



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 APRIL 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 April 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



SUMMARY REPORT ON ICT SERVICE REQUESTS
For the months of April - December, CY 2021

Region/Province:

MIMAROPA - MARINDUQUE

No.	TICKET NO.	REQUESTER'S INFORMATION			REQUEST INFORMATION				ACTION'S INFORMATION					FEEDBACK RATING	ADJECTIVAL RATING
		NAME	POSITION/ DESIGNATION	OFFICE	REQUEST DATE	REQUEST INFORMATION		DATE RECEIVED	DATE AND TIME ACTED		ACTION/S TAKEN	ACTION STAFF			
					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	2021-0405-01	Macariola, Michelle S.	SWEET/EnMO	Environmental Management Section - Marinduque	04/05/2021	Asset/Borrow	Peripherals	Projector Screen	04/05/2021	04/05/2021	10:21 AM	Approved for release of peripheral	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
2	2021-0415-01	Pereda, Ricky DL.	Forest Technician I	Technical Services Division/ Conservation and Development Section	04/15/2021	Others	WLAN Connection	Provide internet access	04/15/2021	04/15/2021	10:49 AM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
3	2021-0415-02	Paez, Wilson R.	Forest Technician I	Technical Services Division/ Conservation and Development Section	04/15/2021	Others	WLAN Connection	Provide internet access	04/15/2021	04/15/2021	11:30 AM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
4	2021-0415-03	Matining, Ronald M.	Mathematician Aide II	Technical Services Division/ Conservation and Development Section	04/15/2021	Others	WLAN Connection	Provide internet access	04/15/2021	04/15/2021	11:35 AM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
5	2021-0415-04	Watiwat, Carlo M.	Forest Technician II	Technical Services Division/ Conservation and Development Section	04/15/2021	Others	WLAN Connection	Provide internet access	04/15/2021	04/15/2021	11:38 AM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
6	2021-0415-05	Jamilla, Arlene A.	Administrative Assistant II	Management Services Division/ Finance Section	04/15/2021	Others	WLAN Connection	Provide internet access	04/15/2021	04/15/2021	11:40 AM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
7	2021-0415-06	Cerilla, Kristel Jane S.	Office Support Assistant	Management Services Division/ Finance Section	04/15/2021	Others	WLAN Connection	Provide internet access	04/15/2021	04/15/2021	11:45 AM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
8	2021-0415-07	Pastoral, Jocelyn P.	Administrative Assistant I	Management Services Division/ Administrative Section	04/15/2021	Others	WLAN Connection	Provide internet access	04/15/2021	04/15/2021	11:48 AM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
9	2021-0415-08	Saet, Lorelyn P.	Accountant III	Management Services Division/ Finance Section	04/15/2021	Others	WLAN Connection	Provide internet access	04/15/2021	04/15/2021	11:50 AM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
10	2021-0415-09	Alcober, Nilo L.	Administrative Officer I	Management Services Division/ Administrative Section	04/15/2021	Others	WLAN Connection	Provide internet access	04/15/2021	04/15/2021	11:55 AM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
11	2021-0415-10	Jamola, Lorna C.	Utility Worker II	Management Services Division/ Administrative Section	04/15/2021	Others	WLAN Connection	Provide internet access	04/15/2021	04/15/2021	11:56 AM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
12	2021-0415-11	Gervasio, Henry D.	Science Research Specialist II	Mines and Geosciences Bureau - MIMAROPA Region	04/15/2021	Others	WLAN Connection	Provide internet access	04/15/2021	04/15/2021	12:54 PM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
13	2021-0415-12	Constantino, Blesilda J.	Administrative Aide VI	Protected Area Management Office	04/15/2021	Others	WLAN Connection	Provide internet access	04/15/2021	04/15/2021	11:57 AM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
14	2021-0415-13	Nieva, Victoria G.	Land Management Inspector	Office of the PENRO	04/15/2021	Others	WLAN Connection	Provide internet access	04/15/2021	04/15/2021	1:58 PM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
15	2021-0415-14	Feliciano, Anidel M.	Administrative Officer IV	Management Services Division/ Finance Section	04/15/2021	Others	WLAN Connection	Provide internet access	04/15/2021	04/15/2021	1:50 PM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
