	DENR-PENRO Marinduque	Page No.	Page 1
	<i>PENRO Information and Communication Technology Unit (PICTu)</i>	Revision No.	1
	SERVICE REQUEST FORM (SRF)	Effectivity	04/01/2021

Reminder: Please complete this form and submit it at the PICTu service desk located at 2nd flr. DENR PENRO Main Bldg., or email a scanned copy to penromarinduque@denr.gov.ph. Once processed, a Technical Support Representative will contact you to schedule service.

Ticket No: 2021-1201-01 Date (mm/dd/yyyy): 1/12/21

Requester's Information				
Name: <u>MANUEL CHRISTIAN MUNA</u>		Title: _____		
Office: <u>DENR PENRO MARINDUQUE</u>		Building/Room/Flr: <u>2nd floor</u>		
Phone: _____		Email Address: _____		
Request Information				
Type of request:				
<input type="checkbox"/> Technical Assistance				
<input type="checkbox"/> Hardware <input type="checkbox"/> Software <input type="checkbox"/> Local Area Network <input type="checkbox"/> Information Systems <input type="checkbox"/> Databases				
<input type="checkbox"/> Database System Assistance (In-house)				
<input type="checkbox"/> New User <input type="checkbox"/> Change Password <input type="checkbox"/> System Modification				
<input type="checkbox"/> Website				
<input type="checkbox"/> Posting <input type="checkbox"/> E-mail Assistance				
<input type="checkbox"/> Asset/Borrow				
<input type="checkbox"/> Hardware Components <input type="checkbox"/> Peripherals <input type="checkbox"/> Tools				
<input checked="" type="checkbox"/> Others (specify): <u>CCTV REPLAY</u>				
DESCRIPTION OF REQUEST (Please clearly write down the details of the request.)				
<u>cctv camera replay at records office</u>				
Authorization				
All requests for service must be approved by the appropriate supervisor (at least division chief, OIC, immediate supervisor or next in rank staff) of the requester. By signing below the manager/supervisor certifies that the service is required.				
Full Name: _____		Position/Title: _____		
Signature: <u>[Signature]</u>		Date (mm/dd/yyyy): <u>1/12/21</u>		
Infrastructure Service Authorization				
All requests for service must be coordinated with and signed by the Chief of PICTu or his/her authorized representative.				
Full Name: <u>J. M. Muna</u>		Position/Title: <u>IC</u>		
Signature: <u>[Signature]</u>		Date (mm/dd/yyyy): <u>1/12/21</u>		
For PICTu Staff Only (Use Back of Form or Separate sheet if necessary)				
Date	Time	Action Taken	Action Staff	Signature
<u>12/01/2021</u>	<u>14:28</u>	<u>CCTV footage requested provided</u>	<u>[Signature]</u>	<u>[Signature]</u>
Feedback Rating: <input checked="" type="checkbox"/> Excellent <input type="checkbox"/> Very Satisfactory <input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> Poor				




Released by: <u>[Signature]</u> Signature over printed name	<u>1/12/21</u> Date (mm/dd/yyyy)	Received by: <u>[Signature]</u> Signature over printed name	<u>12/1/2021</u> Date (mm/dd/yyyy)
--	-------------------------------------	--	---------------------------------------

filename: PICTu Service Request Form 01 April 2021-1.docx

	DENR-PENRO Marinduque	Page No.	Page 1
	<i>PENRO Information and Communication Technology Unit (PICTu)</i>	Revision No.	1
	SERVICE REQUEST FORM (SRF)	Effectivity	04/01/2021

Reminder: Please complete this form and submit it at the PICTu service desk located at 2nd flr. DENR PENRO Main Bldg., or email a scanned copy to penromarinduque@denr.gov.ph. Once processed, a Technical Support Representative will contact you to schedule service.

