



Republic of the Philippines
Department of Education
Region X

Schools Division of Misamis Occidental

C. Information and Communications Technology Unit

1. Google Workspace and Microsoft 365 User Account Issuance and Management (In-Office Application)

The Google Workspace and Microsoft 365 user account issuance and management provides clients, specifically personnel from the Division of Misamis Occidental with their respective user accounts to access both Google and Microsoft. The service includes, but not limited to, user account creation, user account recovery (password reset), account suspension and deletion.

Office or Division:	Information and Communications Technology Unit			
Classification:	Simple			
Type of Transaction:	G2G –Government to Government			
Who may avail:	DepEd Misamis Occidental Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Form 1		Website – Downloadable Forms Page or ICTU office		
Any of the following: - Endorsement from School Head / Head of Office indicating employment status of Client. - Scanned copy of Appointment Letter				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills out ICT Form 1 with		None	5 minutes	Client



Address: Osilao St., Poblacion 1, Oroquieta City, Misamis Occidental

Contact Number: (088) 531-4026

E-mail Address: misamis.occidental@deped.gov.ph

Website: <https://depedmisocc.info>



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applicable details (providing contact details).				
2. Submit ICT Form 1 with the attachments to Records Section by entering details to the Document Tracking System and attaching the printed QR code.	2.1 Records personnel assists client in accomplishing DTS for QR code.	None	5 minutes	Records personnel
	2.2 Check & verify the completeness and accuracy of documents.	None	5 minutes	ICTU personnel
	2.3 ICTU creates/resets account.	None	10 minutes	ICTU personnel
	2.4 ICTU sends copy of ICT Form 1 to Releasing and sends feedback to client.	None	10 minutes	ICTU personnel



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2. Client checks for feedback thru contact details provided.		None		
TOTAL:		None	45 Minutes	

2. Google Workspace and Microsoft 365 User Account Issuance and Management (via depedmisocc.info/ict-support)

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills out ICT Form 1 with applicable details (providing contact details).		None	5 minutes	Client
2. Client sends request to depedmisocc.info/ict-support using personal email (for notifications from the system) and attaches scanned copy of the documents.	2.1 Check & verify the completeness and accuracy of documents attached by logging in to ict-support dashboard.	None	10 minutes	ICTU personnel
	2.2 ICTU creates/resets account.	None	10 minutes	ICTU personnel
	2.3 ICTU sends user credentials through depedmisocc.info/ict-support	None	10 minutes	ICTU personnel



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3. Client checks personal email for user credentials		None		
TOTAL:		None	35 Minutes	

Prepared by:

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IT Officer I



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