	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: 2021-0601-01

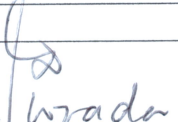
Date (mm/dd/yyyy): 06 / 01 / 2021


Requester's Information	
Name: <u>Shonna Liza Modernilla</u>	Title: <u>PO II</u>
Office: <u>PENRO-PENRO</u>	Building/Room/Flr:
Phone: <u>532-1490</u>	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>Zoom meeting</u>	


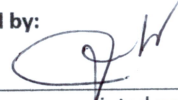
DESCRIPTION OF REQUEST (Please clearly write down the details of the request.)
<u>Link/meeting ID & password for the Pre-bid Conference for the Provision of Services for the demarcation of Boundaries of Legislated PAMWS for 260 owners including 6 reference monuments in Parcel I & undemarcated corners at Parcel II</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: <u>Shonna Liza Modernilla</u>	Position/Title:
 Signature	<u>6 / 1 / 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>Mark Ryan S. Wazada</u>	Position/Title:
 Signature	<u>06 / 01 / 2021</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>06/01/2021</u>	<u>02:23 PM</u>	<u>Zoom details created provided</u>	<u>MR Wazada</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	<u>06 / 1 / 21</u> Date (mm/dd/yyyy)	Received by:  Signature over printed name	<u>06 / 01 / 21</u> Date (mm/dd/yyyy)
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Ticket No: 2021-0607-01 Date (mm/dd/yyyy): 06 / 07 / 2021

Requester's Information

Name: BERNARD A. MULOBO Title: ENUMERATOR
 Office: TSD / RPS Building/Room/Flr: _____
 Phone: 09085706429 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): PROJECTOR

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

- PROJECTOR
- HDMI CABLE
- POWER CABLE

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: SIMON R. DIAZ Position/Title: LMO III

[Signature]
Signature

06 / 07 / 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: JS MIGUEL Position/Title: _____

[Signature]
Signature

6 / 17 / 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
06/07/2021	04:41 PM	Approved for release of components	JS	<u>[Signature]</u>

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

Released by:

[Signature]
Signature over printed name

6 / 17 / 2021
Date (mm/dd/yyyy)

Received by:

BERNARD A. MULOBO
Signature over printed name

06 / 07 / 2021
Date (mm/dd/yyyy)

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Ticket No: 2021-0607-02 Date (mm/dd/yyyy): 06 / 07 / 2021

Requester's Information

Name: <u>Rica Queennie D. Radovan</u>	Title: <u>Data Encoder</u>
Office: <u>Protected Area Management Office</u>	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

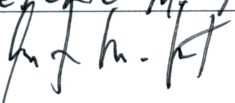
☒ Others (specify): Internet access

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

DENR WIFI access

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.

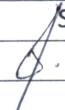
Full Name: <u>EMETERIO M. RECTO</u>	Position/Title: <u>SEMS/PASU</u>
 Signature	<u>06 / 07 / 2021</u> Date (mm/dd/yyyy):

Infrastructure Service Authorization

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

Full Name:	Position/Title:
 Signature	<u>06 / 07 / 2021</u> Date (mm/dd/yyyy):

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

Date	Time	Action Taken	Action Staff	Signature
<u>06/07/2021</u>	<u>10:12 AM</u>	<u>Internet access provided</u>	<u>JJ</u>	

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

Released by:


Signature over printed name

6 / 7 / 21
Date (mm/dd/yyyy)

Received by:

Signature over printed name

Date (mm/dd/yyyy)

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Ticket No: 2021-0607-03

Date (mm/dd/yyyy): 06 / 07 / 2021

Requester's Information	
Name: <u>LORENA PERNIA</u>	Title: <u>ADMINISTRATION AIDE VI</u>
Office: <u>DENR-PENRO MARINDUQUE</u>	Building/Room/Flr:
Phone:	Email Address:

Request Information	
Type of request:	
Technical Assistance <input checked="" 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 <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 DRIVER SCANNER FOR WIN/0-6930</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: _____	Date (mm/dd/yyyy): <u>6 / 7 / 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: _____	Position/Title: _____
Signature: _____	Date (mm/dd/yyyy): <u>6 / 7 / 21</u>

