PGO-MANAGEMENT INFORMATION SYSTEM	January, February & March
	MONTH/ PERIOD
Accomplishment Report	2025
	YEAR

I. FOCUS AREA

PROGRAM/PROJECT/ACTIVITY	PROJECT DESCRIPTION	STATUS/REMARKS/ ACCOMPLISHMENT
IT PREVENTIVE MAINTENACE	Regularly inspecting, updating, and optimizing hardware, software, and networks to reduce downtime and security threats. Keeping the system functioning smoothly and preventing unexpected failures.	(see table below)

IT PREVENTIVE MAINTENANCE

MONTH:	JANUARY 2025
OFFICE	Number of computer units under regular
PGO	12
TOURISM	8
PLO	10
PEDIPO	3
PGO-F.A.	3
PSG	3
Total number of computers	39

MONTH:	FEBRUARY 2025
PVGO	2
PESO	5
HRMO	14
PGO-BRO	7
PGO-PRDP	3
PCMO	2
Total number of computers	33

MONTH:	MARCH 2025
ADMIN	10
PGO-MIS	5
PPDO	14
PSO	7
Total number of computers	36

IT Repair	Diagnosing and fixing hardware, software, or network issues to restore functionality and improve performance. The process includes assessing problems, applying solutions like hardware replacements or software updates, and conducting tests to ensure stability. The goal is to minimize downtime, enhance security, and optimize efficiency.	*(see tables at right)*

SERVICE REQUEST LOGBOOK

MONTH:	JANUARY 2025				
DEPARTMENT	**Device that needs to be repaired**	**KIND OF REPAIR**	**ACTION TAKEN**	**REMARKS**	**No. of Units**
CMO	PRINTER	HARDWARE	reset waste inkpad		1
ENRO	RAM	HARDWARE	Clean the RAM		1
HRMO	LAN CABLE	NETWORKING	reconfigured LAN cable		1
ICDO	CPU	SOFTWARE	reset password		1
ITO	PRINTER	SOFTWARE	reset printer		1
ITO	PRINTER	HARDWARE	repair flex cable		1
LINGAP	CPU	HARDWARE	Replaced power switch button		1
OPE	PRINTER	SOFTWARE	reset printer		1
PBO	CPU	SOFTWARE	Installed OS update		1
PGO	PRINTER	SOFTWARE	reset printer		1
PSWDO	CPU	SOFTWARE	Installed OS update		2
PTO	PRINTER	SOFTWARE	Reset printer		1
PTO	MONITOR	HARDWARE&SOFTWARE	Assessed the unit and the monitor is unserviceable and requires replacement	issued certification for the replacement of the unit	3
PTO	PRINTER	HARDWARE	Assessed the unit and the printer is unserviceable and requires replacement	issued certification for the replacement of the unit	1
PTO	CPU	SOFTWARE	Installed OS update		1
PTO	PRINTER	SOFTWARE	clean the printhead of printer		1
PTO	PRINTER	HARDWARE	replaced printer's roller		1
			TOTAL NUMBER OF COMPUTERS REPAIRED		**20**

SERVICE REQUEST LOGBOOK

MONTH:	FEBRAURY 2025				
DEPARTMENT	**Device that needs to be repaired**	**KIND OF REPAIR**	**ACTION TAKEN**	**REMARKS**	**No. of Units**
CMO	PRINTER	HARDWARE	cleared a paper jam		1
CMO	CPU	SOFTWARE	Installed MS office update		1
ENRO	CPU	SOFTWARE	Installed MS office update		1
ITO	PRINTER	SOFTWARE	reset printer		1
OPE	PRINTER	SOFTWARE	reset printer		1
PBO	LAPTOP	SOFTWARE	reformat the laptop		1
PCLEDO	PRINTER	SOFTWARE	reset printer		1
PEDIPO	BLUETOOTH RECEIVER	HARDWARE	installed bluetooth driver		1
PIACO	CPU	HARDWARE	replaced power supply		1
PIO	PRINTER	SOFTWARE	reset printer		1
PPDO	PRINTER	HARDWARE	clean printer's cartridge		1
PSWDO	CPU	HARDWARE	troubleshoot power supply		1
PTO	PRINTER	SOFTWARE	reset printer		1
PTO	PRINTER	SOFTWARE	reset printer		1
PTO	CPU	SOFTWARE	upgrade MS office		1
PTO	CPU	HARDWARE	installed new SSD		1
WCPC	CPU	SOFTWARE	installed MS office update		1
			TOTAL NUMBER OF COMPUTERS REPAIRED		**17**

