



1. Employee System, Biometric and Email Registration

Registration of employees account for the system (e.g. faculty portal, registrar portal), Biometric Database and Microsoft account.

Office or Division:	MIS			
Classification:	Technical			
Type of Transaction:	Government to Government			
Who may avail:	All MCC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement Letter		HR OFFICE		
Physical Appearance		MIS OFFICE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Endorsement Letter from HR and personal information	MIS will verify the employee's details and information, then encode the following information including the employee's finger print to the system and platform needed	NONE	20 Minutes	Erick Jaie O. David MIS Head Maria Benemella Dayrit MIS QA/Clerk Richard Turla Senior Programmer Agustin Edmin Yuzon Senior Programmer
Verify the received account details	MIS will send all the account details and their corresponding system to the employee's personal email	NONE	5 Minutes	Erick Jaie O. David MIS Head Maria Benemella Dayrit MIS QA/Clerk Richard Turla Senior Programmer Agustin Edmin Yuzon Senior Programmer

2. Employee Work Order for Technical Support and Technical Assistance

Filing of technical assistance for all the IT equipment and software.

Office or Division:	MIS
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Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	All MCC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Work Order		MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present work order form to MIS	Present work order form to MIS will check work order form and analyze the actual request then verify if the request is viable base on availability of staff, technical difficulty, and resources	NONE	5 Minutes	Erick Jaie O. David MIS Head Maria Benemella Dayrit MIS QA/Clerk
Discuss the actual request to the MIS Staff. If possible show all encountered problem and issues	* IT Equipment - MIS will diagnose repair and report necessary information or changes on the unit	NONE	30 Minutes - 3 hours	Erry Bautista Techical Support Jner Mallari Techical Support Renzi Pineda Techical Support
	* Software - MIS will diagnose the application and resolve the issues or reinstall the software if needed then, report necessary information or changes on the application	NONE	30 Minutes - 3 hours	Erry Bautista Techical Support Jner Mallari Techical Support Renzi Pineda Techical Support
	*Technical Assistance - MIS will guide the requester	NONE	30 Minutes - 3 hours	Erry Bautista Techical Support Jner Mallari Techical Support Renzi Pineda Techical Support
Sign and verify the work order	MIS will inform the requester if the duty is all done and resolve then, collect and	NONE	3 Minutes	Erry Bautista Techical Support Jner Mallari





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	compile the work order sheet			Technical Support Renzi Pineda Technical Support
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3. System Database Overrides

Request of change of data or information directly to the school system database

Office or Division:	MIS			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	All MCC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Department Heads, VPs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present approved Request Letter	MIS will analyze the actual request then verify if the request is viable base on system limitations	NONE	5 Minutes	Erick Jaie O. David MIS Head
Coordinate with the MIS Staff to explain the request	MIS will override or change and update the information on the certain database of the system in line with the request letter List of MIS System Database Overrides • Student Enlistment • Schedules • Subjects • Class • Course • Institute • Grades • Fees • COR • Applicants Information • Students Information • Faculty	NONE	10 Minutes - 20 Minutes	Erick Jaie O. David MIS Head Richard Turla Senior Programmer Agustin Edmin Yuzon Senior Programmer





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	<ul style="list-style-type: none"> • Loadings • Authorization • Authentication • Reports • User Interface • Content • User Accounts • DTR • Employees I 			
Verify the updated data and check if the request is done	MIS will show the changes or data overrides	NONE	5 Minutes	Erick Jaie O. David MIS Head Richard Turla Senior Programmer Agustin Edmin Yuzon Senior Programmer

4. System Amendments

Improving/updating of system function(s)

Office or Division:	MIS			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	All MCC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
System Request Letter		VPs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish System Function Request form duly signed by respective Vice President and submit to MIS	MIS will check to verify System Function Request	NONE	20 Minutes	Erick Jaie O. David MIS Head
Wait for MIS to finish system stages	MIS will start the system development phase	NONE	7 - 90 Days	Erick Jaie O. David MIS Head Richard Turla Senior Programmer





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				Agustin Edmin Yuzon Senior Programmer
Wait for MIS to deploy system change(s)	MIS will deploy beta system to end user	NONE	1 Day	Erick Jaie O. David MIS Head Richard Turla Senior Programmer Agustin Edmin Yuzon Senior Programmer
Testing of system change(s)	MIS will monitor System change(s) if there is any bugs	NONE	7 - 90 Days	Erick Jaie O. David MIS Head Richard Turla Senior Programmer Agustin Edmin Yuzon Senior Programmer
Using final version of system change(s)	MIS will deploy the final version of the system change(s)	NONE	1 Day	Erick Jaie O. David MIS Head Richard Turla Senior Programmer Agustin Edmin Yuzon Senior Programmer

5. Change Student Hubs

Student request for changing hubs

Office or Division:	MIS			
Classification:	Simple			
Type of Transaction:	Government to Clients			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Student Number			Registrar	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present student number and the request via MIS Facebook Page or sent	MIS will search the database for student's information,	NONE	3 Minutes	Maria Benemella Dayrit MIS QA/Clerk





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an email to mis@mcc.edu.ph	enrollment, and hub status			
Wait for the MIS to update your preferred hub	MIS Will change the Student hub information through the MIS Portal base on the student's request	NONE	3 minutes	Maria Benemella Dayrit MIS QA/Clerk
Confirm the changes/update	MIS will reply that the hub information has been changed via Email or Facebook Messenger	NONE	5 minutes	Maria Benemella Dayrit MIS QA/Clerk

6. Update Students Portal Basic Information

Student request for their information correction or update on the Student Portal

Office or Division:	MIS			
Classification:	Simple			
Type of Transaction:	Government to Clients			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Student Number			Registrar	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Student number and the request via MIS Facebook Page or sent an email to mis@mcc.edu.ph	MIS will search the student through the MIS Portal using the student number	NONE	3 Minutes	Maria Benemella Dayrit MIS QA/Clerk Richard Turla Senior Programmer Agustin Edmin Yuzon Senior Programmer
Wait for the MIS to update your information	MIS will update the information requested	NONE	3 minutes	Maria Benemella Dayrit MIS QA/Clerk





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				Richard Turla Senior Programmer Agustin Edmin Yuzon Senior Programmer
Confirm the changes/update	MIS will reply that the hub information has been changed via Email or Facebook Messenger	NONE	5 minutes	Maria Benemella Dayrit MIS QA/Clerk Richard Turla Senior Programmer Agustin Edmin Yuzon Senior Programmer