16	2021-0415-15	Mortel, Amado T.	Driver	Office of the PENRO	04/15/2021	Others	WLAN Connection	Provide internet access	04/15/2021	04/15/2021	2:01 PM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
17	2021-0415-16	Delos Reyes, Gemma P.	In-Charge, Management Services Division	Management Services Division	04/15/2021	Others	WLAN Connection	Provide internet access	04/15/2021	04/15/2021	4:45 PM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
18	2021-0415-17	Lozada, Siena Mae M.	Office Support Assistant	Management Services Division/ Finance Section	04/15/2021	Others	WLAN Connection	Provide internet access	04/15/2021	04/15/2021	4:50 PM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
19	2021-0416-01	Aldovino, Andrew E.	Administrative Officer I	Management Services Division/ Administrative Section	04/16/2021	Others	WLAN Connection	Provide internet access	04/16/2021	04/16/2021	4:30 PM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	90%	Very Satisfactory
20	2021-0416-02	Macariola, Michelle S.	SWEET/EnMO	Environmental Management Section - Marinduque	04/16/2021	Others	WLAN Connection	Provide internet access	04/16/2021	04/16/2021	10:12 AM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
21	2021-0416-03	Capistrano, Rolando Z.	Senior EMS/OIC, EMS-Marinduque	Environmental Management Section - Marinduque	04/16/2021	Others	WLAN Connection	Provide internet access	04/16/2021	04/16/2021	10:13 AM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
22	2021-0416-04	Motol, Jonathan M.	SWEET/EnMO	Environmental Management Section - Marinduque	04/16/2021	Others	WLAN Connection	Provide internet access	04/16/2021	04/16/2021	10:24 AM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
23	2021-0416-05	Capistrano, Rolando Z.	Senior EMS/OIC, EMS-Marinduque	Environmental Management Section - Marinduque	04/16/2021	Others	WLAN Connection	Provide internet access	04/16/2021	04/16/2021	4:55 PM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
24	2021-0417-01	Osicos, Nonita M.	Administrative Aide VI	Management Services Division/ Finance Section	04/17/2021	Others	WLAN Connection	Provide internet access	04/17/2021	04/17/2021	1:55 PM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
25	2021-0419-01	Matining, Ronald M.	Mathematician Aide II	Technical Services Division/ Conservation and Development Section	04/19/2021	Others	WLAN Connection	Provide internet access	04/19/2021	04/19/2021	9:20 AM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
26	2021-0419-02	Medenilla, Jhonna Liza S.	Planning Officer II	Management Services Division/ Planning Section	04/19/2021	Others	WLAN Connection	Provide internet access	04/19/2021	04/19/2021	11:07 AM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
27	2021-0419-03	Bronce, Jerahmeel L.	Forest Ranger	Technical Services Division/ Monitoring and Enforcement Section	04/19/2021	Others	WLAN Connection	Provide internet access	04/19/2021	04/19/2021	2:19 PM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
28	2021-0420-01	Motol, Jonathan M.	SWEET/EnMO	Environmental Management Section - Marinduque	04/20/2021	Others	WLAN Connection	Provide internet access	04/20/2021	04/20/2021	9:06 AM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
29	2021-0420-02	Pergis, Alvin L.	Ecosystems Management Specialist I	Protected Area Management Office	04/20/2021	Others	WLAN Connection	Provide internet access	04/20/2021	04/20/2021	9:09 AM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
30	2021-0420-03	Pergis, Alvin L.	Ecosystems Management Specialist I	Protected Area Management Office	04/20/2021	Others	WLAN Connection	Provide internet access	04/20/2021	04/20/2021	9:10 AM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
31	2021-0420-04	Lozano, Cynthia U.	Chief, Technical Services Division	Technical Services Division	04/20/2021	Others	WLAN Connection	Provide internet access	04/20/2021	04/20/2021	2:24 PM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
32	2021-0420-05	Pastoral, Florencio F.	Forester III	Technical Services Division/ Monitoring and Enforcement Section	04/20/2021	Others	WLAN Connection	Provide internet access	04/20/2021	04/20/2021	2:23 PM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
33	2021-0421-01	Telan, Jonathan L.	Forest Ranger	Technical Services Division/ Monitoring and Enforcement Section	04/21/2021	Others	WLAN Connection	Provide internet access	04/21/2021	04/21/2021	8:33 AM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
