



Document Routing Slip

Date Encoded: 03-Nov-2021

Subject: MEMO DTD. OCT. 06, 2021 -RE: SUMMARY REPORT ON ICT SERVICE REQUESTS FROM THE MONTHS OF APRIL TO SEPTEMBER CY 2021 OF DENR-PENRO MARIDUQUE

Date Received: 02-Nov-2021

ROUTING AND ACTION INFORMATION				
FROM	DATE RECEIVED	FOR/TO	DATE RELEASED	ACCEPTANCE REMARKS/ACTION REQUIRED/TAKEN REMARKS/STATUS
RECORDS	2021-11-02	PMD	2021-11-03	Date: 2021-11-03 Status: OUT From: rtpanti Message: Memorandum forwarded for your information and appropriate action
	NOV 03 2021	ICT	11-3-21	Pls- consolidate for reporting. ✓



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

RECEIVED	
02 NOV 2021	
☐ INCOMING	☐ OUTGOING
BY: _____	DATE: _____
TIME: _____	

October 06, 2021

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 Accountant III/In-Charge, Office of the PENRO

SUBJECT : **SUMMARY REPORT ON ICT SERVICE REQUESTS
FROM THE MONTHS OF APRIL TO SEPTEMBER,
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 99% satisfactory rating equivalent to Very Satisfactory adjectival satisfactory rating from the months of April to September, 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.

"For and in the absence of the OIC – PENR Officer"

