of Transaction:	G2G - Government to Government			
Who may avail:	All City Government Departments			
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Submit the Purchase Request and Technical Specs to the MISO.	1.1 Receive documents and forward them to the IT Systems Analyst.	None	5 Minutes	MIS Staff- (Benedict Joseph Acosta),
2. Wait for the evaluation.	2.1 Evaluate the specifications against current LGU standards and network compatibility.	None	1 Hour	Technical Staff- Jeffrey S. Malari
3. Receive the signed IT Recommendation/Purchase Request.	3.1 Sign the IT Clearance / PR and release it to the requesting office.	None	10 Minutes	ITO-Meynard E. Villareal
TOTAL:		None	1 Hour, 15 Minutes	

4. Request for Customized System Development

This service covers the initial evaluation, requirements gathering, and project approval for departments requesting customized software or information systems to automate their processes.

Checklist of Requirements

1. Formal Letter of Request addressed to the ITO Head/City Mayor detailing the problem and desired system (1 Original Copy).
2. Approved Business Process Flow or existing manual process document (1 Photocopy).

Office or Division:	Research & Development Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All City Government Departments			
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Submit the Letter of Request and process documents to the ITO Receiving Desk.	1.1 Receive documents and forward them to the Systems Development Head.	None	10 Minutes	MIS Staff- Raymond Molina

2. Attend the scheduled scoping and requirements gathering meeting.	2.1 Review the request and schedule a scoping meeting with the requesting department.		1 Day	Computer Programmer II- Mark Jayson V. Mateo
	2.2 Conduct the scoping meeting to define system modules, users, and limitations.		2 to 4 Hours	Computer Programmer II- (Mark Jayson V. Mateo)/Information Technology Officer II-(Meynard E Villareal)
3. Wait for the Project Proposal and Timeline.	3.1 Draft the System Requirements Specification (SRS), project timeline, and resource requirements.		7 Days	Information Technology Officer II-(Meynard E Villareal)
4. Review and sign the Project Conform / Agreement.	4.1 Present the timeline to the requesting office for final approval and signing.		1 Hour	Information Technology Officer II-(Meynard E Villareal)
TOTAL:		None	8 Days, 5 Hours, 10 Minutes <i>(Starts development phase thereafter)</i>	

5. Request for I.T. Capability and Course Training

This service is provided to city departments that require training on standard office productivity tools, new information systems, cybersecurity awareness, or basic computer literacy for their staff.

Checklist of Requirements

1. Duly accomplished IT Training Request Form (1 Original Copy) - Secure from ITO.
2. Initial list of expected attendees (1 Copy).

Office or Division:	Learning & Development Division			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All City Government Departments			
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Submit the Training Request Form and list of attendees to the ITO.	1.1 Receive and record the request. Forward to the Training Coordinator.	None	10 Minutes	MIS Staff- Rommel Barros
2. Coordinate with the IT Trainer regarding the venue, schedule, and specific topics to be covered.	2.1 Evaluate the request, assign an IT Resource Speaker/Trainer, and finalize the schedule and venue with the client.	None	1 Day	IT Training Coordinator- (Meynard E. Villareal)
	2.2 Prepare training modules, presentations, and hands-on exercises tailored to the requesting office.	None	3 Days	IT Resource Speaker-(Mark Jayson Mateo)
3. Attend the scheduled I.T. Training and submit the attendance sheet.	3.1 Conduct the actual training session.		1 to 3 Days (Depending on agreed duration)	IT Resource Speaker-(Mark Jayson Mateo)
4. Receive the Certificates of Completion.	4.1 Generate and issue Certificates of Completion/Participation to attendees.		2 Hours	MIS Staff-(Earl Alden Ordan)
TOTAL:		None	4 Days, 2 Hours, 10 Minutes (Excluding actual training days)	

CAVITE CITY LGU: ICT PUBLIC SERVICE CONTINUITY TEAM STRUCTURE

TEAM COMPOSITION & MEMBERS



MEYNARD E. VILLAREAL
Team Leader
ICT Officer II

- [Decision Maker / Incident Commander]
- [Declares activation]
- [Direct LGU/DRRMO Coordination]
- [Approves Alternate Site]
- [Oversees Recovery]



NETWORK & INFRASTRUCTURE

Meynard E. Villareal
Jeffrey S. Mallari

- LAN/WAN management
- ISPs
- Cabling
- Connectivity Failover



SYSTEMS & DATA RECOVERY SPECIALIST COORDINATOR

Meynard E. Villareal
Mark Jayson V. Mateo
Jeffrey S. Mallari

- Database restoration
- Application Uptime
- Server Virtualization
- RTO/RPO Focus



RESEARCH & DEVELOPMENT

Meynard E. Villareal
Mark Jayson V. Mateo
Raymond DL. Molina

- Analyze emerging ICT trends
- Evaluate new recovery technologies
- Optimize continuity strategies



COMMUNICATIONS & TECHNICAL SUPPORT

Benedict Joseph DR. Acosta
Rommel A. Barros
Raymond DL. Molina

- Call Tree Activation
- Inter-departmental updates
- Emergency Communications
- Technical Helpdesk



ICT LEARNING DEVELOPMENT

Raymond DL. Molina
Earl Alden M. Ordan
Mark Jayson V. Mateo

- Develop ICT training materials
- Conduct regular skill assessments
- Plan technology training workshops

RECON

Activate alternate site
relocate team

Recover data and
systems

Perform mission-essential
functions

Primary site
preparation

Transition
Steps

Post-Disruption & Transition Steps

- ✓ Call Tree Activation
- ✓ Inter-departmental updates
- ✓ Emergency Communications
- ✓ Technical Helpdesk

Transition
to Normal
Operations