



Information Technology and Management Services (ITMS)

Internal Services



1. ITMS-ITD01 ICT Service Request

Provide ICT-related support services and solutions relative to Internet, Network, and Information / Database Systems to DOE Bureaus, Field Offices, Services and Units for smooth delivery of government services.

Office or Division:	Information Technology and Management Services (ITMS)			
Classification:	Complex			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Requesting DOE Bureaus, Services and Units			
Operating Hours:	7:00 AM - 4:00 PM			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Standard Requirement				
1. Service Request Form (1) Original Copy			ITMS - ITD	
<i>Remarks:</i> <u>ITD Service Request Form</u>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit a signed service request form via email to itms-itd@doe.gov.ph Location: Department of Energy	1.1. Acknowledge receipt of request	None	4 hour/s, 30 minute/s	• ITO-III / ITO-II / ITO-I / CMT-III / ISA-II / ISA-I; Information Technology Division (ITD)
	1.2. Review and assign the request to the section concerned.		4 hour/s, 30 minute/s	• ITO-III / ITO-II / ITO-I; Information Technology Division (ITD)
	1.3. Concerned section to accomplish the request and inform the requesting unit upon completion.		6 working day/s	• CMT-III / ISA-II / ISA-I; Information Technology Division (ITD)



Total Processing Time:	Working Days: 7 working day/s
Total Processing Fee:	Total Standard Fee: None



2. ITMS-ITD02 Account Service Request

Provide account-related services such as account creation, modification, reactivation, password reset, access permissions, and other account concerns.

Office or Division:	Information Technology and Management Services (ITMS)			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Requesting DOE Bureaus, Services and Units			
Operating Hours:	7:00 AM - 4:00 PM			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Standard Requirement				
1. Service Request Form (1) Original Copy			ITMS - ITD	
<i>Remarks:</i> <u>ITD Service Request Form</u>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit a signed service request form to itms-itd@doe.gov.ph Location: Department of Energy	1.1. Acknowledge the receipt of request	None	1 working day/s	• ITO-III / ITO-II; Information Technology Division (ITD)
	1.2. Endorse the request to concerned section.		1 working day/s	• ITO-III / ITO-II / ITO-I; Information Technology Division (ITD)
	1.3. Concerned section to accomplish the request and inform the requesting unit upon completion.		1 working day/s	• ITO-I / CMT-III / ISA-II / ISA-I; Information Technology Division (ITD)
Total Processing Time:		Working Days: 3 working day/s		
Total Processing Fee:		Total Standard Fee: None		



3. ITMS-ITD03 Document Validation

Provide thorough review and verification of submitted documents, including Terms of Reference (TOR), and other official documentation before proceeding to the next stage of processing or approval.

Office or Division:	Information Technology and Management Services (ITMS)			
Classification:	Highly Technical			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Requesting DOE Bureaus, Services and Units			
Operating Hours:	7:00 AM - 4:00 PM			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Standard Requirement				
1. Signed Document Validation Form (1) Original Copy			ITMS - ITD	
<i>Remarks:</i> <u>ITD Service Request Form</u>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit signed Document Validation Form, soft copy of document and necessary attachments to ITMS-ITD via email at itms-itd@doe.gov.ph Location: Department of Energy	1.1. Acknowledge receipt of the email within the day.	None	2 hour/s	ITO-I; Information Technology Division (ITD)
	1.2. Conduct initial review of the document		4 working day/s, 8 hour/s	Concerned CMT-III / ISA-II / ISA-I; Information Technology Division (ITD)
	1.3. Review provided document with initial review of concerned staff		3 working day/s	ITO-III / ITO-II; Information Technology Division (ITD)
	1.4. Approve initial review of the document		1 working day/s	ITO-III / ITO-II; Information Technology



				Division (ITD)
	1.5. Conduct meeting with ITMS Director		2 working day/s	CMT-III / ISA-II / ISA-I; Information Technology Division (ITD)
	1.6. ITMS Director approves Document Validation Form		1 working day/s	ITMS Director; Information Technology and Management Services (ITMS)
	1.7. Inform client to print latest version of the document via email		1 working day/s	CMT-III / ISA-II / ISA-I; Information Technology Division (ITD)
	1.8. Route Approved Document Validation Form to client.		1 working day/s	CMT-III / ISA-II / ISA-I; Information Technology Division (ITD)
2. Receive Approved Document Validation Form Location: Department of Energy	2. Receive and review form	None	3 hour/s, 45 minute/s	Requesting office; Any of requesting office / division
3. Print latest version of the document Location: Department of Energy	3. Review version of document	None	3 hour/s, 45 minute/s	Requesting office; Any of requesting office / division
4. Route printed document to assigned signatories for approval Location: Department of Energy	4. Confirm approval of document	None	3 hour/s, 45 minute/s	Requesting office; Any of requesting office / division