LORELYN P. SAET



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

Region/Province: MIMAROPA - MARINIQUE

No.	TICKET NO.	NAME	POSITION/ DESIGNATION	OFFICE	REQUEST INFORMATION			ACTION'S INFORMATION			FEEDBACK RATING	ADJECTIVAL RATING			
					REQUEST DATE Date (mm/dd/yyyy)	TYPE OF REQUEST	DESCRIPTION OF REQUEST	DATE RECEIVED Date (mm/dd/yyyy)	DATE AND TIME ACTED Hour & Mins.	ACTIONS TAKEN			ACTION S TAFF		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)	(15)	(16)
1	2021-0405-01	Macarida, Michelle S.	SWEET/ENMO	Environmental Management Section - Marinique	04/05/2021	Asset/Borrow	Projector Screen	04/05/2021	10:21 AM	Approved for release of peripheral	Jan Joseph M. Micano, IT Assistant	100%	Excellent		
2	2021-0415-01	Pareda, Riky DL	Forest Technician I	Technical Services Division/ Conservation and Development Section	04/15/2021	Others	WLAN Connection	Provide internet access	04/15/2021	10:48 AM	Internet access provided	Jan Joseph M. Micano, 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	11:30 AM	Internet access provided	Jan Joseph M. Micano, IT Assistant	100%	Excellent	
4	2021-0415-03	Maling, Ronald M.	Mathematician Aide II	Technical Services Division/ Conservation and Development Section	04/15/2021	Others	WLAN Connection	Provide internet access	04/15/2021	11:38 AM	Internet access provided	Jan Joseph M. Micano, IT Assistant	100%	Excellent	
5	2021-0415-04	Walnet, Carlo M.	Forest Technician II	Technical Services Division/ Conservation and Development Section	04/15/2021	Others	WLAN Connection	Provide internet access	04/15/2021	11:38 AM	Internet access provided	Jan Joseph M. Micano, IT Assistant	100%	Excellent	
6	2021-0415-05	Jamilla, Adene A.	Administrative Assistant II	Management Services Division/ Finance Section	04/15/2021	Others	WLAN Connection	Provide internet access	04/15/2021	11:40 AM	Internet access provided	Jan Joseph M. Micano, IT Assistant	100%	Excellent	
7	2021-0415-08	Cenita, Kristel Jane S.	Office Support Assistant	Management Services Division/ Finance Section	04/15/2021	Others	WLAN Connection	Provide internet access	04/15/2021	11:45 AM	Internet access provided	Jan Joseph M. Micano, 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	11:48 AM	Internet access provided	Jan Joseph M. Micano, IT Assistant	100%	Excellent	
9	2021-0415-08	Sael, Lorenly P.	Accountant III	Management Services Division/ Finance Section	04/15/2021	Others	WLAN Connection	Provide internet access	04/15/2021	11:50 AM	Internet access provided	Jan Joseph M. Micano, IT Assistant	100%	Excellent	
10	2021-0415-09	Alcedo, Nilo L.	Administrative Officer I	Management Services Division/ Administrative Section	04/15/2021	Others	WLAN Connection	Provide internet access	04/15/2021	11:55 AM	Internet access provided	Jan Joseph M. Micano, IT Assistant	100%	Excellent	
11	2021-0415-10	Jamora, Lorna C.	Utility Worker II	Management Services Division/ Administrative Section	04/15/2021	Others	WLAN Connection	Provide internet access	04/15/2021	11:58 AM	Internet access provided	Jan Joseph M. Micano, 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	12:54 PM	Internet access provided	Jan Joseph M. Micano, IT Assistant	100%	Excellent	
13	2021-0415-12	Constantino, Brenda J.	Administrative Aide VI	Protected Area Management Office	04/15/2021	Others	WLAN Connection	Provide internet access	04/15/2021	11:57 AM	Internet access provided	Jan Joseph M. Micano, IT Assistant	100%	Excellent	
14	2021-0415-13	Nerva, Victoria G.	Land Management Inspector	Office of the PENRO	04/15/2021	Others	WLAN Connection	Provide internet access	04/15/2021	1:58 PM	Internet access provided	Jan Joseph M. Micano, IT Assistant	100%	Excellent	
15	2021-0415-14	Falciano, Ardel M.	Administrative Officer IV	Management Services Division/ Finance Section	04/15/2021	Others	WLAN Connection	Provide internet access	04/15/2021	1:50 PM	Internet access provided	Jan Joseph M. Micano, IT Assistant	100%	Excellent	
16	2021-0415-15	Moriel, Arlando T.	Driver	Office of the PENRO	04/15/2021	Others	WLAN Connection	Provide internet access	04/15/2021	2:01 PM	Internet access provided	Jan Joseph M. Micano, IT Assistant	100%	Excellent	
17	2021-0415-16	Dela Reyes, Germa P.	In-Charge, Management Services Division	Management Services Division	04/15/2021	Others	WLAN Connection	Provide internet access	04/15/2021	4:45 PM	Internet access provided	Jan Joseph M. Micano, IT Assistant	100%	Excellent	
