



UNIVERSITY OF THE PHILIPPINES

CITIZEN'S CHARTER
(2026, 1st Edition)



**UNIVERSITY OF THE PHILIPPINES
SYSTEM ADMINISTRATION**

CITIZEN'S CHARTER
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I. MANDATE

Section 3 of the UP Charter of 2008 (Republic Act 9500) states that:

As the national university, a public and secular institution of higher learning, and a community of scholars dedicated to the search for truth and knowledge as well as the development of future leaders, the University of the Philippines shall perform its unique and distinctive leadership in higher education and development.

The University shall:

- Lead in setting academic standards and initiating innovations in teaching, research, and faculty development in philosophy, the arts and humanities, the social sciences, engineering, natural sciences, mathematics, and technology; and maintain centers of excellence in these disciplines and professions.
- Serve as a graduate university by providing advanced studies and specialization for scholars, scientists, writers, artists, and professionals especially those who serve on the faculty of state and private colleges and universities.
- Serve as a research university in various fields of expertise and specialization by conducting basic and applied research, promoting research and development, and contributing to the dissemination and application of knowledge.
- Lead as a public service university by providing various forms of community, public and volunteer service, as well as scholarly and technical assistance to the government, the private sector, and civil society while maintaining its standards of excellence.
- Protect and promote the professional and economic rights and welfare of its academic and non-academic personnel.
- Provide opportunities for training and learning in leadership, responsible citizenship, and the development of democratic values, institutions, and practice through academic and non-academic programs, including sports and enhancement of nationalism and national identity.
- Serve as a regional and global university in cooperation with international and scientific unions, networks of universities, scholarly and professional associations in the Asia Pacific Region and around the world.
- Provide democratic governance based on collegiality, representation, accountability, transparency, and active participation of its constituents; and promote the holding of fora for students, faculty, research, extension and professional staff (REPS), administrative staff, and alumni to discuss non-academic issues affecting the University.



II. VISION

UP is envisioned to be:

“A national university dedicated to the formation of good citizens and leaders engaged in knowledge co-creation towards a just, equitable, and sustainable society.”

This vision is anchored on the UP’s core values of honor and excellence in service to the nation. The phrase “in the service of the nation” underscores the true purpose of UP’s commitment to honor and excellence. UP aspires to continue offering its best efforts so that both the Philippines and Filipinos, whether at home or abroad, may benefit from its endeavors.

III. MISSION

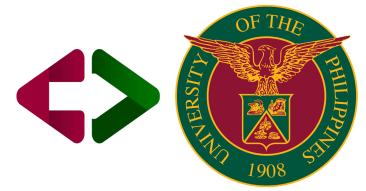
The University of the Philippines System Administration, with its eight (8) Constituent Universities (CUs), is committed to serving the people by means of teaching, research, and public service, as well as quality health care through the UP Philippine General Hospital (UP PGH).

IV. SERVICE PLEDGE

The UP System Administration (UPSA) strives to provide academic, administrative, and technical support services and leadership to the UP constituent units, autonomous units, and other key stakeholders. UPSA is committed to creating and sustaining a culture of providing quality service in all its processes aligned with the fulfillment of the UP’s vision, mission, and mandate, and conforming to ISO 9001, and other relevant local and international standards.

UPSA is dedicated to improving its Quality Management System continually in support of the UP System's role as a national university, guided by the principles of "Honor and Excellence in the Service of the Nation.”





**INFORMATION TECHNOLOGY DEVELOPMENT
CENTER
EXTERNAL SERVICES**



1. REQUEST ON MICROSOFT 365 CONCERNS FOR UP STUDENTS

This involves providing assistance related to Microsoft 365 to UP students.

Office or Division	Information Technology Development Center – Helpdesk Team
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	UP Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filing/submitting of ticket at the UP System ICT Support ticketing portal.	https://ictsupport.up.edu.ph/
2. Proof of Enrolment such Form 5 or UP ID (1 Digital Copy)	Respective Office of the University Registrars (OURs) of the CUs

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via the UP System ICT Support Ticketing Portal and upload/attach supporting document.	1.1 Triage and assign the ticket to the team/staff who will process the licenses	None	15 Minutes	<i>Information Technology Officer II</i> ITDC
	1.2 Process request.	None	2 Days	<i>Information Technology Officer II</i> ITDC
2. Receive access to requested software.	2.1 inform the requester that they have been provisioned the software license/s.	None	15 Minutes	<i>Information Technology Officer II</i> ITDC
TOTAL		None	2 Days, 30 Minutes	



2. REQUEST ON ZOOM LICENSE CONCERNS FOR UP STUDENTS

This involves providing technical assistance regarding Zoom licenses for individual use of UP Students.

