



MEMORANDUM

TO : **ALL CONCERNED**

FROM : **AIDA C. YUVIENCO**
Director, Management Information Systems Service

SUBJECT : **MISS Support Services**

DATE : **3 August 2020**

In the exigency of service, the Management Information Systems Service (MISS) has developed an online request form for support services. In this regard, all concerned DICT employees requiring assistance or support from MISS are recommended to complete and submit the **MISS End-User Support Request Form** that can be accessed through their respective **DICT Intranet** accounts.

To ensure the efficiency and effectiveness of the MISS support, only the support request using the online form should be accommodated. The form covers support request for the following:

- Network Connectivity
- Network Security
- Voice Communications / IP Phones
- Software Installation
- Hardware Repair and Maintenance
- ICT Equipment Setup
- Applications and Information Systems
- Video Conferencing or Streaming

A copy of the MISS Support Services Manual is attached as **Annex "A"** for your guidance and accessible through <https://intranet.dict.gov.ph/Support/View>.

Thank you for your usual support.