



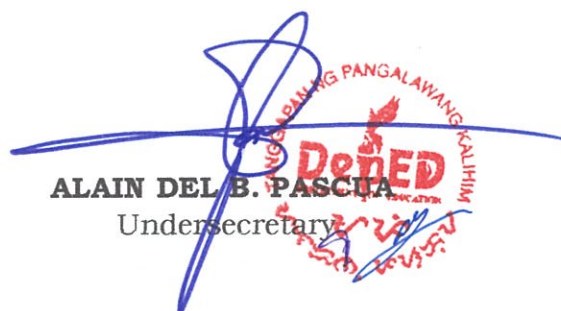
Republika ng Pilipinas
Kagawaran ng Edukasyon
Tanggapan ng Pangalawang Kalihim


MEMORANDUM
18 June 2018

FOR : **Regional Directors**
Schools Division Superintendents
District Supervisors
Principals and School Heads
Regional and Division Supply Officers
Regional and Division IT Officers
School Property Custodians
School ICT Coordinators

SUBJECT : **DEPED COMPUTERIZATION PROGRAM ORIENTATION**
HANDBOOK FOR BATCHES 35, 36, 40 TO 44

1. Consistent with the mandate of the Department of Education (DepEd) Information and Communications Technology Service (ICTS) to oversee the proper implementation of the DepEd Computerization Program (DCP) pursuant to Dep Ed Order No. 78, s. 2010 entitled Guidelines on the Implementation of the DepEd Computerization Program (DCP).
2. This Orientation Manual contains the following information:
 - a. Necessary Information on the Equipment to be Received by the School as Recipient of the DepEd Computerization Program (DCP);
 - b. DCP Deployment Process Flowchart;
 - c. Post Deployment/After Sales Support
 - c.1 Recording the Acceptance of DCP packages
 - c.2 Accountability, Utilization and Warranty of DCP packages
 - c.3 Maintenance, Troubleshooting and Helpdesk Support
 - c.4 Relief from Accountability in case of Loss
3. For your information of guidance.


ALAIN DEL B. PASCUA
Undersecretary



3416

Office of the Undersecretary for Administration

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Department of Education

DepEd Computerization Program Orientation Handbook

Batches 35, 36, 40 to 44

2018



DEPED COMPUTERIZATION PROGRAM (DCP)

Background:

In 1996, DepEd embarked on a 10-Year Modernization Program (1996-2005). The modernization program introduced use of Information Technology (IT) in the improvement of the teaching and learning process, educational management and operations. One of the main components of this program is the computerization project. This program was supported by other government agencies (e.g. Department of Trade and Industry's PCs for Public Schools, Commission on Information and Communications Technology's iSchool Project) and the private sector.

Providing access to quality education has been the guiding principle of various programs and projects of the Government in the Philippines. With its legal mandate of promoting the right to all citizens to take appropriate steps in making education accessible to all, the Department is geared towards the transformation of education through technology.

Transformation of Education through technology is in line with several national policies of the Philippine government such as the Medium Term Development Plan of the Philippines and the Education for All. These policies recognizes the potential of Information and Communications Technology (ICT) to broaden access and improve the quality and efficiency of basic education services.

Program Description:

The DepEd Computerization Program (DCP) aims to provide public schools with appropriate technologies that would enhance the teaching-learning process and meet the challenges of the 21st century. This program shall respond to the computer backlog of public schools by providing them hardware and software and training on simple troubleshooting.

Program Objectives:

The objectives of the DepEd Computerization Program are as follows:

- Provide ICT packages to public schools that are responsive to the needs of the K-12 curriculum;
- Integrate ICT in the teaching and learning process;
- Raise the ICT literacy of learners, pupils, students, teachers and school heads;
- Improve computer-to-student ratio in the public schools, and
- Improve the replacement cycle of ICT packages.

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DCP PACKAGES

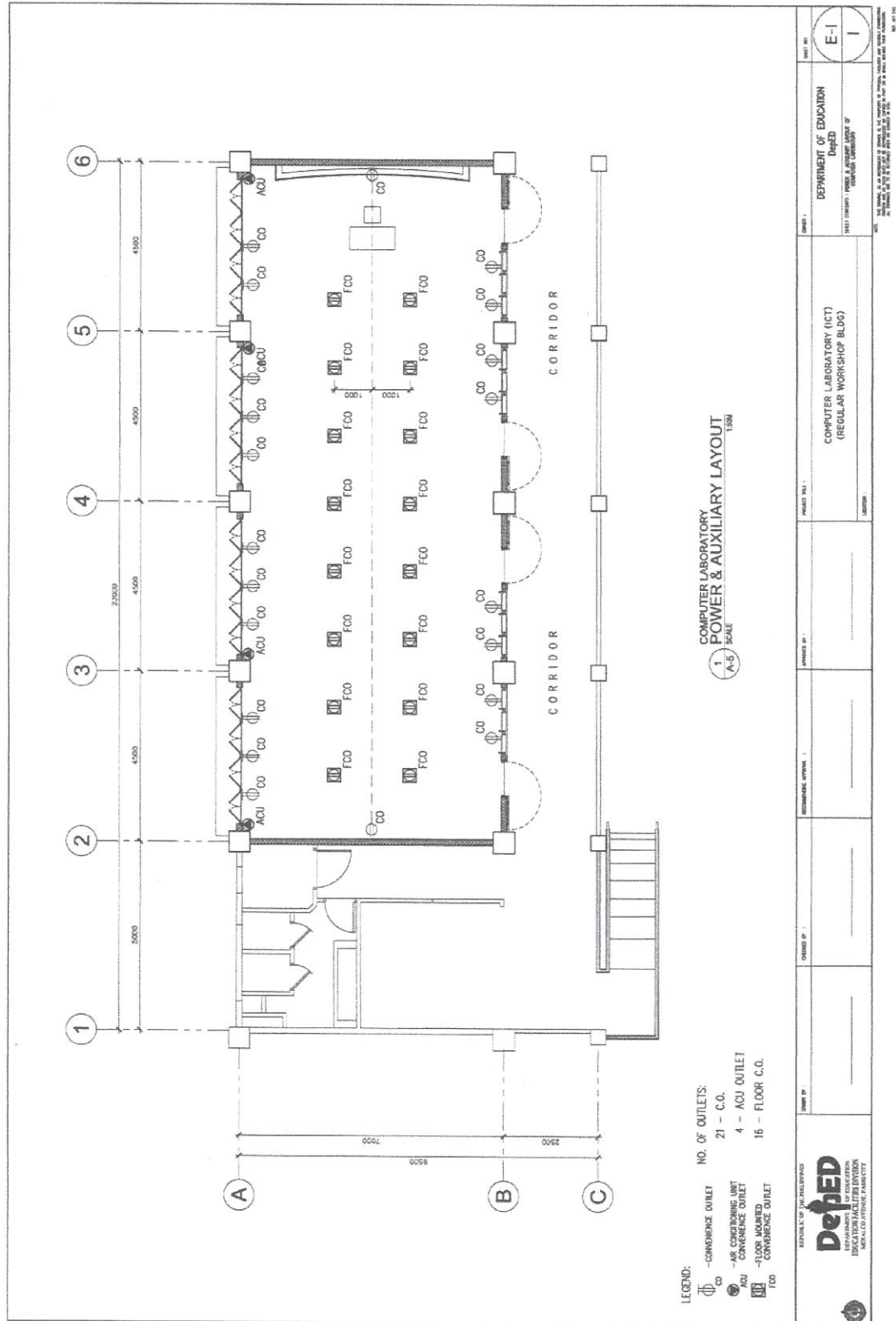
Supply, Delivery, Installation, Configuration, Testing, Commissioning, Training and Maintenance

DCP Budget	Batch	Package Description	Quantity per package	Distribution (Region)
2016	Configuration 1 35 (New JHS) 36 (Regular SHS)	Host PC	3	II, III, IV-A, IV-B, V and NCR
		Terminal Access (Monitor, Headset, Keyboard & Mouse)	42	
		Desktop Virtualization device	42	
		Laptop	2	
		Projector	2	
		UPS	3	
		AVR	7	
		Switch	3	
		Networking Peripherals	1	
		Multimedia Speaker	1	
		External portable optical drive	1	
		3-in-1 inkjet printer	1	
	Configuration 2 35 (New JHS) 36 (Regular SHS)	Host PC	2	I, VI, VII, VIII, IX, X, XI, XII, CARAGA, ARMM and CAR
		Terminal Access (Monitor, Headset, Keyboard & Mouse)	42	
		Desktop Virtualization device	42	
		Laptop	2	
		Projector	2	
		UPS	2	
		AVR	7	
		Switch	4	
		Networking Peripherals	1	
		Multimedia Speaker	1	
External portable optical drive		1		
3-in-1 inkjet printer		1		
2017	40 (K to G3)	Laptop 14"	1	All Regions
		Projector	1	
		Multimedia Speaker	1	
	41 (JHS/SHS)	Host Mini PC	2	All Regions
		UPS 300W	2	
		2-in-1 Tablet PC	50	
		Charging/Storage Cart	2	
		Laptop 14"	1	
		Television	2	
		Wi-Fi Router	1	
	3-in-1 Inkjet printer	1		
	42 (G4 to G6)	Host Mini PC	12	All Regions
		LED Monitor	12	
		Keyboard and Mouse	12	
		UPS 300W	12	
		Laptop 14"	2	
		Television	2	
	Wi-Fi Router	1		
	43 (SHS) Specialized Package	Desktop PC (standalone)	51	All Regions
		UPS	51	
Wi-Fi Router		1		
3-in-1 Inkjet Printer		1		
Television		1		
44 (JHS) Augmentation	2-in-1 Tablet PC	50	All Regions	
	Wi-Fi Router	1		
	Charging/Storage Cart	2		

COUNTERPART REQUIREMENTS

DCP Budget	Batch No.	Package	Criteria	Presence/Quantity
2016	35	e-Classroom for New Junior High School (JHS)	Multi-media classroom	✓
			Computer Tables	Good for 49 students
			Chairs	Good for 49 students
			Windows and Door grills	✓
			Stand fan/Air Conditioner	At least two (2)
			Proper electrical wirings and outlets duly certified by the Municipal/City Electrician	✓
			Sufficient Electrical Lighting	✓
			Provision of adequate security mechanisms	✓
			Organized School Inspectorate Team	✓
	36	e-Classroom for regular Senior High School (SHS)	Multi-media classroom	✓
			Computer Tables	Good for 49 learners
			Chairs	Good for 49 learners
			Windows and Door grills	✓
			Stand fan/Air Conditioner	At least two (2)
			Proper electrical wirings and outlets duly certified by the Municipal/City Electrician	✓
			Sufficient Electrical Lighting	✓
			Provision of adequate security mechanisms	✓
			Organized School Inspectorate Team	✓
2017	40	New e-Classroom for K to G3	Secure classroom	✓
			Windows and Door grills	✓
			Provision of adequate security mechanisms	✓
			Organized School Inspectorate Team	✓
	41	New e-Classroom for JHS/SHS	Multi-media classroom	✓
			Computer Tables	Good for 50 learners
			Chairs	Good for 50 learners
			Windows and Door grills	✓
			Stand fan/Air Conditioner	At least two (2)
			Proper electrical wirings and outlets duly certified by the Municipal/City Electrician	✓
			Sufficient Electrical Lighting	✓
			Provision of adequate security mechanisms	✓
	42	New e-Classroom for G4 to 6	Multi-media classroom	✓
			Computer Tables	Good for 12 learners
			Chairs	Good for 12 learners
			Windows and Door grills	✓
			Stand fan/Air Conditioner	At least two (2)
			Proper electrical wirings and outlets duly certified by the Municipal/City Electrician	✓
			Sufficient Electrical Lighting	✓
			Provision of adequate security mechanisms	✓
	43	e-Classroom for SHS (Specialized Package)	Multi-media classroom	✓
			Computer Tables	Good for 51 learners
			Chairs	Good for 51 learners
			Windows and Door grills	✓
Stand fan/Air Conditioner			At least two (2)	
Proper electrical wirings and outlets duly certified by the Municipal/City Electrician			✓	
Sufficient Electrical Lighting			✓	
Provision of adequate security mechanisms			✓	
44	e-Classroom for JHS (augmentation)	Secure classroom	✓	
		Windows and Door grills	✓	
		Provision of adequate security mechanisms	✓	
		Organized School Inspectorate Team	✓	

Power & Auxiliary Layout



Computer Table
(Sheet No. 1 of 4)

TABLE DIMENSIONS (mm)		STEEL FRAME SPECIFICATIONS		SCHEDULE OF FINISHES		CONNECTIONS / JOINTS	
HEIGHT	700	LESS	25mmx25mmx2mm THK STEEL TUBULAR	UPPER PLYWOOD	1mm THK LAMINATE, WOOD GRAIN FINISH WITH 1mm THK PVC EDGING, WOOD GRAIN FINISH	STEEL TO PLYWOOD	CLAMP AS PLAT SCREW
DEPTH	600	TABLE TOP FRAME	25mmx25mmx2mm THK STEEL TUBULAR	STEEL	GRAY POWDER COAT, GLOSSY FINISH	STEEL TO STEEL	FULLY WELDED
WIDTH	1000	LED FRAME	25mmx25mmx2mm THK STEEL TUBULAR				
		CPU FRAME	25mmx25mm THK STEEL PLAT BAR				
		FRONT BOARD FRAME	25mmx25mm THK STEEL PLAT BAR				
		CONNECTORS	12 - 25mmx25mmx2mm THK STEEL ANGLE BAR				

2. FRAME ISOMETRIC VIEW
1. SCALE
1 : 50 M


1. TABLE ISOMETRIC VIEW
1. SCALE
1 : 50 M

SHEET NO. 1 / 4

COMPUTER TABLE
(WOOD & STEEL)

DESIGNED AS OF 1/27/2017
PREPARED ON: 07 2016

REPUBLIC OF THE PHILIPPINES



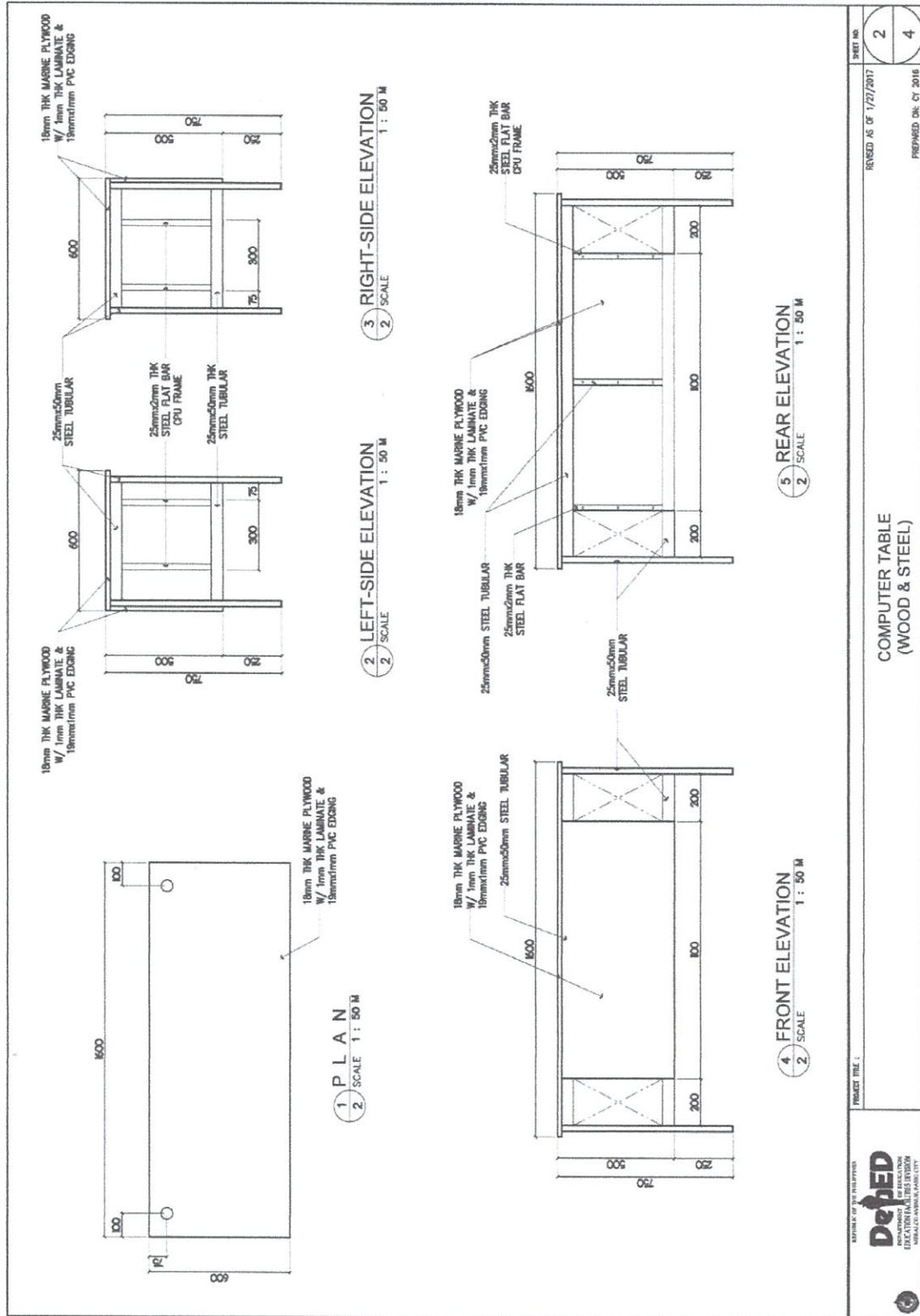
DepED
DEPARTMENT OF EDUCATION
EDUCATIONAL INSTITUTE DIVISION
MAGAYANAN, CALABARZON

PROJECT TITLE :

