



Republic of the Philippines  
**PROVINCE OF ISABELA**  
City of Ilagan

**PROVINCIAL GOVERNOR'S OFFICE**  
**Management Information System (PGO-MIS)**

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**ACCOMPLISHMENT REPORT**  
CY 2017

The Provincial Governor's Office-Management Information System serves as a system administrator and resolves hardware, software and networking problems experienced by the department employees in the Provincial Capitol of Isabela to ensure all computer units and servers are operational and in good condition.

Assist with the specification and installation of new hardware and equipment, set-up new computer units and Ethernet connection, repair and maintenance of computer units and servers, registering newly hired employees in the biometric machine, download employees daily time record, submit Grants and Donation report every month. To assist/monitor the service provider (T.I.M.-LEXYS) to solve program errors encountered by the users in customizing the system e-GOV suit project.

Interact with the employees on all levels to help resolve IT related issues and provide answers in a timely manner.

**1. SET-UP NEW COMPUTER UNITS AND NETWORK CABLING**

In setting up a computer (hardware) the technician will connect monitor, mouse, and keyboard to the CPU and plug in the unit into the UPS and outlet. For the software the technician will install operating system, Microsoft office, Anti-virus. Once needed, we also set up the network cabling for the printer and e-GOV suit system.

SET UP NEW PC		NETWORKING/INTERNET CABLING	
DEPARTMENT	NO. OF COMPUTER UNITS	DEPARTMENT	NO. OF COMPUTER UNITS
PGSO	1	SP	1

SET UP NEW PC		NETWORKING/INTERNET CABLING	
DEPARTMENT	NO. OF COMPUTER UNITS	DEPARTMENT	NO. OF COMPUTER UNITS
ADMIN	1	TOURISM	2
PDRRMO	3	HEALTHCARE	2
PSWD	1	ADMIN	1
HRMO	6	-	-
PTO	2	-	-
ACCOUNTING	1	-	-
SP	1	-	-
<b>TOTAL</b>	<b>16</b>	<b>TOTAL</b>	<b>6</b>

## 2. REPAIR OF COMPUTER UNITS AND SERVERS

The common problems encountered by the end-user are the printers do not function well, no internet connection, UPS has no power, PC not responding, no e-GOV suit system connection and Operating system error. Listed herewith are the number of request for IT services conducted per department.

DEPARTMENT	NO. OF IT SERVICE REQUEST
HRMO	51
PTO	80
ADMIN	36
PGSO	4
PGO	24
BRO	6
HEALTHCARE	7
PCDO	16
PBO	2
ONE STOP	3
PVGO	2
OPA	14
MASAMASID	3
ACCOUNTING	14
PPDO	4
ENRO	4
PIO	7
PLO	6
PEO	6
TOURISM	1
PSWD	8

<b>DEPARTMENT</b>	<b>NO. OF IT SERVICE REQUEST</b>
SP	2
IML	1
PVET	4
PDRRMO	1
SCHOOL FOR DEAF	2
ASSESSOR	1
PALANAN HOSPITAL	1
COA	10
<b>TOTAL</b>	<b>320</b>

### 3. QUARTERLY IT PREVENTIVE MAINTENANCE

A quarterly Preventive Maintenance quarterly was conducted based on the approved schedule. This is to to update the program and software installed in the computer such as Anti-virus, MS Office and adobe reader. Clean out the hardware and check all the components. And lastly, record all the services and maintenance activities conducted on the equipment or computer units. Listed herewith are the numbers of computer units served for a quarterly IT preventive maintenance per department.

<b>DEPARTMENT</b>	<b>NO. OF COMPUTER UNITS</b>
PGO	99
PVGO	15
ADMIN	64
ACCOUNTING	73
PTO	104
PBO	48
HRMO	33
PSWD	24
IPHC	24
OPA	29
SPO	44
ASSESSOR	74
PSO	24
PCDO	25
OPE	37
PDRRMO	15
JAIL	9
PIO	12
PPDO	30
IPHO	55
PLO	19

DEPARTMENT	NO. OF COMPUTER UNITS
PSG	3
GSO	16
PVET	12
IML	10
<b>TOTAL</b>	<b>898</b>

#### 4. NUMBER OF NEWLY HIRED EMPLOYEES REGISTERED IN BIOMETRIC SCANNER MACHINE PER DEPARTMENT AND DOWNLOADING OF DAILY TIME RECORD

A total of (79) seventy nine contractual employees and (29) twenty nine permanent employees were registered in biometric scanner machine. Downloading of Daily Time Record (DTR) for permanent and contractual employees were prepared after 15<sup>th</sup> and 30<sup>th</sup>/31<sup>st</sup> of the month for employees in the Capitol Building, Lingap Center, PGSO and Engineering office. The DTR files were extracted and import the data to the PMIS and e-GOV suit system.

DEPARTMENT	CONTRACTUAL EMPLOYEES	PERMANENT EMPLOYEES
PGO	14	1
PVGO	3	-
ADMIN	5	4
PPDO	4	-
OPE	7	10
PTO	2	
PSWD	6	3
PGSO	6	2
TOURISM	10	0
PDRMO	1	4
PAO	2	-
PIO	3	-
ENRO	4	-
HRMO	-	1
PSO	-	4
PCDO	1	-
ASSESSOR	1	-
OPA	1	-
PSWD	7	-
PVET	2	-
<b>TOTAL</b>	<b>79</b>	<b>29</b>

**5. CERTIFICATION FOR UNSERVICEABLE UNIT**

Issued certification recommending for either replacement or disposal of computer units.

<b>DEPARTMENT</b>	<b>NO. OF UNSERVICEABLE UNIT</b>
OPA	1
HRMO	2
PGO	3
PTO	3
ACCOUNTING	5
PCDO	1
PSWD	2
<b>TOTAL</b>	<b>17</b>

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