34	2021-0421-02	Panuelos, Genneth V.	GAD Information Officer	Technical Services Division	04/21/2021	Others	WLAN Connection	Provide internet access	04/21/2021	04/21/2021	9:09 AM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
35	2021-0422-01	Medenilla, Jhonna Liza S.	Planning Officer II	Management Services Division/ Planning Section	04/22/2021	Others	WLAN Connection	Provide internet access	04/22/2021	04/22/2021	8:00 AM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent

No.	TICKET NO.	NAME	POSITION/ DESIGNATION	OFFICE	REQUEST DATE	REQUEST INFORMATION			DATE RECEIVED	DATE AND TIME ACTED		ACTION/S TAKEN	ACTION STAFF	FEEDBACK RATING	ADJECTIVAL RATING
					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)
36	2021-0423-01	Lucemas, Jr., Leopoldo G.	Forest Ranger	Technical Services Division/ Monitoring and Enforcement Section	04/23/2021	Others	WLAN Connection	Provide internet access	04/23/2021	04/23/2021	8:30 AM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
37	2021-0423-02	Pelaez, Corazon R.	Forest Technician I	Technical Services Division/ Conservation and Development Section	04/23/2021	Others	WLAN Connection	Provide internet access	04/23/2021	04/23/2021	8:54 AM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
38	2021-0423-03	Bundoc, Aleth C.	Community Development Officer II	Technical Services Division/ Conservation and Development Section	04/23/2021	Others	Webinar	Provide technical assistance on the conduct of NGP Meeting	04/23/2021	04/23/2021	9:00 AM	Provided technical assistance on the Conduct of NGP Meeting	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
39	2021-0423-04	Macariola, Michelle S.	SWEET/EnMO	Environmental Management Section - Marinduque	04/23/2021	Technical Assistance	Software	Installation of Epson printer driver for Windows 10 laptop	04/23/2021	04/23/2021	11:45 AM	Successfully installed Epcn printer driver	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
40	2021-0426-01	Feliciano, Anidel M.	Administrative Officer IV	Management Services Division/ Finance Section	04/26/2021	Technical Assistance	Hardware	Epson L360 printer reset counter	04/26/2021	04/26/2021	9:30 AM	Successfully reset counter	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
41	2021-0426-02	Estrella, Randy N	Forest Ranger	Technical Services Division/ Monitoring and Enforcement Section	04/26/2021	Others	WLAN Connection	Provide internet access	04/26/2021	04/26/2021	9:40 AM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
42	2021-0426-03	Pastoral, Florencio F.	Forester III	Technical Services Division/ Monitoring and Enforcement Section	04/26/2021	Technical Assistance	Hardware	Data recovery from external hard disk drive	04/26/2021	04/26/2021	9:49 AM	Successfully recovered data external hard disk drive	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
43	2021-0426-04	Ariola, Felisa R.	Administrative Aide VI	Office of the PENRO	04/26/2021	Others	WLAN Connection	Provide internet access	04/26/2021	04/26/2021	10:11 AM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
44	2021-0426-05	Matining, Ronald M.	Mathematician Aide II	Technical Services Division/ Conservation and Development Section	04/26/2021	Technical Assistance	Software	Remove computer virus and install antivirus	04/26/2021	04/26/2021	11:50 AM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
45	2021-0427-01	Recto, Emeterio M.	Senior ECOMS/ PASu, MWVS	Protected Area Management Office	04/27/2021	Technical Assistance	Hardware	Troubleshoot and repair external hard disk drive	04/27/2021	04/27/2021	8:30 AM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
46	2021-0427-02	Macunat, Ericka L.	Administrative Aide VI	Management Services Division/ Finance Section	04/27/2021	Technical Assistance	Hardware	Troubleshoot and repair external hard disk drive	04/27/2021	04/27/2021	11:48 AM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
47	2021-0504-01	Pernia, Lorena R.	Administrative Aide VI	Management Services Division/ Administrative Section	05/04/2021	Technical Assistance	Hardware	Setup LAMS desktop computer	05/04/2021	05/04/2021	9:00 AM	Setup LAMS Desktop Computer	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