Ticket No: 2021-1203-01 Date (mm/dd/yyyy): 12 / 3 / 21

Requester's Information				
Name: <u>Janine Mae M. Samilla</u>	Position/Designation: <u>Data Encoder</u>			
Division/Section/Unit: <u>Admin Section</u>	Building/Room/Flr:			
Phone:	Email Address:			
Request Information				
Type of request:				
Technical Assistance <input type="checkbox"/> Hardware <input type="checkbox"/> Software <input type="checkbox"/> Local Area Network <input type="checkbox"/> Information Systems <input checked="" type="checkbox"/> Databases				
Database System Assistance (In-house) <input type="checkbox"/> New User <input type="checkbox"/> Change Password <input type="checkbox"/> System Modification				
Website <input type="checkbox"/> Posting E-mail <input type="checkbox"/> Assistance				
Asset/Borrow <input type="checkbox"/> Hardware Components <input type="checkbox"/> Peripherals <input type="checkbox"/> Tools				
<input type="checkbox"/> Others (specify):				
DESCRIPTION OF REQUEST <i>(Please clearly write down the details of the request.)</i>				
<u>Biometric Registration of Mrs. Majorine P. Larracas</u> <u>GIS operator (381, 393)</u>				
Authorization				
All requests for service must be approved by the appropriate supervisor (at least division chief, OIC, immediate supervisor or next in rank staff) of the requester. By signing below the manager/supervisor certifies that the service is required.				
Supervisor's Full Name: <u>Eden P. Palacios</u>	Supervisor's Position/Title: <u>AO IV (Hemo II)</u>			
<u></u>	<u>12 / 3 / 21</u>			
Supervisor's Signature	Date (mm/dd/yyyy):			
Infrastructure Service Authorization				
All requests for service must be coordinated with and signed by the Chief of PICTu or his/her authorized representative.				
Full Name: <u>JJ Hingag</u>	Position/Title: <u>IC</u>			
<u></u>	<u>12 / 3 / 2021</u>			
Signature	Date (mm/dd/yyyy):			
For PICTu Staff Only (Use Back of Form or Separate sheet if necessary)				
Date	Time	Action Taken	Action Staff	Signature
<u>12/3/21</u>	<u>2:04</u>	<u>BIOMETRIC REGISTRATION</u>	<u>JJ</u>	<u></u>
Feedback Rating: <input checked="" type="checkbox"/> Excellent <input type="checkbox"/> Very Satisfactory <input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> Poor				

Released by:  Signature over printed name 12 / 3 / 21 Date (mm/dd/yyyy)

Received by: _____ Signature over printed name 1 / 1 Date (mm/dd/yyyy)



DENR-PENRO Marinduque
PENRO Information and Communication Technology Unit (PICTu)
SERVICE REQUEST FORM (SRF)

Page No.	Page 1
Revision No.	1
Effectivity	04/01/2021

Reminder: Please complete this form and submit it at the PICTu service desk located at 2nd flr. DENR PENRO Main Bldg., or email a scanned copy to penromarinduque@denr.gov.ph. Once processed, a Technical Support Representative will contact you to schedule service.

Ticket No: 2021-1203-02

Date (mm/dd/yyyy): 12 / 3 / 21

Requester's Information	
Name: <u>Janine Mae M. Semilla</u>	Position/Designation: <u>Data Encoder</u>
Division/Section/Unit:	Building/Room/Flr:
Phone:	Email Address:

Request Information

Type of request:

Technical Assistance

☐ Hardware ☐ Software ☐ Local Area Network ☐ Information Systems ☒ Databases

Database System Assistance (In-house)

☐ New User ☐ Change Password ☐ System Modification

Website

☐ Posting ☐ E-mail Assistance

Asset/Borrow

☐ Hardware Components ☐ Peripherals ☐ Tools

☐ Others (specify): _____

DESCRIPTION OF REQUEST (Please clearly write down the details of the request.)

Biometric Registration of Mr. Dominic Alfranc Emmanuel M. Martinez
BIS operator (382, 334)

Authorization

All requests for service must be approved by the appropriate supervisor (at least division chief, OIC, immediate supervisor or next in rank staff) of the requester. By signing below the manager/supervisor certifies that the service is required.

