Republic of the Philippines
Department of Environment and Natural Resources
PENRO Marinduque

January 03, 2022

MEMORANDUM

FOR	:	The Regional Executive Director DENR MIMAROPA Region
THRU	:	The Assistant Regional Director for Management Services
ATTENTION	:	The Chief, Regional Planning and Management Division The Chief, Regional ICT Section
FROM	:	The OIC - PENR Officer
SUBJECT	:	**SUMMARY REPORT ON ICT SERVICE REQUESTS FROM THE MONTHS OF OCTOBER TO DECEMBER, CY 2021 OF DENR-PENRO MARINDUQUE**

In line with the requested IT-related technical assistance acted upon, please be informed that DENR-PENRO Marinduque has 100% satisfactory rating equivalent to Excellent adjectival satisfactory rating from the months of October to December, CY 2021.

Attached are the Summary Report on ICT Service Requests and scanned Monthly Service Request Forms for your Means of Verifications (MOVs).

For information and record.

IMELDA M. DIAZ

Region/Province: MIMAROPA - MARINDUQUE

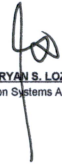| No.	TICKET NO.	REQUESTER'S INFORMATION			REQUEST INFORMATION				DATE RECEIVED	DATE AND TIME ACTED		ACTION/S TAKEN	ACTION STAFF	FEEDBACK RATING	ADJECTIVAL RATING
		NAME	POSITION/ DESIGNATION	OFFICE	REQUEST DATE	REQUEST INFORMATION									
					Date (mm/dd/yyyy)	TYPE OF REQUEST		DESCRIPTION OF REQUEST		Date (mm/dd/yyyy)	Hour. & Mins.				
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)	(15)	(16)
1	2021-1004-01	Pernia, Lorena R.	Administrative Aide VI	Technical Services Division/ Regulation and Permitting Section	10/04/2021	Technical Assistance	Software	Installation of Zoom software for computer desktop	10/04/2021	10/04/2021	11:30 AM	Zoom installation successful	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
2	2021-1004-02	Lozada, Siena Mae M.	Office Support Assistant	Management Services Division/ Finance Section	10/04/2021	Technical Assistance	Software	Epson scanner installation	10/04/2021	10/04/2021	11:00 AM	Epson scanner installation successful	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
3	2021-1004-03	Palacios, Eden P.	Administrative Officer IV	Management Services Division/ Administrative Section	10/04/2021	Others	Biometric Registration	Biometric registration of Mr. Rex Aljohn Lacdang	10/04/2021	10/04/2021	4:40 PM	Successful biometric registration	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
4	2021-1004-04	Lozada, Siena Mae M.	Office Support Assistant	Management Services Division/ Finance Section	10/04/2021	Technical Assistance	Information System	Troubleshoot and re-installation of E-Budget System	10/04/2021	10/04/2021	5:38 PM	Successfully re-installed E-Budget System	Mark Ryan S. Lozada, ISA II	100%	Excellent
5	2021-1007-01	Alcober, Nilo L.	Administrative Officer I	Management Services Division/ Administrative Section	10/07/2021	Asset/Borrow	Tools	Borrow Makita drill and bits	10/07/2021	10/07/2021	8:31 AM	Lent Makita drill and bits	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
6	2021-1007-02	Palacios, Eden P.	Administrative Officer IV	Management Services Division/ Administrative Section	10/07/2021	Others	Biometric Registration	Biometric registration of Ms. Ericka Q. Roldan	10/07/2021	10/07/2021	11:20 AM	Successful biometric registration	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
7	2021-1012-01	Pelaez, Corazon R.	Forest Technician I	Technical Services Division/ Conservation and Development Section	10/11/2021	Others	Zoom link	Provide Zoom link, ID and Passcode for the conduct of IEC Campaign: Advocacy on Caves and Cave Resources Management in the Province of Marinduque on October 19, 2021, 09:00 AM	10/12/2021	10/12/2021	1:55 PM	Zoom link, ID and Passcode provided	Mark Ryan S. Lozada, ISA II	100%	Excellent