18	2021-0415-17	Lozada, Shera Mae M.	Office Support Assistant	Management Services Division/ Finance Section	04/15/2021	Others	WLAN Connection	Provide internet access	04/15/2021	4:50 PM	Internet access provided	Jan Joseph M. Micano, IT Assistant	100%	Excellent	
19	2021-0416-01	Abayon, Andrew E.	Administrative Officer I	Management Services Division/ Administrative Section	04/16/2021	Others	WLAN Connection	Provide internet access	04/16/2021	4:30 PM	Internet access provided	Jan Joseph M. Micano, IT Assistant	90%	Very Satisfactory	
20	2021-0416-02	Macarida, Michele S.	SWEET/ENMO	Environmental Management Section - Marinique	04/16/2021	Others	WLAN Connection	Provide internet access	04/16/2021	10:12 AM	Internet access provided	Jan Joseph M. Micano, IT Assistant	100%	Excellent	
21	2021-0416-03	Capistrano, Rolando Z.	Senior EMS/OIC, EMS-Marinique	Environmental Management Section - Marinique	04/16/2021	Others	WLAN Connection	Provide internet access	04/16/2021	10:13 AM	Internet access provided	Jan Joseph M. Micano, IT Assistant	100%	Excellent	
22	2021-0416-04	Moriel, Jonathan M.	SWEET/ENMO	Environmental Management Section - Marinique	04/16/2021	Others	WLAN Connection	Provide internet access	04/16/2021	10:24 AM	Internet access provided	Jan Joseph M. Micano, IT Assistant	100%	Excellent	
23	2021-0416-05	Capistrano, Rolando Z.	Senior EMS/OIC, EMS-Marinique	Environmental Management Section - Marinique	04/16/2021	Others	WLAN Connection	Provide internet access	04/16/2021	4:55 PM	Internet access provided	Jan Joseph M. Micano, IT Assistant	100%	Excellent	
24	2021-0417-01	Oleas, Natalia M.	Administrative Aide VI	Management Services Division/ Finance Section	04/17/2021	Others	WLAN Connection	Provide internet access	04/17/2021	1:55 PM	Internet access provided	Jan Joseph M. Micano, IT Assistant	100%	Excellent	
25	2021-0418-01	Maling, Ronald M.	Mathematician Aide II	Technical Services Division/ Conservation and Development Section	04/18/2021	Others	WLAN Connection	Provide internet access	04/18/2021	9:20 AM	Internet access provided	Jan Joseph M. Micano, IT Assistant	100%	Excellent	
26	2021-0419-02	Medalla, Jhona Liza S.	Planning Officer II	Management Services Division/ Planning Section	04/19/2021	Others	WLAN Connection	Provide internet access	04/19/2021	11:07 AM	Internet access provided	Jan Joseph M. Micano, IT Assistant	100%	Excellent	
27	2021-0419-03	Bronza, Jeremiah L.	Forest Ranger	Technical Services Division/ Monitoring and Enforcement Section	04/19/2021	Others	WLAN Connection	Provide internet access	04/19/2021	2:19 PM	Internet access provided	Jan Joseph M. Micano, IT Assistant	100%	Excellent	
28	2021-0420-01	Moriel, Jonathan M.	SWEET/ENMO	Environmental Management Section - Marinique	04/20/2021	Others	WLAN Connection	Provide internet access	04/20/2021	9:08 AM	Internet access provided	Jan Joseph M. Micano, IT Assistant	100%	Excellent	
29	2021-0420-02	Perpis, Arvin L.	Ecosystems Management Specialist I	Protected Area Management Office	04/20/2021	Others	WLAN Connection	Provide internet access	04/20/2021	9:08 AM	Internet access provided	Jan Joseph M. Micano, IT Assistant	100%	Excellent	
30	2021-0420-03	Perpis, Arvin L.	Ecosystems Management Specialist I	Protected Area Management Office	04/20/2021	Others	WLAN Connection	Provide internet access	04/20/2021	9:10 AM	Internet access provided	Jan Joseph M. Micano, 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	2:24 PM	Internet access provided	Jan Joseph M. Micano, IT Assistant	100%	Excellent	
32	2021-0420-05	Pastoral, Porencio F.	Forester III	Technical Services Division/ Monitoring and Enforcement Section	04/20/2021	Others	WLAN Connection	Provide internet access	04/20/2021	2:23 PM	Internet access provided	Jan Joseph M. Micano, IT Assistant	100%	Excellent	
33	2021-0421-01	Talan, Jonathan L.	Forest Ranger	Technical Services Division/ Monitoring and Enforcement Section	04/21/2021	Others	WLAN Connection	Provide internet access	04/21/2021	8:33 AM	Internet access provided	Jan Joseph M. Micano, IT Assistant	100%	Excellent	
34	2021-0421-02	Panuelos, Ganesh V.	GAO Information Officer	Technical Services Division	04/21/2021	Others	WLAN Connection	Provide internet access	04/21/2021	9:08 AM	Internet access provided	Jan Joseph M. Micano, IT Assistant	100%	Excellent	
35	2021-0422-01	Medalla, Jhona Liza S.	Planning Officer II	Management Services Division/ Planning Section	04/22/2021	Others	WLAN Connection	Provide internet access	04/22/2021	8:00 AM	Internet access provided	Jan Joseph M. Micano, IT Assistant	100%	Excellent	