Supervisor's Full Name: Eden P. Palacios Supervisor's Position/Title: AO IV (HRMO II)

EPalacios

Supervisor's Signature

12 / 3 / 21

Date (mm/dd/yyyy):

Infrastructure Service Authorization

All requests for service must be coordinated with and signed by the Chief of PICTu or his/her authorized representative.

Full Name: J. M. M. M. Position/Title: IT

[Signature]
Signature

12 / 3 / 21

Date (mm/dd/yyyy):

For PICTu Staff Only (Use Back of Form or Separate sheet if necessary)

Date	Time	Action Taken	Action Staff	Signature
12/3/21	2:00	BIOMETRIC REGISTRATION	JJ	[Signature]

Feedback Rating: ☒ Excellent ☐ Very Satisfactory ☐ Satisfactory ☐ Unsatisfactory ☐ Poor

Released by:


[Signature]
Signature over printed name

12 / 3 / 21
Date (mm/dd/yyyy)

Received by:

[Signature]
Signature over printed name

1 / 1
Date (mm/dd/yyyy)

	DENR-PENRO Marinduque	Page No.	Page 1
	PENRO Information and Communication Technology Unit (PICTu)	Revision No.	1
	SERVICE REQUEST FORM (SRF)	Effectivity	04/01/2021

Reminder: Please complete this form and submit it at the PICTu service desk located at 2nd flr. DENR PENRO Main Bldg., or email a scanned copy to penromarinduque@denr.gov.ph. Once processed, a Technical Support Representative will contact you to schedule service.

Ticket No: 201 - 1203 - 03

Date (mm/dd/yyyy): / /

Requester's Information	
Name: <u>Luisa M. Pienfrutt</u>	Position/Designation: <u>Special Investigator - I</u>
Division/Section/Unit: <u>EDS</u>	Building/Room/Flr: <u>15D</u>
Phone: <u> </u>	Email Address: <u> </u>

Request Information

Type of request:

Technical Assistance

☐ Hardware
 ☐ Software
 ☐ Local Area Network
 ☒ Information Systems
 ☐ Databases

Database System Assistance (In-house)

☐ New User
 ☐ Change Password
 ☐ System Modification

Website

☐ Posting
 ☐ E-mail Assistance

Asset/Borrow

☐ Hardware Components
 ☐ Peripherals
 ☐ Tools

☐ Others (specify):

DESCRIPTION OF REQUEST (Please clearly write down the details of the request.)

Provide technical assistance to access the APP Monitoring and Results System

Authorization

All requests for service must be approved by the appropriate supervisor (at least division chief, OIC, immediate supervisor or next in rank staff) of the requester. By signing below the manager/supervisor certifies that the service is required.

Supervisor's Full Name: Supervisor's Position/Title:

[Signature]

Supervisor's Signature

☒ 12 / 03 / 2021
 Date (mm/dd/yyyy):

Infrastructure Service Authorization

All requests for service must be coordinated with and signed by the Chief of PICTu or his/her authorized representative.

Full Name: Mark Ryan S. Wrada Position/Title: ISAT

[Signature]
Signature

12 / 03 / 2021
 Date (mm/dd/yyyy):

For PICTu Staff Only (Use Back of Form or Separate sheet if necessary)

Date	Time	Action Taken	Action Staff	Signature
12/03/21	03:14 PM	Successfully access the APP-MES	MR Wrada	<i>[Signature]</i>

Feedback Rating: ☒ Excellent ☐ Very Satisfactory ☐ Satisfactory ☐ Unsatisfactory ☐ Poor

Released by:


Signature over printed name

12 / 3 / 21
 Date (mm/dd/yyyy)

Received by:

Signature over printed name

 / /
 Date (mm/dd/yyyy)

	DENR-PENRO Marinduque	Page No.	Page 1
	<i>PENRO Information and Communication Technology Unit (PICTu)</i>	Revision No.	1
	SERVICE REQUEST FORM (SRF)	Effectivity	04/01/2021

Reminder: Please complete this form and submit it at the PICTu service desk located at 2nd flr. DENR PENRO Main Bldg., or email a scanned copy to penromarinduque@denr.gov.ph. Once processed, a Technical Support Representative will contact you to schedule service.

