
	Department of Health SAN LAZARO HOSPITAL CITIZEN'S CHARTER MANUAL		DOCUMENT CODE:
			CC - IHOM - 001
			REVISION NO.:
			0
			DATE EFFECTIVE:
			JUNE 1, 2019

DEPARTMENT: IHOM Unit (Integrated Hospital Operations & Mngt.) Unit

PROCESS 1: IT Equipment Troubleshooting

Schedule of Services:

Monday to Friday: 8:00 am – 5:00 pm (NO NOON BREAK)

Saturday to Sunday: 8:00 am – 5:00 pm (NO NOON BREAK)

Services Provided to:

San Lazaro Hospital Personnel

Requirements Needed:

Valid IT equipment troubleshooting request
(FM-HOPSS-IHOM-001) Job Order Form

Duration:

24 mins. – 20 hrs.

Step (no.)	Activities (procedure, start with verb, present tense, with direct contact with clients)	Forms (reference link, docs)	Fees	Response Time	Person Responsible
1	Receive and validate the IT equipment troubleshooting request	None	None	3 - 5 mins.	IHOM Personnel
2	Go to the office/area requesting for assistance	None	None	3 - 15 mins.	IHOM Personnel
3	Assess the troubleshooting request	Job Order Form	None	5 - 45 mins.	IHOM Personnel
4	Bring the IT equipment to IHOM Unit (if needed)	None	None	10 – 30 mins.	IHOM Personnel
5	Check scope of troubleshooting (if needed)	Job Order Form	None	10 – 45 mins.	IHOM Personnel
6	Advise the end-user to request damaged parts of the it equipment from the Materials Management Department (MMD) and Procurement Department (PD) (if needed)	Job Order Form	None	5 – 15 mins.	IHOM Personnel



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7	Retrieve the purchased parts from the MMD once its available (if needed, if cost of parts is 30% lower than the actual cost of the equipment being repaired, if the parts is/are still available)	Job Order Form	None	15 – 30 mins.	IHOM Personnel
8	Advise the end-user if IT equipment is not serviceable anymore. Recommending the equipment for condemnation (if applicable)	Job Order Form	None	5 – 15 mins.	IHOM Personnel
9	Troubleshoot the IT equipment	Job Order Form	None	10 mins. – 16 hrs.	IHOM Personnel
10	Return the fixed IT equipment to the office/area of the end-user (if needed)	None	None	10 – 30 mins.	IHOM Personnel
11	Have the end-user sign the Job Order form to complete the request	Job Order Form	None	3 – 10 mins.	IHOM Personnel
END OF TRANSACTION					