Office or Division	Information Technology Development Center – Helpdesk Team
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	UP Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filing/submitting of ticket at the UP System ICT Support ticketing portal.	https://ictsupport.up.edu.ph/
2. Proof of Enrolment such Form 5 or UP ID (1 Digital Copy)	Respective Office of the University Registrars (OURs) of the CUs

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for Zoom via the UP System ICT Support Ticketing Portal and upload/attach supporting document.	1.1 Triage and assign the ticket to the team/staff who will process the licenses	None	15 Minutes	<i>Information Technology Officer II</i> ITDC
	1.2 Process request.	None	2 Days	<i>Information Technology Officer II</i> ITDC
2. Receive access to requested software.	2.1 informs the requester that they have been provisioned the software license/s	None	15 Minutes	<i>Information Technology Officer II</i> ITDC
	TOTAL	None	2 Days, 30 Minutes	



**INFORMATION TECHNOLOGY DEVELOPMENT
CENTER
INTERNAL SERVICES**



1. REQUEST FOR DOCUMENT ROUTING SYSTEM (DRS) REGISTRATION OF UP OFFICES/UNITS

This involves the provision of access to the UP DRS to the offices of UP. The office needs to provide details of their specific personnel who will be granted access to their unit's Office within the DRS.

Office or Division	Information Technology Development Center – Communications Team, DRS/Software Engineering Team
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Offices and Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request (1 Digital Copy) with the following information: <ul style="list-style-type: none"> • Full names and UP Mail accounts (@up.edu.ph) of the staff/personnel of the office that they want to be registered in the DRS. • Full name of the office, and their Constituent University (CU) 	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the official letter of request to ITDC through the UP DRS. Note: For those who do not have access to the DRS yet, the request letter should be submitted via email to itdc_info@up.edu.ph .	1.1 Receive the official request and review the information provided.	None	30 Minutes	Director ITDC
	1.2 Process request.	None	5 Hours	Director ITDC
2. Receive system-generated email notification	2.1 Release notification of registration of	None	30 Minutes	Director ITDC



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
of successful registration to DRS.	account in the DRS.			
TOTAL		None	6 Hours	



2. REQUEST FOR LEVEL 1 SUPPORT FOR BULSA

This involves providing Level 1 technical support for the information system BULSA, as detailed in the next page.

Office or Division	Information Technology Development Center – Helpdesk Team
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration UP Constituent Unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filing/submitting of ticket at the UP System ICT Support ticketing portal.	https://ictsupport.up.edu.ph/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via the UP System ICT Support Ticketing Portal.	1.1 Triage and assign the ticket to the team/staff who will process the licenses	None	15 Minutes	<i>Information Technology Officer II</i> ITDC
	1.2 Process request.	None	2 Days	<i>Information Technology Officer II</i> ITDC
2. Receive response of resolution of issue.	2.1 Inform the requester that the issue has been issued or resolved.	None	15 Minutes	<i>Information Technology Officer II</i> ITDC
TOTAL		None	2 Days, 30 Minutes	



Issued covered in this Service Specifications Table

General

- Feature Request / Suggestion
- General BULSA Inquiry

User Management & Access

- Account Creation
- Login Issues / Unable to Log In
- Adding or Modifying User Roles
- Request to Add Module Access to a Role
- User Role Concerns
- UPD BULSA Concerns

Data & Records

- Incorrect Personal Details
- Payee Registration
- Deletion of Duplicate Payee
- Request to Add/Update Bank Accounts or TIN
- Request to Update Employee Status (Non-UP to UP)
- Updating Mother/Primary Unit
- Request to Update Unit Head
- Request to Add Additional Project Leader
- Supplier-Related Concerns
- Unit Creation

Financial Processing & Approvals

- Budget Clearance-Related Concerns
- Budget Clearance Approval Flow Concern
- Disbursement Voucher Approval Flow Concern
- Obligation Request/Budget Utilization Request Approval Flow Concern
- Fund Source Assignment Concern
- Billing and Collection Concern
- Disbursement Voucher Processing
- Obligation Request/Budget Utilization Request Processing



3. REQUEST FOR LEVEL 1 SUPPORT FOR PUSO

This involves providing Level 1 technical support for the information system PUSO, as detailed in the next page.