5. Route approved document to ITMS-ITD Location: Department of Energy	5.1. Review signed document	None	3 hour/s, 45 minute/s	CMT-III / ISA-II / ISA-I; Information Technology Division (ITD)
	5.2. Confirm that signed document is the latest version		3 hour/s, 45 minute/s	CMT-III / ISA-II / ISA-I; Information Technology Division (ITD)
	5.3. Indicate initial on signed document		3 hour/s, 45 minute/s	ITO-III / ITO-II; Information Technology Division (ITD)
	5.4. Route the document to ITMS-OD for ITMS Director signature		3 hour/s, 45 minute/s	CMT-III / ISA-II / ISA-I; Information Technology Division (ITD)
	5.5. Receive the document		3 hour/s, 45 minute/s	ITMS-OD; Information Technology and Management Services (ITMS)
	5.6. Approve the document		3 hour/s, 45 minute/s	ITMS Director; Information Technology and Management Services (ITMS)
	5.7. Route the approved document to ITMS-ITD		3 hour/s, 45 minute/s	ITMS-OD; Information Technology and Management Services (ITMS)
	5.8. Route the approved document to the client		3 hour/s, 45 minute/s	CMT-III / ISA-II / ISA-I; Information



				Technology Division (ITD)
6. Receive the approved document. Location: Department of Energy	6. Confirm that document is received	None	3 hour/s, 45 minute/s	Receiving office; Any of requesting office / division
Total Processing Time:		Working Days: 19 working day/s, 1 hour/s		
Total Processing Fee:		Total Standard Fee: None		



4. ITMS-ITD04 Uploading/Posting of Energy Information thru the DOE Website/Portal

The DOE website is a virtual gateway to energy information and services provided by various DOE Bureaus, Services and Units. It offers a wide array of data, statistics, resources, and services accessible to the public.

Office or Division:	Information Technology and Management Services (ITMS)			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Requesting DOE Bureaus, Services and Units			
Operating Hours:	7:00 AM - 4:00 PM			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Standard Requirement				
1. Memo or Letter of request for web posting (to be emailed) signed by the Requesting Unit Director (1) Original Copy			ITMS - ITD	
<i>Remarks:</i> <i>c/o Requesting Offices</i>				
2. Copy of data requested for posting, in digital or PDF format, including approved graphics, images, or videos, if applicable (1) Electronic Copy			ITMS - ITD	
<i>Remarks:</i> <i>c/o Requesting Offices</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Prepare a memo signed by the Requesting Unit Director with complete attachments Location: Department of Energy	1.1. Acknowledge receipt of request	None	3 hour/s	ITO-III / ITO-II / ITO-I / ISA-II / ISA-I; Information Technology Division (ITD)
Notes/Instruction: Clients to send their requests through email	1.2. Approval of the request		3 hour/s	ITMS, Director; Information Technology and Management



webposting@doe.gov.ph				t Services (ITMS)
CC: ITMS Director, ITD ITO-III <i>Remarks:</i> Client/s to provide additional data or clarification if requested.	1.3. Endorse the request to the concerned ITD Staff		3 hour/s	• ITO-III / ITO-II; Information Technology Division (ITD)
2. Provide additional data or clarification, if requested. Location: Department of Energy	2.1. Acknowledge receipt of request	None	3 hour/s, 36 minute/s	• ITO-I / ISA-II / ISA-I; Information Technology Division (ITD)
	2.2. Create and edit web contents		3 hour/s, 36 minute/s	• ITO-I / ISA-II / ISA-I; Information Technology Division (ITD)
	2.3. Review and upload web resources (PDFs, images, videos)		3 hour/s, 36 minute/s	• ITO-I / ISA-II; Information Technology Division (ITD)
	2.4. Approve for posting		3 hour/s, 36 minute/s	• ITO-I; Information Technology Division (ITD)
	2.5. Notify the requesting unit of successful posting by email		3 hour/s, 36 minute/s	• ITO-I / ISA-II / ISA-I; Information Technology Division (ITD)
Total Processing Time:		Working Days: 3 working day/s		
Total Processing Fee:		Total Standard Fee: None		