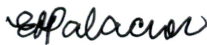
Ticket No: 2021-1207-01 Date (mm/dd/yyyy): 12 / 7 / 21


Requester's Information	
Name: <u>Janine More M. Sevilla</u>	Title: <u>Data Encoder</u>
Office: <u>Admin Section</u>	Building/Room/Flr:
Phone:	Email Address:

Request Information	
Type of request:	
Technical Assistance <input type="checkbox"/> Hardware <input checked="" type="checkbox"/> Software <input type="checkbox"/> Local Area Network <input type="checkbox"/> Information Systems <input type="checkbox"/> Databases Database System Assistance (In-house) <input type="checkbox"/> New User <input type="checkbox"/> Change Password <input type="checkbox"/> System Modification Website <input type="checkbox"/> Posting <input type="checkbox"/> E-mail Assistance Asset/Borrow <input type="checkbox"/> Hardware Components <input type="checkbox"/> Peripherals <input type="checkbox"/> Tools <input type="checkbox"/> Others (specify): _____	

DESCRIPTION OF REQUEST (Please clearly write down the details of the request.)


Installation of Kodak i3000 Series Scanner to ms. Eden P. Palacios laptop

Authorization	
All requests for service must be approved by the appropriate supervisor (at least division chief, OIC, immediate supervisor or next in rank staff) of the requester. By signing below the manager/supervisor certifies that the service is required.	
Full Name: <u>Eden P. Palacios</u>	Position/Title: <u>PA IV (HRM&I)</u>
<u></u> Signature	<u>12 / 7 / 21</u> Date (mm/dd/yyyy):


Infrastructure Service Authorization	
All requests for service must be coordinated with and signed by the Chief of PICTu or his/her authorized representative.	
Full Name: <u>J. M. Silva</u>	Position/Title: <u>CS</u>
<u></u> Signature	<u>12 / 7 / 21</u> Date (mm/dd/yyyy):

For PICTu Staff Only (Use Back of Form or Separate sheet if necessary)				
Date	Time	Action Taken	Action Staff	Signature
<u>12/07/2021</u>	<u>01:05 PM</u>			

Feedback Rating: <input checked="" type="checkbox"/> Excellent <input type="checkbox"/> Very Satisfactory <input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> Poor

Released by:  Signature over printed name 12 / 7 / 21 Date (mm/dd/yyyy)

Received by: _____ Signature over printed name 1 / 1 / Date (mm/dd/yyyy)

	DENR-PENRO Marinduque	Page No.	Page 1
	PENRO Information and Communication Technology Unit (PICTu)	Revision No.	1
	SERVICE REQUEST FORM (SRF)	Effectivity	04/01/2021

Reminder: Please complete this form and submit it at the PICTu service desk located at 2nd flr. DENR PENRO Main Bldg., or email a scanned copy to penromarinduque@denr.gov.ph. Once processed, a Technical Support Representative will contact you to schedule service.

Ticket No: 204 - 1207 - 00

Date (mm/dd/yyyy): 12 / 7 / 21

Requester's Information	
Name: <u>LORENA R. PERNIA</u>	Position/Designation: <u>ADMINISTRATIVE AIDE VI</u>
Division/Section/Unit: <u>TSD/RPS</u>	Building/Room/Flr:
Phone:	Email Address:

Request Information	
Type of request:	
Technical Assistance <input type="checkbox"/> Hardware <input checked="" type="checkbox"/> Software <input type="checkbox"/> Local Area Network <input type="checkbox"/> Information Systems <input type="checkbox"/> Databases Database System Assistance (In-house) <input type="checkbox"/> New User <input type="checkbox"/> Change Password <input type="checkbox"/> System Modification Website <input type="checkbox"/> Posting <input type="checkbox"/> E-mail Assistance Asset/Borrow <input type="checkbox"/> Hardware Components <input type="checkbox"/> Peripherals <input type="checkbox"/> Tools <input type="checkbox"/> Others (specify): _____	