Office or Division	Information Technology Development Center – Helpdesk Team
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration UP Constituent Unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filing/submitting of ticket at the UP System ICT Support ticketing portal.	https://ictsupport.up.edu.ph/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via the UP System ICT Support Ticketing Portal.	1.1 Triage and assign the ticket to the team/staff who will process the licenses	None	15 Minutes	Information Technology Officer II ITDC
	1.2 Process request.	None	2 Days	Information Technology Officer II ITDC
2. Receive response of resolution of issue.	2.1 Inform the requester that the issue has been issued or resolved.	None	15 Minutes	Information Technology Officer II ITDC
TOTAL		None	2 Days, 30 Minutes	

Issued covered in this Service Specifications Table

- Feature Request / Suggestion (PUSO to BULSA)
- General PUSO Inquiry
- Account Creation
- Additional Employee Role from other CU
- Additional Workflow status
- Basic Paper Processing
- Data Discrepancy/Incorrect Information
- Data Record Sync Concern
- Document Request Concern
- Issue with Approval Workflow
- Login Issue / Unable to Log In
- Plantilla Processing
- Request for Additional Role/Permission
- Request for tagging to other CU
- Request to Update Personal Data



4. REQUEST FOR LEVEL 2 SUPPORT FOR BULSA

This involves providing Level 2 technical support for the information system BULSA for the following concerns:

- Functions / Buttons are not working as expected
- Slow Performance / System Lagging

Office or Division	Information Technology Development Center – Helpdesk Team
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration UP Constituent Unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filing/submitting of ticket at the UP System ICT Support ticketing portal.	https://ictsupport.up.edu.ph/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via the UP System ICT Support Ticketing Portal.	1.1 Triage and assign the ticket to the team/staff who will process the licenses	None	15 Minutes	<i>Information Technology Officer II</i> ITDC
	1.2 Process request.	None	2 Days	<i>Information Technology Officer II</i> ITDC
2. Receive response of resolution of issue.	2.1 Inform the requester that the issue has been issued or resolved.	None	15 Minutes	<i>Information Technology Officer II</i> ITDC
TOTAL		None	2 Days, 30 Minutes	



5. REQUEST FOR LEVEL 2 SUPPORT FOR PUSO

This involves providing Level 2 technical support for the information system PUSO for the following concerns:

- Functions / Buttons are not working as expected
- Slow Performance / System Lagging

Office or Division	Information Technology Development Center – Helpdesk Team
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration UP Constituent Unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filing/submitting of ticket at the UP System ICT Support ticketing portal.	https://ictsupport.up.edu.ph/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via the UP System ICT Support Ticketing Portal.	1.1 Triage and assign the ticket to the team/staff who will process the licenses	None	15 Minutes	<i>Information Technology Officer II</i> ITDC
	1.2 Process request.	None	2 Days	<i>Information Technology Officer II</i> ITDC
2. Receive response of resolution of issue.	2.1 Inform the requester that the issue has been issued or resolved.	None	15 Minutes	<i>Information Technology Officer II</i> ITDC
TOTAL		None	2 Days, 30 Minutes	



6. REQUEST FOR TECHNICAL SUPPORT (SIMPLE)

This involves the provision of technical assistance to employees and offices under the UP System on simple issues indicated below.

Office or Division	Information Technology Development Center – Network and Technical Operations Team
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Offices and Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filing/submitting of ticket at the UP System ICT Support ticketing portal.	https://ictsupport.up.edu.ph/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via the UP System ICT Support Ticketing Portal.	1.1 Triage and assign the ticket to the team/staff who will process the licenses	None	15 Minutes	<i>Information Technology Officer II</i> ITDC
	1.2 Process request.	None	2 Days	<i>Computer Programmer III</i> ITDC
2. Receive response of resolution of issue.	2.1 Inform the requester that the issue has been issued or resolved.	None	15 Minutes	<i>Computer Programmer III</i> ITDC
TOTAL		None	2 Days, 30 Minutes	



Issued covered in this Service Specifications Table

Printer issues

- Printer Configuration
- Printer driver installation per user
- Troubleshooting non-responsive or offline printers

Network connectivity issues

- Wi-Fi connection issues (SSID not found, incorrect credentials)
- MAC address registration for secure network access
- Activating or configuring an existing port

Software Installation & Configuration

- Deployment of productivity tools (e.g., Microsoft Office, Adobe Reader)
- Installation of approved applications
- Browser setup and configuration (e.g., Chrome, Edge, Firefox)
- Update OS/ browser version

Internet monitoring for meetings/trainings/webinars for UP System Offices



7. REQUEST FOR TECHNICAL SUPPORT (COMPLEX)

This involves the provision of technical assistance to employees and offices under the UP System on complex issues indicated below.