No.	Ticket No.	NAME	POSITION/ DESIGNATION	OFFICE	REQUEST DATE		REQUEST INFORMATION		DATE RECEIVED	DATE AND TIME ACTED		ACTIONS TAKEN	ACTION STAFF	FEEDBACK RATING	ADJUTANT RATING
					Date (mm/dd/yyyy)	(6)	TYPE OF REQUEST	(8)		DESCRIPTION OF REQUEST	(10)				
(1)	(2)	(3)	(4)	(5)		(7)			(9)						
36	2021-0423-01	Lucernas, 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. Mariano, IT Assistant	100%	Excellent
37	2021-0423-02	Pelaez, Constan 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. Mariano, IT Assistant	100%	Excellent
38	2021-0423-03	Bunco, 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 NISP Meeting	04/23/2021	04/23/2021	9:00 AM	Provided technical assistance on the Conduct of NISP Meeting	Jan Joseph M. Mariano, IT Assistant	100%	Excellent
39	2021-0423-04	Macarena, Michelle S.	SWEET/ENMO	Environmental Management Section - Marikopa	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 Epson printer driver	Jan Joseph M. Mariano, IT Assistant	100%	Excellent
40	2021-0428-01	Falciano, Ardel M.	Administrative Officer IV	Management Services Division/ Finance Section	04/28/2021	Technical Assistance	Hardware	Epson L360 printer reset counter	04/28/2021	04/28/2021	9:30 AM	Successfully reset counter	Jan Joseph M. Mariano, IT Assistant	100%	Excellent
41	2021-0428-02	Estrella, Randy N	Forest Ranger	Technical Services Division/ Monitoring and Enforcement Section	04/28/2021	Others	WLAN Connection	Provide internet access	04/28/2021	04/28/2021	9:40 AM	Internet access provided	Jan Joseph M. Mariano, IT Assistant	100%	Excellent
42	2021-0428-03	Pastora, Floriano F.	Forester III	Technical Services Division/ Monitoring and Enforcement Section	04/28/2021	Technical Assistance	Hardware	Data recovery from external hard disk drive	04/28/2021	04/28/2021	9:48 AM	Successfully recovered data external hard disk drive	Jan Joseph M. Mariano, IT Assistant	100%	Excellent
43	2021-0428-04	Anda, Feilsa R.	Administrative Aide VI	Office of the PENRO	04/28/2021	Others	WLAN Connection	Provide internet access	04/28/2021	04/28/2021	10:11 AM	Internet access provided	Jan Joseph M. Mariano, IT Assistant	100%	Excellent
44	2021-0428-05	Maring, Ronald M.	Mathematician Aide II	Technical Services Division/ Conservation and Development Section	04/28/2021	Technical Assistance	Software	Remove computer virus and install antivirus	04/28/2021	04/28/2021	11:50 AM	Internet access provided	Jan Joseph M. Mariano, IT Assistant	100%	Excellent
45	2021-0427-01	Redo, Ernesto M.	Senior ECOMS/ PAU, MWS	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. Mariano, IT Assistant	100%	Excellent
46	2021-0427-02	Masoun, 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. Mariano, IT Assistant	100%	Excellent
47	2021-0504-01	Perma, Lorena R.	Administrative Aide VI	Management Services Division/ Administrative Section	05/04/2021	Technical Assistance	Hardware	Setup LANIS desktop computer	05/04/2021	05/04/2021	9:00 AM	Setup LANIS Desktop Computer	Jan Joseph M. Mariano, IT Assistant	100%	Excellent
48	2021-0504-02	Radovan, Merichia 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	Troubshot and repaired Epson L3110 printer	Jan Joseph M. Mariano, IT Assistant	100%	Excellent
49	2021-0507-01	Lozada, Sina 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. Mariano, IT Assistant	100%	Excellent
51	2021-0511-01	Maring, 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. Mariano, IT Assistant	100%	Excellent
52	2021-0511-02	Abiang, 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. Mariano, IT Assistant	100%	Excellent