COMPUTER TABLE



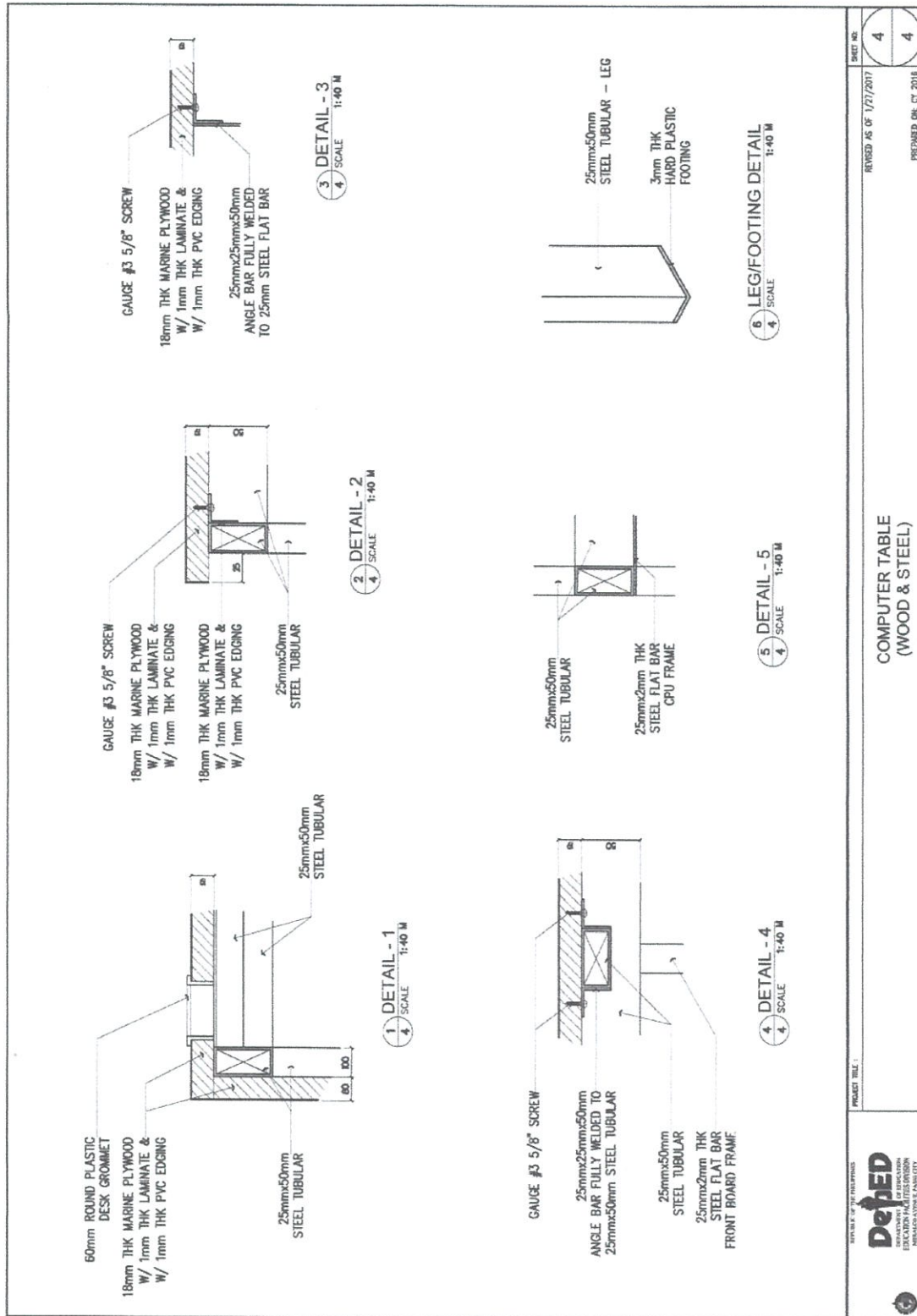
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DEPARTMENT OF EDUCATION DepEd DIVISION OFFICE - CALABARZON DIVISION OFFICE - CALABARZON DIVISION OFFICE - CALABARZON	PROJECT TITLE :	COMPUTER TABLE (WOOD & STEEL)
	REVISIONS AS OF 1/27/2017	SHEET NO. 2 4
PREPARED BY: CT 2016		



(Sheet No. 4 of 4)



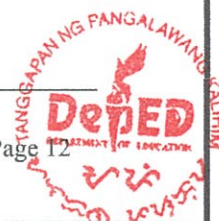
PROJECT TITLE:	COMPUTER TABLE (WOOD & STEEL)									
REVISIONS:	<table border="1"> <tr> <th>NO.</th> <th>DESCRIPTION</th> <th>DATE</th> </tr> <tr> <td>4</td> <td></td> <td></td> </tr> <tr> <td>4</td> <td></td> <td></td> </tr> </table>	NO.	DESCRIPTION	DATE	4			4		
NO.	DESCRIPTION	DATE								
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REVISIONS:	REVISED AS OF 1/21/2017									
PREPARED BY:	PREPARED BY CT 2018									



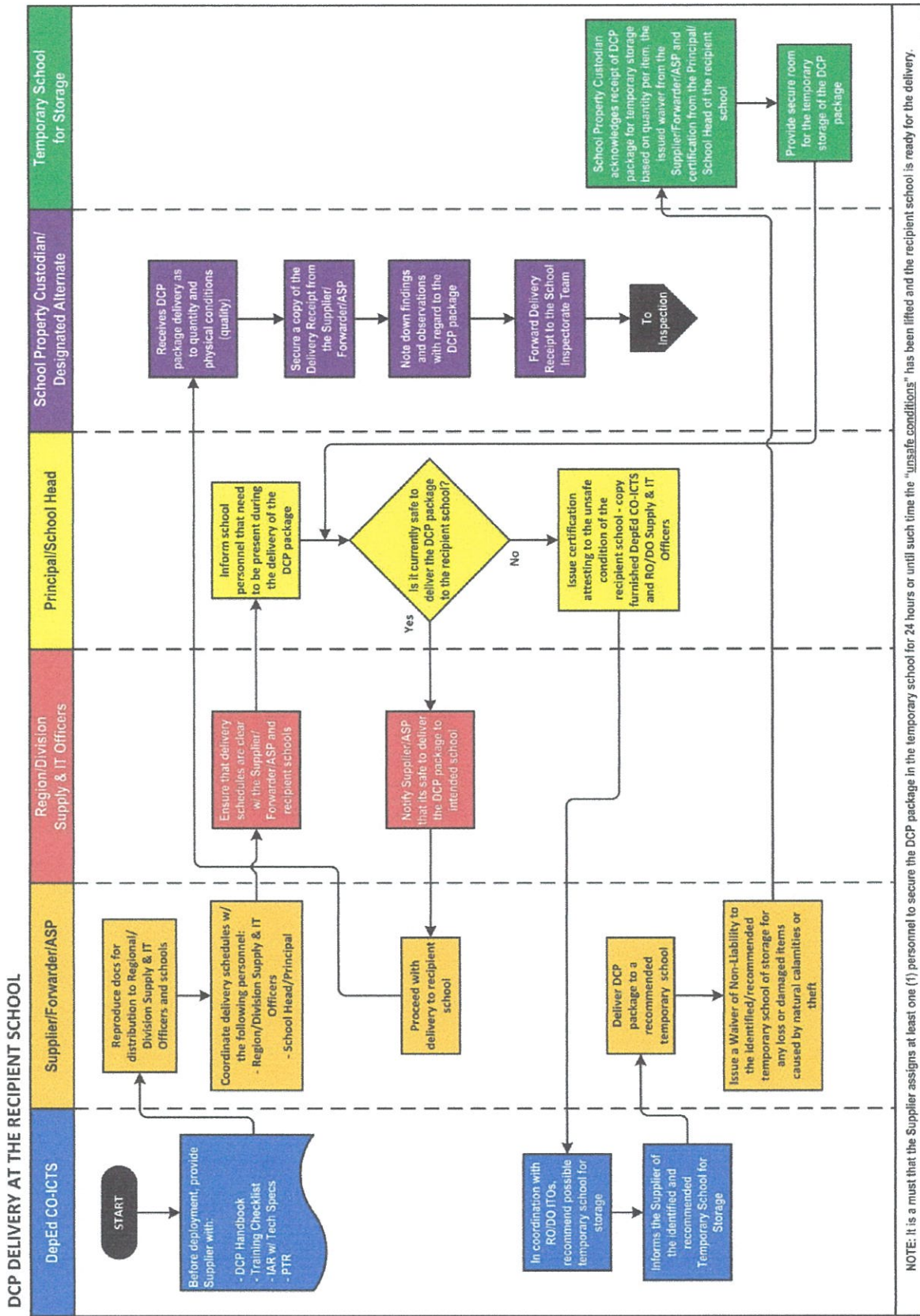
LIST OF ABBREVIATIONS

Abbreviations and Acronyms used in this handbook:

AMD	Asset Management Division
ARE	Acknowledgement Receipt of Equipment
ASP	Accredited Service Partner
CO	Central Office
COA	Commission on Audit
DCP	DepEd Computerization Program
DepEd	Department of Education
DR	Delivery Receipt
e-Classroom	Electronic Classroom
FSR	Field Service Report
G3	Grade 3
G4	Grade 4
Host PC	Host Personal Computer
IAR	Inspection and Acceptance Report
ICTS	Information and Communications Technology Service
ID	IDentification
IT	Information Technology
ITO	Information Technology Officer
IRP	Invoice Receipt of Property
JHS	Junior High School
JEV	Journal Entry Voucher
K	Kindergarten
LED	Light Emitting Diode
PAR	Property Acknowledgement Receipt
P.D.	Presidential Decree
PTR	Property Transfer Report
SDS	Schools Division Superintendent
SHS	Senior High School
SMS	Short Messaging Service
Tablet PC	Tablet Personal Computer
UPS	Uninterruptible Power Supply
Wi-Fi	Wireless Fidelity

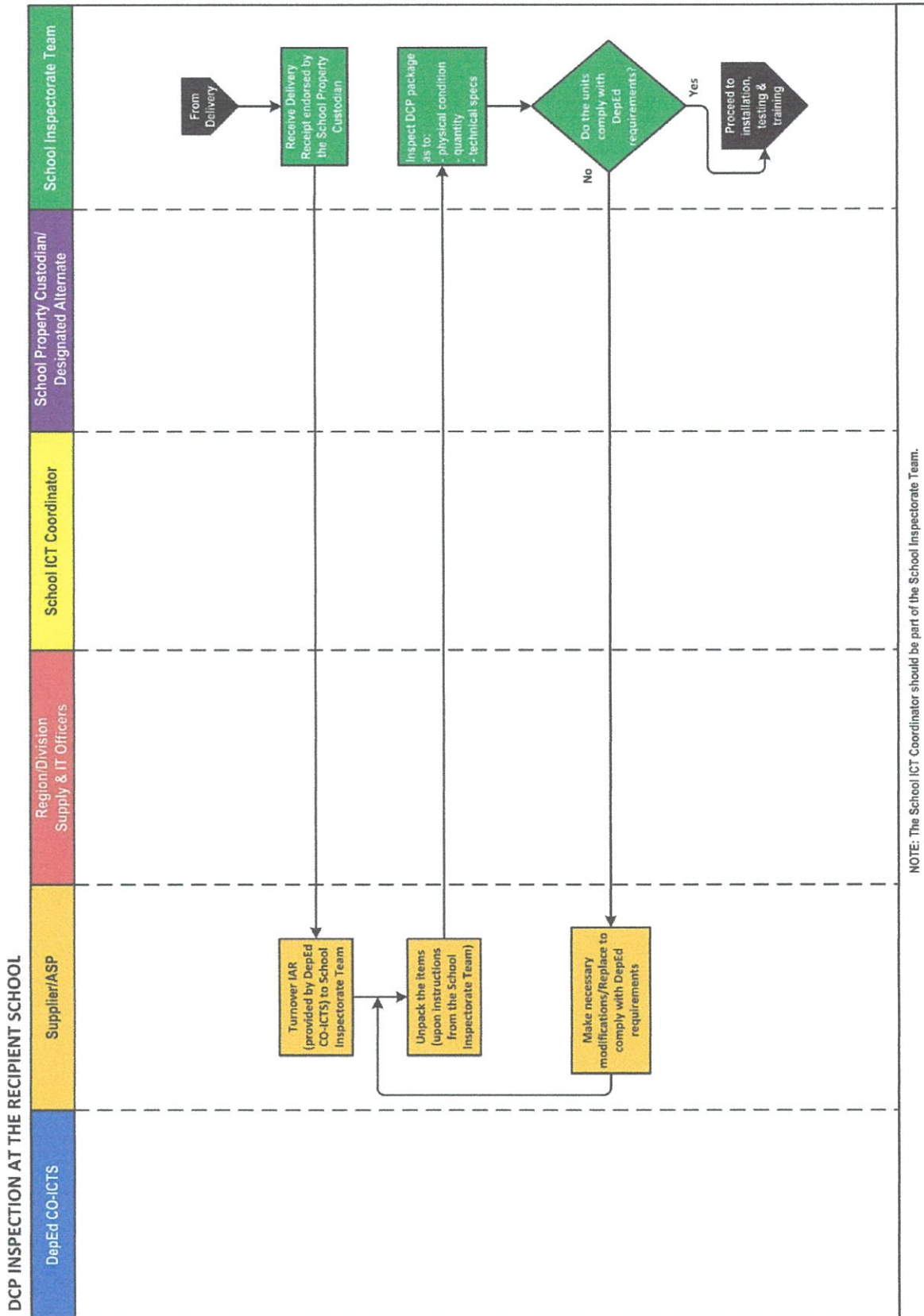


DCP DEPLOYMENT PROCESS FLOWCHART

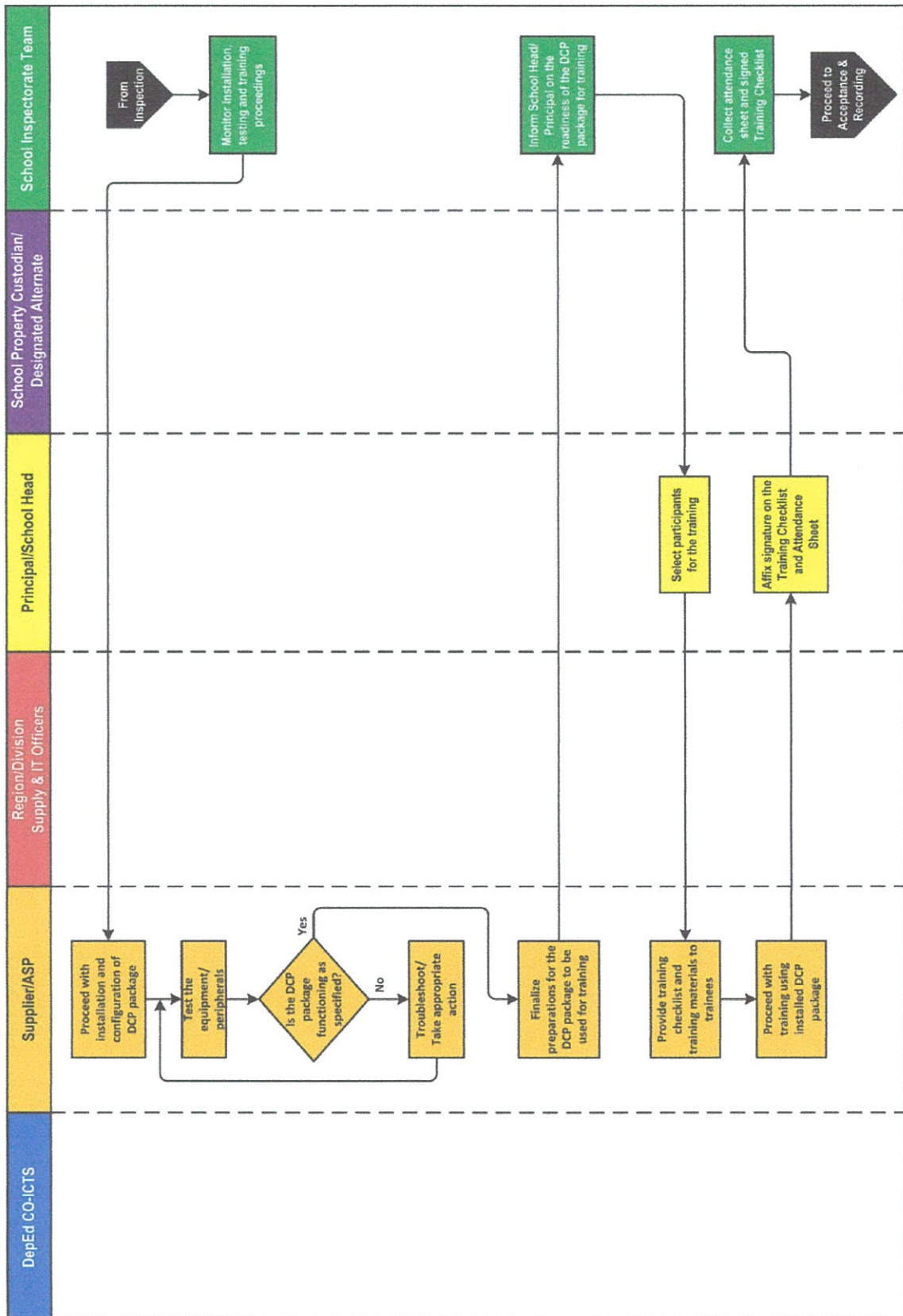


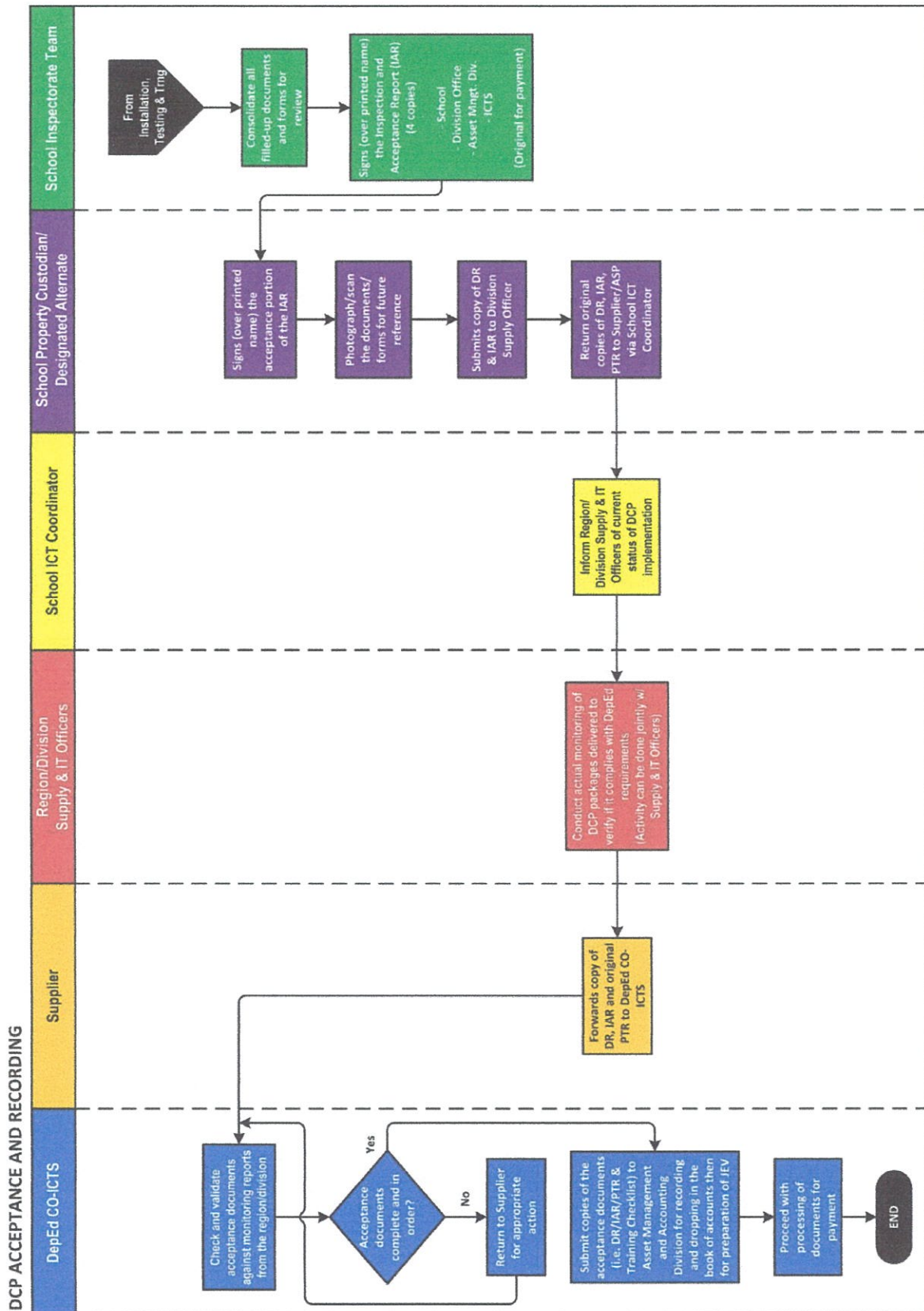
NOTE: It is a must that the Supplier assigns at least one (1) personnel to secure the DCP package in the temporary school for 24 hours or until such time the "unsafe conditions" has been lifted and the recipient school is ready for the delivery.