Office or Division	Information Technology Development Center – Network and Technical Operations Team
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Offices and Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filing/submitting of ticket at the UP System ICT Support ticketing portal.	https://ictsupport.up.edu.ph/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via the UP System ICT Support Ticketing Portal.	1.1 Triage and assign the ticket to the team/staff who will process the licenses	None	30 Minutes	<i>Information Technology Officer II</i> ITDC
	1.2 Process request.	None	6 Days, 23 Hours	<i>Computer Programmer III</i> ITDC
2. Receive response of resolution of issue.	2.1 Inform the requester that the issue has been issued or resolved.	None	30 Minutes	<i>Computer Programmer III</i> ITDC
TOTAL		None	7 Days	

Issued covered in this Service Specifications Table

New Equipment Setup

- Desktop, laptop, or workstation setup
- Printer/Scanner Network Installation

Network connectivity issues such as:

- Ethernet (LAN) connection / network equipment troubleshooting
- Virtual Private Network Setup
- Network equipment deployment (access point, switch,router etc)

Internet Setup for Events



8. REQUEST FOR TECHNICAL SUPPORT (HIGHLY TECHNICAL)

This involves the provision of technical assistance to employees and offices under the UP System on highly technical issues indicated below.

Office or Division	Information Technology Development Center – Network and Technical Operations Team
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Offices and Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filing/submitting of ticket at the UP System ICT Support ticketing portal.	https://ictsupport.up.edu.ph/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via the UP System ICT Support Ticketing Portal.	1.1 Triage and assign the ticket to the team/staff who will process the licenses	None	30 Minutes	<i>Information Technology Officer II</i> ITDC
	1.2 Process request.	None	19 Days, 23 Hours	<i>Computer Programmer III</i> ITDC
2. Receive response of resolution of issue.	2.1 Inform the requester that the issue has been issued or resolved.	None	30 Minutes	<i>Computer Programmer III</i> ITDC
TOTAL		None	20 Days	

Issued covered in this Service Specifications Table

IT Security

- Firewall, antivirus, endpoint security setup
- Firewall Policy creation

Server Creation

- Server Configuration
- Deployment of application/database servers
- Server Virtualization



9. REQUEST FOR TECHNICAL SUPPORT ON SPECIFIC ONLINE APPLICATIONS/SITES MANAGED BY ITDC (SIMPLE)

This involves the provision of technical support to users and offices under the UP System Administration regarding complex technical support requests on specific online applications/sites managed by ITDC, such as:

- Login issues
- Content management

Office or Division	Information Technology Development Center – Software Engineering Team
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Offices and Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filing/submitting of ticket at the UP System ICT Support ticketing portal.	https://ictsupport.up.edu.ph/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via the UP System ICT Support Ticketing Portal.	1.1 Triage and assign the ticket to the team/staff who will process the licenses	None	15 Minutes	<i>Information Technology Officer II</i> ITDC
	1.2 Process request.	None	2 Days	<i>Director</i> ITDC
2. Receive response of resolution of issue.	2.1 Inform the requester that the issue has been issued or resolved.	None	15 Minutes	<i>Director</i> ITDC
TOTAL		None	2 Days, 1 Hour	



10. REQUEST FOR TECHNICAL SUPPORT ON SPECIFIC ONLINE APPLICATIONS/SITES MANAGED BY ITDC (COMPLEX)

This involves the provision of technical support to users and offices under the UP System Administration regarding complex technical support requests on specific online applications/sites managed by ITDC, such as:

- Server and database issues
- Functionality bugs
- Plugin issues
- Site accessibility

Office or Division	Information Technology Development Center – Software Engineering Team
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Offices and Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filing/submitting of ticket at the UP System ICT Support ticketing portal.	https://ictsupport.up.edu.ph/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via the UP System ICT Support Ticketing Portal.	1.1 Triage and assign the ticket to the team/staff who will process the licenses	None	15 Minutes	<i>Information Technology Officer II</i> ITDC
	1.2 Process request.	None	6 Days	<i>Director</i> ITDC
2. Receive response of resolution of issue.	2.1 Inform the requester that the issue has been issued or resolved.	None	15 Minutes	<i>Director</i> ITDC
TOTAL		None	6 Days, 1 Hour	



11. REQUEST FOR TECHNICAL SUPPORT ON SPECIFIC ONLINE APPLICATIONS/SITES MANAGED BY ITDC (HIGHLY TECHNICAL)

This involves the provision of technical support to users and offices under the UP System Administration regarding complex technical support requests on specific online applications/sites managed by ITDC, such as:

