



UNIVERSITY OF THE PHILIPPINES SYSTEM
INFORMATION TECHNOLOGY DEVELOPMENT
CENTER

CITIZEN'S CHARTER
2025 (1st Edition)



INTERNAL SERVICE

1. TECHNICAL SUPPORT FOR UP SYSTEM OFFICES/UNITS

This involves the provision of technical (i.e. IT/ICT-related) assistance to users and offices under the UP System Administration.

Office or Division	Information Technology Development Center – Helpdesk Team				
Classification	Simple				
Type of Transaction	G2G – Government to Government				
Who may Avail	Offices or units under the UP System				
<table> <tr> <th>Checklist of Requirements</th><th>Where to Secure</th></tr> <tr> <td>Filing/submitting of ticket at the UP System ICT Support ticketing portal: https://ictsupport.up.edu.ph/</td><td>Requesting Party</td></tr> </table>		Checklist of Requirements	Where to Secure	Filing/submitting of ticket at the UP System ICT Support ticketing portal: https://ictsupport.up.edu.ph/	Requesting Party
Checklist of Requirements	Where to Secure				
Filing/submitting of ticket at the UP System ICT Support ticketing portal: https://ictsupport.up.edu.ph/	Requesting Party				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to https://ictsupport.up.edu.ph/ and fill out the details of the concern / issue / request to submit a ticket.	1. Triage and assign the ticket to the team/staff appropriate to the technical concern.	None	10 Minutes	<i>Helpdesk Agent</i> ITDC
	1.1. Assigned staff processes the request.	None	4 Hours	<i>Helpdesk Agent</i> ITDC
2. Receive notification of resolution.	2. Assigned staff informs the client of the resolution of the concern / issue / request.	None	10 Minutes	<i>Helpdesk Agent</i> ITDC
TOTAL		None	4 Hours, 20 Minutes	



2. REQUEST FOR UP MAIL FOR UP SYSTEM EMPLOYEES

This involves the provision of a UP email account to 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	Employees under the UP System
Checklist of Requirements	Where to Secure
Filing/submitting of ticket at the UP System ICT Support ticketing portal: https://ictsupport.up.edu.ph/	Requesting Party
Official document of employment/contract/engagement with the University	UP System Human Resource Development Office (SHRDO)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1. Go to https://ictsupport.up.edu.ph/ and fill out the details of the request for UP Mail, and attach the supporting document/s.	1. Triage and assign the ticket to the team/staff appropriate to the technical concern	None	10 Minutes	Helpdesk Agent ITDC
	1.1. Assigned staff processes the request	None	40 Minutes	Helpdesk Agent ITDC
2. Receive notification of resolution.	2. Assigned staff informs the client of the resolution of the concern / issue / request.	None	10 Minutes	Helpdesk Agent ITDC
TOTAL		None	1 Hour	



3. 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	Offices of UP
Checklist of Requirements	Where to Secure
Official request letter signed/endorsed by the Head of the Requesting Office containing the following information: <ul style="list-style-type: none"> • preferred username of the UP email account; • the name and UP Mail of the sole (only 1) staff assigned to manage the institutional UP email; • brief explanation of the purpose of the email account. 	Requesting office/unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the official letter of request to ITDC through the UP Document Routing System (DRS). 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. Receive the official request and review the information provided.	None	10 Minutes	<i>Communications Team</i> ITDC
	1.1.Route/forward the request for approval of Deputy Director	None	30 Minutes	<i>Deputy Director</i> ITDC



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Route/forward the request to Helpdesk for processing and creation	None	4 Hours	<i>Helpdesk Agent</i> ITDC
2. Receive UP Mail credentials.	2. Inform the requesting office of the creation of their email account	None	10 Minutes	<i>Communications Team</i> ITDC
TOTAL		None	4 hours 50 minutes	



4. 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	Offices of UP
Checklist of Requirements	Where to Secure
Official request letter signed/endorsed by the Head of the Requesting Office containing the following information: (1) list of names and individual UP Mails of their personnel who will be granted access to their Office in the DRS.	Requesting office/unit

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. 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. Receive the official request and review the information provided.	None	10 Minutes	<i>Communications Team</i> ITDC
	1.1. Route or forward the request to DRS Team for processing.	None	1 Hour	<i>DRS Team / Software Engineering Team</i> ITDC
2. Receive DRS Credentials.	2. Inform the requesting office of their access to the DRS	None	5 Minutes	<i>Communications Team</i> ITDC
TOTAL			1 Hour, 15 Minutes	



