



2. Request for Assistance in Repair of Laptops

OSG Employees asking for assistance from Case Management Service personnel when their laptops need repair.¹

Office or Division:	Computer Operations Management Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	OSG Employees with Office Issued Laptops			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
n/a		n/a		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. via local phone call		None		
1.1 Call CMS local number	1.1 Log concern on CMS ticket and assign to appropriate CMS staff		2 minutes	CMS Secretary/Staff
	1.2 Take appropriate action; Physically Diagnose		15 minutes	Assigned Staff
	1.3 Without warranty – perform troubleshoot; With warranty – refer to Admin Service.		5 minutes	Assigned Staff
2. via CMS Viber (Per Division Group)				
2.1 Send message in Viber for the request/concern	2.1 CMS staff will acknowledge the concern immediately	None	1 minute	Assigned Staff
	2.2 Log concern on CMS ticket and assign (if necessary) to appropriate CMS staff		2 minutes	Assigned Staff

¹ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

In all instances, the OSG shall ensure that processing your personal data shall strictly comply with the provisions of the Data Privacy Act and its Implementing Rules and Regulations and shall be consistent with the general data privacy principles of transparency, legitimate purpose, and proportionality.



	2.3 Take appropriate action; Physically Diagnose		15 minutes	Assigned Staff
	2.4 Without warranty – perform troubleshoot; With warranty – refer to Admin Service.		5 minutes	