- Template or theme issues
- Security issues
- Compatibility issues

Office or Division	Information Technology Development Center – Software Engineering Team
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Offices and Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filing/submitting of ticket at the UP System ICT Support ticketing portal.	https://ictsupport.up.edu.ph/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via the UP System ICT Support Ticketing Portal.	1.1 Triage and assign the ticket to the team/staff who will process the licenses	None	30 Minutes	<i>Information Technology Officer II</i> ITDC
	1.2 Process request.	None	19 Days	<i>Director</i> ITDC
2. Receive response of resolution of issue.	2.1 Inform the requester that the issue has been issued or resolved.	None	30 Minutes	<i>Director</i> ITDC
TOTAL		None	19 Days, 1 Hour	



12. REQUEST FOR UP MAIL FOR UP OFFICES, UNITS, PROJECTS/EVENTS

This involves the provision of an institutional UP email account to offices/units, projects, or events of the University.

Office or Division	Information Technology Development Center – Helpdesk Team, Communications Team
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Offices and Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Letter Request (1 Digital Copy) with the following information:</p> <ul style="list-style-type: none"> • Preferred username (refer below for syntax) • Name and UP Mail of the sole staff/personnel assigned to manage the institutional UP email (only 1 staff/personnel must be the manager) • Purpose of the UP Mail • For UP Mail Accounts for temporary use, duration or period of effectivity <p>Note: For offices/units under the UP PGH, the request must be endorsed by Head or Chief of PGH IT Office.</p>	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit the official letter of request to ITDC through the UP DRS.</p> <p>Note: For those who do not have access to the DRS yet, the request letter should be submitted via email to</p>	1.1 Receive the official request and review the information provided.	None	30 Minutes	Director ITDC



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
itdc_info@up.edu.ph				
	1.2 Route the request for approval of the Deputy Director.	None	2 Hours	<i>Director ITDC</i>
	1.2 Process request.	None	2 Days	<i>Information Technology Officer II ITDC</i>
2. Receive UP Mail credentials.	2.1 Release notification of creation of account.	None	30 Minutes	<i>Director ITDC</i>
TOTAL		None	2 Days, 3 Hours	

Syntax for UP Mail Accounts

(preferred username).updiliman@up.edu.ph
 (preferred username).upd@up.edu.ph

(preferred username).upmanila@up.edu.ph
 (preferred username).upm@up.edu.ph

(preferred username).upbaguio@up.edu.ph
 (preferred username).upb@up.edu.ph

(preferred username).uplosbanos@up.edu.ph
 (preferred username).uplb@up.edu.ph

(preferred username).upmindanao@up.edu.ph
 (preferred username).upmin@up.edu.ph

(preferred username).upvisayas@up.edu.ph
 (preferred username).upv@up.edu.ph

(preferred username).upcebu@up.edu.ph
 (preferred username).upc@up.edu.ph

(preferred username).upou@up.edu.ph

(preferred username).uppggh@up.edu.ph



13. REQUEST FOR ZOOM WEBINAR LICENSE RESERVATIONS FOR TEMPORARY ASSIGNMENT

As the University's Zoom Webinar Licenses are limited and are used by various UP units, they are on a time-sharing basis. Offices will need to request a reservation in advance to temporarily use Zoom Webinar Licenses for their online events/webinars.

Office or Division	Information Technology Development Center – Helpdesk Team, Communications Team
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Offices and Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request (1 Digital Copy) with the following information: <ul style="list-style-type: none"> • Schedule of the program that the Zoom license will be used • UP Mail account who will be given temporary access • Number of attendees 	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the official letter of request to ITDC through the UP DRS. Note: For those who do not have access to the DRS yet, the request letter should be submitted via email to itdc_info@up.edu.ph .	1.1 Receive the official request and review the information provided.	None	30 Minutes	Director ITDC
	1.2 Review the request, check the schedule, reserve the requested dates, and inform Helpdesk regarding the reservation.	None	1 Hour	Director ITDC



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive confirmation of Zoom Webinar access.	2.1 Inform the requesting office regarding their reservations for the temporary use of the Zoom license.	None	30 Minutes	<i>Director</i> ITDC
TOTAL		None	2 Hours	



14. REQUEST ON MICROSOFT 365 CONCERNS UP EMPLOYEES

This involves providing assistance related to Microsoft 365 to UP faculty and administrative staff.