8	2021-1012-02	Pelaez, Corazon R.	Forest Technician I	Technical Services Division/ Conservation and Development Section	10/11/2021	Others	Zoom link	Provide Zoom link, ID and Passcode for the conduct of IEC Campaign: Advocacy on Caves and Cave Resources Management in the Province of Marinduque on October 20, 2021, 09:00 AM	10/12/2021	10/12/2021	1:58 PM	Zoom link, ID and Passcode provided	Mark Ryan S. Lozada, ISA II	100%	Excellent
9	Fix-1012-03	Oyong, Heidy L.	Planning Officer I	Management Services Division/ Planning Section	10/12/2021	Technical Assistance	Hardware	Fix Epson L3110 printer inkpad	10/12/2021	10/12/2021	2:22 PM	Epson L3110 printer successfully resetted	Mark Ryan S. Lozada, ISA II	100%	Excellent
10	2021-1013-01	Palacios, Eden P.	Administrative Officer IV	Management Services Division/ Administrative Section	10/13/2021	Others	Zoom link	Provide Zoom link, ID and Passcode for Online Exam and Interview of Applicants for Administrative Assistant on October 15, 2021, 09:00 AM	10/13/2021	10/13/2021	11:28 AM	Zoom link, ID and Passcode provided	Mark Ryan S. Lozada, ISA II	100%	Excellent
11	2021-1014-01	Pastoral, Florencio F.	Forester III/ Chief, Monitoring and Enforcement Section	Technical Services Division/ Monitoring and Enforcement Section	10/14/2021	Technical Assistance	Software	Installation of Panasonic KV-KL056 scanner	10/14/2021	10/14/2021	11:30 AM	Installation of Panasonic KV-KL056 scanner successful	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
12	2021-1014-02	Palacios, Eden P.	Administrative Officer IV	Management Services Division/ Administrative Section	10/14/2021	Others	Biometric Registration	Biometric registration of Mr. Jason Michael S. Leynes	10/14/2021	10/14/2021	3:13 PM	Successful biometric registration	Mark Ryan S. Lozada, ISA II	100%	Excellent
13	2021-1014-03	Palacios, Eden P.	Administrative Officer IV	Management Services Division/ Administrative Section	10/14/2021	Others	Zoom link	Provide Zoom link, ID and Passcode for the Job Knowledge Examination of Qualified Applicants of the Vacant Positions on October 21, 2021	10/14/2021	10/14/2021	12:06 PM	Zoom link, ID and Passcode provided	Mark Ryan S. Lozada, ISA II	100%	Excellent
14	2021-1014-04	Palacios, Eden P.	Administrative Officer IV	Management Services Division/ Administrative Section	10/14/2021	Others	Zoom link	Provide Zoom link, ID and Passcode for the Job Knowledge Examination of Qualified Applicants of the Vacant Positions on October 22, 2021	10/14/2021	10/14/2021	12:06 PM	Zoom link, ID and Passcode provided	Mark Ryan S. Lozada, ISA II	100%	Excellent
15	2021-1015-01	Palacios, Eden P.	Administrative Officer IV	Management Services Division/ Administrative Section	10/15/2021	Asset/Borrow	Hardware Components and Peripherals	Borrow two (2) projectors, screens and speaker for the Job Knowledge Examination of Qualified Applicants of the Vacant Positions on October 21-22, 2021	10/15/2021	10/20/2021	4:53 PM	Projectors, screens and speaker released	Mark Ryan S. Lozada, ISA II	100%	Excellent
16	2021-1015-02	Palacios, Eden P.	Administrative Officer IV	Management Services Division/ Administrative Section	10/15/2021	Others	Job Knowledge Examination and Interview	Provide technical assistance on the conduct of Job Knowledge Examination and Interview on October 21-22, 2021 via Zoom	10/15/2021	10/15/2021	10:03 AM	IT Assistant to provide technical assistance needed on October 21-22, 2021	Mark Ryan S. Lozada, ISA II	100%	Excellent
17	2021-1019-01	Semilla, Janine Mae M.	Data Encoder	Management Services Division/ Administrative Section	10/19/2021	Others	Zoom link	Provide Zoom link, ID and Passcode for the Dry-run of the Job Knowledge Examination of Qualified Applicants of the Vacant Positions on October 20, 2021	10/19/2021	10/19/2021	3:59 PM	Zoom link, ID and Passcode provided	Mark Ryan S. Lozada, ISA II	100%	Excellent
