



March 16, 2023

MEMORANDUM

FOR : The Regional Executive Director
DENR MIMAROPA Region

THRU : The Assistant Regional Director for Management Services

ATTENTION : The OIC Chief, Planning and Management Division
The Chief, ICT Section

FROM : The In-Charge, Office of the PENR Officer

SUBJECT : **SUMMARY OF ICT TECHNICAL ASSISTANCE
REPORT FOR THE MONTHS OF JANUARY
AND FEBRUARY, CY 2023 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 for the months of January and February, CY 2023 as shown in the table below.

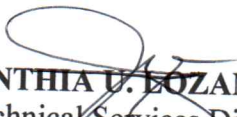
Table 1. Requested IT-Related Technical Assistance Acted Upon

MONTH	QUALITY					For more than 3 days pls. indicate remarks/ cause	Remarks
	Excellent	Very Satisfactory	Satisfactory	Below Satisfactory	# of incidents that took more than 3 days		
January	97	0	0	0	0	None	Commonly raised issue is internet connection and software installation
February	62	0	0	0	0	None	Commonly raised issue is biometric registration and printer repair

The IT-Related Technical Assistance Acted Upon, as required by the DENR MIMAROPA Region, is encoded, submitted and can be accessed thru this Google Drive link: <https://tinyurl.com/itassistance2023>.

For information and record.

“For and in the absence of the OIC - PENR Officer”


CYNTHIA U. LOZANO
Chief, Technical Services Division
In-Charge, Office of the PENRO