Office or Division	Information Technology Development Center – Helpdesk Team
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Employees and Contract Workers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filing/submitting of ticket at the UP System ICT Support ticketing portal.	https://ictsupport.up.edu.ph/
2. Proof of Employment (1 Digital Copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via the UP System ICT Support Ticketing Portal.	1.1 Triage and assign the ticket to the team/staff who will process the Microsoft 365 request.	None	15 Minutes	Information Technology Officer II ITDC
	1.2 Process request.	None	2 Days	Information Technology Officer II ITDC
2. Receive response of resolution of issue.	2.1 Inform the requester that the issue has been processed or resolved.	None	15 Minutes	Information Technology Officer II ITDC
TOTAL		None	2 Days, 30 Minutes	



15. REQUEST ON UP MAIL CONCERNS FOR UP SYSTEM ADMINISTRATION EMPLOYEES

This involves the provision of assistance related to UP email accounts of employees under the UP System Administration offices and their sub-units.

Office or Division	Information Technology Development Center – Helpdesk Team
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPSA Employees and Contract Workers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filing/submitting of ticket at the UP System ICT Support ticketing portal.	https://ictsupport.up.edu.ph/
2. Proof of Employment (1 Digital Copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via the UP System ICT Support Ticketing Portal.	1.1 Triage and assign the ticket to the team/staff who will process the licenses	None	15Minutes	<i>Information Technology Officer II</i> ITDC
	1.2 Process request.	None	2 Days	<i>Information Technology Officer II</i> ITDC
2. Receive response of resolution of issue.	2.1 Inform the requester that the issue has been issued or resolved.	None	15 Minutes	<i>Information Technology Officer II</i> ITDC
TOTAL		None	2 Days, 30 Minutes	



16. REQUEST ON ZOOM CONCERNS FOR UP EMPLOYEES

This involves providing technical assistance regarding Zoom license for individual use of UP faculty and administrative staff.

Office or Division	Information Technology Development Center – Helpdesk Team
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Employees and Contract Workers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filing/submitting of ticket at the UP System ICT Support ticketing portal.	https://ictsupport.up.edu.ph/
2. Proof of Employment (1 Digital Copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via the UP System ICT Support Ticketing Portal.	1.1 Triage and assign the ticket to the team/staff who will process the licenses	None	15Minutes	<i>Information Technology Officer II</i> ITDC
	1.2 Process request.	None	2 Days	<i>Information Technology Officer II</i> ITDC
2. Receive response of resolution of issue.	2.1 Inform the requester that the issue has been issued or resolved.	None	15 Minutes	<i>Information Technology Officer II</i> ITDC
TOTAL		None	2 Days, 30 Minutes	



17. REVIEW OF REQUEST FOR INITIATION OF DESIGN AND DEVELOPMENT OF ONLINE APPLICATIONS OR PORTALS FOR UP SYSTEM OFFICES

This involves reviewing the requests for design and development of online applications or portals of UP System Administration Offices.

Office or Division	Information Technology Development Center – Software Engineering Team
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Offices / Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request (1 Digital Copy) with the following information: <ul style="list-style-type: none"> ● Business requirements ● Functional and non-functional requirements ● Technical requirements ● UI/UX guidelines ● Data and content requirements ● User roles and access ● Timeline, budget, and other requirements 	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the official letter of request to ITDC through the UP DRS. Note: For those who do not have access to the DRS yet, the request letter should be submitted via email to itdc_info@up.edu.ph .	1.1 Review the request and forward it to the Software Engineering Team for processing upon initial assessment and approval.	None	5 Days	Director ITDC
2. Attend the meeting.	2. Set and attend a meeting with the requesting party to discuss the	None	10 Days	Director ITDC



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	complete details of the request (requirements gathering phase). Note: This may require multiple meetings.			
3. Receive the report and coordinate regularly.	3.1 Prepare assessment report as proof of project initiation, based on the client's requirements.	None	5 Days	<i>Director</i> ITDC
TOTAL		None	20 Days	