18	2021-1019-02	Semilla, Janine Mae M.	Data Encoder	Management Services Division/ Administrative Section	10/19/2021	Others	Job Interview	Provide technical assistance on the conduct of Job Interview on October 25-27, 2021 via Zoom	10/19/2021	10/19/2021	3:59 PM	IT Assistant to provide technical assistance needed on October 25-27, 2021	Mark Ryan S. Lozada, ISA II	100%	Excellent
19	2021-1019-03	Semilla, Janine Mae M.	Data Encoder	Management Services Division/ Administrative Section	10/19/2021	Asset/Borrow	Hardware Components and Peripherals	Borrow projector, web camera and speaker for the Interview of Qualified Applicants of the Vacant Positions on October 25-27, 2021	10/19/2021	10/19/2021	4:08 PM	IT Assistant to release the needed hardware components and peripherals on the mentioned dates only (October 25-27, 2021)	Mark Ryan S. Lozada, ISA II	100%	Excellent
20	2021-1019-04	Semilla, Janine Mae M.	Data Encoder	Management Services Division/ Administrative Section	10/19/2021	Others	Zoom link	Provide Zoom link, ID and Passcode for the conduct of Job Interview of Qualified Applicants of the Vacant Positions on October 25, 2021	10/19/2021	10/19/2021	4:38 PM	Zoom link, ID and Passcode provided	Mark Ryan S. Lozada, ISA II	100%	Excellent
21	2021-1019-05	Semilla, Janine Mae M.	Data Encoder	Management Services Division/ Administrative Section	10/19/2021	Others	Zoom link	Provide Zoom link, ID and Passcode for the conduct of Job Interview of Qualified Applicants of the Vacant Positions on October 26, 2021	10/19/2021	10/19/2021	4:41 PM	Zoom link, ID and Passcode provided	Mark Ryan S. Lozada, ISA II	100%	Excellent
22	2021-1019-06	Semilla, Janine Mae M.	Data Encoder	Management Services Division/ Administrative Section	10/19/2021	Others	Zoom link	Provide Zoom link, ID and Passcode for the conduct of Job Interview of Qualified Applicants of the Vacant Positions on October 27, 2021	10/19/2021	10/19/2021	4:43 PM	Zoom link, ID and Passcode provided	Mark Ryan S. Lozada, ISA II	100%	Excellent
23	2021-1019-06	Semilla, Janine Mae M.	Data Encoder	Management Services Division/ Administrative Section	10/19/2021	Others	Biometric Registration	Biometric registration of Mr. Jason Michael S. Leynes	10/19/2021	10/19/2021	1:38 PM	Biometrics registration successful	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
24	2021-1020-01	Lilies, Joven M.	SEMS/Tourism	Provincial Tourism Office - Marinduque	10/20/2021	Others	WLAN Connection	Provide internet access	10/20/2021	10/20/2021	10:05 AM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
25	2021-1020-02	Panuelos, Genneth V.	GAD Information Officer	Technical Services Division	10/20/2021	Asset/Borrow	Hardware Components and Peripherals	Borrow projector and web camera to be used on GAD Online Learning Event on November 03-04, 2021	10/20/2021	11/03/2021	7:25 AM	Projector and web camera released	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
26	2021-1020-03	Panuelos, Genneth V.	GAD Information Officer	Technical Services Division	10/20/2021	Others	Zoom link	Provide Zoom link, ID and Passcode for the conduct of GAD Online Learning Event on November 03, 2021	10/20/2021	10/20/2021	10:34 AM	Zoom link, ID and Passcode provided	Mark Ryan S. Lozada, ISA II	100%	Excellent
27	2021-1020-04	Panuelos, Genneth V.	GAD Information Officer	Technical Services Division	10/20/2021	Others	Zoom link	Provide Zoom link, ID and Passcode for the conduct of GAD Online Learning Event on November 04, 2021	10/20/2021	10/20/2021	10:36 AM	Zoom link, ID and Passcode provided	Mark Ryan S. Lozada, ISA II	100%	Excellent