48	2021-0504-02	Radovan, Menchita D.	Forest Ranger	Technical Services Division/ Regulation and Permitting Section	05/04/2021	Technical Assistance	Hardware	Troubleshoot and repair Epson L3110 printer	05/04/2021	05/04/2021	3:05 PM	Troubleshoot and repaired Epson L3110 printer	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
49	2021-0507-01	Lozada, Siena Mae M.	Office Support Assistant	Management Services Division/ Finance Section	05/07/2021	Technical Assistance	Information Systems	Request to assist in reconciling entries of obligations in the EBudget System of the previous and current years	05/07/2021	05/07/2021	9:28 AM	Provided technical assistance	Mark Ryan S. Lozada, ISA II	100%	Excellent
50	2021-0510-01	Palacios, Eden P.	Administrative Officer IV	Management Services Division/ Administrative Section	05/10/2021	Others	Zoom Meeting	Provide technical assistance for Zoom Meeting	05/10/2021	05/10/2021	1:00 PM	Provided technical assistance	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
51	2021-0511-01	Matining, Ronald M.	Mathematician Aide II	Technical Services Division/ Conservation and Development Section	05/11/2021	Technical Assistance	Hardware	Troubleshoot and repair desktop computer	05/11/2021	05/11/2021	9:20 AM	Troubleshoot and repaired desktop computer	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
52	2021-0511-02	Ablang, Amado J.	Forester III	Technical Services Division/ Monitoring and Enforcement Section	05/11/2021	Others	WLAN Connection	Provide internet access	05/11/2021	05/11/2021	1:53 PM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
53	2021-0511-03	Lastra, Maria Lourdes P.	Land Management Officer II	Technical Services Division/ Regulation and Permitting Section	05/11/2021	Asset/Borrow	Hardware Components	Projector and Projector Screen	05/11/2021	05/11/2021	5:01 PM	Approved release of hardware components	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
54	2021-0514-01	Donato, Maricel C.	Forest Technician II	Technical Services Division/ Conservation and Development Section	05/14/2021	Others	WLAN Connection	Provide internet access	05/14/2021	05/14/2021	1:06 PM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
55	2021-0520-01	Lozada, Siena Mae M.	Office Support Assistant	Management Services Division/ Finance Section	05/20/2021	Technical Assistance	Hardware	Printer sharing via LAN connection	05/20/2021	05/20/2021	9:51 AM	Printer sharing successful	Mark Ryan S. Lozada, ISA II	100%	Excellent
56	2021-0525-01	Pergis, Alvin L.	Ecosystems Management Specialist I	Protected Area Management Office	05/25/2021	Asset/Borrow	Peripherals	Modem and Globe Access	05/25/2021	05/25/2021	7:30 AM	Approved peripheral for release	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
57	2021-0526-01	Pergis, Alvin L.	Ecosystems Management Specialist I	Protected Area Management Office	05/26/2021	Others	Zoom Request	Provide Zoom details to the conduct of 2nd MWS PAMB Meeting on May 27, 2021 at 08:30 AM at A&A Beach Resort, Laylay, Boac, Marinduque	05/26/2021	05/26/2021	11:56 AM	Zoom details provided to Regional Office and PAMO	Mark Ryan S. Lozada, ISA II	90%	Very Satisfactory
58	2021-0527-01	Pergis, Alvin L.	Ecosystems Management Specialist I	Protected Area Management Office	05/27/2021	Asset/Borrow	Peripherals	Projector Screen	05/27/2021	05/27/2021	7:48 AM	Approved peripheral for release	Mark Ryan S. Lozada, ISA II	100%	Excellent
59	2021-0531-01	Maranan, Michael Joseph A.	Forest Ranger	Technical Services Division/ Monitoring and Enforcement Section	05/31/2021	Technical Assistance	Software	Reinstall Microsoft Office 2013 - 64 bit	05/31/2021	05/31/2021	10:25 AM	Successfully reinstalled Microsoft Office 2013 - 64 bit	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
60	2021-0601-01	Medenilla, Jhonna Liza S.	Planning Officer II	Management Services Division/ Planning Section	06/01/2021	Others	Zoom Meeting	Provide Zoom link/Meeting ID and Password for the Pre-Bid Conference for the Provision of Services for the Demarcation of Boundaries of Legislated PA-MWS for 260 corners including 6 reference monuments in Parcel I and undemarcated corners at Parcel II	06/01/2021	06/01/2021	2:23 PM	Zoom details provided to Contractors and PAMO	Mark Ryan S. Lozada, ISA II	100%	Excellent
61	2021-0607-01	Molbog, Bernard A.	Enumerator	Technical Services Division/ Regulation and Permitting Section	06/07/2021	Asset/Borrow	Hardware Components	Projector, HDMI cable, power cable	06/07/2021	06/07/2021	4:41 PM	Approved hardware components for release	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