LIST OF OFFICES

UPSA OFFICE	ADDRESS	CONTACT INFORMATION
Office of the President	2F Quezon Hall (North Wing), UP Diliman, Quezon City	(02) 8981 8500 loc. 2521/2524 op@up.edu.ph
UP Bonifacio Global City	14th Drive University Parkway, Bonifacio Global City, Taguig City	(02) 8818 7242 (02) 8396 8726 upsbgc@up.edu.ph
UP Intelligent Systems Center	2F College of Science Administration Building, UP Diliman, Quezon City	(02) 8981 8500 loc. 3820 isc@up.edu.ph
UP Resilience Institute	Apacible St. corner Magsaysay Avenue, UP Diliman, Quezon City	(02) 8981 8500 loc. 3770 resilience.institute@up.edu.ph
Office of the Secretary of the University	1F Quezon Hall (North Wing), UP Diliman campus, Quezon City	(02) 8981 8500 loc. 2534/2535/2536 osu@up.edu.ph
Office of the Vice President for Academic Affairs	3F Quezon Hall (North Wing), UP Diliman, Quezon City	(02) 8981 8500 loc. 2528 / 2622 ovpaa@up.edu.ph
UP Center for Women's and Gender Studies	Magsaysay Ave. corner Ylanan St. UP Campus Diliman, Quezon City	(02) 8981 8500 loc. 4226, 4231 cws@up.edu.ph
Office of Admissions	T.M. Kalaw Street, UP Diliman, Quezon City	(02) 8927 4561 (02) 8926 4002 (02) 8891 8500 loc. 3826, 3827, 3830 oadms@up.edu.ph
Office of International Linkages	3F Quezon Hall (South Wing), UP Diliman, Quezon City	(02) 8981 8500 loc. 2543/2544 oil@up.edu.ph



UPSA OFFICE	ADDRESS	CONTACT INFORMATION
Office of Student Development Services	4F Vinzons Hall Building, Guerrero St., UP Diliman, Quezon City	(02) 8981 8500 loc. 8778, 8779 osds@up.edu.ph studentwelfare.osds@up.edu.ph
UP Press	E. delos Santos St., UP Diliman, Quezon City	(02) 8981 8500 loc. 3928 press.admin@up.edu.ph
Office of the Vice President for Planning and Finance	3F Quezon Hall (North Wing), UP Diliman, Quezon City	(02) 8981 8500 loc. 2504/2530 ovppf@up.edu.ph
System Accounting Office	SFAB Building, Magsaysay Avenue, UP Diliman, Quezon City	(02) 8981 8500 loc. 4254/4253 accounting.ups@up.edu.ph
System Budget Office	SFAB Building, Magsaysay Avenue, UP Diliman, Quezon City	(02) 8981 8500 loc. 4254/4253 sbo@up.edu.ph
Office of the Vice President for Administration	Ground Floor, Quezon Hall (South Wing), UP Diliman, Quezon City	(02) 8981 8500 loc. 2525/2526 ovpa@up.edu.ph
System Cash Office	SFAB Building, Magsaysay Avenue. Corner Agoncillo St., UP Diliman, Quezon City	(02) 8981 8500 loc. 2540, 2618 upsystemcash@up.edu.ph
System Human Resource and Development Office	SFAB Building, Magsaysay Avenue. Corner Agoncillo St., UP Diliman, Quezon City	(02) 8981 8500 loc. 2538, 2539 spmoupsystem@up.edu.ph
System Supply & Property Management Office	SFAB Building, Magsaysay Avenue. Corner Agoncillo St., UP Diliman, Quezon City	(02) 8981 8500 loc. 2526, 2595, 2596 hrdo.upsystem@up.edu.ph
Office of the Vice President for Development	1F Quezon Hall (North Wing), UP Diliman Quezon City	(02) 8981 8500 loc 2506 ovpd@up.edu.ph



UPSA OFFICE	ADDRESS	CONTACT INFORMATION
Office of Design & Planning Initiatives	2F Vidal A. Tan Hall, Quirino Ave. cor. Velasquez St., UP Diliman, Quezon City	(02) 8982 8500 loc. 4471 pmo.ovpd@up.edu.ph
Project Management Office	3F Vidal A. Tan Hall, Quirino Ave. cor. Velasquez St., UP Diliman, Quezon City	(02) 8981 8599 loc. 3192 odpi.ovpd@up.edu.ph
Office of the Vice President for Public Affairs	3F Quezon Hall (North Wing), UP Diliman, Quezon City	(02) 8981 8500 loc. 2531, 2532, 2507 ovppa@up.edu.ph
Media and Communication Office	Room 6B, Fonacier Hall (Alumni Center), Magsaysay Street, UP Diliman, Quezon City	(632) 8981 8500 local 2549, 2550 to 52, 2511 mco@up.edu.ph director.mco@up.edu.ph
Office of Alumni Relations	Room 2B, Fonacier Hall (Alumni Center) Magsaysay Street, UP Diliman, Quezon City	(02) 8929 8226 (02) 8981 8500 loc. 4251, 4252 up.alumnioffice@up.edu.ph
Ugnayan ng Pahinungod System	6F Student Union Building, UP Diliman, Quezon City	(02) 8981 8500 loc. 2603, 2607, 2608 pahinungod.upsys@up.edu.ph
UP Padayon Public Service Office	Room 5A, Fonacier Hall (Alumni Center), Magsaysay Street, UP Diliman, Quezon City	(02) 8981 8630 (02) 8981 8500 loc. 4256 padayon@up.edu.ph
Office of the Vice President for Digital Transformation	Conference Room B, 4F SURP Building, E. Jacinto Street, UP Diliman, Quezon City	(02) 8981 8500 loc 4094 dxstaff@up.edu.ph
UP Information Technology Development Center	Vidal Tan Hall Quirino Corner Velasquez St., UP Diliman, Quezon City	(02) 8376 3100 loc 2013 (02) 8981 8500 loc. 4468 itdc_info@up.edu.ph



