

Division Memorandum No. 136 s. 2019

To: Assistant Schools Division Superintendent
Chief Education Supervisors
Education Program Supervisors
Public School District Supervisors
SDO Unit Heads
Public Elementary and Secondary School Heads
Public Elementary and Secondary School Liaison Officers & ICT
Coordinators
All Others Concerned

From: Office of the Schools Division Superintendent

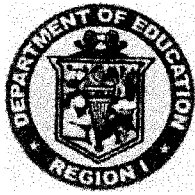
Date: **April 4, 2019**

Subject: **ATTENDANCE AND PARTICIPATION TO THE ORIENTATION-
WORKSHOP ON TICKET SUPPORT SYSTEM (SERVICE
REQUESTS & DEPED EMAIL CREATION/RESET), UPDATING OF
THE INTEGRATED HR SYSTEM, FACEBOOK WORKPLACE &
OTHER ICT UPDATES**

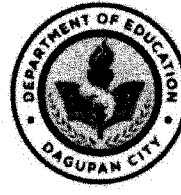
RELEASED
DEFED
DATE: 4-04-19
BY: 838
7/13/2019

1. In line with the innovations in place in the Information Technology Unit, SDO Dagupan City aims to keep its personnel in sync to the approved systems being implemented in the Central Office, Regional Office and Schools Division Office. One of which is the SDO Dagupan City Ticket-Support System, a web-based service management that comprises ticketing, workflow automation and notification. It seamlessly routes inquiry requests to a specific office and provides accurate and timely information for internal management and ministerial duties.
2. This orientation-workshop which will be held on April 8 and 10, 2019 at the SDO Dagupan Training Center.
3. It aims to:
 - a. Capacitate the participants on the process flow of the Ticket-Support System;
 - b. Provide technical support on the updating of employee records in the Integrated HR System;
 - c. Provide technical assistance on the account creation to Facebook Workplace.
4. At the end of the three-day capacity-building the participants are expected to:
 - a. Participants are capacitated on the process flow of the Ticket-Support System;

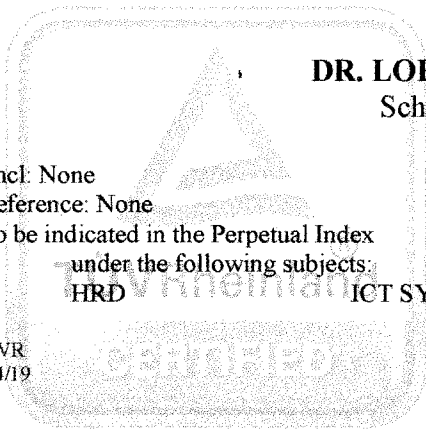
DM on Attendance and Participation to the Orientation-Workshop on Ticket Support System (Service Requests & DepEd Email Creation/Reset), Updating of the Integrated HR System, Facebook Workplace & Other ICT Updates



Republic of the Philippines
DEPARTMENT OF EDUCATION
Region I
SCHOOLS DIVISION OFFICE
DAGUPAN CITY

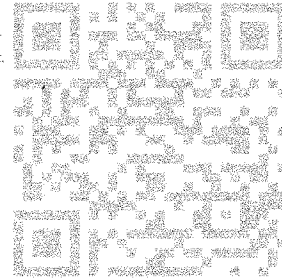


- b. Participants are knowledgeable in the updating of records in the Integrated HR System and
 - c. Accounts in DepEd Email and Facebook Workplace are up-to-date and well-utilized.
5. The participants said learning and development activity School Head, 1 Liaison Officer, 1 School ICT Coordinator and SDO Unit Heads.
 6. The identified participants are expected to **register** using the link <http://bit.ly/SDOICT42019> **on or before 5:00 pm of April 5, 2019.**
 7. Please be guided accordingly.




DR. LORNA G. BUGAYONG, CESO VI
Schools Division Superintendent

ISO 9001:2015



www.fuv.com
ID 9108650037