SERVICE REQUEST LOGBOOK

MONTH:	MARCH 2025				
DEPARTMENT	**Device that needs to be repaired**	**KIND OF REPAIR**	**ACTION TAKEN**	**REMARKS**	**No. of Units**
ICDO	PRINTER	HARDWARE	troubleshoot power		1
OPA	PRINTER	SOFTWARE	reset printer		1
PGO-BRO	PRINTER	HARDWARE	reset waste inkpad		1
PTO	PRINTER	SOFTWARE	clean the printhead of printer		1
ACCTNG	RAM	HARDWARE	Clean the RAM		1
PTO	CPU	HARDWARE	replaced HDD to SSD		1
PGO-F A	CPU	SOFTWARE	Installed MS office update		1
ASSR	PRINTER	SOFTWARE	reset printer		1
WCPC	CPU	SOFTWARE	install MS office update		1
PHRMO	LAN CABLE	NETWORKING	reconfigured LAN cable		1
PTO	PRINTER	SOFTWARE	reset printer		1
PGO-BRO	PRINTER	HARDWARE	cleared a paper jam		1
PBO	CPU	SOFTWARE	installed EGAPS system		1
PSG	INTERNET CONNECTION	NETWORKING	reconfigured LAN settings		1
ACCTNG	RAM	HARDWARE	Clean the RAM		1
OPA	PRINTER	SOFTWARE	reset printer		1
ACCTNG	CPU	SOFTWARE	install MS office update		1
ENRO	PRINTER	SOFTWARE	reset printer		1
HRMO	PRINTER	HARDWARE	reset waste inkpad		1
PBO	PRINTER	NETWORKING	connect to wifi for print sharing		1
PTO	PRINTER	HARDWARE	drain the ink from the printer		1
PTO	PRINTER	SOFTWARE	install printer's driver		1
			TOTAL NUMBER OF COMPUTERS REPAIRED		**22**

SERVICE REQUEST FORM

MONTH: **JANUARY 2025**

DEPARTMENT	Device that needs to be repaired	KIND OF REPAIR	ACTION TAKEN	REMARKS	No. of Units
ITO	PRINTER	HARDWARE	reset waste inkpad		1
ASSR	CPU	SOFTWARE	format PC and install OS		1
OPE	CPU	HARDWARE&SOFTWARE	clean RAM and motherboard		1
ITO	CPU's POWER SUPPLY	HARDWARE	Assessed the unit and power supply is unserviceable and requires replacement		1
e-LIBRARY		NETWORKING	issued 12pcs-15" & 3pcs-20" UTP cable wires	UTP cable was utilized for the BAMBANTI 2025 Programs	
PSG	CPU	NETWORKING	Re-cabled two computers and reconnected them to the router		2
PLO	CPU	NETWORKING	reconfigured internet connection		1
OPE	CPU	ARDWARE&SOFTWAR	change CMOS battery and reset BIOS		1
PSWDO	CPU	SOFTWARE	Installed Ms Office update		1
SP		NETWORKING	issued 30 meters UTP cable wire and 15 pcs RJ45	UTP cable & RJ45 was utilized for the BAMBANTI 2025 Battle of the Bands	1
PTO	PRINTER	HARDWARE	clean the printhead of printer		2
PGO-F.A.	CPU	NETWORKING	reconfigured internet connection		1
TOTAL NUMBER OF COMPUTERS REPAIRED					**13**