UPSA OFFICE	ADDRESS	CONTACT INFORMATION
Office of the Vice President for Research & Innovation	3F Quezon Hall (North Wing), UP Diliman Quezon City	(02) 8981 8500 loc. 2622 ovpri@up.edu.ph
Center for Integrative and Development Studies	Lower Ground Floor, Ang Bahay ng Alumni, Magsaysay Ave, UP Diliman, Quezon City	(02) 8981 8500 loc. 4266/4267 cids@up.edu.ph
Philippine Genome Center	A. Ma. Regidor St., PGC Building, UP Diliman, Quezon City 1101	(02) 8981 8500 loc. 4703/4704 pgc@up.edu.ph
CIFAL Philippines	3F School of Statistics New Building, Quirino Avenue corner Kalaw Street, UP Diliman, Quezon City	(02) 8981 8500 loc. 3511 cifalphilippines@up.edu.ph
UP Korea Research Center	Room 2138, Pav 2, Palma Hall, Quirino Ave, UP Diliman, Quezon City	0908 862 2009 pkrc@up.edu.ph
Technology Transfer & Business Development Office	Room 301, 3F National Engineering Center, Junio Hall, F. Agoncillo St. corner Osmena Ave., UP Diliman, Quezon City	(02) 8981 8500 local 2542 ttbdo@up.edu.ph



CONSTITUENT UNITS	ADDRESS	CONTACT INFORMATION
Office of the President (OP)	2 nd Floor, Quezon Hall (North Wing), UP Diliman, Quezon City	(02) 8981-8500 Loc. 2521/2524 op@up.edu.ph
University of the Philippines Diliman – Office of the Chancellor (OC)	2 nd Floor, South Wing Quezon Hall, UP Diliman, Quezon City	(02) 8981-8500 Loc. 2558, 2556 chancellor.updiliman@up.edu.ph
University of the Philippines Los Baños – Office of the Chancellor (OC)	3 rd Floor Bienvenido M. Gonzalez Hall, University of the Philippines Los Baños, Batong Malake, Los Baños, Philippines 4031	(02) 536-2567 oc.uplb@up.edu.ph
University of the Philippines Manila – Office of the Chancellor (OC)	8 th Floor Philippine General Hospital Complex, Taft Avenue, Manila 1000, Philippines	(02) 8814 1201 to 205 upm-oc@up.edu.ph
University of the Philippines Visayas – Office of the Chancellor (OC)	1 st Floor New Administration Building, University of the Philippines Visayas, Miagao, Iloilo 5023	(033) 315-9378 oc.upvisayas@up.edu.ph
University of the Philippines Open University – Office of the Chancellor (OC)	3 rd Floor UPOU Main Building, UP Open University	(+6349) 536-6001 to 6006 local 800, 702 oc.upou@up.edu.ph
University of the Philippines Baguio – Office of the Chancellor (OC)	2 nd Floor Iskolar ng Bayan Building UP Baguio, Baguio City, Benguet 2600	(074) 442 3888 oc.upbaguio@up.edu.ph
University of the Philippines Mindanao – Office of the Chancellor (OC)	Office of the Chancellor University of the Philippines Mindanao Admin Bldg., Mintal Tugbok District Davao City, 8022	(082) 293 0310 oc.upmindanao@up.edu.ph



CONSTITUENT UNITS	ADDRESS	CONTACT INFORMATION
University of the Philippines Cebu – Office of the Chancellor (OC)	UP Cebu Administration Building, Gorordo Ave., Lahug, Cebu City	(032) 231 3086 Loc. 103
University of the Philippines Philippine General Hospital – Director’s Office	Director’s Office G/F Nurses Home Building, Taft Avenue, Ermita, Manila	(632) 8554 8400 Loc. 2022 od.uppgh@up.edu.ph
University of the Philippines Tacloban College –	Office of the Dean UP Tacloban College Magsaysay Boulevard cor. Sto. Niño Extension, Tacloban City	(053) 832 2897 deansoffice.uptacloban@up.edu.ph