For PICTu Staff Only (Use Back of Form or Separate sheet if necessary)				
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Date	Time	Action Taken	Action Staff	Signature
<u>06/07/2021</u>	<u>09:24 AM</u>	<u>Successfully installed scanner</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
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Released by: _____	Received by: _____
Signature over printed name: _____	Signature over printed name: _____
Date (mm/dd/yyyy): <u>6 / 7 / 21</u>	Date (mm/dd/yyyy): <u>6 / 7 / 21</u>

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Ticket No: 2021-0614-01 Date (mm/dd/yyyy): 06/14/2021

Requester's Information

Name: Emeterio M. Recto Title: _____
 Office: DENR-PENRO/PAMO 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): Zoom

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

Title: presentation of MWS Profile for RED Renter
 Date: June 15, 2021
 Time: 10:00 AM - 12:00 NOON

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: Emeterio M. Recto Position/Title: SEMS/PASU

Signature

Date (mm/dd/yyyy): 06/14/2021

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. Wada Position/Title: ISAT

Signature

Date (mm/dd/yyyy): 06/14/2021

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

Date	Time	Action Taken	Action Staff	Signature
06/14/2021	02:37 PM	Zoom details provided	MR Wada	

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

Released by:

MR Wada
Signature over printed name

06/14/2021
Date (mm/dd/yyyy)

Received by:

EMETERIO M. RECTO
Signature over printed name

06/14/2021
Date (mm/dd/yyyy)

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Ticket No: 2021-0617-01

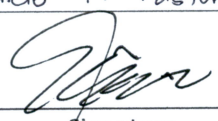
Date (mm/dd/yyyy): 06 / 17 / 2021


Requester's Information	
Name: <u>Florencio P. Pastoral</u>	Title: <u>5th PMFPC Meeting</u>
Office: <u>TCD / MES</u>	Building/Room/Fir: <u>PENRO Conference</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>Lupang Hinirang (Play) & Sound System assistance</u>	

DESCRIPTION OF REQUEST (Please clearly write down the details of the request.)	
<u>Title & Activity:</u> <u>5th provincial Multisectoral Forest Protection Meeting (PMFPC)</u> <u>Date & Time:</u> <u>06/17/2021 / 9:00 am</u>	


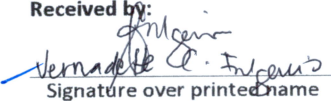
Authorization	
All requests for service must be approved by the appropriate supervisor (at least division chief, OIC, immediate supervisor or next in rank staff) of the requester. By signing below the manager/supervisor certifies that the service is required.	

Full Name: <u>Florencio P. Pastoral</u>	Position/Title: <u>For. III / Chief, MES</u>
 Signature	<u>06 / 17 / 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:	Position/Title:
 Signature	<u>06 / 17 / 2021</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>06/17/2021</u>	<u>07:42 AM</u>	<u>Technical assistance provided</u>	<u>JS</u>	

Feedback Rating:	<input type="checkbox"/> Excellent	<input checked="" type="checkbox"/> Very Satisfactory	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Unsatisfactory	<input type="checkbox"/> Poor
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Released by:  Signature over printed name	<u>06 / 17 / 2021</u> Date (mm/dd/yyyy)	Received by:  Signature over printed name	<u>06 / 17 / 2021</u> Date (mm/dd/yyyy)
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Ticket No: 2021-0622-01 **Date (mm/dd/yyyy):** 06 / 22 / 2021


Requester's Information	
Name: IMELDA M. DIAZ	Title: OIC – PENR Officer
Office: DENR-PENRO Marinduque	Building/Room/Flr: 2nd Floor, DENR PENRO Building
Phone: (042) 332-1490	Email Address: penromarinduque@denr.gov.ph

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 checked="" type="checkbox"/> E-mail Assistance
<input type="checkbox"/> 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>
Recovery of the existing DENR Official Email Address, if any and still active and resetting to default password, or Request for issuance of new DENR Official Email Address, if inactive and unavailable, for official use of Marinduque PENRO Imelda M. Diaz.