DCP INSTALLATION, TESTING and TRAINING AT THE RECIPIENT SCHOOL





DCP DEPLOYMENT PROCESS

A.1. Delivery of the DCP packages to recipient schools



POLICIES

1. DepEd-ICTS shall provide the following documents (softcopy/hardcopy) to the Supplier before deployment of DCP packages.
 - a. DepEd Computerization Program (DCP) Orientation Handbook
 - b. Inspection and Acceptance Report (IAR)
 - c. Property Transfer Report (PTR)
 - d. Training Checklist
2. Said documents will be reproduced by the Supplier/ASP and distributed among the DepEd Region/Division Supply & IT Officers and the recipient schools in preparation for the delivery of the DCP packages.
3. Supplier/ASP shall coordinate with the following personnel prior to the delivery of the DCP packages for delivery schedules and needed preparations.
 - a. Region/Division Supply & IT Officers
 - b. School Head/Principal
 - c. School Property Custodian and ICT Coordinator
4. Acceptance of deliveries shall only be done during school days (holidays not included) from 8 AM to 5 PM, unless ICTS issues an advisory on a different schedule.
5. Deliveries shall be made to the address of the recipient school specified in the listing provided by DepEd-ICTS. In case the recipient school is not ready, the Supplier/ASP/Forwarder shall report directly to ICTS for the next official instruction/s.
6. At the recipient school, the DCP package can only be unloaded when authorized School Personnel (i.e. School Property Custodian and School Inspectorate Team) are present. Initial opening of individual boxes/containers will only be done and facilitated by the Supplier/ASP/ Forwarder.
7. If the School Property Custodian is not present nor available during the arrival of the DCP package at the school, the School Head/Principal should appoint an alternate School Property Custodian that will handle the delivery for this project.
8. The School Property Custodian (or designated alternate) shall perform an initial checking of the delivered DCP package as to physical conditions of the boxes, quantity and if in accordance to the items specified in the **Inspection and Acceptance Report (IAR)** [[see Appendix 1](#)].
9. In case the Supplier/ASP/Forwarder or School Property Custodian notices that some items are missing or damaged, Supplier/ASP should replace the missing/damaged items or opt to restrict further opening of the boxes pending an investigation of the incident for the protection of the Supplier/ASP and the recipient.

10. Deliveries should be rejected if found to be **NOT** in accordance with conditions stated in the IAR.
11. Once the initial inspection is found to be in order, the Supplier/Forwarder shall unload the DCP package from the delivery vehicle and place it inside a secure designated area which was previously determined by the School Personnel.
12. After unloading the DCP package, the Supplier/Forwarder issues a **Forwarding Bill** [[see Appendix 2](#)] and/or **Delivery Receipt** [[see Appendix 3](#)] in three (3) copies.
13. The Property Custodian signs the Forwarding Bill and/or Delivery Receipt and indicates any initial observation on the package/s at the time of delivery (e.g. complete and in order, complete but with damages ..., etc.)
14. In case delivery to the recipient school cannot be performed by the Supplier/Forwarder due to “unsafe conditions” (i.e. armed conflict, calamities, etc.), the DCP package must be temporarily delivered to a nearby public school (but only for safekeeping).
15. It is a must that the Supplier assigns at least one (1) security personnel to secure the DCP package in the identified/recommended temporary school for storage during unsafe conditions for 24 hours or until such time the “unsafe conditions” has been lifted and the recipient school is ready to accept the delivery.
16. The Supplier, Recipient School, Region and Division ITOs are instructed to regularly update the progress of implementation through the **DepEd Ticketing System** [[see Appendix 4](#)] via Short Message Service (SMS/text message) or other means possible (if the DepEd Ticketing System is not available due to uncontrollable conditions).

1 PROCEDURES

STEP 1 DEPED-ICTS

1. Conduct pre-implementation meeting with the Supplier, Asset Management Division and Accounting Division.
2. Informs Region and Division Supply & IT Officers on the status of the forthcoming delivery of DCP packages in all recipient schools;
3. Meets and reminds the Supplier when and where the deliveries can be made and to confirm address of the recipient schools.
4. Provides the Supplier with the following documents for reproduction:
 - a. DCP Handbook
 - b. Training Checklist
 - c. IAR with Technical Specifications
 - d. PTR

STEP 2 SUPPLIER

1. Reproduce documents for distribution to Region/Division Supply & IT Officers and schools.

2. Coordinate delivery schedules and confirm addresses with the following personnel:
 - a. Region/Division Supply & IT Officers
 - b. School Head/Principal

STEP 3 **DEPED CO – ASSET MANAGEMENT DIVISION (AMD)**

1. After the pre-implementation meeting, AMD will inform the Regional and Division Supply Officers of the schedule delivery and provide copies of contracts, technical specifications and delivery schedules for their information and monitoring.
2. Inform the recipient schools of the forthcoming deliveries.

STEP 4 **REGION/DIVISION SUPPLY & IT OFFICERS**

1. Ensure that delivery schedules are clear and followed by the Supplier/ASP/Forwarder and recipient schools.
2. Provided copies of the IAR, PTR, Training Checklist and DCP Orientation Handbook for reference.

STEP 5 **SCHOOL HEAD/PRINCIPAL**

1. Ensure readiness of the school's facilities to accommodate the delivery of the DCP package.
2. Inform school personnel that need to be present during the delivery of the DCP package (i.e. School Property Custodian or designated alternate, School Inspectorate Team, School ICT Coordinator, etc.).
3. Is it currently safe to deliver the DCP package to the recipient school?
4. If Yes, go to **STEP 10**.
5. If No, issue a certification attesting to the unsafe conditions of the recipient school to the Supplier/ASP/Forwarder – copy furnished DepEd-ICTS & RO/DO and proceed to **STEP 6**.

STEP 6 **DEPED-ICTS**

1. In coordination with RO/DO ITOs, recommend possible temporary school for storage.
2. Informs the Supplier of the identified and recommended Temporary School for Storage.

STEP 7 **SUPPLIER/ASP/FORWARDER**

1. Deliver DCP package to the recommended/identified temporary school.
2. Issue a Waiver of Non-Liability to the identified/recommended temporary school of storage for any loss or damaged items caused by natural calamities or theft.

STEP 8 **TEMPORARY SCHOOL FOR STORAGE/SCHOOL PROPERTY CUSTODIAN**

1. School Property Custodian acknowledges receipt of DCP package for temporary storage based on quantity per item, the issued waiver from the Supplier/ASP/Forwarder and certification from the SCHOOL HEAD/PRINCIPAL of the recipient school.
2. Provide secure room for the temporary storage of the DCP package.

STEP 9 **SUPPLIER/ASP/FORWARDER**

1. Assigns at least one (1) personnel to secure the DCP package in the temporary school for 24 hours or until such time the “unsafe conditions” has been lifted and the recipient school is ready for the delivery.
2. Go back to **Step 5**.

STEP 10 **REGION/DIVISION IT OFFICERS**

1. Notify Supplier/ASP/Forwarder that it’s safe to deliver the DCP package to intended school.

STEP 11 **SUPPLIER/ASP/FORWARDER**

1. Proceed with delivery to recipient school. (in case DCP package is currently at a recommended/identified school for temporary storage, obtain DCP package first from said school).
2. Requests the presence of School personnel and/or School Property Custodian upon unloading and/or opening of the DCP package.

STEP 12 **SCHOOL PROPERTY CUSTODIAN/DESIGNATED ALTERNATE**

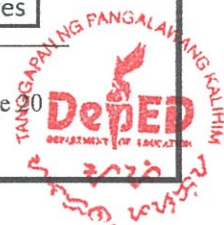
1. Accepts DCP package delivery as to quantity and physical conditions (quality).
2. Secure a copy of the DR, IAR, PTR, Training Checklist and DCP Orientation Handbook from the Supplier/ASP or Division Supply/IT Officers.
3. Note down findings and observations with regard to the DCP package.
4. Take photos/video footages of the DCP packages and documents upon arrival up to acceptance for future reference.
5. Forward Delivery Receipt to the School Inspectorate Team for **Inspection phase**.



RESPONSIBILITIES

DEPED-ICTS

1. Responsible for updating (Region/Division Supply & IT Officers) with regard to the schedules of delivery of DCP packages through memoranda/advisories.
2. Ensure regular updates from the Supplier and come up with solutions for challenges



encountered.

3. Ensure that delivery procedures will be followed in partnership with Supplier.
4. Ensure delivery of DCP packages to all recipient schools in partnership with Supplier.
5. Monitor DCP Ticketing System updates.

SUPPLIER/ASP/FORWARDER

1. Ensure that CO, Region/Division Supply & IT Officers have been notified of the delivery schedules and other requirements.
2. Responsible for reporting and assisting in the resolution of delivery issues.
3. Ensure that the *Delivery Receipt (DR)* together with the attached list of items be given to the School Property Custodian.

REGION/DIVISION SUPPLY & IT OFFICERS

1. Ensure that recipient schools are aware of delivery schedules and procedures.
2. Ensure to assist the recipient schools on delivery concerns.
3. Update and monitor DCP Ticketing System on implementation updates.

SCHOOL HEAD/PRINCIPAL

1. Ensure readiness of the school to accept the DCP package.
2. Responsible for ensuring the safety of the delivery of the DCP package to the recipient school.

SCHOOL PROPERTY CUSTODIAN/DESIGNATED ALTERNATE

1. Responsible for documenting (supported with photos/ video footage) the delivery.
2. Ensure that the initial inspection is in accordance with the policies and procedures set forth in this Handbook.
3. Secure a copy Delivery Receipt (DR) from the Supplier/ASP/Forwarder.

A.2. Inspection of DCP packages at the Recipient Schools



POLICIES

1. Inspection of items can only be done in the presence of the School Inspectorate Team, School Officials/personnel and the Supplier/ASP prior to the unpacking of the items.
2. Actual inspection of the item/s shall be done by the School Inspectorate Team and should be according to the technical specifications and functionalities being required.
3. The School ICT Coordinator should be part of the School Inspectorate Team.
4. Inspection shall be done according to approved policies and procedures.
5. Before the actual inspection, the Supplier/ASP shall turnover the Inspection and Acceptance Report (IAR) to the School Inspectorate Team.
6. **The School Inspectorate Team shall accomplish the IAR in three (3) copies.**
7. The Supplier/ASP, Recipient School, Region/Division IT Officers are instructed to update the progress of implementation through the **DepEd Ticketing System** via SMS (if unavailable, resort to other means possible).

1

PROCEDURES

STEP 1 SCHOOL INSPECTORATE TEAM

1. Receive Delivery Receipt endorsed by the School Property Custodian.

STEP 2 SUPPLIER/ASP

1. Turnover IAR (provided by DepEd-ICTS) to School Inspectorate Team.
2. Unpack the items (upon instructions from the School Inspectorate Team).
3. Assist the School Inspectorate Team during the Inspection phase (when needed).

STEP 3 SCHOOL INSPECTORATE TEAM

1. Inspect DCP package as to its compliance regarding physical condition, quantity and technical specifications.
2. Do the units comply with DepEd requirements?
3. If No, go to **Step 4.**
4. If Yes, **proceed to Installation phase.**

STEP 4

SUPPLIER/ASP

1. Make necessary modifications and/or replace the affected item/s to comply with DepEd requirements.
2. Go back to **Step 2 Item No. 2.**



RESPONSIBILITIES

SCHOOL INSPECTORATE TEAM

1. Ensure compliance of the DCP package to the technical specifications and conditions set forth in the IAR.
2. Ensure appropriate inspection proceedings are followed.

SUPPLIER

1. Ensure the provision of IARs for the use of the School Inspectorate Teams.
2. Addresses and resolves inspection concerns.



A.3. Installation/Testing of DCP packages at the Recipient Schools



POLICIES

1. Installation of the DCP package should immediately commence right after satisfactory result of the inspection done by the School Inspectorate Team.
2. Keep in mind that the Supplier/ASP will install the DCP package **only once** in the selected room per school and is considered **permanent**.
3. Sudden and unnecessary changes or adjustments to pre-arranged installation layouts with the Supplier/ASP, is not allowed as this will cause delays.
4. The Supplier/ASP shall not make any modifications and/or additional improvements to the equipment and installation specifications set down in the technical specifications of the DepEd Central Office. Any modification must be consulted first with DepEd-ICTS via a written communication.
5. Liabilities incurred in the performance of any unauthorized work at the behest of school representatives shall be charged to the school accordingly.
6. During installation, in the event the Supplier/ASP representative/s intentionally or unintentionally damage and/or break any school (government) property, the Supplier/ASP shall replace the affected item/s immediately and reported to the School Property Custodian.
7. The Supplier/ASP, Recipient School, Region and Division ITOs are instructed to update the progress of implementation through the **DepEd Ticketing System** via SMS (if unavailable, resort to other means possible).

1

PROCEDURES

STEP 1 SCHOOL INSPECTORATE TEAM

1. Monitor installation and testing proceedings.

STEP 2 SUPPLIER/ASP

1. Proceed with installation and configuration of DCP package.
2. Test the equipment and peripherals.
3. Is the DCP package functioning as specified?
4. If No, troubleshoot/take appropriate action. Go back to **Item No. 2**.
5. If Yes, finalize preparations for the DCP package to be used for training.

STEP 3 SCHOOL INSPECTORATE TEAM

1. Inform School Head/Principal on the readiness of the DCP package and **proceed to training phase**.



RESPONSIBILITIES

SCHOOL INSPECTORATE TEAM

1. Ensure installation of DCP package is according to DepEd requirements.
2. Evaluate the installation and testing process of the DCP package since it is part of DepEd requirements.

SUPPLIER/ASP

1. Responsible for setting-up, installation, configuration and testing of DCP package.
2. Ensure that the whole DCP package is functioning according to DepEd requirements and is ready to used for training of school personnel.

A.4. Training of School Personnel at the Recipient Schools



POLICIES

1. After installation, a face to face training shall be provided to the recipient school's personnel (duration of training varies depending on the type of package delivered to the school). The school's designated School ICT Coordinator and Division IT Officer may also attend.
2. Training shall be done during school hours, unless the School Head and teachers made prior arrangements with the Supplier/ASP to be trained after school or beyond teaching hours.
3. Preferably, the Training course should be recorded (video/photo) by School personnel for documentation and future reference (if capable);
4. Installed DCP package in the recipient school will be used for the face to face training.
5. The Supplier/ASP should provide the materials such as training manuals (in soft and hard copies), optional audio-video presentations (e.g. PowerPoint, etc.), training checklist, etc. that will be used during the training per recipient school;
6. **Training Manuals** in hardcopies shall be provided by the Supplier/UNDP per recipient school.
7. The training should cover all applicable topics indicated in the **Training Checklist** [[see sample at Appendix 5](#)] provided by DepEd-ICTS, otherwise, the checklist won't be signed by the participants.
8. Training checklist should be signed by the participants **after** the conduct of the training.
9. Training is centered on the operation and maintenance of the package that shall have the following content (*if applicable*):
 - IT Equipment Orientation
 - Equipment components functionalities
 - Proper installation of equipment
 - Training on Hardware and Software maintenance
 - Hands-on Troubleshooting / system restoration and backup
 - Orientation on the Warranty and Helpdesk System reporting procedure

1

PROCEDURES

STEP 1

SCHOOL HEAD/PRINCIPAL

1. Select/invite participants for the training.
2. Instruct the training participants to prepare their DepEd/School ID for documentation purposes.
3. Request somebody to document the training course (photo/video footage) for future reference.

STEP 2 SCHOOL INSPECTORATE TEAM

1. Monitor the training course if it follows the training checklist.

STEP 3 DEPED PERSONNEL TO BE TRAINED

1. Fill-up the attendance sheet/training checklist.

STEP 4 SUPPLIER/ASP

1. Take a photo of the School/DepEd Ids of the training participants.
2. Provide training checklist and training materials to trainees.
3. Proceed with training using installed DCP package.

STEP 5 SCHOOL HEAD/PRINCIPAL

1. After the training, affix signature on the Training Checklist and Attendance sheet only after the training participants have signed the said documents.

STEP 6 SCHOOL INSPECTORATE TEAM

1. Collect attendance sheet and signed training checklist.
2. Proceed to **Acceptance and Recording phase**.



RESPONSIBILITIES

SCHOOL INSPECTORATE TEAM

1. Evaluate that the Supplier/ASP has provided the training materials and the training covered the topics indicated in the training checklist by the Supplier/ASP.

SCHOOL HEAD/PRINCIPAL

1. Ensure the availability of the training participants.
2. Ensure all forms (i.e. attendance sheet, training checklist, etc.) have been filled-up by the participants before affixing signature.

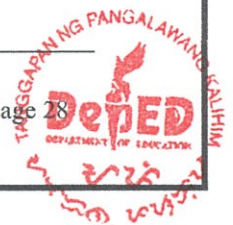
DEPED PERSONNEL TO BE TRAINED

1. Ensure that DepEd/School IDs have been prepared.
2. Responsible for filling-up the attendance sheet and training checklist.



SUPPLIER

1. Responsible for providing the training materials and the training session for DepEd personnel .
2. Ensure the training session is done according to the topics indicated in the Training checklist.
3. Ensure the functionality and performance of the DCP package throughout the training session.



A.5. Acceptance of DCP packages at the Recipient Schools



POLICIES

1. All forms/documents used during delivery, inspection and installation (training included) shall be completely accomplished and signed.
2. **Indicate full names (readable) with corresponding designations and the current date when signing documents.**
3. After the delivery, inspection, installation and training have been conducted and completed by the Supplier/ASP, the School Inspectorate Committee shall sign the Inspection and Acceptance Report (IAR), prior to the acceptance by the School Property Custodian.
4. The School Property Custodian shall affix his/her signature on the acceptance portion of the IAR and take pictures of the acceptance documents (i.e. Delivery Receipt, Inspection and Acceptance Report (IAR), Property Transfer Report (PTR) [\[see Appendix 6\]](#) and Training Checklist) as it will serve as the schools' temporary copy.

1

PROCEDURES

STEP 1 SCHOOL INSPECTORATE TEAM

1. After the training session, consolidate all filled-up documents and forms for review.
2. Signs (over printed name) the IAR (3 copies) and indicate the current date.

STEP 2 SCHOOL PROPERTY CUSTODIAN

1. Signs (over printed name) the acceptance portion of the IAR and PTR (indicate current date).
2. Photograph/scan the documents/forms for future reference.
3. Submits copy of DR, PTR & IAR to Division Supply Officer.
4. Return original copies of DR, IAR, PTR to the Supplier/ASP via the School ICT Coordinator.