No. (1)	TICKET NO. (2)	NAME (3)	POSITION/ DESIGNATION (4)	OFFICE (5)	REQUEST DATE Date (mm/dd/yyyy) (6)	REQUEST INFORMATION TYPE OF REQUEST (7)	(8)	DESCRIPTION OF REQUEST (9)	DATE RECEIVED (10)	DATE AND TIME ACTED Date (mm/dd/yyyy) (11)	Hour. & Mins. (12)	ACTION/S TAKEN (13)	ACTION STAFF (14)	FEEDBACK RATING (15)	ADJECTIVAL RATING (16)
28	2021-1020-05	Panuelos, Genneth V.	GAD Information Officer	Technical Services Division	10/20/2021	Others	Zoom link	Provide technical assistance to setup the PENRO Conference Hall for the conduct of GAD Online Learning Event on November 03-04, 2021	10/20/2021	11/03/2021	7:30 AM	IT Assistant to setup and provide technical assistance on the conduct of GAD Online Learning Event on November 03-04, 2021	Mark Ryan S. Lozada, ISA II	100%	Excellent
29	2021-1020-06	Semilla, Janine Mae M.	Data Encoder	Management Services Division/ Administrative Section	10/20/2021	Others	Biometric Registration	Biometric registration of Ms. Christine Laurie May M. Refugia	10/20/2021	10/20/2021	4:29 PM	Biometrics registration successful	Mark Ryan S. Lozada, ISA II	100%	Excellent
30	2021-1020-07	Semilla, Janine Mae M.	Data Encoder	Management Services Division/ Administrative Section	10/20/2021	Others	Biometric Registration	Biometric registration of Ms. Peterlyn P. Manahan	10/20/2021	10/20/2021	3:17 PM	Biometrics registration successful	Mark Ryan S. Lozada, ISA II	100%	Excellent
31	2021-1025-01	Mahayag, Jelomy H.	Forester I	Technical Services Division/ Regulation and Permitting Section	10/25/2021	Technical Assistance	Software	Installation of AutoCad 2017 64-bit version software	10/25/2021	10/25/2021	2:51 PM	AutoCad 2017 software installation successful	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
32	2021-1025-02	Pastoral, Florencio F.	Forester III/ Chief, Monitoring and Enforcement Section	Technical Services Division/ Monitoring and Enforcement Section	10/25/2021	Technical Assistance	Hardware	Troubleshoot and repair desktop computer RAM failure	10/25/2021	10/25/2021	2:00 PM	Successfully troubleshoot and repaired desktop computer RAM failure	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
33	2021-1027-01	Nieva, Ma. Victoria G.	Land Management Inspector	Office of the PENRO	10/27/2021	Others	Zoom link	Provide Zoom link, ID and Passcode for the conduct of Meeting with the Regional Office and Provincial Government of Marinduque on October 28, 2021	10/27/2021	10/27/2021	3:23 PM	Zoom link, ID and Passcode provided	Mark Ryan S. Lozada, ISA II	100%	Excellent
34	2021-1029-01	Semilla, Janine Mae M.	Data Encoder	Management Services Division/ Administrative Section	10/29/2021	Others	Zoom link	Provide Zoom link, ID and Passcode for the conduct of Job Interview of Qualified Applicants of the Vacant Positions on November 02, 2021	10/29/2021	10/29/2021	2:42 PM	Zoom link, ID and Passcode provided	Mark Ryan S. Lozada, ISA II	100%	Excellent
35	2021-1104-01	Pastoral, Florencio F.	Forester III/ Chief, Monitoring and Enforcement Section	Technical Services Division/ Monitoring and Enforcement Section	11/04/2021	Others	Zoom link	Provide Zoom link, ID and Passcode for the conduct of DENR Training on November 10, 2021	11/04/2021	11/04/2021	12:47 PM	Zoom link, ID and Passcode provided	Mark Ryan S. Lozada, ISA II	100%	Excellent
36	2021-1104-02	Pastoral, Florencio F.	Forester III/ Chief, Monitoring and Enforcement Section	Technical Services Division/ Monitoring and Enforcement Section	11/04/2021	Others	Zoom link	Provide Zoom link, ID and Passcode for the conduct of DENR Training on November 11, 2021	11/04/2021	11/04/2021	12:48 PM	Zoom link, ID and Passcode provided	Mark Ryan S. Lozada, ISA II	100%	Excellent
37	2021-1108-01	Macariola, Michelle S.	SWEET/EnMO	Environmental Management Section - Marinduque	11/08/2021	Technical Assistance	Hardware	Troubleshoot and repair desktop computer with no display issue	11/08/2021	11/08/2021	2:10 PM	Successfully troubleshoot and repaired desktop computer with no display issue	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
38	2021-1110-01	Semilla, Janine Mae M.	Data Encoder	Management Services Division/ Administrative Section	11/10/2021	Others	Zoom link	Provide Zoom link, ID and Passcode for the conduct of Screening of Applicants for Cartographer I on November 12, 2021	11/10/2021	11/10/2021	11:56 AM	Zoom link, ID and Passcode provided	Mark Ryan S. Lozada, ISA II	100%	Excellent
39	2021-1111-01	Pernia, Lorena R.	Administrative Aide VI	Technical Services Division/ Regulation and Permitting Section	11/11/2021	Technical Assistance	Hardware	Troubleshoot and repair Epson L360 printer roller	11/11/2021	11/11/2021	10:30 AM	Successfully troubleshoot and repaired Epson L360 printer roller	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
40	2021-1116-01	Semilla, Janine Mae M.	Data Encoder	Management Services Division/ Administrative Section	11/16/2021	Others	Biometric Registration	Biometric registration of Mr. Arnolfo M. Lazo, Jr.	11/16/2021	11/16/2021	2:48 PM	Biometrics registration successful	Mark Ryan S. Lozada, ISA II	100%	Excellent
41	2021-1117-01	Semilla, Janine Mae M.	Data Encoder	Management Services Division/ Administrative Section	11/17/2021	Others	Biometric Registration	Biometric registration of Ms. Aya Mae S. Llaguno	11/17/2021	11/17/2021	10:51 AM	Biometrics registration successful	Mark Ryan S. Lozada, ISA II	100%	Excellent