62	2021-0607-02	Radovan, Rica Quennie D.	Data Encoder	Protected Area Management Office	06/07/2021	Others	WLAN Connection	Provide internet access	06/07/2021	06/07/2021	10:12 AM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
63	2021-0607-03	Pernia, Lorena R.	Administrative Aide VI	Management Services Division/ Administrative Section	06/07/2021	Technical Assistance	Hardware	Installation of scanner for Windows 10 - 64 bit	06/07/2021	06/07/2021	9:24 AM	Successful installation of scanner for Windows 10 - 64 bit	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
64	2021-0614-01	Recto, Emeterio M.	Senior ECOMS/ PASu, MWS	Protected Area Management Office	06/14/2021	Others	Zoom	Provide Zoom details on the conduct of Presentation of MWS Profile for RED Ferrer on June 15, 2021	06/14/2021	06/14/2021	2:37 PM	Zoom details provided to Regional Office and PAMO	Mark Ryan S. Lozada, ISA II	100%	Excellent
65	2021-0617-01	Pastoral, Florencio F.	Forester III	Technical Services Division/ Monitoring and Enforcement Section	06/17/2021	Others	Audio Video Presentation	Provide technical assistance on the conduct of 5th Provincial Multi-Sectoral Forest Protection Meeting on June 17, 2021	06/17/2021	06/17/2021	7:42 AM	Technical assistance provided	Jan Joseph M. Miciano, IT Assistant	90%	Very Satisfactory
66	2021-0622-01	Diaz, Imelda M.	OIC - PENR Officer	Office of the PENRO	06/22/2021	Email	Assistance	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	06/22/2021	06/22/2021	2:10 PM	Submit Request Ticket to DENR KISS	Mark Ryan S. Lozada, ISA II	100%	Excellent
										06/23/2021	6:43 PM	Request Ticket Resolved/Closed	Mark Ryan S. Lozada, ISA II	100%	Excellent
67	2021-0624-01	Mahayag, Jelomy H.	Forester I	Technical Services Division/ Regulation and Permitting Section	06/24/2021	Asset/Borrow	Peripherals	Portable speaker with wireless mic	06/24/2021	06/24/2021	3:32 PM	Approved peripheral for release	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
68	2021-0628-01	Pantoja, Randy R.	Forest Technician I	Technical Services Division/ Conservation and Development Section	06/28/2021	Technical Assistance	Hardware	Install Epson printer	06/28/2021	06/28/2021	1:15 PM	Successfully installed Epson printer	Mark Ryan S. Lozada, ISA II	100%	Excellent
69	2021-0701-01	Salazar, Kathrynne Nicole	Accounting Clerk	Management Services Division/ Finance Section	07/01/2021	Others	WLAN Connection	Provide internet access	07/01/2021	07/01/2021	8:48 AM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
70	2021-0715-01	Martinez, Danilo L.	Forester III	Technical Services Division/ Conservation and Development Section	07/15/2021	Others	WLAN Connection	Provide internet access	07/15/2021	07/15/2021	9:23 AM	Internet access provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent

No.	TICKET NO.	NAME	POSITION/ DESIGNATION	OFFICE	REQUEST DATE	REQUEST INFORMATION			DATE RECEIVED	DATE AND TIME ACTED		ACTION/S TAKEN	ACTION STAFF	FEEDBACK RATING	ADJECTIVAL RATING
					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)
71	2021-0803-01	Ricafrente, Luciana M.	Special Investigator I	Technical Services Division/ Regulation and Permitting Section	08/03/2021	Technical Assistance	Hardware	Connect laptop to printer	08/03/2021	08/03/2021	10:30 AM	Printer connected to laptop successfully	Mark Ryan S. Lozada, ISA II	90%	Very Satisfactory
72	2021-0810-1	Pelaez, Corazon R.	Forest Technician I	Technical Services Division/ Conservation and Development Section	08/10/2021	Technical Assistance	Software	Repogram Operating System (Windows 10, 64-bit)	08/10/2021	08/10/2021	10:21 AM	Successfully reprogrammed OS	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
73	2021-0811-1	Salazar, Kathrynne Nicole	Accounting Clerk	Management Services Division/ Finance Section	08/11/2021	Technical Assistance	Software	Installation of Panasonic KV-SL1056 driver for Windows 10, 64-bit	08/11/2021	08/11/2021	2:13 PM	Successfully installed driver	Jan Joseph M. Miciano, IT Assistant	90%	Very Satisfactory
74	2021-0811-2	Lozada, Siena Mae M.	Office Support Assistant	Management Services Division/ Finance Section	08/11/2021	Technical Assistance	Software	Request to borrow and install scanner to be used in Accounting Unit	08/11/2021	08/11/2021	9:22 AM	Successfully installed scanner	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