STEP 3 SCHOOL ICT COORDINATOR

1. Inform Region/Division Supply & IT Officers of current status of DCP implementation.

STEP 4 REGION/DIVISION SUPPLY & IT OFFICERS

1. Conduct actual monitoring of DCP packages delivered to verify if it is complete & to recipient schools in order complies with DepEd requirements. (Activity can be done jointly with Supply & IT Officers)

STEP 5	SUPPLIER
1. Forwards copy of DR, IAR and original PTR to DepEd-ICTS.	

STEP 6	DEPED-ICTS
<ol style="list-style-type: none"> 1. Check and validate acceptance documents against monitoring reports from the Region/Division Offices and/or personne.. 2. Acceptance documents complete and in order? 3. If No, return to Supplier for appropriate action. After Supplier/UNDP has acted on the concern, go back to Item No. 1. 4. If Yes, submit copies of the acceptance documents to Asset Management and Accounting Divisions for recording. 5. Proceed with processing of documents for payment. 	



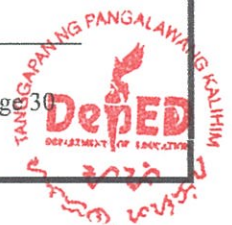
RESPONSIBILITIES

SCHOOL INSPECTORATE TEAM
<ol style="list-style-type: none"> 1. Evaluate that the Supplier/ASP has provided the training materials and the training covered the topics indicated in the training checklist by the Supplier/ASP.

SCHOOL PROPERTY CUSTODIAN/DESIGNATED ALTERNATE
<ol style="list-style-type: none"> 1. Ensure that all forms are signed by respective school personnel/School Inspectorate Team before affixing signature to the IAR. 2. Ensure that each of the recipient school and the Division Supply Officer has a copy of the <i>Acceptance documents.</i>

SCHOOL ICT COORDINATOR
<ol style="list-style-type: none"> 1. Ensure that the Region/Division Supply & IT Officers are informed of the current implementation status of the DCP.

REGION/DIVISION SUPPLY & IT OFFICERS
<ol style="list-style-type: none"> 1. Ensure that the DCP packages delivered and installed by the Supplier/ASP have complied with DepEd requirements. 2. Ensure that the copies of the documents will be received by the Division Accounting Unit for booking-up of the accounts.



SUPPLIER

1. Responsible in forwarding copies of DR, IAR and original PTR to DepEd-ICTS.

DEPED-ICTS

1. Ensure the completeness of all documents/forms pertaining to the acceptance of the DCP packages for future immediate and reference processing.

POST DEPLOYMENT /AFTER SALES SUPPORT

B.1. Recording the Acceptance of DCP packages



POLICIES

1. To facilitate recording of the DCP package, the Supplier must submit complete, in order and properly signed *Acceptance documents* (i.e. Delivery Receipt [DR], Property Transfer Report [PTR], Training Checklist and Inspection and Acceptance Report [IAR]) to DepEd-ICTS for validation.
2. Validated acceptance documents will then be submitted by DepEd-ICTS to the following offices for recording/payment:

Acceptance Docs	Copy 1	Copy 2	Copy 3
Delivery Receipt (DR)	Accounting Division DepEd CO	DepEd-ICTS DepEd CO	Asset Management Division DepEd CO
Inspection and Acceptance Report (IAR)			
Training Checklist			
Property Transfer Report (PTR)			

3. Asset Management Division – DepEd CO will process the **Property Transfer Report (PTR)** formerly known as the ‘Invoice Receipt of Property (IRP)’ for Inventory Recording of the Division Offices.
4. Accounting Division – DepEd CO will generate the Journal Entry Voucher (JEV) that completes the recording of the DCP packages.

1

PROCEDURES

STEP 1	SUPPLIER
1. Submits to DepEd-ICTS all consolidated Acceptance documents (i.e. Delivery Receipt, PTR, IAR and Training Checklist).	

STEP 2	DEPED-ICTS
1. Reviews/validates all submitted Acceptance documents (i.e. Delivery Receipts, Property Transfer Report (PTR), Inspection and Acceptance Reports (IAR) and Training Checklists) by the Supplier for completeness.	
2. Ensures that all Acceptance documents are in order, Copy 1 forwarded to the Accounting Division to facilitate payment, Copy 2 will remain with DepEd-ICTS and Copy 3 endorsed to the Asset Management Division (AMD) to facilitate recording.	



STEP 3 ASSET MANAGEMENT DIVISION (AMD) – DEPED CO

1. Processes the Property Transfer Report (PTR) upon receipt of the **Copy 3** of the Acceptance documents, then forwarded to the concerned Division Offices for Inventory Recording by the Division Supply Officer.

STEP 4 DIVISION SUPPLY OFFICERS

1. Upon acceptance of the processed PTR, the Division Supply Officer records the receipt of materials and equipment and include it in the inventory of the Division Office.
2. After recording, the PTR shall be signed by the Division Supply Officer and then sent back to the Accounting Division – DepEd CO for generation of the Journal Entry Voucher (JEV).
3. At the time when the processed JEV arrives, a copy of which (together with the finalized PTR) will be sent to the respective schools (if considered to be Implementing Units (IUs)). If not, the JEV and PTR will stay with the Division Office.

STEP 5 ACCOUNTING DIVISION – DEPED CO

1. Processes the PTR (signed by the SDS) and other pertinent documents and generate a Journal Entry Voucher (JEV) then forwarded back to the Division Office.



RESPONSIBILITIES

SUPPLIER

1. Ensure that all consolidated Acceptance documents (i.e. Delivery Receipts, Inspection and Acceptance Reports (IARs) and Training Checklists are complete and in order then forward the corresponding copies to DepEd-ICTS.

DEPED-ICTS

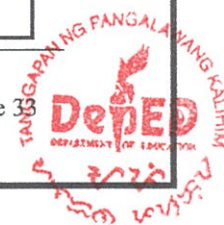
1. Ensure that all Acceptance documents are in order and forward the corresponding copies to respective offices for recording and processing.

ASSET MANAGEMENT DIVISION (AMD) – DEPED CO

1. Ensure the generation of the correct Property Transfer Report (PTR) and forwarded to the concerned Division Offices for Inventory Recording by the Division Supply Officer.

DIVISION SUPPLY OFFICER

1. Ensure the proper recording of the PTR to facilitate the processing of the Journal Entry Voucher (JEV).
2. Ensure that respective schools (IUs) receive copies of the JEV together with the finalized PTR.



ACCOUNTING DIVISION – DEPED CO

1. Ensure that the PTR has been signed by the Division Supply Officer to finalize the JEV and sent back to the Division Office.

B.2. Accountability, Utilization and Warranty of DCP packages



POLICIES

1. On accountability, the Asset Management Division (AMD) of DepEd require that only those holding “Permanent” positions should be issued Equipment, Furniture and Office Supplies (in this case the DCP package) through a **Property Acknowledgement Receipt (PAR)** formerly known as the ‘Acknowledgement Receipt of Equipment (ARE)’ [\[see Appendix 7\]](#).

In case that the Teacher/s-In-Charge is not holding a ‘Permanent’ position, the PAR must be issued to an authorized school personnel with a ‘Permanent’ position and the name of the Teacher/s-In-Charge of the computer laboratory (or whoever will be designated to be accountable to the DCP package) be indicated in the details of the PAR.

2. In the event School Personnel with any accountability to the DCP package (including its contents) will:
 - Be reassigned to another department within the same school
 - Be reassigned to another institution other than the school being served
 - Be discharged from the service
 - Resign or retire from the service
 - Travel within the country or overseas

The said individual shall turnover the accountability of the DCP package (including its contents) to another authorized School Personnel in coordination with the School Property Custodian and Division Supply Officer prior to the issuance of a certification that the person has been cleared of all accountabilities pertaining to tangible assets.

*As for School Personnel who have **passed away**, the same procedure shall apply but the accountable person will then be represented by next of kin or a companion.*

3. The DCP package is intended for the use of the Teacher/s-In-Charge and students of the computer laboratory/e-Classroom and should only be used for school-related activities.
4. DCP packages should be accompanied with guidelines on proper utilization which can be set by the school.
5. DCP packages are accompanied with a **three (3) year comprehensive and on-site warranty** for the whole package including networking peripherals and for operation & maintenance of all licensed software products, **unless otherwise indicated in the Technical Specifications.**
6. Laptop and tablet batteries, projector lamps/bulbs, headsets, external portable optical drives, optical mouse for laptops and laptop coolers (if present in the package) **are provided with a one (1) year warranty, unless otherwise indicated in the Technical Specifications.**
7. The warranty period shall commence upon acceptance by the School Property Custodian.
8. During the warranty period, only the representatives of the Supplier/Authorized Service Partner are allowed to open/diagnose/repair and/or replace the defective items/equipment.

9. To prevent voiding (canceling) the warranty of the items/equipment, adhere to the following guidelines:
- Avoid exposure to liquids and excessive moisture.
 - Avoid introduction of external power source aside from those found within the computer laboratory.
 - Unauthorized opening and repair from third party service center/personnel.
 - Prevent damage caused by unauthorized modification of parts; and
 - Follow other guidelines set by the Supplier.

1 PROCEDURES

STEP 1 SCHOOL HEAD/PRINCIPAL

1. Remind school personnel of their responsibilities for the DCP package inside the computer laboratory/e-Classroom.

STEP 2 DIVISION SUPPLY OFFICER/SCHOOL PROPERTY CUSTODIAN

1. Looks into the position status of the assigned Teacher/s-In-Charge if 'Permanent' or not before issuing the PAR.
2. Issues the PAR to the accountable person if found to be holding a 'Permanent' position. Otherwise, issue the PAR to an authorized school personnel and indicate in the details of the PAR the personnel assigned as Teacher/s-In-Charge of the computer laboratory containing the DCP package.
3. Transfers the accountability to another authorized school personnel prior to the issuance of a clearance from all accountabilities pertaining to tangible assets when school personnel with accountability to the DCP package will encounter 'Personnel Movements' specified in Item No. 3 of the Accountability, Utilization and Warranty of DCP packages – Policies Section of this Handbook (or passed away).

STEP 3 SCHOOL ICT COORDINATOR

1. Organizes a meeting with school faculty/personnel and put together rules and regulations in the utilization and security of the DCP package/Computer Laboratory.
2. Informs all School Personnel that the DCP package shall only be stored and used within the computer laboratory.
3. Suggests putting up posters/signs with regard to rules and regulations to be followed in using the computer laboratory.
4. Educates the computer laboratory users/students on the proper way of using the equipment.
5. Monitors computer laboratory utilization/activities.

STEP 4 **DIVISION IT OFFICER**

1. Informs/reminds recipient schools on the proper utilization and maintenance of the DCP package/ Computer Laboratory.
2. Monitors maintenance schedules and warranty coverage of all DCP packages.

STEP 5 **SUPPLIER/ASP**

1. Keeps a record of the warranty coverages of all DCP recipient schools.



RESPONSIBILITIES

SCHOOL HEAD/PRINCIPAL

1. Ensure that school personnel are regularly reminded of their responsibilities in utilizing and accountability of the DCP packages.

DIVISION SUPPLY OFFICER/SCHOOL PROPERTY CUSTODIAN

1. Ensure that all necessary steps were met before issuance of clearance from all accountabilities.
2. Ensure the proper issuance of the PAR to school personnel and inform them of their responsibilities.
3. Ensure to keep track of warranty coverage of DCP package.

SCHOOL ICT COORDINATOR

1. Ensure to educate all school personnel and computer laboratory users on the proper use of the computer laboratory.
2. Oversee computer laboratory activities.
3. Submits quarterly reports on the utilization of computer laboratories to School Head/Principal for reference.

DIVISION IT OFFICER

1. Oversee operations of all computer laboratories of DCP recipient schools.
2. Consolidates reports on the utilization of computer laboratories from the schools and submits report to the Regional Office.

SUPPLIER/ASP

1. Ensure to keep track of warranty coverage of DCP packages in schools.



B.3. Maintenance, Troubleshooting and Helpdesk Support



POLICIES

1. Supplier or Authorized Service Partner (ASP) shall maintain the DCP package to be functional and in good running condition as a whole package by providing post implementation support and services which includes:
 - a. Operations and management of all hardware and licensed software products provided.
 - b. Setting-up and managing Helpdesk Support that shall accommodate and process all queries and troubleshooting calls within applicable business hours and business days.
 - c. Helpdesk Support shall process the recipient's immediate DCP package concerns. Also, inquiries coming from the DCP Ticketing System shall be addressed accordingly.
 - d. Deployment of support technicians for maintenance, troubleshooting, repair and replacement of defective items/equipment purposes.
 - e. A three (3) day guarantee to repair the unit/s upon receipt of request (unless there will be a valid reason for additional resolution time).
 - f. Ensure availability of required spare parts of hardware items for quick response/resolution time.
 - g. In case unit/s cannot be repaired within the three (3) day guarantee period, the unit/s must be replaced within a maximum of seven (7) calendar days. Replacement must be of the same brand and specifications and shall be installed prior to the pull-out of the defective unit/s (unless there will be a valid reason for additional resolution time).
 - h. No pull-out of any equipment for repair/replacement shall be made without written request from the Supplier/ASP duly approved by the School Head or his/her authorized representative.
 - i. Support Technicians deployed by the Supplier/Authorized Service Partner to resolve problems in the field shall issue a **Field Service Report (FSR)** [\[see sample Appendix 8\]](#) to the recipient school.
 - j. Submission of monthly summary reports of received, resolved, pending and closed issues to DepEd-ICTS.
2. Only representatives from the Supplier/ASP are allowed to open/diagnose/ repair/replace the defective (under warranty) items/equipment.
3. To protect the DCP package from physical threats (Ex. Cable breakage, etc.), transfer of any component/s of the said package (i.e. Host PC, network switch, etc.) from one place to another without approval from the Division IT Officer is **strictly prohibited**.
4. In the event the DCP package setup needs to be relocated to a new building/ computer laboratory, representatives from the Supplier/ASP are the only authorized personnel to transfer the setup. Supplier/ASPs may charge the school for the services rendered (i.e. labor, materials, etc.)
5. When reporting and recording concerns, limit the information to be provided/gathered to only those important and needed for the task.

In the event that personal information is needed (i.e. personal mobile number, email, etc.) be sure to ask for the consent (written/recorded) of the owner as to who, when, where,

why and for how long is the information going to be used.

6. **Follow Maintenance and Care Tips** to prolong the life of the items/equipment.
 - Keep equipment clean and dust-free.
 - Do not tamper with the 3-prong plugs used by the equipment, instead, use adaptors.
 - No food and beverages are allowed inside the computer laboratory.
 - Keep the equipment in its original configuration and avoid installing unauthorized and/or unlicensed/pirated software.
7. School should keep track of computer laboratory activities and maintenance schedules.

1 PROCEDURES

STEP 1 SCHOOL ICT COORDINATOR

1. Informs everybody on how to maintain and care for the items/equipment inside the computer laboratory.
2. Monitors computer laboratory activities.
3. Records/logs the date, time and problem/s encountered (include error/notification messages if present) when experiencing hardware, software, network and/or internet (if applicable) breakdown or errors.
4. Takes a photo/video of the problem/s encountered.
5. Restarts/reboots the equipment (if able).
6. Prepares the following information before reporting the concern/s when the problem still persists:
 - School ID
 - School Name
 - Division
 - Name of Person reporting the problem/s encountered
 - Contact Details
 - Problem/s encountered (include error/notification messages if present).
7. Records the details on the personnel who will attend to the concerns.
8. Contacts the Helpdesk Support for assistance. Please take note of the following procedures that may occur in resolving concerns:
 - a. Upon calling the Helpdesk Support, an agent may ask questions to further analyze, isolate the problem encountered and give probable solutions to resolve the problem.
 - b. If initial actions taken to resolve the problem have failed, a Support Technician will be sent to the recipient school to further assess and/or repair the defective unit/equipment. Repairs should not exceed three (3) days (unless there will be a valid reason for additional resolution time).
 - c. If the unit/s cannot be repaired within three (3) days, the school the unit/s must be

replaced within a maximum of seven (7) calendar days (unless there will be a valid reason for additional resolution time).

- d. If an equipment/unit is to be pulled-out for repair/replacement, a written request from the Supplier/ASP shall first be presented to the School Head or his/her representative for approval.
 - e. Ask for a "Field Service Report" which will serve as your record of the transaction made.
9. In case the Supplier/Authorized Service Partner fails to resolve problems within the specified timelines and/or other concerns in relation to troubleshooting and helpdesk support, the School should contact the DepEd-ICTS at the DepEd Central Office for assistance.

STEP 2 DEPED-ICTS

1. Assist schools having a hard time following-up pending concerns with the Supplier/ASP.

STEP 3 SUPPLIER/AUTHORIZED SERVICE PARTNER (ASP)

1. Upon receiving trouble calls, the helpdesk support agent should introduce his/her complete name then gather the following information:
 - a. School ID
 - b. School Name
 - c. Division
 - d. Name of caller
 - e. Contact details
 - f. Problem/s encountered (include error/notification messages if present).
2. Make an initial analysis of the problem encountered and give probable solutions to resolve the problem.
3. When the initial actions taken to resolve the problem have failed, inform the caller that the matter/problem will be referred to an Authorized Service Partner to deploy support technicians to the site. Repair of the unit/s should not exceed three (3) days.
4. If the unit/s cannot be repaired within three (3) days, the unit/s must be replaced within a maximum of seven (7) calendar days.
5. If an equipment/unit is to be pulled-out for repair/replacement, a written authorization from the Supplier shall first be presented to the School Head or his/her representative for approval.
6. Provides a Field Service Report to the recipient school which will serve as the record of the transaction made.
7. When DepEd-ICTS reports to the Supplier that some schools have referred information that they have pending concerns with regard to troubleshooting and helpdesk support, the Supplier/ASP should immediately resolve all issues.



RESPONSIBILITIES

SCHOOL ICT COORDINATOR

1. Ensure that all computer laboratory users follow maintenance and care tips to prolong the life of the items/equipment.
2. Document computer laboratory activities and concerns for future reference regarding utilization.
3. Ensure that specified timelines are followed to address concerns promptly.
4. Ensure that only required documents and contact information needed in relation to maintenance, troubleshooting, repair and/or replacement are readily available and shared between parties concerned (with consent).
3. Escalate to DepEd-ICTS maintenance concerns that exceed specified timelines.

DEPED-ICTS

1. Ensure that the Supplier/ASP will give high priority in handling troubleshooting and helpdesk concerns that have exceeded specified timelines.

SUPPLIER/AUTHORIZED SERVICE PARTNER

1. Ensure that all concerns in relation to troubleshooting and helpdesk support are acted upon promptly.
2. Ensure that specified timelines are followed strictly.

B.4. Relief from Accountability in case of Loss



POLICIES

1. DCP packages are considered Government Property, and the Commission on Audit (COA) is tasked to credit the loss of such property or take steps on requests for relief from accountability. Loss of Government Property could be attributed to the following occurrences:
 - Lost in transit
 - Theft or Robbery/Hold-up
 - Damaged item due to improper use
 - Caused by natural or man-made disasters (i.e. typhoon, earthquake, flood, fire, etc.)
 - Force majeure
2. Upon discovery of property loss, immediately report the concern to the authorities for immediate investigation and determine next steps to be taken.
3. According to COA Memorandum No. 92-751, the basic notice of loss has to be filed immediately by the accountable official after the discovery of the loss. Application for relief of accountability should be filed with the Auditor concerned within a reglementary period of **thirty (30) days from discovery/occurrence of the loss.**
4. Also, it is indicated in Section 2 of P.D. 1445 (Government Auditing Code of the Philippines), although the chief or head of any government agency is immediately and mainly accountable for all government property and funds belonging to his agency, **answerable civil servants under him should be oriented/re-oriented on the scope of their responsibility/ accountability.**
5. In case of property loss, the Accounting office/unit should coordinate with the DepEd Central Office with regard to booking-up and someday the dropping of DCP items/equipment from the books of accounts.
6. Granting or denying the request for relief of property accountability depends on evidence presented.