42	2021-1117-02	Semilla, Janine Mae M.	Data Encoder	Management Services Division/ Administrative Section	11/17/2021	Others	Biometric Registration	Biometric registration of Ms. Sarah Jane D. Sena	11/17/2021	11/17/2021	1:47 PM	Biometrics registration successful	Mark Ryan S. Lozada, ISA II	100%	Excellent
43	2021-1119-01	Manahan, Peterlyn P.	Administrative Assistant	Management Services Division/ Administrative Section	11/19/2021	Asset/Borrow	Hardware Components	Borrow computer laptop	11/19/2021	11/19/2021	4:32 PM	Computer laptop released	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
44	2021-1119-02	Semilla, Janine Mae M.	Data Encoder	Management Services Division/ Administrative Section	11/19/2021	Others	Zoom link	Provide Zoom link, ID and Passcode for the conduct of Deliberation of the Vacant Positions on November 24, 2021	11/19/2021	11/19/2021	4:29 PM	Zoom link, ID and Passcode provided	Mark Ryan S. Lozada, ISA II	100%	Excellent
45	2021-1119-03	Semilla, Janine Mae M.	Data Encoder	Management Services Division/ Administrative Section	11/19/2021	Others	Deliberation of the Vacant Positions	Provide technical assistance for the conduct of Deliberation of the Vacant Positions on November 24, 2021	11/24/2021	11/24/2021	9:00 AM	Technical assistance provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
46	2021-1119-04	Semilla, Janine Mae M.	Data Encoder	Management Services Division/ Administrative Section	11/19/2021	Asset/Borrow	Hardware Components	Borrow projector for the conduct of Deliberation of the Vacant Positions on November 24, 2021	11/24/2021	11/24/2021	9:00 AM	Projector released	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
47	2021-1122-01	Semilla, Janine Mae M.	Data Encoder	Management Services Division/ Administrative Section	11/22/2021	Others	Biometric Registration	Biometric registration of Mr. Tristan Joshua O. Saet	11/22/2021	11/22/2021	11:30 AM	Biometrics registration successful	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
48	2021-1123-01	Pergis, Alvin L.	Ecosystems Management Specialist I	Protected Area Management Office	11/23/2021	Others	Zoom link	Provide Zoom link, ID and Passcode for the conduct of 4th Quarter PAMB Meeting of Marinduque Wildlife Sanctuary on November 25, 2021	11/23/2021	11/23/2021	4:09 PM	Zoom link, ID and Passcode provided	Mark Ryan S. Lozada, ISA II	100%	Excellent
49	2021-1123-02	Pantoja, Randy R.	Forest Technician I	Technical Services Division/ Conservation and Development Section	11/23/2021	Technical Assistance	Software	ArcMap installation	11/23/2021	11/23/2021	1:53 PM	ArcGIS Desktop and Pro successfully installed	Mark Ryan S. Lozada, ISA II	100%	Excellent
50	2021-1124-01	Aldovino, Andrew E.	Administrative Officer I	Management Services Division/ Administrative Section	11/24/2021	Technical Assistance	Hardware	Laptop computer battery replacement	11/24/2021	11/24/2021	11:50 AM	Laptop computer battery replacement successful	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
51	2021-1124-02	Pergis, Alvin L.	Ecosystems Management Specialist I	Protected Area Management Office	11/24/2021	Asset/Borrow	Peripherals	Borrow web camera	11/24/2021	11/24/2021	4:29 PM	Web camera released	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
52	2021-1125-01	Semilla, Janine Mae M.	Data Encoder	Management Services Division/ Administrative Section	11/25/2021	Others	Zoom link	Provide Zoom link, ID and Passcode for the conduct of Online Job Examination for Land Management Officer I on November 26, 2021	11/25/2021	11/25/2021	4:04 PM	Zoom link, ID and Passcode provided	Mark Ryan S. Lozada, ISA II	100%	Excellent
53	2021-1201-01	Munar, Manoel Christian S.	Administrative Officer I	Management Services Division/ Administrative Section	12/01/2021	Others	CCTV Replay	CCTV footage replay at PENRO Records Office	12/01/2021	12/01/2021	2:28 PM	Provided CCTV footage requested	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
54	2021-1203-01	Semilla, Janine Mae M.	Data Encoder	Management Services Division/ Administrative Section	12/03/2021	Others	Biometric Registration	Biometric registration of Ms. Majorine P. Larracas	12/03/2021	12/03/2021	2:06 PM	Biometrics registration successful	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
55	2021-1203-02	Semilla, Janine Mae M.	Data Encoder	Management Services Division/ Administrative Section	12/03/2021	Others	Biometric Registration	Biometric registration of Mr. Dominic Alfranc Emmanuel M. Martinez	12/03/2021	12/03/2021	2:06 PM	Biometrics registration successful	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
56	2021-1203-03	Ricafrente, Luciana M.	Special Investigator I	Technical Services Division/ Regulation and Permitting Section	12/03/2021	Technical Assistance	Information System	Provide technical assistance to access the ADR Monitoring an Results System	12/03/2021	12/03/2021	3:14 PM	Successfully access the ADR Monitoring an Results System	Mark Ryan S. Lozada, ISA II	100%	Excellent
57	2021-1207-01	Semilla, Janine Mae M.	Data Encoder	Management Services Division/ Administrative Section	12/07/2021	Technical Assistance	Software	Installation of Kodak i3000 Series Scanner	12/07/2021	12/07/2021	1:05 PM	Installation of Kodak i3000 Series Scanner successful	Jan Joseph M. Miciano, IT Assistant	100%	Excellent