DESCRIPTION OF REQUEST (Please clearly write down the details of the request.)
<u>installation of Kodak scanner driver for computer desktop windows 10</u>

Authorization	
All requests for service must be approved by the appropriate supervisor (at least division chief, OIC, immediate supervisor or next in rank staff) of the requester. By signing below the manager/supervisor certifies that the service is required.	
Supervisor's Full Name:	Supervisor's Position/Title:
<u>[Signature]</u> Supervisor's Signature	<u>12 / 7 / 2021</u> Date (mm/dd/yyyy):

Infrastructure Service Authorization	
All requests for service must be coordinated with and signed by the Chief of PICTu or his/her authorized representative.	
Full Name: <u>J. Miciano</u>	Position/Title: <u>IT</u>
<u>[Signature]</u> Signature	<u>12 / 7 / 21</u> Date (mm/dd/yyyy):

For PICTu Staff Only (Use Back of Form or Separate sheet if necessary)				
Date	Time	Action Taken	Action Staff	Signature
<u>12/7/21</u>	<u>4:00pm</u>	<u>installed Kodak scanner driver</u>	<u>J</u>	<u>[Signature]</u>

Feedback Rating:	<input type="checkbox"/> Excellent	<input type="checkbox"/> Very Satisfactory	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Unsatisfactory	<input type="checkbox"/> Poor
-------------------------	------------------------------------	--	---------------------------------------	---	-------------------------------

Released by: [Signature]
 Signature over printed name

12 / 7 / 21
 Date (mm/dd/yyyy)

Received by: [Signature]
LORENA R. PERNIA
 Signature over printed name

12 / 7 / 21
 Date (mm/dd/yyyy)

	DENR-PENRO Marinduque	Page No.	Page 1
	<i>PENRO Information and Communication Technology Unit (PICTu)</i>	Revision No.	1
	SERVICE REQUEST FORM (SRF)	Effectivity	04/01/2021

Reminder: Please complete this form and submit it at the PICTu service desk located at 2nd flr. DENR PENRO Main Bldg., or email a scanned copy to penromarinduque@denr.gov.ph. Once processed, a Technical Support Representative will contact you to schedule service.

Ticket No: 204 - 1209-01 Date (mm/dd/yyyy): 12 / 9 / 21

Requester's Information	
Name: <u>Genneth Apostol</u>	Title:
Office: <u>TSD</u>	Building/Room/Flr:
Phone:	Email Address:

Request Information	
Type of request:	
Technical Assistance	
<input type="checkbox"/> Hardware	<input type="checkbox"/> Software
<input type="checkbox"/> Local Area Network	<input type="checkbox"/> Information Systems
<input type="checkbox"/> Databases	
Database System Assistance (In-house)	
<input type="checkbox"/> New User	<input type="checkbox"/> Change Password
<input type="checkbox"/> System Modification	
Website	
<input type="checkbox"/> Posting	E-mail
<input type="checkbox"/> Assistance	
Asset/Borrow	
<input type="checkbox"/> Hardware Components	<input checked="" type="checkbox"/> Peripherals
<input checked="" type="checkbox"/> Tools	
<input type="checkbox"/> Others (specify): <u>20</u>	

DESCRIPTION OF REQUEST <i>(Please clearly write down the details of the request.)</i>	
<u>To be used in zoom meeting (film viewing) about Anti-Violence Against Women (VAW) 2021.</u>	

Authorization	
All requests for service must be approved by the appropriate supervisor (at least division chief, OIC, immediate supervisor or next in rank staff) of the requester. By signing below the manager/supervisor certifies that the service is required.	
Full Name:	Position/Title:
<u>ENGR. CYNTHIA L. LOZANO</u> <u>CHIEF, TECHNICAL SERVICES DIVISION</u>	<u>12 / 9 / 21</u> Date (mm/dd/yyyy):

Infrastructure Service Authorization	
All requests for service must be coordinated with and signed by the Chief of PICTu or his/her authorized representative.	
Full Name:	Position/Title:
<u>Simon</u>	<u>IT</u>
<u>[Signature]</u> Signature	<u>12 / 10 / 21</u> Date (mm/dd/yyyy):