5. REQUEST FOR ZOOM WEBINAR LICENSE RESERVATIONS

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 – Communications Team, Helpdesk Team	
Classification	Simple	
Type of Transaction	G2G – Government to Government	
Who may Avail	Offices of UP	
Checklist of Requirements		Where to Secure
Official request letter signed/endorsed by the Head of the Requesting Office containing the following information: (1) Date/s when they would need to use the temporary Zoom license; (2) the account it will be assigned to; (3) number of attendees (capacity).		Requesting office/unit

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. 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. Receive the official request and review the information provided.	None	10 Minutes	Communications Team ITDC
	1.1. Reserve the requested dates, and inform Helpdesk regarding the reservation.	None	10 Minutes	Communications Team ITDC
2. Receive confirmation of Zoom Webinar access.	2. Inform the requesting office regarding	None	5 Minutes	Communications Team ITDC



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	their reservations for the temporary use of the Zoom license.			
	2.1. On the reserved dates, assign the Zoom license to the specified account	None	10 Minutes	<i>Helpdesk Team</i> ITDC
TOTAL		None	35 Minutes	



6. REQUEST FOR SOFTWARE LICENSES (ZOOM, ADOBE, ARCGIS, QUALTRICS, AND SLIDO) FOR UP USERS

This involves the provision of software licenses of the University (i.e. Adobe, ArcGIS, Qualtrics, and Slido) to the users.

Office or Division	Information Technology Development Center – Helpdesk Team			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may Avail	UP Faculty and Administrative staff			
Checklist of Requirements		Where to Secure		
Filing/submitting of ticket at the UP System ICT Support ticketing portal: https://ictsupport.up.edu.ph/		The requesting unit / user will need to fill out via the ticketing system		
Faculty and staff: Proof of employment (Official document of employment/contract/engagement with the University, or official UP ID)		Respective Human Resources Development Offices (HRDOs) of the Constituent Universities (CUs)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to https://ictsupport.up.edu.ph/ and fill out the details of the request for UP Mail, and attach the supporting document/s.	1. Triage and assign the ticket to the team/staff who will process the licenses	None	5 minutes	Helpdesk Agent ITDC
	1.1. Assigned staff processes the request	None	2 hours	Helpdesk Agent ITDC
2. Receive access to requested software.	2. Assigned staff informs the requester that they have been provisioned the software license/s	None	5 minutes	Helpdesk Agent ITDC
TOTAL		None	2 hour 10 minutes	



7. REQUEST FOR MICROSOFT 365 ACCOUNTS FOR UP FACULTY MEMBERS, AND ADMINISTRATIVE STAFF

This involves the provision of Microsoft 365 to UP users.

Office or Division	Helpdesk Team			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may Avail	UP faculty, students, and administrative staff			
Checklist of Requirements		Where to Secure		
Filing/submitting of ticket at the UP System ICT Support ticketing portal: https://ictsupport.up.edu.ph/		The requesting unit / user will need to fill out via the ticketing system		
Faculty and staff: Proof of employment (Official document of employment/contract/engagement with the University, or official UP ID)		Respective Human Resources Development Offices (HRDOs) of the Constituent Universities (CUs)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to https://ictsupport.up.edu.ph/ and fill out the details of the request for UP Mail, and attach the supporting document/s.	1. Triage and assign the ticket to the team/staff who will create the account/s	None	10 minutes	<i>Helpdesk Agent</i> ITDC
	1.1. Assigned staff processes the account creation	None	2 hours	<i>Helpdesk Agent</i> ITDC
2. Receive access to requested account.	2. Assigned staff informs the requester that their account has been created	None	10 minutes	<i>Helpdesk Agent</i> ITDC
TOTAL		None	2 hours 20 minutes	



8. REQUEST FOR DESIGN AND DEVELOPMENT OF ONLINE APPLICATIONS OR PORTALS FOR UP SYSTEM OFFICES

This involves the process of design, development, and implementation of online applications/portals that will assist the UP System Offices in the services they offer and tasks they perform.

Office or Division	Information Technology Development Center – Software Engineering Team
Classification	Highly Technical
Type of Transaction	G2G – Government to Government
Who may Avail	Offices under the UP System
Checklist of Requirements	
Official request letter addressed to ITDC Director	Requesting office/unit must create their formal request letter