53	2021-0511-03	Luna, 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. Mariano, IT Assistant	100%	Excellent
54	2021-0514-01	Donio, Marcel 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	1:08 PM	Internet access provided	Jan Joseph M. Mariano, IT Assistant	100%	Excellent
55	2021-0520-01	Lozada, Sina 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	2021-0523-01	Pegis, Alvin L.	Ecosystems Management Specialist I	Protected Area Management Office	05/23/2021	Asset/Borrow	Peripherals	Modem and Globe Access	05/23/2021	05/23/2021	7:30 AM	Approved peripheral for release	Jan Joseph M. Mariano, IT Assistant	100%	Excellent
57	2021-0528-01	Pegis, Alvin L.	Ecosystems Management Specialist I	Protected Area Management Office	05/28/2021	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, Lalyay, Bac, Marikopa	05/28/2021	05/28/2021	11:58 AM	Zoom details provided to Regional Office and PAHO	Mark Ryan S. Lozada, ISA II	90%	Very Satisfactory
58	2021-0527-01	Pegis, 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	Mariano, 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	10:28 AM	Successfully reinstalled Microsoft Office 2013 - 64 bit	Jan Joseph M. Mariano, IT Assistant	100%	Excellent
60	2021-0601-01	Medenilla, Jonna 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 280 corners including 5 reference monuments in Parcel I and undermarked corners at Parcel II	06/01/2021	06/01/2021	2:23 PM	Zoom details provided to Connectors and PAHO	Mark Ryan S. Lozada, ISA II	100%	Excellent
61	2021-0607-01	Mobog, 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. Mariano, IT Assistant	100%	Excellent
62	2021-0607-02	Radovan, Rica Queenne 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. Mariano, IT Assistant	100%	Excellent
63	2021-0607-03	Perma, 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. Mariano, IT Assistant	100%	Excellent
64	2021-0614-01	Redo, Ernesto M.	Senior ECOMS/ PAU, MWS	Protected Area Management Office	06/14/2021	Others	Zoom	Provide Zoom details on the conduct of Presentation of MWS Profile for RED Forum on June 15, 2021	06/14/2021	06/14/2021	2:37 PM	Zoom details provided to Regional Office and PAHO	Mark Ryan S. Lozada, ISA II	100%	Excellent
65	2021-0617-01	Pastora, Floriano F.	Forester III	Technical Services Division/ Monitoring and Enforcement Section	06/17/2021	Others	Audio Video Presentation	Provide technical assistance on the conduct of 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. Mariano, IT Assistant	90%	Very Satisfactory
66	2021-0622-01	Diaz, Inelda M.	OIC - PENRO Officer	Office of the PENRO	06/22/2021	Email	Assistance	Recovery of the existing DENR official email address, if any and still active and responding to official passport, or request for issuance of new DENR official email address, if inactive and unavailable, for official use of Marikopa PENRO Inelda 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
67	2021-0624-01	Melayag, Jeremy 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	6:43 PM	Request Ticket Received/Closed	Mark Ryan S. Lozada, ISA II	100%	Excellent
68	2021-0628-01	Pandia, 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	3:32 PM	Approved peripheral for release	Jan Joseph M. Mariano, IT Assistant	100%	Excellent
69	2021-0701-01	Salazar, Kathryne Nicole	Accounting Clerk	Management Services Division/ Finance Section	07/01/2021	Others	WLAN Connection	Provide internet access	07/01/2021	07/01/2021	1:15 PM	Successfully installed Epson printer	Mark Ryan S. Lozada, ISA II	100%	Excellent
70	2021-0715-01	Matinez, 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. Mariano, IT Assistant	100%	Excellent