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: IMELDA M. DIAZ	Position/Title: OIC – PENR Officer
	<u>06 / 22 / 2021</u>
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>Mark Ryan S. Lwada</u>	Position/Title: <u>ICA II</u>
	<u>06 / 22 / 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
06/22/2021	02:10 PM	Submit Request Ticket to DENR KISS	MR Lwada	
06/23/2021	06:43 AM	Request Ticket Resolved/Closed		

Feedback Rating: <input checked="" type="checkbox"/> Excellent	<input type="checkbox"/> Very Satisfactory	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Unsatisfactory	<input type="checkbox"/> Poor
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Released by:	Received by:
	
Signature over printed name	Signature over printed name
<u> / / </u>	<u>06 / 22 / 21</u>
Date (mm/dd/yyyy)	Date (mm/dd/yyyy)

Subject: **Request for Retrieval of Official DENR Email Address of PENRO Diaz**
Tracking ID: VT5-2VH-5U6L
Ticket status: Resolved
Created on: 18-Jun-2021 10:28am
Updated: 23-Jun-2021 6:44am
Last repplier: Eugene C. de Guzman
Category: Email and SMTP
Name: Mark Ryan S. Lozada
Contact No. 09073575077
Office: KISS-NIMD

Good day.

This is Mark Ryan S. Lozada, Information Systems Analyst II of PENRO Marinduque. I was tasked by Marinduque PENRO Imelda M. Diaz to request for the retrieval of her Official DENR Email Address, since she forgot her login credentials (email and password).

Hoping for your favorable response on her Request.

Thank you very much.

Date: 21-Jun-2021 6:44am
Name: Eugene C. de Guzman

Sir Mark,

We already assigned a technical support staff to handle your request. He/She will be contacting you or replying to this ticket for further information regarding the issue. Thank you for your patience and understanding.

Thank you and keep safe,

Eugene C. de Guzman
System Admin
KISS-NIMD
DENR

Date: 22-Jun-2021 1:08pm
Name: Eugene C. de Guzman

Sir

Good day, please fill out the service request form and have it signed by your immediate supervisor and sent it back to me. Please indicate resetting to default password as the description of the request and also indicate the email address.

Regards

Eugene C. de Guzman
System Admin
KISS-NIMD
DENR

Date: 22-Jun-2021 1:34pm
Name: Mark Ryan S. Lozada

Sir,

Good day.

Attached herewith is that accomplished and signed Service Request Form (SRF) for the Recovery of the existing DENR Official Email Address, if any and still active and resetting to default password, or Request for issuance of new DENR Official Email Address, if inactive and unavailable, for official use of Marinduque PENRO Imelda M. Diaz.

We have included in the request the recovery of PENRO Diaz DENR email address since as we are trying to access her email IMDiaz@denr.gov.ph, a message said "Couldn't find your Google Account".

Thank you very much.

Date: 22-Jun-2021 1:40pm
Name: Eugene C. de Guzman

Sir,

Is this the PENRO account of Marinduque? penromarinduque@denr.gov.ph? Because we believe that we did not issue any DENR email to actual PENR Officer.

Kind regards.

Eugene C. de Guzman
System Admin
KISS-NIMD
DENR

Date: 22-Jun-2021 1:45pm
Name: Mark Ryan S. Lozada

Hi Sir,

Yes po. That is the Official DENR Email Address po for the whole PENRO Marinduque office. What we are trying to request po sana is the current DENR Email Address po of PENRO Imelda M. Diaz which is according to her is IMDiaz@denr.gov.ph. However, as we are trying to access her email IMDiaz@denr.gov.ph, a message said "Couldn't find your Google Account".

We try to search din po sa mga current email conversations po from DENR Central Office, isa po ang kanyang DENR email sa mga pinapadalhan ng emails.

Kaya we are hoping po especially our PENRO to recover her account po sana.

Thank you po.

Date: 22-Jun-2021 1:55pm
Name: Eugene C. de Guzman

Sir,

This must the old email system that you are talking about. The said system is already out of commission. The new email system we are using is from Google. We regret to inform that some email were not migrated to the new one because of limited number of accounts.

Regards.

Eugene C. de Guzman
System Admin
KISS-NIMD
DENR

Date: 22-Jun-2021 1:58pm
Name: Mark Ryan S. Lozada

Sir,

Is it possible po na we can have new DENR Email Address for PENRO Imelda M. Diaz?

Thank you.