						Asset/Borrow	Hardware Components								
75	2021-0812-1	Pantoja, Randy R.	Forest Technician I	Technical Services Division/ Conservation and Development Section	08/12/2021	Technical Assistance	Software	ArcGIS license renewal	08/12/2021	08/12/2021	1:45 PM	Successful license renewal	Mark Ryan S. Lozada, ISA II	100%	Excellent
76	2021-0812-2	Mercado, Don Gibson D.	Forester I	Technical Services Division/ Regulation and Permitting Section	08/12/2021	Technical Assistance	Software	ArcGIS license renewal	08/12/2021	08/12/2021	10:23 AM	Successful license renewal	Mark Ryan S. Lozada, ISA II	100%	Excellent
77	2021-0813-1	Mahayag, Jeromy H.	Forester I	Technical Services Division/ Regulation and Permitting Section	08/13/2021	Asset/Borrow	Hardware Components	Gun tacker for tree planting	08/13/2021	08/13/2021	3:27 PM	Approved for release of tacker	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
78	2021-0816-1	Macunat, Ericka L.	Administrative Aide VI	Management Services Division/ Finance Section	08/16/2021	Asset/Borrow	Hardware Components and Peripherals	LCD Projector, Web Cam for the Conduct of Entrance Conference 2021 on August 20, 2021 via Zoom	08/16/2021	08/17/2021	4:46 PM	Approved for release of equipment	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
79	2021-0816-2	Watiwat, Carlo M.	Forest Technician II	Technical Services Division/ Conservation and Development Section	08/16/2021	Technical Assistance	Hardware	Epson L360 Printer installation	08/16/2021	08/16/2021	3:27 PM	Installation successful	Mark Ryan S. Lozada, ISA II	90%	Very Satisfactory
80	2021-0817-1	Macunat, Ericka L.	Administrative Aide VI	Management Services Division/ Finance Section	08/17/2021	Others	Zoom Meeting	Provide technical assistance (audio and video) on the Conduct of Entrance Conference 2021 on August 24, 2021 via Zoom	08/17/2021	08/24/2021	7:52 AM	Provided technical assistance for the activity	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
81	2021-0817-2	Mendoza, Nifia Jane	Forest Extension Officer	Technical Services Division/ Conservation and Development Section	08/17/2021	Others	DENR WIFI Access	For internet connection for 7 days	08/17/2021	08/17/2021	9:40 AM	Provided internet connection	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
82	2021-0823-1	Panuelos, Genneth V.	GAD Information Officer	Technical Services Division	08/23/2021	Technical Assistance	Hardware	Reset Wastepad of L310 Epson Printer	08/23/2021	08/23/2021	10:12 AM	Wastepad successfully reset	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
83	2021-0823-2	Pantoja, Randy R.	Forest Technician I	Technical Services Division/ Conservation and Development Section	08/23/2021	Technical Assistance	Software	ArcGIS installation (ArcGIS Desktop 10.8, ArcGIS Pro 2.7, OpenVPN)	08/23/2021	08/23/2021	9:50 AM	ArcGIS installation successful	Mark Ryan S. Lozada, ISA II	100%	Excellent
84	2021-0824-1	Lozada, Siena Mae M.	Office Support Assistant	Management Services Division/ Finance Section	08/24/2021	Technical Assistance	Software	Re-installation of Microsoft Excel (DENR-R4M-1320-4A)	08/24/2021	08/24/2021	8:47 AM	Successfully re-installed the MS Excel	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
85	2021-0827-1	Alcober, Nilo L.	Administrative Officer I	Management Services Division/ Administrative Section	08/27/2021	Website	Posting	Website posting of FY 2022 Annual Procurement Plan (APP) of DENR-PENRO Marinduque	08/27/2021	08/27/2021	2:44 PM	FY 2022 APP posted at PENRO website	Mark Ryan S. Lozada, ISA II	100%	Excellent
86	2021-0827-2	Palacios, Eden P.	Administrative Officer IV	Management Services Division/ Administrative Section	08/27/2021	Technical Assistance	Software	Installation of Panasonic KVSL Scanner to AOIV Eden Palacios laptop	08/27/2021	08/27/2021	2:14 PM	Successfully installed scanner	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
87	2021-0831-1	Constantino, Blesida J.	Administrative Aide VI	Protected Area Management Office	08/31/2021	Others	DENR WIFI Access	Internet access for cellphone	08/31/2021	08/31/2021	2:11 PM	Provided internet connection	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