SERVICE REQUEST FORM

MONTH: **FEBRAURY 2025**

DEPARTMENT	Device that needs to be repaired	KIND OF REPAIR	ACTION TAKEN	REMARKS	No. of Units
PGO	LAPTOP	HARDWARE	Assessed the unit and HDD needs to be upgraded to SSD	Issued certification for the replacement of HDD	1
HRMO	LAPTOP	SOFTWARE	backed up files and re install OS		1
PTO	PRINTER	HARDWARE	The unit has been reset, but the printer is non-functional and needs to be replaced	Issued certification for the replacement of printer	1
PSO	PRINTER	HARDWARE	reset waste inkpad		2
GSO	PRINTER	SOFTWARE	backed up files and re install OS		1
PTO	CPU'S HDD	HARDWARE	Assessed the unit and HDD needs to be upgraded to SSD	Issued certification for the replacement of HDD	1
TOTAL NUMBER OF COMPUTERS REPAIRED					**7**

SERVICE REQUEST FORM

MONTH: **MARCH 2025**

DEPARTMENT	Device that needs to be repaired	KIND OF REPAIR	ACTION TAKEN	REMARKS	No. of Units
PSWDO	LAPTOP	HARDWARE	The charging board is damaged and requires replacement	Issued certification to bring the unit to the service provider	1
GSO	CPU'S HDD	HARDWARE	Assessed the unit and HDD needs to be upgraded to SSD	Issued certification for the replacement of HDD	1
PGO		HARDWARE	Relocate the computer set from Admin office to PGO & Set up a LAN cable to establish an Internet connection		3
PBO	CPU'S HDD	HARDWARE	Assessed the unit and HDD needs to be upgraded to SSD		1
PBO	CPU	SOFTWARE	back up files format the computer and re install all the applications		1
PHRMO	CPU	SOFTWARE	Install OS		1
PTO	CPU	NETWORKING	reconfigured LAN cable re connect to internet		1
GSO	CPU'S HDD	HARDWARE	Assessed the unit and HDD needs to be upgraded to SSD	Issued certification for the replacement of HDD	1
PCLEDO	CPU	SOFTWARE	Reset computer to its default settings		
OPE	CPU	SOFTWARE	Updated all the applications		
PLO	CPU	NETWORKING	Install a LAN cable in their new office		5
PTO	CPU'S HDD	HARDWARE	Assessed the unit and HDD needs to be upgraded to SSD	Issued certification for the replacement of HDD	1
TOTAL NUMBER OF COMPUTERS REPAIRED					**16**

Data Backup of EGAPS	Performing a daily backup for EGAPS for maintaining data integrity, security, and availability. Ensure all users have saved their work.	Executing a routine data backup every day	

		BIOMETRIC REGISTRATION LOGBOOK	
Biometric Registration	Biometric registration for newly hired employees in a **Daily Time Record (DTR) system** ensures accurate attendance tracking.	**MONTH:** JANUARY 2025	
		DEPARTMENT	Total count of new employees registered in the
		PBO	2
		ENRO	2
		ITO	1
		PSO	3
		ADMIN	1
		PGSO	2
		Total No. Enrolled	**11**
		MONTH: FEBRUARY 2025	
		PGSO	1
		OPA	3
		ENRO	1
		PEO	3
		PVET	1
		PSWDO	1
		PSO	1
		PPDO	1
		ICDO	7
		GSO	2
		Total No. Enrolled	**21**
		MONTH: MARCH 2025	
		PSO	1
		PGO	1
		ICDO	1
		PTO	1
		Total No. Enrolled	**4**
Downloading of Employees Daily Time Record	Download the Daily Time Record (DTR) for permanent and contractual employees from biometric machines located at the Capitol Building, Lingap Center, OPE, PSWDO, ENRO, SkyPark, Museum, GFNDY Hospital, Dialysis Center, PVET, PCLEDO, and PGSO.	Download the Daily Time Record (DTR) twice each month—once from the 1st to the 15th and once from the 16th to the end of the month (30th or 31st, as applicable).	

II. OTHER PROGRAMS/PROJECTS/ACTIVITIES

Compliance to memo circulars, office policies and regulations	Compliance to administrative memo, office policies/ regulations & issuances.	• Administrative works & compliance to office instructions. • Staff assisted PGSO with the inventory of computers and related hardware in the e-library. • Staff participated in the Earthquake Drill on March 13, 2025 led by the PGI
Provincial Government of Isabela's Digital Identity Hub	Developing a service that integrates website creation with tailored email addresses	The requested domain name Provinceofisabela.gov.ph, has been approved by the DICT.

PREPARED BY:	NOTED BY:
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