Date: 22-Jun-2021 2:02pm
Name: Eugene C. de Guzman

Sir,

As of the moment due to limited accounts we cannot cater to your request.

Eugene C. de Guzman

System Admin
KISS-NIMD
DENR

Date: 22-Jun-2021 2:10pm
Name: Mark Ryan S. Lozada

Okay Sir.

One last question po. Is it possible to transfer a current and existing DENR email address from one person to another? If so, I may want to give my account to our PENRO.

Thank you.

Date: 22-Jun-2021 2:42pm
Name: Eugene C. de Guzman

Sir,

I don't think so, because it was issued to you as the as the ICT focal of PENRO. It is your official email for communication with other ICT focal specially your ICT Focal at the regional office. By guidelines an official email is issued to an ICT focal holding the position of ISA II and ISA III and it is not transferable unless the person is not holding the position anymore.

Kind regards.

Eugene C. de Guzman
System Admin
KISS-NIMD
DENR

Date: 22-Jun-2021 2:47pm
Name: Mark Ryan S. Lozada

Noted on this po Sir.

Banggitin ko na lang din po kay PENRO.

Maraming salamat po. Keep safe.

Date: 23-Jun-2021 6:43am
Name: Eugene C. de Guzman

Hi Sir Mark,

Your VT5-2VH-5U6L has been resolved. Thanks for your patience and time.

We would like to inform you that we will now close this ticket and mark it as resolved. Should you have questions regarding same issue, you may reopen this ticket or raise a new one if you need any further assistance.

If there is anything else we can help you with, please feel free to reply to this message or reach us over at itservicedesk@denr.gov.ph.

Kind regards and take care.

Eugene C. de Guzman
System Admin
KISS-NIMD
DENR

--- End of ticket ---

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	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: 2021-6624-01 Date (mm/dd/yyyy): 06 / 24 / 2021

Requester's Information	
Name: <u>Jedong H. Mahayag</u>	Title: <u>Forester / Information Officer</u>
Office: <u>FRS</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 type="checkbox"/> Tools	
<input type="checkbox"/> Others (specify):	

DESCRIPTION OF REQUEST (Please clearly write down the details of the request.)	
<u>PORTABLE SPEAKER w/ WIRELESS MIC</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>[Signature]</u>	<u>[Signature]</u>
Signature	Date (mm/dd/yyyy): <u>6 / 24 / 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:	Position/Title:
<u>[Signature]</u>	<u>[Signature]</u>
Signature	Date (mm/dd/yyyy): <u>6 / 24 / 21</u>

For PICTu Staff Only (Use Back of Form or Separate sheet if necessary)				
Date	Time	Action Taken	Action Staff	Signature
<u>06/24/2021</u>	<u>08:32 AM</u>	<u>Approved peripherals for release</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: <u>[Signature]</u>		Received by: <u>[Signature]</u>			
Signature over printed name		Signature over printed name			
Date (mm/dd/yyyy): <u>6 / 24 / 21</u>		Date (mm/dd/yyyy): <u>6 / 24 / 21</u>			

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

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Ticket No: 2021-0628-01 Date (mm/dd/yyyy): 06 / 28 / 2021

Requester's Information	
Name: <u>Randy R. Pantora</u>	Title: _____
Office: <u>CDS/ISD/PENRO Marinduque</u>	Building/Room/Flr: <u>1st floor, ISD Building</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>install of Epson Printer</u>	

DESCRIPTION OF REQUEST (Please clearly write down the details of the request.)
<u>install of Epson Printer</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: <u>ALETH C. BUNDOC</u>	Position/Title: <u>CDO II / chief CDS</u>
<u>[Signature]</u> Signature	<u>06 / 28 / 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>Mark Ryan S. Lozada</u>	Position/Title: <u>ISA II</u>
<u>[Signature]</u> Signature	<u>06 / 28 / 2021</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>06/28/2021</u>	<u>01:15 PM</u>	<u>Setup & install Epson L3110 printer</u>	<u>MR Lozada</u>	<u>[Signature]</u>

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

Released by: _____ Signature over printed name <u> / / </u> Date (mm/dd/yyyy)	Received by: _____ Signature over printed name <u> / / </u> Date (mm/dd/yyyy)
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