1

PROCEDURES

STEP 1

ACCOUNTABLE PERSON

According to page 67 of the **DepEd Handbook on Property and Supply Management (2013 Edition)** entitled "Relief from Accountability in case of Loss of Government Property" under "Procedures for Relief from Accountability" and officers from the Asset Management Division (AMD), DepEd Central Office:

The accountable officer/personnel shall:

1. Reports immediately to the Police/Fire Chief/ Provincial Governor/Mayor or other competent authority and the Auditor (in coordination with the School Property Officer/ Custodian) for immediate investigation;

2. The Division Supply/IT Officer and Accounting Unit must be informed of the incident to prepare documents needed for possible granting of request for relief of accountability and dropping the lost item/s from the books of accounts.
3. Submits within thirty (30) days an application for relief of accountability to COA including the following documents:
 - a. Appendix 75 – Report of Lost, Stolen, Damaged or Destroyed Property
 - b. Notarized affidavit of Loss executed by the accountable officer stating the following facts;
 - Property loss and its value
 - Actual date in which the absence was first noted.
 - Manner of loss
 - Efforts put forth to recover the same
 - Provisions made to safeguard the property; and
 - Date when the loss was reported to the auditor and police authorities
 - c. Joint notarized affidavit of two (2) disinterested persons attesting to the fact and circumstances about the loss. In case it is not possible to obtain the statement of two disinterested individual and only one is available or none at all, such fact shall be set forth in the affidavit of the person requesting relief, giving the reasons thereof;
 - d. The final police report showing the actions that were undertaken to recover the lost property including the actions to apprehend the suspect/s and the present status of the case;
 - e. Comments and recommendations of the head of office;
 - f. Comments and recommendations of the auditor;
 - g. Certification from the Police/Fire Chief/Provincial Governor/Mayor or other competent authority when the destruction was wrought by natural calamity and/or insurgency;
 - h. The Inspection Report on the extent of the damage on the insured government property;
 - i. The evidence on the immediate issuance of the notice of loss and accountable forms as required under COA Circular No. 84-233 dated August 24, 1984; and
 - j. Copy of the acknowledgement receipt of the equipment or government property that was lost.
4. If the application for relief of accountability falls beyond thirty (30) days from the date of property loss, COA will still decide whether to grant or deny the request.

STEP 2

**SCHOOLS DIVISION SUPERINTENDENT/DIVISION SUPPLY & IT OFFICER/
ACCOUNTING UNIT**

1. Upon receipt of the incident report accompanied with request for relief of accountability (including supporting documents) from the accountable officer and school involved, the Division IT Officer must inform the Division Accounting and Supply Units of the incident.
2. A letter addressed to COA and signed by the Schools Division Superintendent

recommending the accountable officer be relieved of accountability must be provided.

3. When COA has granted the request for relief of accountability of the accountable officer, the Accounting Unit must coordinate with the Accounting of the DepEd Central Office for dropping the lost item/s from the books of accounts.
4. Provide the DepEd-ICTS a copy of the incident and COA report (with pertinent documents) granting the accountable officer relief of accountability.

STEP 3 **DEPED-ICTS**

1. Upon receipt of a copy of the incident and COA report on the granting of relief of accountability, DepEd-ICTS will review the school's eligibility and include in future batches for the DCP to replace the lost DCP package.



RESPONSIBILITIES

ACCOUNTABLE PERSON

1. Ensure the immediate reporting of the incident to authorities concerned
2. Ensure the preparation of an incident report and request for relief of accountability.

DIVISION SUPPLY & IT OFFICER

1. Ensure the immediate reporting of the incident to authorities concerned.
2. Ensure the provision of all documents needed by the authorities.

DEPED-ICTS

1. Ensure the inclusion of the school in future batches of the DCP.



APPENDIX 3 – Sample Supplier Delivery Receipt (DR)

(COMPANY XYZ INC.)

DELIVERY RECEIPT

NO. A 44655

DELIVER TO : STO DOMINGO ES
 TIN :
 BUSSINESS STYLE

BILLED TO: **DCP PROJECT 2015**
BATCH 26

DATE : SALESMAN : TERMS : SHIPMENT VIA :
 PURCHASE ORDER : ORDER DATE : O.F. NO. : FOB :

QUANTITY		CODE NO.	DESCRIPTION	
SHIPPED	ORDERED			
1	Unit	-	HOST PC/ MONITOR / KEYBOARD / MOUSE / MOUSEI	30,450.00
6	Units	-	DESKTOP VIRTUALIZATION / ACCESS TERMINAL / T	2,175.00
6	Units	-	LED MONITOR, 18.5" WIDESCREEEN	3,505.00
6	Sets	-	KEYBOARD AND MOUSE	410.00
1	Unit	-	3-IN-1 INKJET PRINTER	2,645.00
2	Unit	-	PROJECTOR WITH ACCESSORIES	14,125.00
1	Unit	-	LAPTOP	22,100.00
1	Unit	-	MULTIMEDIA SPEAKERS	1,250.00
1	Unit	-	UNINTERRUPTIBLE POWER SUPPLY (UPS)	4,575.00
1	Unit	-	AUTOMATIC VOLTAGE REGULATOR (AVR)	3,040.00
1	Unit	-	NETWORKING PERIPHERALS	1,755.00

**** STO. DOMINGO ES ****

PACKED BY/DATE	CHEKC/DATE	GUARD ON DUTY:	DELIVERED BY/DATE
NO. OF BOXES _____	NO. OF BOXES _____	TIME OUT: _____	NO. OF BOXES _____

RECEIVED THE GOODS IN GOOD ORDER AND CONDITION. BY: _____ DESIGNATION: _____ DATE: _____	CERTIFIED CORRECT PAYMENT NOT YET RECEIVED BY: _____ CHIEF ACCOUNTANT
---	--



100 Boxes 500 sets/box, Ply SN: A 25001 - A 75000 BIR Authority to Print No.OCN3AU0001181709
 Date Issued: 07/08/2014 / Valid Until: 07/08/2019
 Willing Printing Press 48-F 6th Ave. Brgy. 050 Dist. 2 Caloocan City
 VAT REG. TIN: 208-032-820-000
 Printer's Accreditation No. 027MP2013000000003
 Date Issued: Dec 17, 2013
THIS DELIVERY RECEIPT SHALL BE VALID

- ORIGINAL - BILLING/ACCTG. COPY
- WHITE - CUSTOMER'S COPY
- BLUE - WAREHOUSE COPY
- GREEN - SCHOOL FILE
- YELLOW - MASTER



APPENDIX 4 – DCP Ticketing System


a) System Overview



DCP Ticketing System User's Guide

TABLE OF CONTENTS

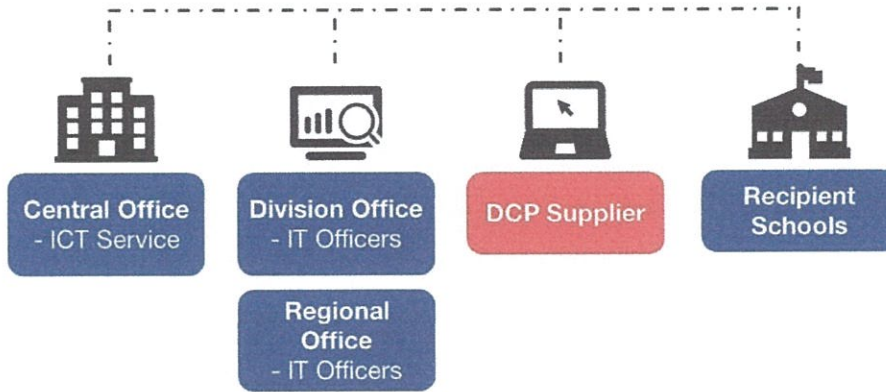
- Rationale, Key Processes and Roles
- Procedure: Reporting delivery, installation, training, acceptance
- Procedure: Reporting Technical Support needs
- SMS cheat sheet for Recipient Schools



Ver 1.0 May 2016

DCP Ticketing System

OBJECTIVE: To facilitate **accurate** and **timely** communications between and across the different implementors of the DCP.



Ver 1.0 May 2016

DCP Ticketing System Key Processes

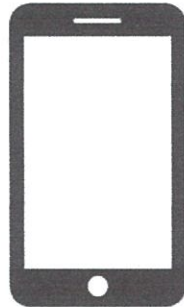
Deployment ——— Post-Deployment Support



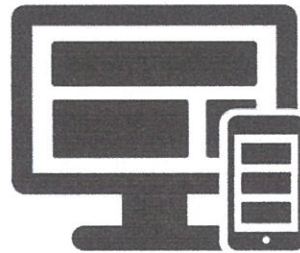
Ver 1.0 May 2016



Device/ Platforms



SMS
Reporting/
Validation



Web/ Online
logs, user admin, tracking
Progress Reports



Ver 1.0 May 2016

DCP Ticketing System **User Administration**

Users are recognized by the system through the following:

Web login



Central Office
- ICT Service

Web login
Mobile Phone #



Division Office
- IT Officers

Regional Office
- IT Officers

Web login
Mobile Phone #



DCP Supplier

Web login
(temporary login only)
Mobile Phone #



Recipient Schools



Ver 1.0 May 2016



DCP Ticketing System SMS CHEAT SHEET



FOR RECIPIENT SCHOOLS



DCP TICKETING SYSTEM
CONTACT NUMBER:*

0995-3203799

**Please do not call*

NOTE: KEYWORDS SHOULD BE IN CAPITAL LETTERS (i.e. DELIVERED, INSTALLED, TRAINED, etc)

SCENARIO	TEXT COMMAND
DELIVERED	DELIVERED <space>BATCH NO.<space>DR NO.<space>DATE OF DELIVERY (YYYY-MM-DD) <space>MESSAGE. Example: DELIVERED 25 DR123 2015-01-01 Thank you.
INSTALLED	INSTALLED <space>BATCH NO.<space>DATE OF INSTALLATION (YYYY-MM-DD). Example: INSTALLED 25 2015-01-10.
TRAINED	TRAINED <space>BATCH NO.<space>END DATE OF TRAINING (YYYY-MM-DD). Example: TRAINED 25 2015-01-11.
ACCEPTED	ACCEPTED <space>BATCH NO.<space>DATE OF ACCEPTANCE (YYYY-MM-DD). Example: ACCEPTED 25 2015-01-11.
NEW	NEW <space>BATCH NO.<space>MESSAGE. Example: NEW 25 Unit is defective.
UPDATE	UPDATE <space>TICKET NO.<space>MESSAGE. Example: UPDATE 20150101-1 Two new computer needs repair.
END	END <space>TICKET NO.<space>MESSAGE. Example: END 20150101-1 All computers are up and running. Thank you.

dcphelpdesk.deped.gov.ph




DCP Ticketing System


Ver 1.0 May 2016

The DCP Ticketing System was developed in partnership with the City Government of Laguna



b) System Procedure


DEPARTMENT OF EDUCATION




DCP Ticketing System

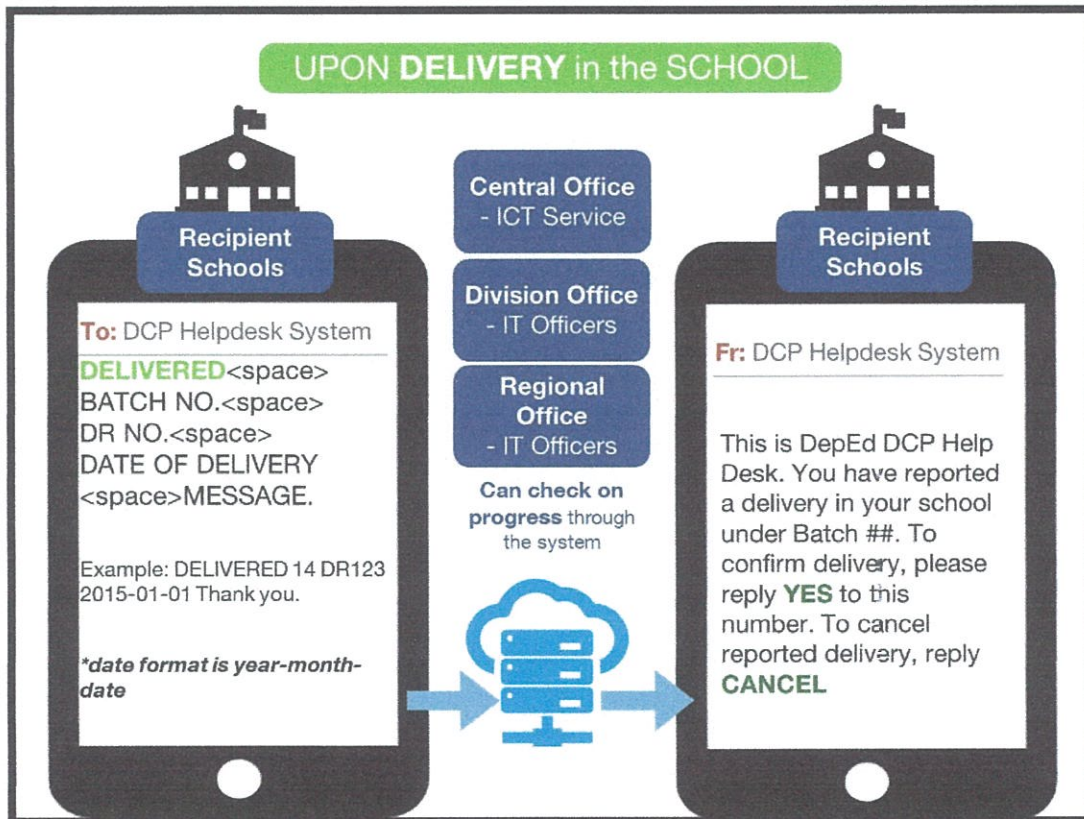
User's Guide

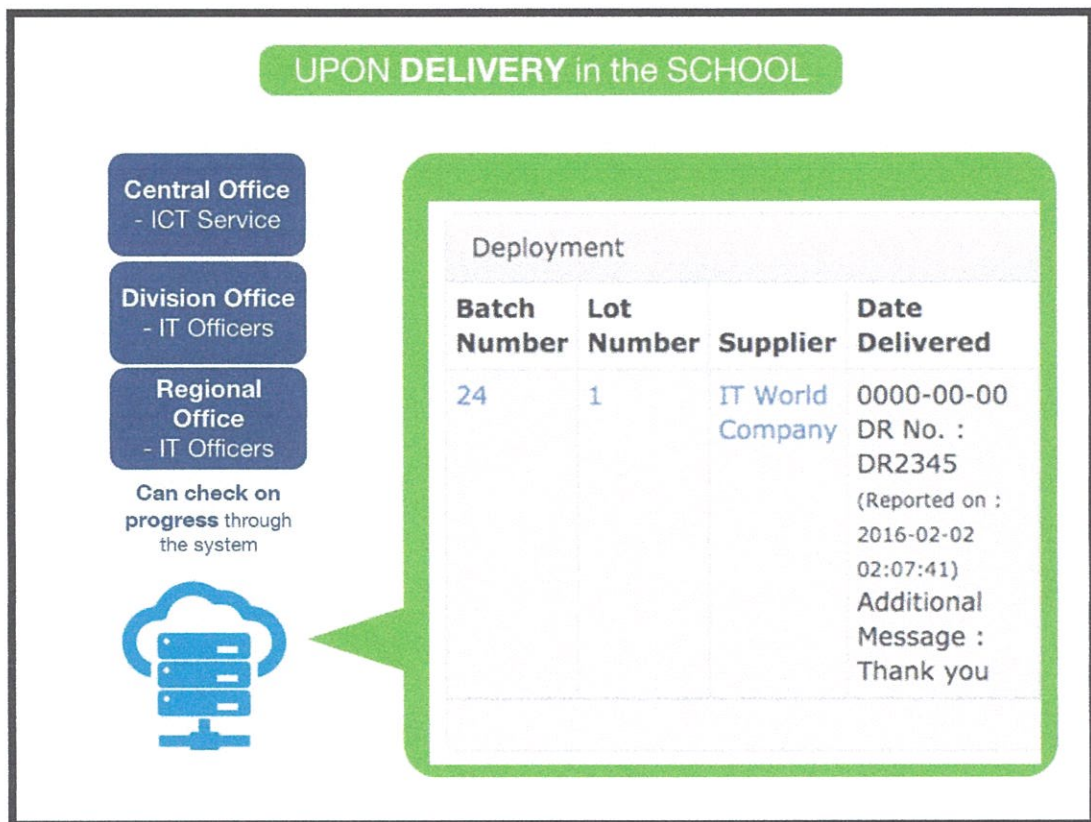
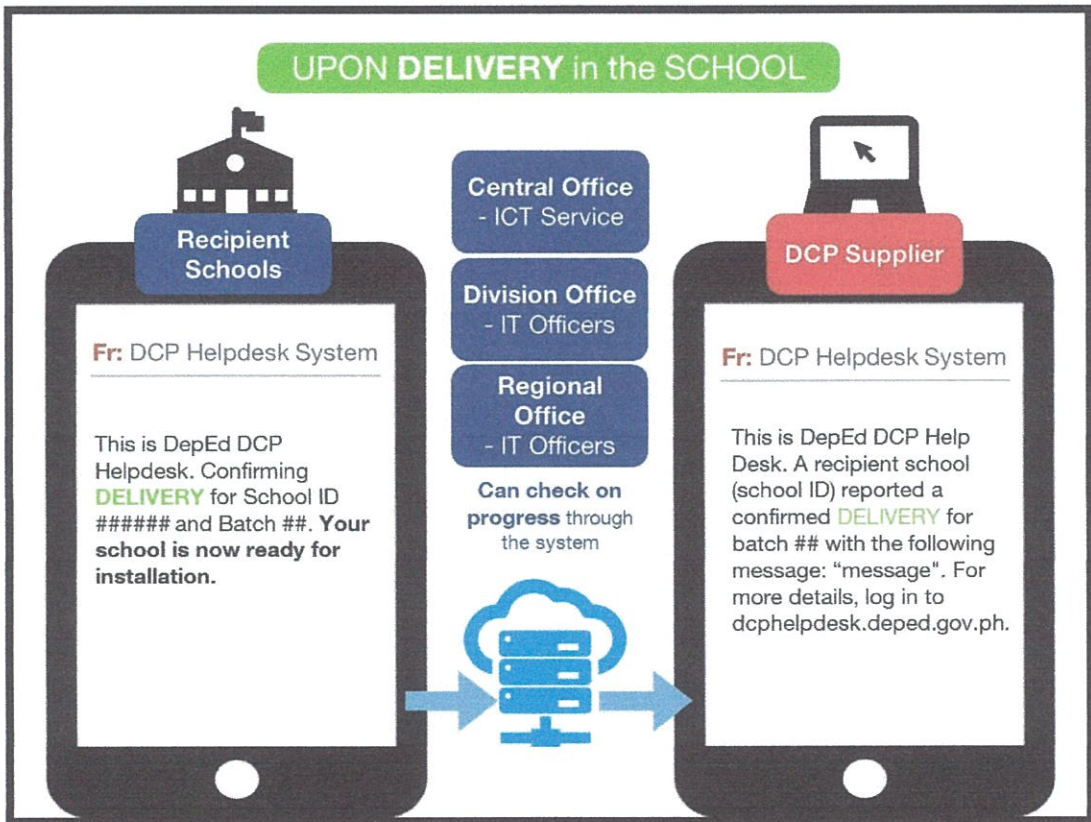
TABLE OF CONTENTS

