

Republic of the Philippines  
Department of Education  
Region VII, Central Visayas  
**DIVISION OF CEBU PROVINCE**  
Sudlon, Lahug, Cebu City



September 20, 2016

**DIVISION MEMORANDUM**

No. 565 s., 2016

**Implementation DCP Helpdesk Ticketing System**

**TO: Elementary and Secondary School Heads**

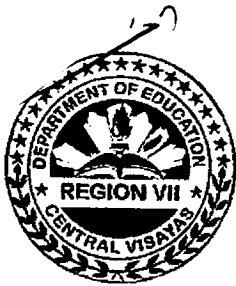
1. Enclosed is Regional Memorandum no. 577, s. 2016 dated September 16, 2016 entitled Implementation DCP Helpdesk Ticketing System.
2. In this connection Elementary and Secondary School Heads are directed to submit the names and contact details (mobile number, email address) of Schools Property Custodian and ICT Coordinators whether DCP recipient or not to Division ICT Unit or email to [emendoza@deped.gov.ph](mailto:emendoza@deped.gov.ph) on or before September 30, 2016 following the template below:

District:

School Name	Property Custodian	Contact No.	email	ICT Coordinator	Contact No.	email

3. Strict compliance of this Memorandum is desired.

  
RHEA MARA ANGTUD, Ed.D., CESO VI  
Schools Division Superintendent



REPUBLIKA NG PILIPINAS  
REPUBLIC OF THE PHILIPPINES  
KAGAWARAN NG EDUKASYON  
DEPARTMENT OF EDUCATION  
**REHIYON VII, GITNANG VISAYAS**  
**REGION VII, CENTRAL VISAYAS**  
Sudlon, Lahug, Cebu City



REGIONAL MEMORANDUM

0577,  
No. , s. 2016

SEP 16 2016

**Implementation DCP Helpdesk Ticketing System**

TO : ALL SCHOOLS DIVISION SUPERINTENDENTS

1. Information and Communications Technology Unit announces the implementation of the DCP Helpdesk Ticketing System.
2. Division Office ITOs are requested to submit the names and contact details (mobile number, email address) of all Schools Property Custodian and ICT Coordinators whether DCP recipient or not.
3. Please refer to the attached memorandum from ICTS.
4. Immediate dissemination of this Memorandum is desired.

  
Atty. Fiel Y. Almendra, CESO V  
OIC – Asst. Regional Director 

JAJ/ICTU/JPI

Office of the Director (ORDir), Tel. Nos.: (032) 231-1433; 231-1309; 414-7399; 414-7325; 255-4542 Field Technical Assistance Division (FTAD),  
Tel. Nos.: (032) 414-7324 Curriculum Learning Management Division (CLMD), Tel. Nos.: (032) 414-7323  
Quality Assurance Division (QAD), Tel. Nos.: (032) 231-1071 Human Resource Development Division (HRDD), Tel. No.: (032) 255-5239  
Education Support Services Division (ESSD), Tel. No.: (032) 254-7062 Planning, Policy and Research Division (PPRD), Tel. Nos.: (032) 233-9030;  
414-7065 Administrative Division, Tel. Nos.: (032) 414-7326; 414-4367; 414-7366; 414-7322; 414-4367  
Finance Division, Tel. Nos.: (032) 256-2375; 253-8061; 414-7321

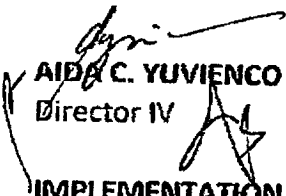
*“ ESG 2015: Karapatan ng Lahat, Pananagutan ng Lahat ”*



Republic of the Philippines  
**Department of Education**  
**INFORMATION AND COMMUNICATIONS TECHNOLOGY SERVICE**  
Pasig City, Philippines

**Office Memorandum**

To : **SCHOOLS DIVISION SUPERINTENDENTS  
REGIONAL/DIVISION INFORMATION TECHNOLOGY OFFICERS  
SCHOOL HEADS  
OTHERS CONCERN**

From :   
**AIDA C. YUVIENCO**  
Director IV

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

Date : **September 13, 2016**

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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) we 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. Again, we are encouraging all the IT Officers and School ICT Coordinators to use the system.

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 whether DCP recipient or not. In this regard, we would like to request all Division ITOs to submit immediately the required information to Mr. Alvin F. Salcedo of this office thru email at [alvin.salcedo002@deped.gov.ph](mailto:alvin.salcedo002@deped.gov.ph) . You may also contact Mr. Salcedo with your query and clarification regarding this system at +632.6332363

For information and compliance.