

	PGO-MANAGEMENT INFORMATION SYSTEM		April																																																																																																																																																							
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	Accomplishment Report		2025																																																																																																																																																							
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PROGRAM/PROJECT/ ACTIVITY	PROJECT DESCRIPTION	STATUS/REMARKS/ ACCOMPLISHMENT																																																																																																																																																								
IT PREVENTIVE MAINTENANCE	Regularly inspecting, updating, and optimizing hardware, software, and networks to reduce downtime and security threats. Keeping the system functioning smoothly and preventing unexpected failures.	<table><tr><th colspan="2">IT PREVENTIVE MAINTENANCE</th></tr><tr><td>MONTH:</td><td>APRIL 2025</td></tr><tr><td>PBO</td><td>20</td></tr><tr><td>PIO</td><td>11</td></tr><tr><td>PTO</td><td>41</td></tr><tr><td>ASSR</td><td>29</td></tr><tr><td>Total number of computers</td><td>101</td></tr></table>			IT PREVENTIVE MAINTENANCE		MONTH:	APRIL 2025	PBO	20	PIO	11	PTO	41	ASSR	29	Total number of computers	101																																																																																																																																								
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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.	<table><tr><th colspan="6">SERVICE REQUEST LOGBOOK</th></tr><tr><td>MONTH:</td><td colspan="5">APRIL 2025</td></tr><tr><td>DEPARTMENT</td><td>Device that needs to be repaired</td><td>KIND OF REPAIR</td><td>ACTION TAKEN</td><td>REMARKS</td><td>No. of Units</td></tr><tr><td>OPA</td><td>PRINTER</td><td>SOFTWARE</td><td>reset printer</td><td></td><td>1</td></tr><tr><td>OPA</td><td>RAM</td><td>HARDWARE</td><td>Clean the RAM</td><td></td><td>1</td></tr><tr><td>OPA</td><td>CPU</td><td>SOFTWARE</td><td>install MS office update</td><td></td><td>1</td></tr><tr><td>PSWDO</td><td>CPU</td><td>SOFTWARE</td><td>install MS office update</td><td></td><td>1</td></tr><tr><td>ITO</td><td>PRINTER</td><td>SOFTWARE</td><td>reset printer</td><td></td><td>1</td></tr><tr><td>ITO</td><td>PRINTER</td><td>SOFTWARE</td><td>reset printer</td><td></td><td>1</td></tr><tr><td>PGO</td><td>CPU</td><td>SOFTWARE</td><td>install MS office update</td><td></td><td>1</td></tr><tr><td>OPA</td><td>PRINTER</td><td>SOFTWARE</td><td>reset printer</td><td></td><td>1</td></tr><tr><td>PBO</td><td>PRINTER</td><td>SOFTWARE</td><td>reinstall driver</td><td></td><td>1</td></tr><tr><td>PTO</td><td>PRINTER</td><td>HARDWARE</td><td>drain the ink from the printer</td><td></td><td>1</td></tr><tr><td>ICDO</td><td>PRINTER</td><td>SOFTWARE</td><td>reset printer</td><td></td><td>1</td></tr><tr><td>ENRO</td><td>PRINTER</td><td>SOFTWARE</td><td>reset printer</td><td></td><td>1</td></tr><tr><td>PIO</td><td>PRINTER</td><td>HARDWARE&amp;SOFTWARE</td><td>Assessed the unit and printer is unserviceable and requires replacement.</td><td>Issued certification for the replacement of the unit</td><td>1</td></tr><tr><td colspan="5">TOTAL NUMBER OF COMPUTERS REPAIRED</td><td>13</td></tr><tr><th colspan="6">SERVICE REQUEST FORM</th></tr><tr><td>MONTH:</td><td colspan="5">APRIL 2025</td></tr><tr><td>DEPARTMENT</td><td>Device that needs to be repaired</td><td>KIND OF REPAIR</td><td>ACTION TAKEN</td><td>REMARKS</td><td>No. of Units</td></tr><tr><td>PTO</td><td>CPU's POWER SUPPLY</td><td>HARDWARE</td><td>Assessed the unit and power supply is unserviceable and requires replacement.</td><td></td><td>1</td></tr><tr><td>PTO</td><td>CPU</td><td>SOFTWARE</td><td>Set up a new computer with the EGAPS system and connect it to the intranet using a LAN cable.</td><td></td><td>1</td></tr><tr><td>OPE</td><td>CPU</td><td>SOFTWARE</td><td>backed up files and reser PC to default settings</td><td></td><td>1</td></tr><tr><td>PIACO</td><td>CPU'S HDD</td><td>HARDWARE</td><td>Assessed the unit and HDD needs to be upgraded to SSD</td><td>Issued certification for the replacement of HDD</td><td>1</td></tr><tr><td colspan="5">TOTAL NUMBER OF COMPUTERS REPAIRED</td><td>4</td></tr></table>			SERVICE REQUEST LOGBOOK						MONTH:	APRIL 2025					DEPARTMENT	Device that needs to be repaired	KIND OF REPAIR	ACTION TAKEN	REMARKS	No. of Units	OPA	PRINTER	SOFTWARE	reset printer		1	OPA	RAM	HARDWARE	Clean the RAM		1	OPA	CPU	SOFTWARE	install MS office update		1	PSWDO	CPU	SOFTWARE	install MS office update		1	ITO	PRINTER	SOFTWARE	reset printer		1	ITO	PRINTER	SOFTWARE	reset printer		1	PGO	CPU	SOFTWARE	install MS office update		1	OPA	PRINTER	SOFTWARE	reset printer		1	PBO	PRINTER	SOFTWARE	reinstall driver		1	PTO	PRINTER	HARDWARE	drain the ink from the printer		1	ICDO	PRINTER	SOFTWARE	reset printer		1	ENRO	PRINTER	SOFTWARE	reset printer		1	PIO	PRINTER	HARDWARE&SOFTWARE	Assessed the unit and printer is unserviceable and requires replacement.	Issued certification for the replacement of the unit	1	TOTAL NUMBER OF COMPUTERS REPAIRED					13	SERVICE REQUEST FORM						MONTH:	APRIL 2025					DEPARTMENT	Device that needs to be repaired	KIND OF REPAIR	ACTION TAKEN	REMARKS	No. of Units	PTO	CPU's POWER SUPPLY	HARDWARE	Assessed the unit and power supply is unserviceable and requires replacement.		1	PTO	CPU	SOFTWARE	Set up a new computer with the EGAPS system and connect it to the intranet using a LAN cable.		1	OPE	CPU	SOFTWARE	backed up files and reser PC to default settings		1	PIACO	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					4
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Data Backup of EGAPS	Performing a daily backup for EGAPS to maintain data integrity, security, and availability. Ensure all users have saved their work.	Executing a routine data backup every day																																																																																																																																																								

