



DEPARTMENT OF EDUCATION
DIVISION OF ZAMBOANGA DEL NORTE
DIPOLONG CITY

RELEASED

21 OCT 2016

DATE: _____

Republic of the Philippines
DEPARTMENT OF EDUCATION
Region IX, Zamboanga Peninsula
SCHOOLS DIVISION OF ZAMBOANGA DEL NORTE
7100, Dipolog City

DIVISION MEMORANDUM
NO. 401 s. 2016

TO : **PUBLIC SCHOOLS DISTRICT SUPERVISORS**
DISTRICT ICT COORDINATORS
SCHOOL ICT COORDINATORS
This Division

FROM : **NATIVIDAD P. BAYUBAY, CESO VI**
OIC, Schools Division Superintendent

SUBJECT : **IMPLEMENTATION OF DCP HELPDESK TICKETING SYSTEM**

DATE : October 20, 2016

This is to inform all concerned that the implementation of the DCP Helpdesk Ticketing System developed to monitor the deployment and aftersales service performance of the DepEd Computerization Program (DCP) is already up and readily available for implementation.

In the Data Management Information Technology Workshops (DMIT) that has been conducted early this year, all Regional and Division IT Officers were trained on the detailed procedures and processes of this ticketing system for them to be able to orient the schools' personnel and be familiar with the system prior to DCP deployments.

For the Ticketing System to work, we need to register the names and contact details (mobile number, email address) of all the Schools Property Custodian and ICT Coordinators regardless of whether they are DCP recipient or not. In this regard, we would like to request all District ICT Coordinators to submit a softcopy of the required information in Excel format to ICT Unit of this division thru email at julius.belagantol@deped.gov.ph. You may also contact Mr. Julius Belagantol with your query and clarification at 0917-319-0094.

For information and compliance.

District:

#	SCHOOL ID	NAME OF SCHOOL	ICT COORDINATOR		CELL NO	SCHOOL PROPERTY CUSTODIAN		CELL NO
			NAME	EMAIL		NAME	EMAIL	
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								

Prepared by:

District ICT Coordinator

Noted by:

Public Schools District Supervisor