88	2021-0831-2	Palacios, Eden P.	Administrative Officer IV	Management Services Division/ Administrative Section	08/31/2021	Technical Assistance	Databases	Biometrics Registration of FEO Maria Christine M. Buñag	08/31/2021	08/31/2021	1:32 PM	Successfully registered	Mark Ryan S. Lozada, ISA II	100%	Excellent
89	2021-0901-1	Palacios, Eden P.	Administrative Officer IV	Management Services Division/ Administrative Section	09/01/2021	Technical Assistance	Databases	Biometrics Registration of FEO Joe Vert N. Beatriz	09/01/2021	09/01/2021	1:21 PM	Successfully registered	Mark Ryan S. Lozada, ISA II	100%	Excellent
90	2021-0901-2	Palacios, Eden P.	Administrative Officer IV	Management Services Division/ Administrative Section	09/01/2021	Technical Assistance	Databases	Biometrics Registration of FEO Christopher M. Dela Cruz	09/01/2021	09/01/2021	9:22 PM	Successfully registered	Mark Ryan S. Lozada, ISA II	100%	Excellent
91	2021-0901-3	Constantino, Blesida J.	Administrative Aide VI	Protected Area Management Office	09/01/2021	Asset/Borrow	Hardware Components	Replacement of WIFI Adapter for Windows 10	09/01/2021	09/01/2021	10:17 AM	Successfully replaced WIFI Adapter	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
92	2021-0916-1	Pelaez, Corazon R.	Forest Technician I	Technical Services Division/ Conservation and Development Section	09/16/2021	Website	Posting	Website posting of various procurement at the DENR-PENRO Marinduque	09/16/2021	09/16/2021	6:42 PM	Various procurement documents posted at the DENR-PENRO Marinduque website	Mark Ryan S. Lozada, ISA II	100%	Excellent
93	2021-0917-1	Bundoc, Aleth C.	Community Development Officer II	Technical Services Division/ Conservation and Development Section	09/17/2021	Technical Assistance	Databases	Biometrics Registration of FEO Jomar Cordova	09/17/2021	09/17/2021	10:24 AM	Successfully registered	Mark Ryan S. Lozada, ISA II	100%	Excellent
94	2021-0921-1	Pergis, Alvin L.	Ecosystems Management Specialist I	Protected Area Management Office	09/21/2021	Others	Zoom	Provide Zoom link for the Conduct of 3rd MWS PAMB on September 23, 2021	09/21/2021	09/21/2021	2:23 PM	Zoom link, ID and Passcode provided	Mark Ryan S. Lozada, ISA II	100%	Excellent
95	2021-0923-1	Lozada, Siena Mae M.	Office Support Assistant	Management Services Division/ Finance Section	09/23/2021	Technical Assistance	Hardware	Troubleshoot and repair EBudget System Desktop	09/23/2021	09/24/2021	10:49 AM	Successfully troubleshoot and repaired PC	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
96	2021-0923-2	Pergis, Alvin L.	Ecosystems Management Specialist I	Protected Area Management Office	09/23/2021	Others	Technical Assistance on the conduct of activity	Provide technical assistance on the Conduct of 3rd MWS-PAMB on September 23, 2021	09/23/2021	09/23/2021	7:30 AM	Technical assistance provided	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
97	2021-0923-3	Pantoja, Randy R.	Forest Technician I	Technical Services Division/ Conservation and Development Section	09/23/2021	Technical Assistance	Software	Renewal of ArcGIS Desktop license	09/23/2021	09/23/2021	9:38 AM	ArcGIS Desktop license renewed	Mark Ryan S. Lozada, ISA II	90%	Very Satisfactory
98	2021-0924-1	Jamilla, Arlene A.	Administrative Assistant II	Management Services Division/ Finance Section	09/24/2021	Technical Assistance	Software	Installation of Microsoft Office	09/24/2021	09/24/2021	10:42 AM	Installation successful	Mark Ryan S. Lozada, ISA II	100%	Excellent
99	2021-0927-1	Semilla, Janine Mae M.	Data Encoder	Management Services Division/ Administrative Section	09/27/2021	Others	Zoom	Provide Zoom details for the Conduct of PENRO Marinduque HRMPBSB on September 28-29, 2021	09/27/2021	09/27/2021	10:58 AM	Zoom details provided	Mark Ryan S. Lozada, ISA II	100%	Excellent
100	2021-0927-2	Sualog, Michael Vencint M.	Forest Technician I	Technical Services Division/ Monitoring and Enforcement Section	09/27/2021	Technical Assistance	Hardware	Computer Desktop RAM failure	09/27/2021	09/27/2021	3:12 PM	Successfully troubleshoot and repaired RAM	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
101	2021-1004-01	Pemia, 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
102	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
103	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
104	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
105	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
106	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