For PICTu Staff Only (Use Back of Form or Separate sheet if necessary)				
Date	Time	Action Taken	Action Staff	Signature
<u>12/10/21</u>	<u>9:00 am</u>	<u>Setup sound system at conf.</u>	<u>JS</u>	<u>[Signature]</u>

Feedback Rating:	<input checked="" type="checkbox"/> Excellent	<input type="checkbox"/> Very Satisfactory	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Unsatisfactory	<input type="checkbox"/> Poor
-------------------------	---	--	---------------------------------------	---	-------------------------------

Released by:	Received by:
<u>[Signature]</u> Signature over printed name	<u>[Signature]</u> Signature over printed name
<u>12/10/21</u> Date (mm/dd/yyyy)	<u>1 / 1</u> Date (mm/dd/yyyy)

	DENR-PENRO Marinduque	Page No.	Page 1
	PENRO Information and Communication Technology Unit (PICTu)	Revision No.	1
	SERVICE REQUEST FORM (SRF)	Effectivity	04/01/2021

Reminder: Please complete this form and submit it at the PICTu service desk located at 2nd flr. DENR PENRO Main Bldg., or email a scanned copy to penromarinduque@denr.gov.ph. Once processed, a Technical Support Representative will contact you to schedule service.

Ticket No: 201-129-02

Date (mm/dd/yyyy): 09 / 12 / 2021

Requester's Information	
Name: <u>Michelle Macariola</u>	Position/Designation: <u>SWEET-ENMU</u>
Division/Section/Unit: <u>EMS-Marinduque</u>	Building/Room/Flr: <u>2nd floor</u>
Phone:	Email Address: <u>salvadormitch1994@gmail.com</u>

Request Information	
Type of request:	
Technical Assistance <input type="checkbox"/> Hardware <input checked="" type="checkbox"/> Software <input type="checkbox"/> Local Area Network <input type="checkbox"/> Information Systems <input type="checkbox"/> Databases Database System Assistance (In-house) <input type="checkbox"/> New User <input type="checkbox"/> Change Password <input type="checkbox"/> System Modification Website <input type="checkbox"/> Posting <input type="checkbox"/> E-mail Assistance Asset/Borrow <input type="checkbox"/> Hardware Components <input type="checkbox"/> Peripherals <input type="checkbox"/> Tools <input type="checkbox"/> Others (specify): _____	

DESCRIPTION OF REQUEST (Please clearly write down the details of the request.)
<u>REINSTALL OPERATING SYSTEM WINDOWS 10 - 64BIT FOR COMPUTER DESKTOP</u>

Authorization	
All requests for service must be approved by the appropriate supervisor (at least division chief, OIC, immediate supervisor or next in rank staff) of the requester. By signing below the manager/supervisor certifies that the service is required.	
Supervisor's Full Name: <u>Rolando Capistrano</u>	Supervisor's Position/Title: <u>Chief EMS-Marinduque</u>
<u>[Signature]</u> Supervisor's Signature	<u>09 / 12 / 2021</u> Date (mm/dd/yyyy):

Infrastructure Service Authorization	
All requests for service must be coordinated with and signed by the Chief of PICTu or his/her authorized representative.	
Full Name: <u>JJ Micran</u>	Position/Title: <u>IT</u>
<u>[Signature]</u> Signature	<u>12 / 9 / 21</u> Date (mm/dd/yyyy):

For PICTu Staff Only (Use Back of Form or Separate sheet if necessary)				
Date	Time	Action Taken	Action Staff	Signature
<u>12/9/21</u>	<u>1:00pm</u>	<u>REINSTALL OS windows 10</u>	<u>JJ</u>	<u>[Signature]</u>

Feedback Rating: <input checked="" type="checkbox"/> Excellent <input type="checkbox"/> Very Satisfactory <input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> Poor

Released by: [Signature]
Signature over printed name

12 / 9 / 21
Date (mm/dd/yyyy)

Received by: [Signature]
Signature over printed name

09 / 12 / 2021
Date (mm/dd/yyyy)