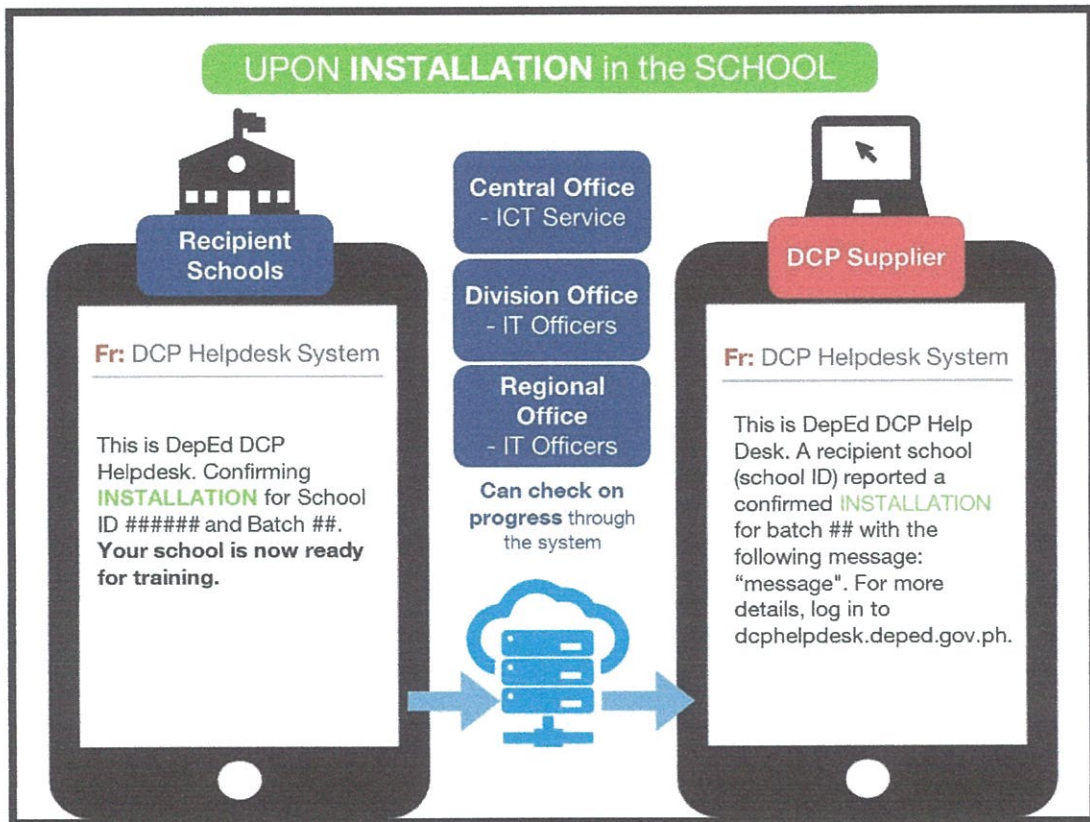
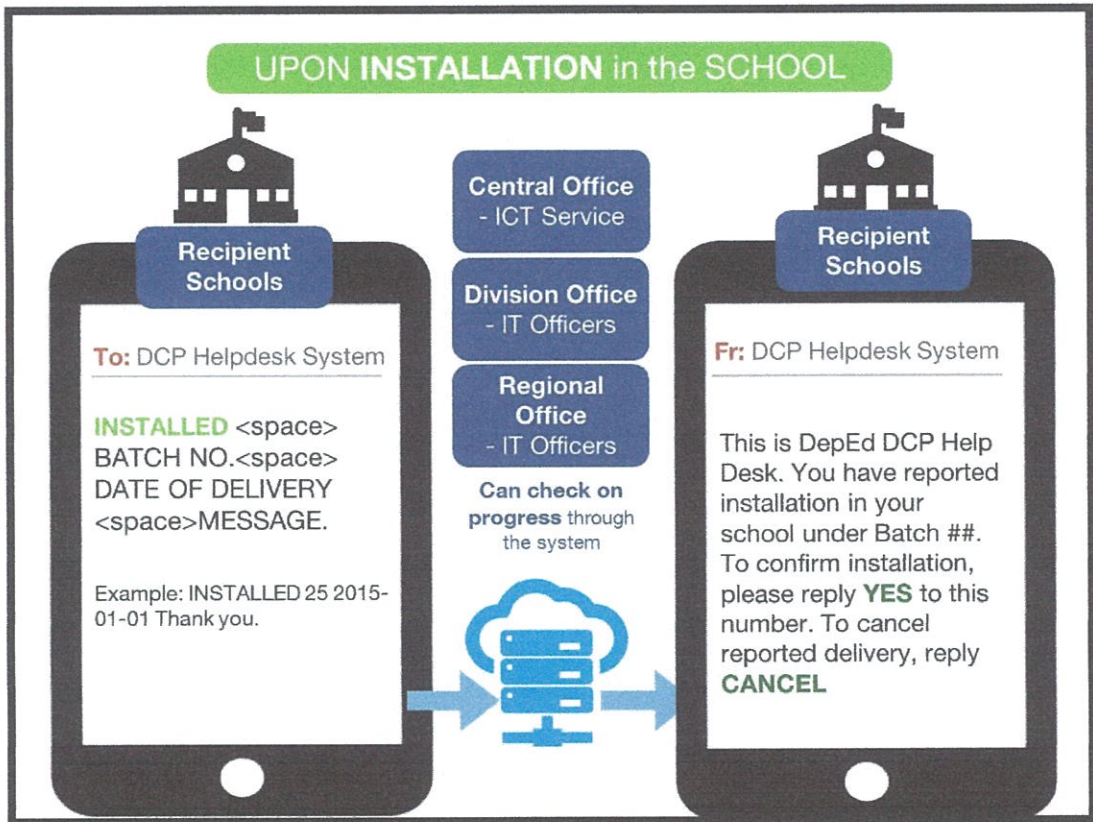
- Rationale, Key Processes and Roles
- Procedure: Reporting delivery, installation, training, acceptance
- Procedure: Reporting Technical Support needs
- SMS cheat sheet for Recipient Schools



Ver 1.1 March 2017








UPON INSTALLATION to the SCHOOL

Central Office
- ICT Service

Division Office
- IT Officers


Regional Office
- IT Officers

Can check on progress through the system



Supplier	Date Delivered	Date Installed	Date Trained
IT World Company	0000-00-00 DR No. : DR2345 (Reported on : 2016-02-02 02:07:41) Additional Message : Thank you	2016-02-02 (Reported on : 2016-02-02 02:14:36) Additional Message :	2016-02-02 (Reported on : 2016-02-02 02:19:11) Additional Message :

UPON TRAINING in the SCHOOL



Recipient Schools

To: DCP Helpdesk System

TRAINED <space>
BATCH NO.<space>
DATE OF DELIVERY
<space>MESSAGE.


Example: DELIVERED 1 DR123
2015-01-01 Thank you.


Central Office
- ICT Service

Division Office
- IT Officers

Regional Office
- IT Officers

Can check on progress through the system



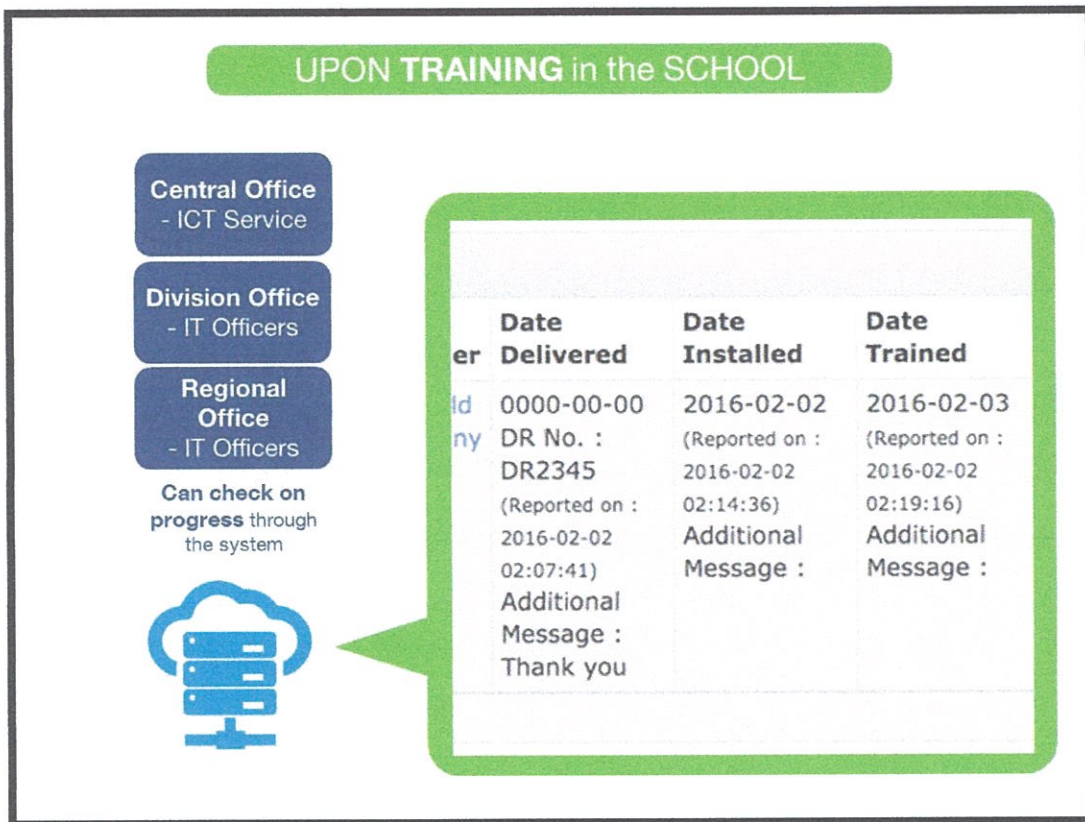
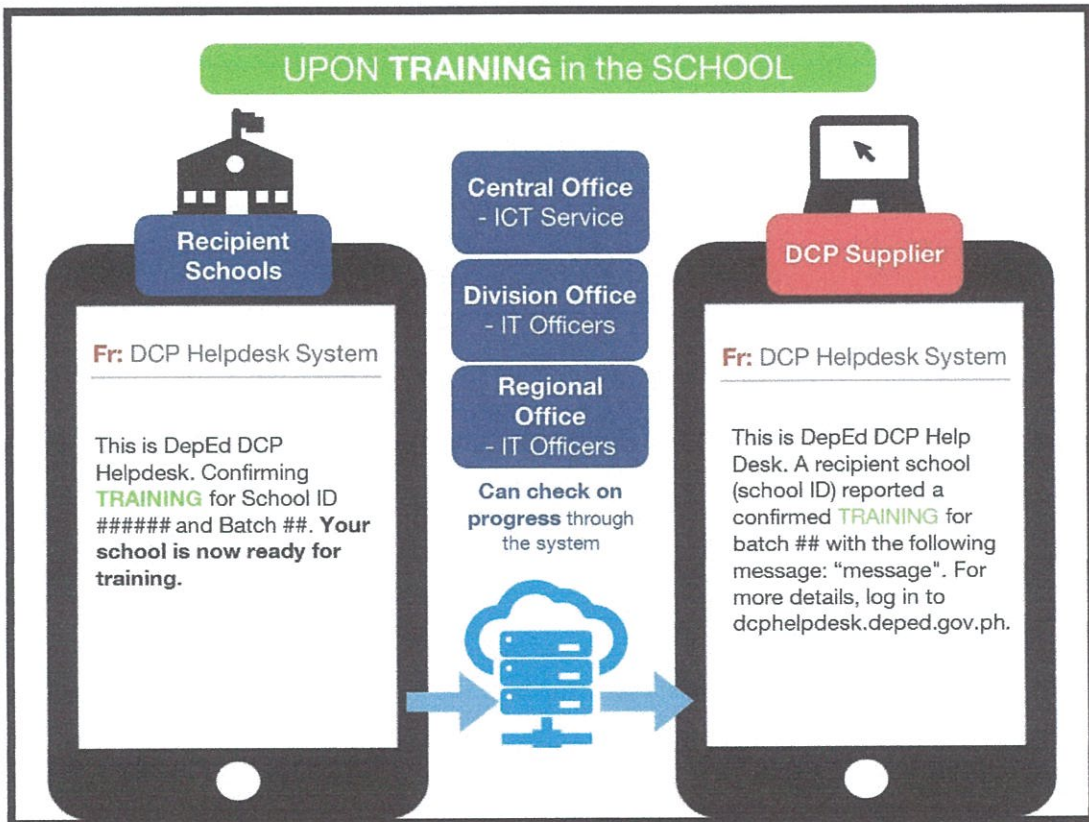


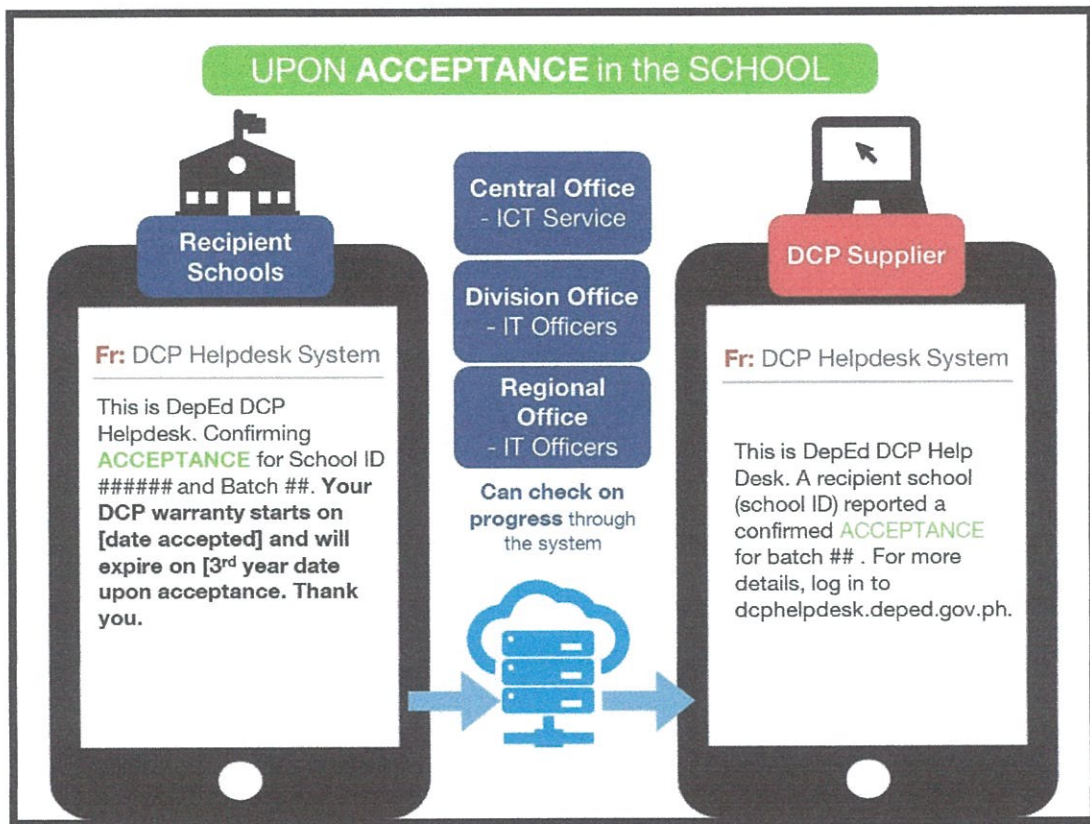
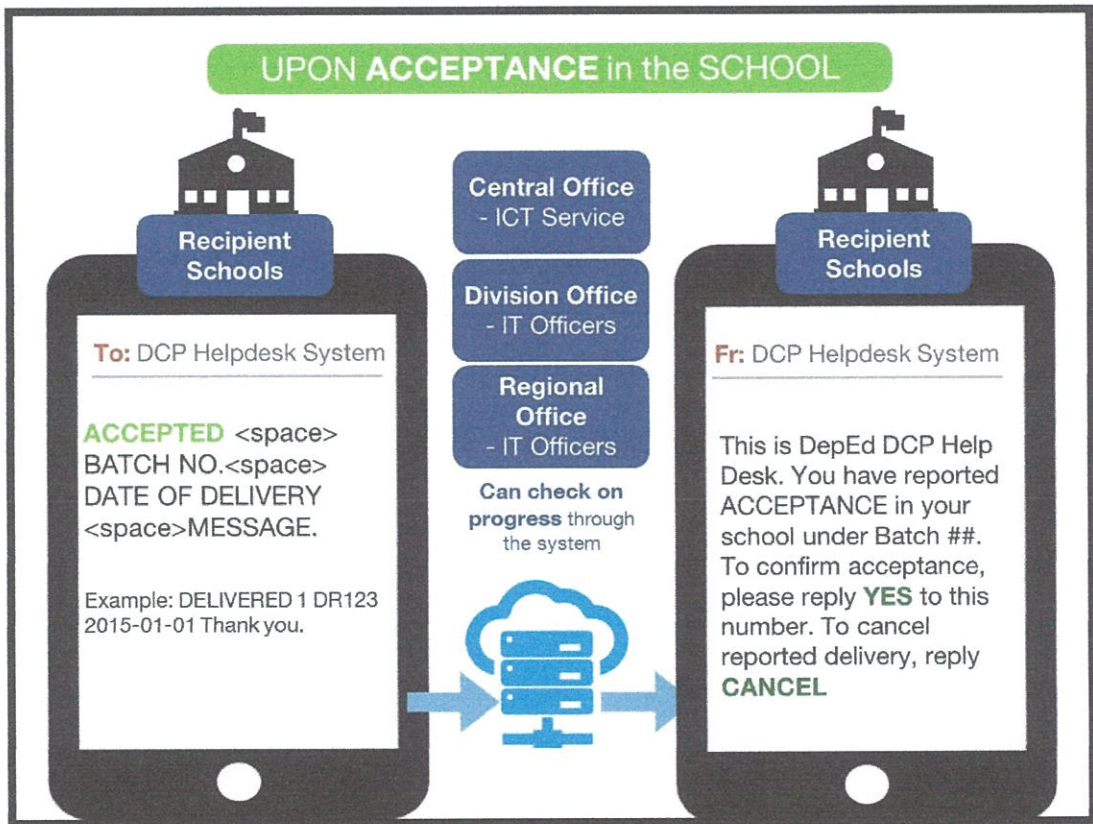
Recipient Schools

Fr: DCP Helpdesk System

This is DepEd DCP Help Desk. You have reported training in your school under Batch ##. To confirm training, please reply **YES** to this number. To cancel reported delivery, reply **CANCEL**








UPON ACCEPTANCE in the SCHOOL

Central Office
- ICT Service

Division Office
- IT Officers


Regional Office
- IT Officers

Can check on progress through the system



Date Installed	Date Trained	Date Accepted
2016-02-02 (Reported on : 2016-02-02 02:14:36)	2016-02-03 (Reported on : 2016-02-02 02:19:16)	2016-02-02 Warranty Expiration : 2019-02-03 (Reported on : 2016-02-02 02:50:46)
Additional Message :	Additional Message :	Additional Message :

Technical support - SUBMITTING A NEW REPORT



Recipient Schools

To: DCP Helpdesk System

NEW<space>BATCH NO.<space>MESSAGE


Example: NEW 123 Unit is defective.