No.	TICKET NO.	NAME	POSITION/ DESIGNATION	OFFICE	REQUEST INFORMATION			DATE AND TIME ACTED		ACTION TAKEN	ACTION STAFF	FEEDBACK RATING	ADJECTIVAL RATING
					REQUEST DATE Date (mm/dd/yyyy)	TYPE OF REQUEST (7)	DESCRIPTION OF REQUEST (9)	DATE RECEIVED Date (mm/dd/yyyy)	Hour & Mins. (12)				
71	2021-0930-01	Rodriguez, Luciana M.	Special Investigator I	Technical Services Division/ Regulation and Permitting Section	08/03/2021	Technical Assistance	Connect laptop to printer	08/03/2021	10:30 AM	Printer connected to laptop successfully	Mark Ryan S. Lozada, ISA II	90%	Very Satisfactory
72	2021-0816-1	Pelaez, Conzon R.	Forest Technician I	Technical Services Division/ Conservation and Development Section	08/10/2021	Technical Assistance	Reprogram Operating System (Windows 10, 64-bit)	08/10/2021	10:21 AM	Successfully reprogrammed OS	Jan Joseph M. Micarno, IT Assistant	100%	Excellent
73	2021-0811-1	Salazar, Kathryn Nicole	Accounting Clerk	Management Services Division/ Finance Section	08/11/2021	Technical Assistance	Installation of Panasonic KX-CL1056 driver for Windows 10, 64-bit	08/11/2021	2:13 PM	Successfully installed driver	Jan Joseph M. Micarno, 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	Request to borrow and install scanner to be used in Accounting Unit	08/11/2021	9:22 AM	Successfully installed scanner	Jan Joseph M. Micarno, IT Assistant	100%	Excellent
75	2021-0812-1	Pantaja, Randy R.	Forest Technician I	Technical Services Division/ Conservation and Development Section	08/12/2021	Technical Assistance	AcGIS license renewal	08/12/2021	1:45 PM	Successful license renewal	Mark Ryan S. Lozada, ISA II	100%	Excellent
76	2021-0813-2	Merceda, Don Gibson D.	Forester I	Technical Services Division/ Regulation and Permitting Section	08/12/2021	Technical Assistance	AcGIS license renewal	08/12/2021	10:23 AM	Successful license renewal	Mark Ryan S. Lozada, ISA II	100%	Excellent
77	2021-0813-1	Malayag, Jeremy H.	Forester I	Technical Services Division/ Regulation and Permitting Section	08/13/2021	Asset/Borrow	Gun locker for tree planting	08/13/2021	3:27 PM	Approved for release of locker	Jan Joseph M. Micarno, IT Assistant	100%	Excellent
78	2021-0816-1	Micarno, Ericka L.	Administrative Aide VI	Management Services Division/ Finance Section	08/16/2021	Asset/Borrow	Hardware Components and Peripherals	08/16/2021	4:46 PM	Approved for release of equipment	Jan Joseph M. Micarno, IT Assistant	100%	Excellent
79	2021-0816-2	Weinert, Carlo M.	Forest Technician II	Technical Services Division/ Conservation and Development Section	08/16/2021	Technical Assistance	Epson 1380 Printer installation	08/16/2021	3:27 PM	Installation successful	Mark Ryan S. Lozada, ISA II	90%	Very Satisfactory
80	2021-0817-1	Micarno, Ericka L.	Administrative Aide VI	Management Services Division/ Finance Section	08/17/2021	Others	Zoom Meeting	08/17/2021	7:52 AM	Provided technical assistance for the activity	Jan Joseph M. Micarno, IT Assistant	100%	Excellent
81	2021-0817-2	Mendoza, Nila Jane	Forest Extension Officer	Technical Services Division/ Conservation and Development Section	08/17/2021	Others	For internet connection for 7 days	08/17/2021	9:40 AM	Provided internet connection	Jan Joseph M. Micarno, IT Assistant	100%	Excellent
82	2021-0823-1	Panulio, Gemah V.	QA/Q Information Officer	Technical Services Division	08/23/2021	Technical Assistance	Reset Waterproof (LJ10) Epson Printer	08/23/2021	10:12 AM	Waterproof successfully reset	Jan Joseph M. Micarno, IT Assistant	100%	Excellent
83	2021-0823-2	Pantaja, Randy R.	Forest Technician I	Technical Services Division/ Conservation and Development Section	08/23/2021	Technical Assistance	AcGIS installation (AcGIS Desktop 10.8, AcGIS Pro 2.1, OpenVPN)	08/23/2021	9:50 AM	AcGIS 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	Re-installation of Microsoft Excel (DENR-PAMB-1320-14)	08/24/2021	8:47 AM	Successfully re-installed the MS Excel	Jan Joseph M. Micarno, IT Assistant	100%	Excellent