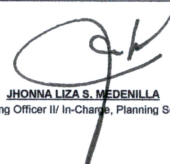| No.	TICKET NO.	NAME	POSITION/ DESIGNATION	OFFICE	REQUEST DATE Date (mm/dd/yyyy)	REQUEST INFORMATION TYPE OF REQUEST		DESCRIPTION OF REQUEST	DATE RECEIVED	DATE AND TIME ACTED Date (mm/dd/yyyy)	Hour. & Mins.	ACTION/S TAKEN	ACTION STAFF	FEEDBACK RATING	ADJECTIVAL RATING
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)	(15)	(16)
58	2021-1207-02	Pernia, Lorena R.	Administrative Aide VI	Technical Services Division/ Regulation and Permitting Section	12/07/2021	Technical Assistance	Software	Installation of Kodak i3000 Series Scanner	12/07/2021	12/07/2021	3:15 PM	Installation of Kodak i3000 Series Scanner successful	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
59	2021-1209-01	Apostol, Genneth P.	GAD Information Officer	Technical Services Division	12/09/2021	Asset/Borrow	Peripherals	Borrow web camera	12/10/2021	12/10/2021	9:00 AM	Web camera released	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
60	2021-1209-02	Macariola, Michelle S.	SWEET/EnMO	Environmental Management Section - Marinduque	12/09/2021	Technical Assistance	Software	Reinstall Windows 10-64 bit OS for desktop computer	12/09/2021	12/09/2021	1:00 PM	Successfully reinstalled Windows 10-64 bit OS for desktop computer	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
TOTAL		60													
FINAL AVERAGE SATISFACTORY RATING														100%	
FINAL ADJECTIVAL SATISFACTORY RATING														EXCELLENT	

Legend: Excellent (E) = 100%   Very Satisfactory (VS) = 90%-99%   Satisfactory (S) = 80%-89%   Unsatisfactory (S) = 70%-79%   Poor (P) = 50%-69%

Prepared by:

MARK RYAN S. LOZADA
Information Systems Analyst II

Reviewed by:

JHONNA LIZA S. MEDENILLA
Planning Officer II/ In-Charge, Planning Section

Noted by:

GEMMA P. DELOS REYES
In-Charge, Management Services Division