Central Office
- ICT Service

Division Office
- IT Officers

Regional Office
- IT Officers

Can check on progress through the system






DCP Supplier

Fr: DCP Helpdesk System

This is DepEd DCP Help Desk. A recipient school is asking for technical support with the following ticket and message:
#####-## - (batch number) "message"



Technical support - SUBMITTING A NEW REPORT



Recipient Schools

Fr: DCP Helpdesk System


This is DepEd DCP Help Desk. Your ticket number is #####-##. If you wish to check on the status, go to dcphelpdesk.deped.gov.ph and click on DCP. Your username is your ticket number and your password #####. Keep this message for future referene. thank you for filing.

Central Office
- ICT Service

Division Office
- IT Officers

Regional Office
- IT Officers

Can check on progress through the system




The **username(ticket number)** and **password** can be used by **school representatives** to **log into the system** to check on their progress or log a report.

This **username** and **password** is **temporary**, and will exist in the system only **while the ticket is open**.

Once a ticket is resolved, the username and password can no longer be used to log into the system. However, the logged information will remain for future reference.

Technical support - SUBMITTING A NEW REPORT



DCP Supplier

Can log into the system to check on pending technical support requests and log progress.

sample of table that will be displayed:

Tickets							
Ticket Name	Batch	Lot	Supplier	No. of Logs	Date Created	Status	Age
20160202-7	24			5	2016-02-02	Pending	0 days

Ticket Profile Click on the ticket number to display the Ticket Profile (see below)

Ticket Details
Logs

Add New

Logs		
Log Date	Log Message	Log By
2016-02-02	20160202-7 connected na	School
2016-02-02	now its working	School
2016-02-02	all is working	Administrator
2016-02-02	found out 1 utp cable not connected, now its working	Administrator



Technical support - SUBMITTING A NEW REPORT



DCP Supplier

Can log into the system to check on pending technical support requests and log progress.

Ticket Profile

Ticket Details **Logs** Add New

Log Date	Log Message	Log By
2016-02-02	20160202-7 connected na	School
2016-02-02	now its working	School
2016-02-02	all is working	Administrator
2016-02-02	found out 1 utp cable not connected, now its working	Administrator
2016-02-02	Please check if all cables are connected	Administrator

The **Logs** tab displays the messages suppliers have added, as well as those from the school.

[Download Report](#) [Return to Previous Page](#)

Technical support - SUBMITTING A NEW REPORT



DCP Supplier

Can log into the system to check on pending technical support requests and log progress.

Ticket Profile

Click on "Add new" to add a new message

Ticket Details **Logs** Add New

Log Date	Log Message	Log By
2016-02-02	20160202-7 connected na	School
2016-02-02	now its working	School


Add Log

Log Message :

Then type in your message and submit by clicking the green button below. [Submit](#)



Technical support - UPDATING A REPORT



Recipient Schools

Can also **log into the system** to check on **pending technical support requests** and **log progress** using their **ticket number** and the supplied **temporary password**.

DCP Help Desk Getting Started Register Apply

Dashboard


Login

Username : 20160202-7

Password : Enter Password

[Login](#)

Technical support - UPDATING A REPORT



Recipient Schools

Can **log into the system** to check on **pending technical support requests** and **log progress** using their **ticket number** and the supplied **temporary password**.

Dashboard Ticket Profile Logs

Dashboard

20160202-7

Ticket Profile Click on **logs**, to see **messages/updates** from **suppliers**

Ticket Name : 20160202-7


Date Created : 2016-02-02

Status : Active


Batch Name : 24

Supplier :

Supplier Contact Person : /



Technical support - UPDATING A REPORT



Recipient Schools

Can **log into the system** to check on **pending technical support requests** and **log progress** using their **ticket number** and the supplied **temporary password**.

Dashboard Dashboard Ticket Profile Logs

20160202-7


Logs

Search
End Ticket
Add New

Log Date	Log Message	Log By	Actions
2016-02-02	Please check if all cables are connected	Administrator	
2016-02-02	found out 1 utp cable not connected, now its working	Administrator	
2016-02-02	all is working	Administrator	
2016-02-02	now its working	School	Edit
2016-02-02	20160202-7 connected na	School	Edit

This displays the messages suppliers have added, as well as those from the school.

Technical support - UPDATING A REPORT



Recipient Schools

Can **log into the system** to check on **pending technical support requests** and **log progress** using their **ticket number** and the supplied **temporary password**.

Dashboard Dashboard Ticket Profile Logs

20160202-7

Logs

To add a message click on "add new"

Search
End Ticket
Add New

Logs

Log Date	Log Message	Log By	Actions
2	Add Log		
2	Log Message :		<input style="width: 100%;" type="text" value="Enter Log Message"/>
2	Then type in your message and submit by clicking the green button below.		Submit



Technical support - UPDATING A REPORT

Updating a report can also be done through SMS

Recipient Schools

To: DCP Helpdesk System

UPDATE<space>
TICKET NO.<space>
MESSAGE.

Example: UPDATE
20150101-1 Two new computer needs repair.

Ticket Profile

Ticket Details
Logs
Add New

Log Date	Log Message	Log By
2016-02-02	20160202-7 connected na	School
2016-02-02	now its working	School
2016-02-02	all is working	Administrator
2016-02-02	found out 1 utp cable not connected, now its working	Administrator
2016-02-02	Please check if all cables are connected	Administrator

Download Report
Fetch in Profile Page

Your message will be added to the logs under your ticket profile

Technical support - UPDATING A REPORT

Updating a report can also be done through SMS

Recipient Schools

Fr: DCP Helpdesk System

This is DepEd DCP Helpdesk you have successfully sent an update to ticket #####-##. If you wish to check on the status go to dcp-helpdesk.deped.gov.ph and click on DCP. Your **username** is your ticket number and your password is \$@!%. **Keep this message for future reference. Thank you for filing.**

Ticket Profile

Ticket Details
Logs
Add New

Log Date	Log Message	Log By
2016-02-02	20160202-7 connected na	School
2016-02-02	now its working	School
2016-02-02	all is working	Administrator
2016-02-02	found out 1 utp cable not connected, now its working	Administrator
2016-02-02	Please check if all cables are connected	Administrator

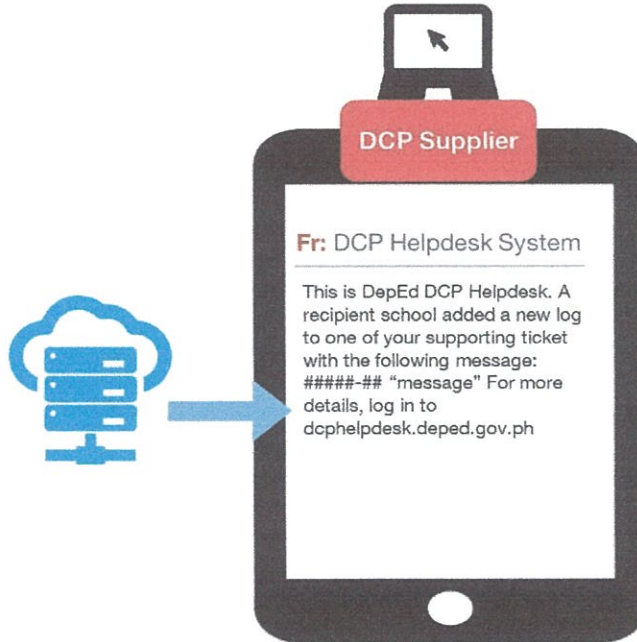
Download Report
Return to Profile

Your message will be added to the logs under your ticket profile



Technical support - UPDATING A REPORT

Updating a report can also be done through SMS



Technical support - ENDING/ CLOSING A TICKET



Recipient Schools

When the issue has already been resolved, click on **End Ticket**

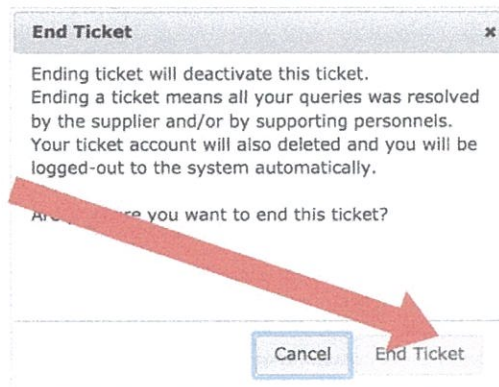
End Ticket

Add New

A warning message will appear.

Just click on **End Ticket** again to confirm closing this tech support ticket.

Note:
Only School users will be allowed to end/close a ticket



Technical support - ENDING/ CLOSING A TICKET

Ending/closing a ticket can also be done through SMS

The diagram shows a smartphone icon with a schoolhouse on top. A blue label above the phone reads "Recipient Schools". The phone screen displays the following text: "To: DCP Helpdesk System", "END<space>TICKET NO.<space>MESSAGE", and "Example: END 20150101-1 All computers are up and running. Thank you." To the right of the phone is a blue box with the text: "Note: Only School users will be allowed to end/close a ticket". A blue icon of a server rack with an arrow pointing to it is positioned between the phone and the note box.

Technical support - ENDING/ CLOSING A TICKET

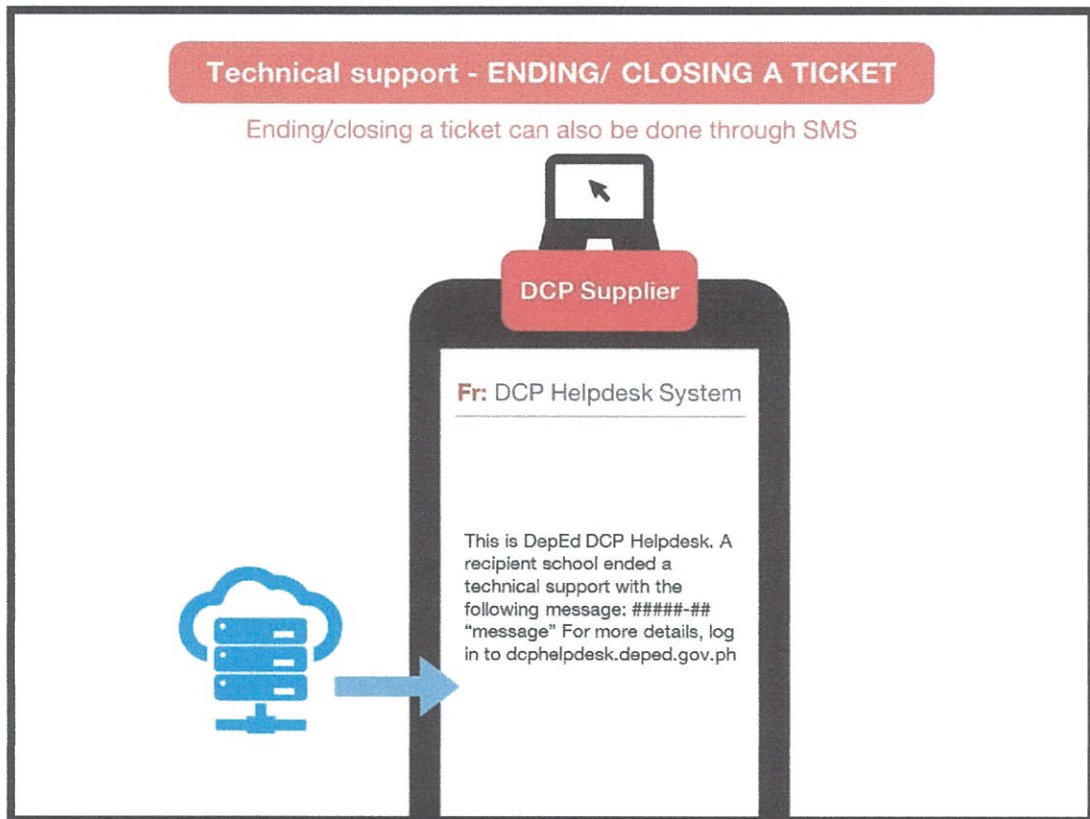
Ending/closing a ticket can also be done through SMS

The diagram shows a smartphone icon with a schoolhouse on top. A blue label above the phone reads "Recipient Schools". The phone screen displays the following text: "Fr: DCP Helpdesk System", "This is DepEd DCP Helpdesk. You have successfully ended your technical support with ticket number #####-##. Thank you for filing." To the right of the phone is a blue box with the text: "Note: Only School users will be allowed to end/close a ticket". A blue icon of a server rack with an arrow pointing to it is positioned between the phone and the note box.



Technical support - ENDING/ CLOSING A TICKET

Ending/closing a ticket can also be done through SMS



DCP Ticketing System SMS CHEAT SHEET



FOR RECIPIENT SCHOOLS



DCP TICKETING SYSTEM CONTACT NUMBER:*

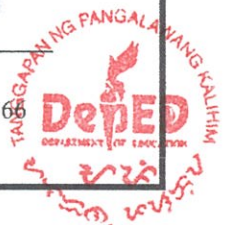
0995-3203799

*Please do not call

NOTE: KEYWORDS SHOULD BE IN CAPITAL LETTERS (i.e. DELIVERED, INSTALLED, TRAINED, etc)

SCENARIO	TEXT COMMAND
DELIVERED	DELIVERED<space>BATCH NO.<space>DR NO.<space>DATE OF DELIVERY (YYYY-MM-DD) <space>MESSAGE. Example: DELIVERED 25 DR123 2015-01-01 Thank you.
INSTALLED	INSTALLED<space>BATCH NO.<space>DATE OF INSTALLATION (YYYY-MM-DD). Example: INSTALLED 25 2015-01-10.
TRAINED	TRAINED<space>BATCH NO.<space>END DATE OF TRAINING (YYYY-MM-DD). Example: TRAINED 25 2015-01-11.
ACCEPTED	ACCEPTED<space>BATCH NO.<space>DATE OF ACCEPTANCE (YYYY-MM-DD). Example: DCP ACCEPTED 25 2015-01-11.
NEW	NEW<space>BATCH NO.<space>MESSAGE. Example: NEW 25 Unit is defective.
UPDATE	UPDATE<space>TICKET NO.<space>MESSAGE. Example: UPDATE 20150101-1 Two new computer needs repair.
END	END<space>TICKET NO.<space>MESSAGE. Example: END 20150101-1 All computers are up and running. Thank you.

<http://dcphelpdesk.deped.gov.ph>



DCP Ticketing System REQUIREMENT



FOR RECIPIENT SCHOOLS



DCP TICKETING SYSTEM
CONTACT NUMBER:*

0995-3203799

*Please do not call

Important System Requirement:

Updated Database of School Contacts (Mobile Number/s & Email address)

- School Head
- Property Custodian
- ICT Coordinator

<http://dcphelpdesk.deped.gov.ph>

DCP Ticketing System REQUIREMENT



DCP TICKETING SYSTEM
CONTACT NUMBER:*

0995-3203799

*Please do not call

Contact us:

Engr. Ofelia L. Algo, ofelia.algo@deped.gov.ph


Carl Lico, carl.lico@deped.gov.ph

Joseph Santiago, joseph.santiago003@deped.gov.ph


<http://dcphelpdesk.deped.gov.ph>



APPENDIX 5 – Sample Training Checklist



Republic of the Philippines
DEPARTMENT OF EDUCATION



TRAINING CHECKLIST FOR DCP E-CLASSROOM PACKAGE RECIPIENTS

Name of School: _____ Date of Training: _____
 School ID: _____ Duration of Training: _____ day(s)

DCP Batch No.: _____

Type of Training Conducted: Orientation Only
 Computer Aided Instruction Only
 Face to Face Lecture and Hands-on

1. User1: Name (in Print): _____ Signature: _____
 2. User2: Name (in Print): _____ Signature: _____
 3. User3: Name (in Print): _____ Signature: _____

Please check (☑) the appropriate box for topics taken and put (x) for topics not taken.

I. IT Equipment Orientation	V. Training On Basic Software and Hardware of Host PC and Virtualization Kit
Setting up the Computer	How to install and set-up the Windows Multi-user application Suite, MS Office, Antivirus, Printer, Driver and necessary drivers to run the PC <input type="checkbox"/>
• Basic info <input type="checkbox"/>	How to format, back-up and recovery data in the hard disk using the recovery disk and one touch recovery function <input type="checkbox"/>
• Front Panel <input type="checkbox"/>	How to update the Operating System (OS) and Antivirus software <input type="checkbox"/>
• Rear Panel <input type="checkbox"/>	How to perform the preventive maintenance of the PC <input type="checkbox"/>
• Mouse <input type="checkbox"/>	How to upgrade and replace the hard disk, memory, CD-ROM and other computer peripherals <input type="checkbox"/>
• Storage Device <input type="checkbox"/>	Installation and configuration of 6 terminals to host PC <input type="checkbox"/>
• Connecting Hardware <input type="checkbox"/>	Creation of administration user accounts per terminal <input type="checkbox"/>
• Turning On <input type="checkbox"/>	Operation and troubleshooting of the shared computing technology <input type="checkbox"/>
• Turning Off <input type="checkbox"/>	VI. Training on Classroom Management Software
II. Anti Virus	How to broadcast lessons <input type="checkbox"/>
• Basic Features <input type="checkbox"/>	How to call attention of individual or all students <input type="checkbox"/>
III. UPS and AVR	How to monitor and control student PCs <input type="checkbox"/>
Installation, proper connection <input type="checkbox"/>	How to shutdown the terminal from the host PC <input type="checkbox"/>
Troubleshooting <input type="checkbox"/>	
Maintenance & Importance <input type="checkbox"/>	VII. Training on Hardware and Software Maintenance
IV. Printer Operation	Kinds of Hardware and Software Malfunctions <input type="checkbox"/>
Installation <input type="checkbox"/>	Steps and procedures for hardware or software failure or malfunctions reporting using the Helpdesk <input type="checkbox"/>
Software/Driver Installation <input type="checkbox"/>	Orientation on the scope of warranties and procedures of the after sales support <input type="checkbox"/>
Installing/Replacing Cartridge <input type="checkbox"/>	
Loading Paper <input type="checkbox"/>	

Note: Duration of training is 16 hours or 2 days.

Conducted by: _____ Certified Corrected by: _____

Name & Signature of Trainer

Name & Signature of School Head/
School ICT Coordinator

Training Provider

Contact Number/s

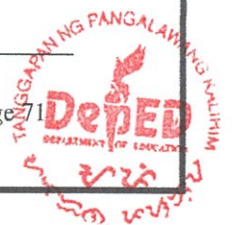


APPENDIX 8 - Sample Field Service Report (FSR)

(COMPANY XYZ, INC.)