85	2021-0827-1	Alcoron, Nilo L.	Administrative Officer I	Management Services Division/ Administrative Section	08/27/2021	Website	Website posting of FY 2022 Annual Procurement Plan (APP) of DENR-PENRO Maindique	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	Installation of Panasonic KX-CL Scanner to AOY Eden Palacios laptop	08/27/2021	2:14 PM	Successfully installed scanner	Jan Joseph M. Micarno, IT Assistant	100%	Excellent
87	2021-0831-1	Constarino, Blesida J.	Administrative Aide VI	Protected Area Management Office	08/31/2021	Others	Internet access for cellphone	08/31/2021	2:11 PM	Provided internet connection	Jan Joseph M. Micarno, IT Assistant	100%	Excellent
88	2021-0831-2	Palacios, Eden P.	Administrative Officer IV	Management Services Division/ Administrative Section	08/31/2021	Technical Assistance	Biometrics Registration of FEO Maria Christina M. Building	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	Biometrics Registration of FEO Jose Vert N. Benitez	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	Biometrics Registration of FEO Christopher M. Dela Cruz	09/01/2021	9:22 PM	Successfully registered	Mark Ryan S. Lozada, ISA II	100%	Excellent
91	2021-0901-3	Constarino, Blesida J.	Administrative Aide VI	Protected Area Management Office	09/01/2021	Asset/Borrow	Replacement of WIFI Adapter for Windows 10	09/01/2021	10:17 AM	Successfully replaced WIFI Adapter	Jan Joseph M. Micarno, IT Assistant	100%	Excellent
92	2021-0916-1	Pelaez, Conzon R.	Forest Technician I	Technical Services Division/ Conservation and Development Section	09/16/2021	Website	Website posting of various procurement at the DENR-PENRO Maindique	09/16/2021	6:42 PM	Various procurement documents posted at the DENR-PENRO Maindique website	Mark Ryan S. Lozada, ISA II	100%	Excellent
93	2021-0917-1	Bundoc, Alvin C.	Community Development Officer II	Technical Services Division/ Conservation and Development Section	09/17/2021	Technical Assistance	Biometrics Registration of FEO Jonnar Cordova	09/17/2021	10:24 AM	Successfully registered	Mark Ryan S. Lozada, ISA II	100%	Excellent
94	2021-0921-1	Pegpis, Arvin L.	Ecosystem Management Specialist I	Protected Area Management Office	09/21/2021	Others	Provide Zoom link for the Conduct of 3rd MWS-PAMB on September 23, 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	Troubleshoot and repair Ebridge System Desktop	09/23/2021	10:48 AM	Successfully troubleshooted and repaired PC	Jan Joseph M. Micarno, IT Assistant	100%	Excellent
96	2021-0923-2	Pegpis, Arvin L.	Ecosystem Management Specialist I	Protected Area Management Office	09/23/2021	Others	Provide technical assistance on the Conduct of 3rd MWS-PAMB on September 23, 2021	09/23/2021	7:30 AM	Technical assistance provided	Jan Joseph M. Micarno, IT Assistant	100%	Excellent
97	2021-0923-3	Pantaja, Randy R.	Forest Technician I	Technical Services Division/ Conservation and Development Section	09/23/2021	Technical Assistance	Renewal of AcGIS Desktop license	09/23/2021	9:38 AM	AcGIS Desktop license renewed	Mark Ryan S. Lozada, ISA II	90%	Very Satisfactory
98	2021-0924-1	Jamilla, Adene A.	Administrative Assistant II	Management Services Division/ Finance Section	09/24/2021	Technical Assistance	Installation of Microsoft Office	09/24/2021	10:42 AM	Installation successful	Mark Ryan S. Lozada, ISA II	100%	Excellent
99	2021-0927-1	Semilla, Janina Mae M.	Data Encoder	Management Services Division/ Administrative Section	09/27/2021	Others	Provide Zoom details for the Conduct of PENRO Maindique PROPS on September 28-30, 2021	09/27/2021	10:58 AM	Zoom details provided	Mark Ryan S. Lozada, ISA II	100%	Excellent
100	2021-0927-2	Sulido, Michael Vincent M.	Forest Technician I	Technical Services Division/ Monitoring and Enforcement Section	09/27/2021	Technical Assistance	Computer Desktop PAM failure	09/27/2021	3:12 PM	Successfully troubleshooted and repaired RAM	Jan Joseph M. Micarno, IT Assistant	100%	Excellent
TOTAL												99%	

Legend: Excellent (E) = 100%

Very Satisfactory (VS) = 90%-99%

Satisfactory (S) = 80%-89%

Unsatisfactory (U) = 70%-79%

FINAL AVERAGE SATISFACTORY RATING

99%

VERY SATISFACTORY

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