Biometric Registration	Biometric registration for newly hired employees in a <b>Daily Time Record (DTR) system</b> ensures accurate attendance tracking.	<table><tr><td>MONTH:</td><td>APRIL 2025</td></tr><tr><td>PTO</td><td>3</td></tr><tr><td>AGRI</td><td>1</td></tr><tr><td>PGO-COA</td><td>1</td></tr><tr><td>OPA</td><td>2</td></tr><tr><td>PBO</td><td>2</td></tr><tr><td>Total No. Enrolled</td><td>9</td></tr></table>	MONTH:	APRIL 2025	PTO	3	AGRI	1	PGO-COA	1	OPA	2	PBO	2	Total No. Enrolled	9
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Downloading of the 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. For April 1-15, cut off, downloaded the DTR is on April 16, and for April 16-30, cut off, downloading of DTR is on May 1, 2025														

II. OTHER PROGRAMS/PROJECTS/ACTIVITIES		
Compliance with memo circulars, office policies, and regulations	Compliance with administrative memo, office policies/ regulations & issuances.	Administrative work & compliance with office instructions.
Provincial Government of Isabela's Digital Identity Hub	Developing a service that integrates website creation with tailored email addresses	Gathered content by researching government websites, structured the site with a sitemap and wireframes, designed key pages using Canva, developed a prototype for feedback, and refined the design with final revisions
PREPARED BY:  <b>LUCYLYN A. RIVERA</b> Administrative Assistant VI		REVIEWED BY:  <b>JOSEPHINE U. ESTORQUIA</b> Executive Assistant IV