SERVICE REPORT S.R. NO. A 729988

CUSTOMER	
EQUIPMENT TYPE <input type="checkbox"/> COMPUTER <input type="checkbox"/> PRINTER <input type="checkbox"/> OTHER(S)	<input type="checkbox"/> BRAND/MODEL: SERIAL NO.: _____
KIND OF SERVICE	
<input type="checkbox"/> WARRANTY REPAIR	<input type="checkbox"/> HOURS BILLABLE
<input type="checkbox"/> MAINTENANCE CONTRACT	<input type="checkbox"/> PARTS BILLABLE
<input type="checkbox"/> PER CALL	<input type="checkbox"/> EXPENSE BILLABLE
<input type="checkbox"/> OTHER(S) _____	DATE: _____ TIME: _____
CUSTOMER COMPLAINT _____ _____	
ACTION TAKEN / RECOMMENDATION _____ _____ _____	
EQUIPMENT STATUS AFTER SERVICE	
<input type="checkbox"/> OPERATING NORMALLY	<input type="checkbox"/> OFF CONDITION
<input type="checkbox"/> SERVICE UNIT	<input type="checkbox"/> FOR PULL-OUT
	<input type="checkbox"/> UNDER OBSERVATION <input type="checkbox"/> OTHERS: _____
FIELD ENGINEER(S)	CUSTOMER REPRESENTATIVE
Name: _____	Name: _____
Signature: _____ Date: _____	Signature: _____ Date: _____





*Empowering Afford/er
Education unlimited
Students separated
CDS*

FY 2018 Budget Execution and FY 2019 Budget Preparation

**Information and Communications Technology Service
Department of Education**



Batches 35, 36, 40-44

2016	Configuration 1 - Batches 35 & 36	Host PCs	3	Junior & Senior High Schools
		Terminal Access (Monitor, Keyboard & mouse, Headset)	42	
		Desktop Virtualization device	42	
		Laptop	2	
		Projector	2	
		UPS	3	
		AVR	7	
		Switch	3	
		Networking SW Cable	7	
		Multimedia Speaker	1	
External portable optical drive	1			
3-in1 inkjet printer	1			
2016	Configuration 2 - Batches 35 & 36	Host PCs	2	Junior & Senior High Schools
		Terminal Access (Monitor, Keyboard & mouse, Headset)	42	
		Desktop Virtualization device	42	
		Laptop	2	
		Projector	2	
		UPS	2	
		AVR	7	
		Switch	4	
		Networking SW Cable	7	
		Multimedia Speaker	1	
External portable optical drive	1			
3-in1 inkjet printer	1			





Batches 35, 36, 40-44

Year	Batch No.	Item	Quantity	Level
2017	Batch No. 40	Laptop 14"	1	Kinder to Grade 3
		Interactive Projector	1	
		Multimedia Speaker	1	
2017	Batch No. 41	Host Mini PC	2	Junior High School
		UPS 300W	2	
		2-in-1 Tablet PC	50	
		Laptop 14"	1	
		Charging/Storage Cart	2	
		LCD/LED Television	2	
		3-in-1 Multifunction Inkjet Printer	1	
		Wireless router	1	
			12	
			2	
2017	Batch No. 42	Host Mini PC	2	Grade 4 to 6
		Laptop 14"	12	
		UPS 300W	2	
		LCD/LED Television	1	
		Wireless router	1	
2017	Batch No. 43	Wireless router	51	Senior High Schools (Specialized)
		Desktop PC (standalone)	1	
		Wireless router	51	
		UPS 300W	1	
		3-in-1 Multifunction Inkjet Printer	1	
		LCD/LED Television	1	
2017	Batch No. 44		50	Junior High Schools
		2-in-1 Tablet PC	2	
		Charging/Storage Cart	1	



DepEd Computerization Program



P/A/P	FY2018	FY2019
Multimedia package (laptop, projector for classrooms)	36,125	0
Thin clients (42 terminals per lab)		3,169
Standalone laboratories (50 computers per lab)	220	475
<ul style="list-style-type: none"> • Subsidy to DCP recipient schools' readiness to be downloaded between Mar to Apr • ICTS Monitoring Activities to be conducted in Feb • RO/DO Monitoring Fund for DCP Recipient Schools to be downloaded in Feb • Baseline survey for classrooms and IT equipment between Mar to Jun • Audit of IT deliveries 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓





DepEd Computerization Program

P/A/P	FY2018	FY2019
E-Textbooks (50 tablets/pkg for 2 classes, max of 4 pkg per school)	4,000	4,000
Digital Classrooms for PPP		
Innovation Hubs for PPP (1 per division)	20,000	26,000
Internet Connectivity Program		
Laptops for CO/RO/DO and ALS	4,936	

**ISSUED MEMORANDA RELATED TO
DCP BATCHES 35, 36, 40 TO 44**

PARTICULARS	DATE
GUIDELINES ON THE CONDUCT AND UTILIZATION OF THE 2018 DEPED COMPUTERIZATION PROGRAM MONITORING FUND FOR ALL PUBLIC ELEMENTARY AND SECONDARY RECIPIENT SCHOOLS	05 April 2018
GUIDELINES ON THE UTILIZATION OF DOWNLOADED SCHOOL READINESS FUNDS FOR THE SUBSIDY TO DCP RECIPIENT SCHOOLS	05 April 2018
DEPLOYMENT / DELIVERY OF DEPED COMPUTERIZATION PROGRAM (DCP) BATCHES 35, 36, 40 TO 44 – FOR PUBLIC ELEMENTARY JUNIOR AND SENIOR HIGH SCHOOL	08 MaY 2018





Republika ng Pilipinas
Kagawaran ng Edukasyon
Tanggapan ng Pangalawang Kalihim

MEMORANDUM

08 May 2018

For: **Regional Directors
Schools Division Superintendents
District Supervisors
Principals and School Heads
Regional and Division Supply Officers
Regional and Division IT Officers
School Property Custodians
School ICT Coordinators**

Subject: **DEPLOYMENT / DELIVERY OF DEPED COMPUTERIZATION PROGRAM (DCP) BATCHES 35, 36 AND 40 TO 44 FOR PUBLIC ELEMENTARY, JUNIOR AND SENIOR HIGH SCHOOL**

For effective and efficient deployment/delivery of these e-classroom packages, please be guided by the following guidelines:

A. DCP DEPLOYMENT:

1. The Goods and Services shall be delivered to the Project sites / recipient schools, within two hundred ten (210) days from issuance of the Notice to Proceed. **Only the Supply Officer / Property Custodian** shall receive the deliveries **whether the school is ready or not.**
2. Deliveries **after 5pm, holidays including Saturdays and Sundays** can be accommodated on a case to case basis and with prior coordination with the School Property Custodian and IT Officers.
3. The DCP package can only be unloaded when authorized School Personnel like the **School Property Custodian** and the **School Inspectorate Team** are present. If the School Property Custodian is not present nor available during the arrival of the DCP package at the

Office of the Undersecretary for Administration

(Administrative Services, Information and Communications Technology, Disaster Risk Reduction and Management, Schools Health, Youth Formation, Baguio Teachers' Camp, Education Facilities/School Buildings)
Department of Education, Central Office, Meralco Avenue, Pasig City
Room 519, Mabini Building; Mobile: +639260320762; Landline: +6326337203, +6326376207
Email: usec.admin@deped.gov.ph; Facebook/Twitter @depedtayo



school, the School Head/Principal should appoint an alternate School Property Custodian that will handle the delivery for this project.

4. **The School Property Custodian (or designated alternate) shall perform an initial checking of the delivered DCP package** as to physical conditions of the boxes, quantity and if accordance to the items specified in the Inspection and Acceptance Report (IAR).
5. However, during the actual delivery of DCP packages, **if the Supplier found that the recipient school is closed or un-energized or have no available Classroom / makeshift structures, the Supplier shall deliver the packages to the Division or District Office.** The Supply Officer shall perform an initial checking of the delivered DCP package as to physical conditions of the boxes, quantity and if accordance to the items specified in the Inspection and Acceptance Report (IAR).
6. In case the Supplier/ASP/Forwarder or School Property Custodian notices that some items are missing or damaged, Supplier/ASP should replace the missing/damaged items or opt to restrict further opening of the boxes pending an investigation of the incident for the protection of the Supplier/ASP and the recipient. Deliveries should be rejected if found to be NOT in accordance with conditions stated in the IAR.
7. **Signing of the Inspection and Acceptance Report (IAR) shall only be done after completing of the following requirements as stated in the contract.**
 - 7.1 All computer packages shall be installed, layout should adopt to the Multimedia Classroom and will depend on your teaching style of the teachers.
 - 7.2 A six (6) hour face-to-face training shall be provided by the supplier for at least three (3) teachers from the recipient school. Attendees must include the school's designated ICT Coordinator, Division IT Official or ICT Coordinator. If the training were conducted for only two (2) hours, the supplier shall schedule a cluster training to comply with the required hours of training. Training checklist to be accomplished by all attendees.
8. Proper coordination between the Suppliers and Supply Officers/ Information Technology Officers shall be observed all times.

B. AFTERSALES SUPPORT:



1. A three (3) year comprehensive and onsite warranty for the whole IT Equipment package including networking peripherals and for operation and maintenance of all licensed software products will be applied. The 3-year period shall reckon from the date of issuance of the Certification by the DepEd that the delivered goods have been duly inspected and accepted (final acceptance).
2. The three (3) year warranty requirement is not applicable to consumables listed below but a standard/base warranty or minimum of one (1) year warranty shall be applied:
 - a. Laptop and Table Batteries
 - b. Projector Lamps
 - c. Headsets
 - d. External Portable Optical Drives
 - e. Optical Mouse for Laptops
 - f. Laptop Coolers

C. **TRAINING**

1. **Six (6) hour face to face training shall be provided for at least 3 teachers from the recipient school.** Attendees must include the school's designated ICT Coordinator, Division IT Official or ICT Coordinator.
2. A training checklist will be signed by the participants after completing the required hours of training. Training checklist template will be provided by DepEd ICT Service.
3. Training shall be conducted in the recipient school installed IT equipment and be done during school hours, unless the school head and teachers request to be trained after school or teaching hours.
4. Training manuals in hardcopies and soft copies (in DVD) shall be provided per recipient school.
5. Training content shall have the following topics:
 - a. IT Equipment Orientation
 - b. Equipment components and functionalities
 - c. Proper installation and configuration of equipment
 - d. Training on hardware and software maintenance
 - e. Orientation on software installed in equipment
 - f. Hands-on troubleshooting/system restoration and back-up
 - g. Training on Basic software and hardware of Host PC and virtualization kit
 - h. Training on desktop virtualization, configuration, set-up and troubleshooting, and Hands-on training on classroom management tool using WMS dashboard




j. Orientation on the equipment warranty and technical support procedures.

D. **For clarifications or more information on these matters, please direct concerns to:**

ENGR. OFELIA L. ALGO

Supervising Administrative Officer
Officer-In-Charge, Technology Infrastructure Division
Information and Communications Technology Service
Phone Nos: +632.6332363 / +63.9088782413
Email: dcp.recipients@deped.gov.ph


ALAIN DEL B. PASCUA
Undersecretary





DEPARTMENT OF EDUCATION
RECORDS DIVISION

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APR 26 2018

Republika ng Pilipinas
Kagawaran ng Edukasyon
Tanggapan ng Pangalawang Kalihim

MEMORANDUM
05 April 2018

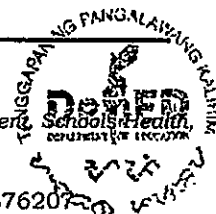
For: **Regional Directors
Schools Division Superintendents
Public Elementary and Secondary School Heads
All Concerned**

Subject: **GUIDELINES ON THE CONDUCT AND UTILIZATION OF THE
2018 DEPED COMPUTERIZATION PROGRAM MONITORING
FUND FOR ALL PUBLIC ELEMENTARY AND SECONDARY
RECIPIENT SCHOOLS**

1. Communications Technology Service (ICTS) is solely mandated to implement the DepEd Computerization Program (DCP). This includes overseeing the proper implementation of the DCP pursuant to DepEd Order No. 78, s. 2010 entitled **Guidelines on the Implementation of the DepEd Computerization Program (DCP)**.
2. As part of carrying out the DCP, the **Guidelines on the Conduct and Utilization of the 2018 DepEd Computerization Program Monitoring Fund for All Public Elementary and Secondary Recipient Schools** are enumerated below:
 - a. The funds will be allotted to conduct monitoring of the ff:
 - i. School readiness to accept DCP packages;
 - ii. Status of on-going deployment of DCP packages in recipient schools; and
 - iii. Survey on the utilization, performance and status of DCP packages in recipient schools.
 - b. The total amount to be downloaded to the DepEd field offices for this activity is Twenty-Three Million Seventy-Two Thousand Eight Hundred Pesos (P23,072,800.00) and is solely intended for the transportation expenses for the on-site visitation of DCP recipient schools; and

Office of the Undersecretary for Administration

*(Administrative Services, Information and Communications Technology, Disaster Risk Reduction and Management,
Youth Formation, Baguio Teachers' Camp, Education Facilities/School Buildings)*
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Room 519, Mabini Building; Mobile: +639260320762; Landline: +6326337203, +6326376207
Email: usec.admin@deped.gov.ph; Facebook/Twitter @depedtayo



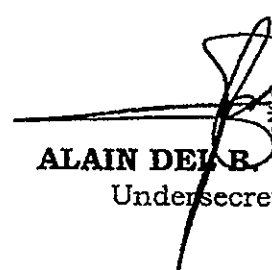
- c. The breakdown of the allocation of P800.00 monitoring allowance is as follows:
- i. food;
 - ii. transportation;
 - iii. communication allowance; and
 - iv. other incidental expenses
- d. The utilization of the aforementioned funds shall be subject to the usual liquidation process for submission to the Region and Division Accounting Offices.
3. To properly utilize the 2018 DCP Monitoring Fund, DepEd-ICTS enumerates the duties and responsibilities of the Central Office (CO), Regional Office (RO), and Schools Division Offices (SDOs) involved in the said activity, below:
- a. **Information Communication and Technology Service**
- i. Retrieval, consolidation, and validation of School Readiness Checklists/Reports submitted by the ROs;
 - ii. Consolidation and validation of acceptance documents submitted by the suppliers during the DCP implementation;
 - iii. Conduct of on-site monitoring (when necessary); and
 - iv. Gathering of documents from field monitoring activities.
- b. **Regional Office**
- i. Retrieval, consolidation, and validation of School Readiness Checklists/ Reports submitted by the SDOs for submission to ICTS; and
 - ii. Handling of issues/concerns with regard to School Readiness deliveries, installation, training among encountered by school's division offices
- c. **Schools Division Office**
- i. For DepEd schools division offices **with no on-going deployment of ICT packages** to recipient schools, the Division Information Technology Officers (ITOs) need to update/validate all the School Readiness Checklists of schools for future reference on the deployment of DCP packages;
 - ii. For schools division offices with impending or on-going deployment of ICT packages to recipient schools, the ITOs need to do the following:

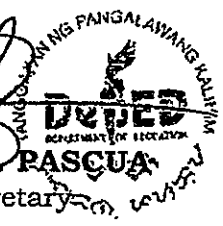


- (a) Monitor/validate recipient schools' readiness before delivery of DCP packages;
 - (b) Oversee the delivery of packages and ensure their completeness;
 - (c) Raise issues/concerns (i.e. incomplete delivery, items delivered are different from those indicated in the Delivery Receipt among others encountered during deployment with the Supplier, Regional Office and/ or the ICTS for appropriate action); and
 - (d) Ensure that acceptance documents [i.e. Delivery Receipt, Inspection and Acceptance Reports (IARs), Training Checklist, etc.] are in order before, during and after deployment/installation.
4. For clarifications or more information on these matters, please direct all concerns to:

ENGR. OFELIA L. ALGO
Supervising Administrative Officer
Officer-In-Charge, Technology Infrastructure Division
Information and Communications Technology Service
Phone Nos: +632.6332363 / +63.9088782413

5. Immediate dissemination of this Memorandum is desired.


ALAIN DEL B. PASCUA
Undersecretary



RECEIVED
APR 26 2018
MA. THERESA M. CASTRO



DEPARTMENT OF EDUCATION
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4880

By: *[Signature]* Date: **APR 26 2018**

Republika ng Pilipinas
Kagawaran ng Edukasyon
Tanggapan ng Pangalawang Kalihim

MEMORANDUM
05 April 2018

**For: Regional Directors
Schools Division Superintendents
Principals and School Heads**

**Subject: GUIDELINES ON THE UTILIZATION OF DOWNLOADED
SCHOOL READINESS FUND FOR THE SUBSIDY TO
DCP RECIPIENT SCHOOLS**

1. Mandated to provide an enhanced learning environment and resources which would benefit children and youth in public schools, the Department of Education (DepEd) through its Technology Infrastructure Division - Information and Communications Technology Service (TID-ICTS) is solely mandated to implement the DepEd Computerization Program (DCP). Its mandate includes overseeing the proper implementation of the DCP pursuant to DepEd Order No. 78, s. 2010 entitled **Guidelines on the Implementation of the DepEd Computerization Program (DCP)**.
2. As part of carrying out the DCP and to sustain the implementation of the DCP initiatives, projects and activities, the DepEd will be providing financial subsidy to public schools needing readiness funds. The list of schools per division, each of which with a corresponding allocation is contained in Enclosure Nos.1 and 2.
3. This year, support funds amounting Two Hundred Twenty-One Million Eight Hundred Fifteen Thousand One Hundred Pesos (**Php221,815,100.00**) shall be downloaded to the Division Offices of the schools needing readiness fund through the issuance of the Subsidy Allotment Release Order (SARO).
4. The downloaded funds shall be used for the following purposes:
 - a. Multi-media Classroom

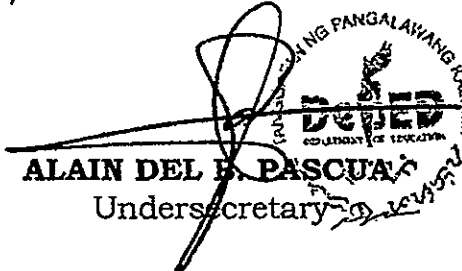
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(Administrative Services, Information and Communications Technology, Disaster Risk Reduction and Management, Schools Health, Youth Formation, Baguio Teachers' Camp, Education Facilities/School Buildings)
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- b. Computer Tables
 - c. Mono chairs
 - b. Stand fan
 - c. Windows and Doors with grills
 - d. Proper electrical wirings and outlets (Electrical Engineer deployed to the Regional Offices to assess the electrical connection, submit validation Report to avoid overloading)
5. The management and disbursement of funds, including submission of Physical and Financial Accomplishment Report shall be the responsibility of the TID-ICTS.
6. The Physical and Financial Accomplishment Report, which reflects the activities undertaken, shall be submitted to the Division Office with a copy furnished to the TID-ICTS through email at ofelia.algo@deped.gov.ph
7. Non-compliance may result in the suspension of the financial subsidy.
8. Immediate dissemination of and strict compliance with this Order is directed.
9. For clarifications or more information on these matters, please direct concerns to:

ENGR. OFELIA L. ALGO
Supervising Administrative Officer
Officer-In-Charge, Technology Infrastructure Division
Information and Communications Technology Service
Phone Nos: +632.6332363 / +63.9088782413


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