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the official letter of request to ITDC through the UP DRS. 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. ITDC Director reviews the request and forwards it to Software Engineering Team for processing upon approval.	None	To be determined based on user requirements.	<i>Director ITDC</i>
	2. Software Engineering Team arranges a meeting with the client for the discussion of requirements and other details. This part of the process may require multiple meetings to properly discuss requirements in complete detail.	None	To be determined based on user requirements.	<i>Software Engineering Team ITDC</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Client communicates with Software Engineering their availability and assigned point person/s for the requirements gathering phase, which may involve multiple meetings.	3. Once the requirements gathering phase is completed, Software Engineering Team creates a study for the proposed design of the application/portal that will be developed based on the client's requirements.	None	To be determined based on user requirements.	Software Engineering Team ITDC
	4. Software Engineering Team presents the study to the client for review and approval. Revisions may be needed depending on the feedback of the client.	None	To be determined based on user requirements.	Software Engineering Team ITDC
3. Client provides their feedback on the study that was submitted.	5. Software Engineering Team implements the design and modules/functionalities of the application/portal based on the study and gathered data requirements.	TBD subject to the requirements of the requesting office/unit/stakeholder.	To be determined based on user requirements.	Software Engineering Team ITDC
	6. Software Engineering Team schedules a series of demo sessions and provides the client with a walkthrough of the	None	To be determined based on user requirements.	Software Engineering Team ITDC



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	updates implemented on the application/portal.			
4. Client provides their feedback on the application/portal.	7. Software Engineering Team implements and presents the revisions based on feedback from the client until they no longer have any additional comments or requests for changes.	None	To be determined based on user requirements.	Software Engineering Team ITDC
	8. Software Engineering scans the application/portal using a scanning tool for possible vulnerabilities and develops fixes as needed.	None	To be determined based on user requirements.	Software Engineering Team ITDC
	9. Software Engineering Team arranges a user training and/or User Acceptance Testing (UAT) and sets up the access of the client and target users to the test instance of the application/portal.	None	To be determined based on user requirements.	Software Engineering Team ITDC
5. Client coordinates with the target users, provides	10. Software Engineering Team implements the revisions based on	None	To be determined based on user requirements.	Software Engineering Team ITDC



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
instructions in testing the application/portal, and provides feedback.	feedback from the client and target users until they no longer have any additional comments or requests for changes.			
6. Client and target users test the revisions and provide feedback once more, until they no longer have any feedback for changes.	11. Software Engineering Team deploys the application/portal to the production server (in coordination with System Administrator) and provides the client access as an administrator.	None	To be determined based on user requirements.	<i>Software Engineering Team</i> ITDC
7. Client populates the required data and registers the list of users that should be given access to the application/portal.	12. Software Engineering Team handles the monitoring and maintenance of the application/portal (backend technical aspects).	None	To be determined based on user requirements.	<i>Software Engineering Team</i> ITDC
TOTAL		To be determined based on user requirements.	To be determined based on user requirements.	



EXTERNAL SERVICE

1. REQUEST FOR SOFTWARE LICENSES (ZOOM, ADOBE, ARCGIS, QUALTRICS, AND SLIDO) FOR UP USERS

This involves the provision of software licenses of the University (i.e. Adobe, ArcGIS, Qualtrics, and Slido) to the users.

Office or Division	Information Technology Development Center – Helpdesk Team			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	UP Students			
Checklist of Requirements		Where to Secure		
Filing/submitting of ticket at the UP System ICT Support ticketing portal: https://ictsupport.up.edu.ph/		The requesting unit / user will need to fill out via the ticketing system		
Students: Proof of enrollment (Form 5 or UP student ID)		Respective Office of the University Registrars (OURs) of the CUs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to https://ictsupport.up.edu.ph/ and fill out the details of the request for UP Mail, and attach the supporting document/s.	1. Triage and assign the ticket to the team/staff who will process the licenses	None	5 minutes	Helpdesk Agent ITDC
	1.1. Assigned staff processes the request	None	2 hours	Helpdesk Agent ITDC
2. Receive access to requested software.	2. Assigned staff informs the requester that they have been provisioned the software license/s	None	5 minutes	Helpdesk Agent ITDC
TOTAL		None	2 hour 10 minutes	



2. REQUEST FOR MICROSOFT 365 ACCOUNTS FOR UP STUDENTS

This involves the provision of Microsoft 365 to UP users.

Office or Division	Information Technology Development Center – Helpdesk Team			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	UP Students			
Checklist of Requirements		Where to Secure		
Filing/submitting of ticket at the UP System ICT Support ticketing portal: https://ictsupport.up.edu.ph/		The requesting unit / user will need to fill out via the ticketing system		
Students: Proof of enrollment (Form 5 or UP student ID)		Respective Office of the University Registrars (OURs) of the CUs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to https://ictsupport.up.edu.ph/ and fill out the details of the request for UP Mail, and attach the supporting document/s.	1. Triage and assign the ticket to the team/staff who will create the account/s	None	10 minutes	Helpdesk Agent
2.	1.1. Assigned staff processes the account creation	None	2 hours	Helpdesk Agent
3. Receive access to requested account.	2. Assigned staff informs the requester that their account has been created	None	10 minutes	Helpdesk Agent
TOTAL			2 hours 20 minutes	