107	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

No.	TICKET NO.	NAME	POSITION/ DESIGNATION	OFFICE	REQUEST DATE	REQUEST INFORMATION			DATE RECEIVED	DATE AND TIME ACTED		ACTION/S TAKEN	ACTION STAFF	FEEDBACK RATING	ADJECTIVAL RATING
					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)
108	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
109	2021-1012-03	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 reseted	Mark Ryan S. Lozada, ISA II	100%	Excellent
110	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
111	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
112	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
113	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
114	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
115	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
116	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
117	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
118	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
119	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
120	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
121	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
122	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
123	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
124	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
125	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
126	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
127	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
128	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
129	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
130	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
131	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
132	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 troubleshooted and repaired desktop computer RAM failure	Jan Joseph M. Miciano, IT Assistant	100%	Excellent
133	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
134	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
135	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
136	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
137	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 troubleshooted and repaired desktop computer with no display issue	Jan Joseph M. Miciano, IT Assistant	100%	Excellent

No.	TICKET NO.	NAME	POSITION/ DESIGNATION	OFFICE	REQUEST DATE	REQUEST INFORMATION			DATE RECEIVED	DATE AND TIME ACTED		ACTION/S TAKEN	ACTION STAFF	FEEDBACK RATING	ADJECTIVAL RATING
					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)
138	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
139	2021-1111-01	Pemia, 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
140	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
141	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. Liaguno	11/17/2021	11/17/2021	10:51 AM	Biometrics registration successful	Mark Ryan S. Lozada, ISA II	100%	Excellent
142	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
143	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
144	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
145	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
146	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
147	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
148	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
149	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
150	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
151	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
152	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
153	2021-1201-01	Munar, Manolo 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
154	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
155	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
156	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 and Results System	12/03/2021	12/03/2021	3:14 PM	Successfully access the ADR Monitoring and Results System	Mark Ryan S. Lozada, ISA II	100%	Excellent
157	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
158	2021-1207-02	Pemia, 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
159	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
160	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		160													
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%

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