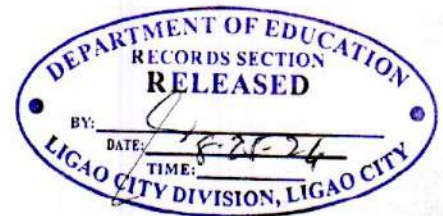




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SCHOOLS DIVISION OFFICE OF LIGAO CITY

Office of the Schools Division Superintendent

August 25, 2026

DIVISION MEMORANDUM

No. **0423** s. 2026

82526464

**IMPLEMENTATION OF THE OFFICIAL SDO HELPDESK TICKETING SYSTEM AND ITS
POLICY GUIDELINES**

To: Assistant Schools Division Superintendent
CID and SGOD Chief Education Supervisors
Public Schools District Supervisors
Public Elementary and Secondary School Heads
All Others Concerned

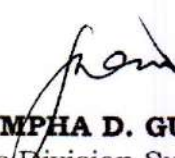
1. In line with the digitalization initiatives of the Schools Division Office of Ligao City, spearheaded by the Information and Communications Technology (ICT) Unit, and in adherence to its continuing commitment to modernize and enhance public service delivery, this Office hereby announces the official establishment and implementation of the **SDO Helpdesk Ticketing System**.
2. This centralized digital platform is designed to streamline the receiving, routing, processing, monitoring, tracking, and resolution of all official service requests and administrative concerns within the Division.
4. The implementation of this system aims to transition the processing of SDO communication channels into a standardized, transparent, accountable, and digitally managed service ecosystem. Through this system, every client concern shall be properly documented, automatically routed to the appropriate Unit, assigned to the responsible personnel, monitored throughout its lifecycle, and securely recorded until final resolution and closure.
5. Furthermore, the system provides management with real-time visibility into incoming service requests, personnel workload, ticket status, response and resolution timelines, and escalations. It features automatic email notifications to keep requestors updated and includes a feedback mechanism allowing clients to evaluate the service provided upon ticket completion.
6. The detailed Policy Guidelines Procedures governing the use of the SDO Helpdesk Ticketing System are attached as **Enclosure No. 1: Policy Guidelines and Operating Procedures on the SDO Helpdesk Ticketing System** (Access the document directly through this link: <https://surl.li/tejhug>)



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7. The ICT Unit shall provide the necessary technical assistance, user accounts, and continuous capacity-building sessions to ensure the smooth and seamless adoption of the system across all sections and units.
8. For information, dissemination and guidance of all concerned.


NYMPHA D. GUEMO

Schools Division Superintendent

Encl: as stated

Reference: DepEd Memo No.16 s.2023

To be indicated in the Perpetual index

Under the following subjects

Computers

Digitalization

Information Technology

Policy

Forms



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ENCLOSURE NO. 1 to Division Memorandum No. 10423 s. 2026

POLICY GUIDELINES AND OPERATING PROCEDURES ON THE SDO HELPDESK TICKETING SYSTEM

1. RATIONALE, PURPOSE, AND OBJECTIVES

In line with the digitalization initiatives of the **Schools Division Office of Ligao City**, particularly through the **Information and Communications Technology Unit (ICT Unit)**, and its continuing efforts to modernize internal processes and improve public service delivery, the **SDO Helpdesk Ticketing System** is established as the official digital platform for receiving, routing, assigning, processing, monitoring, transferring, escalating, resolving, and tracking official service requests and concerns.

The system shall provide a standardized, transparent, accountable, and efficient mechanism for managing concerns across the different SDO Units. It shall minimize reliance on informal communication channels and ensure that every official concern is properly documented from submission until resolution and closure.

Specifically, the system aims to:

1. Centralize Service Requests – Establish a single official digital channel for submitting and monitoring SDO service requests and concerns;
2. Standardize Workflow – Digitize the process of receiving, routing, assigning, transferring, escalating, resolving, and closing requests;
3. Strengthen Accountability – Maintain a complete digital record and audit trail of every ticket;
4. Improve Efficiency – Minimize delays caused by informal communication channels such as personal text messages, phone calls, and private chat applications;
5. Strengthen Management Oversight – Provide Unit Heads and the Schools Division Superintendent with appropriate visibility of ticket handling, workload, pending concerns, escalations, and service performance;
6. Establish Service Standards – Implement service response and resolution targets through a Service Level Agreement (SLA);
7. Improve Client Engagement – Provide requestors with automatic email notifications and an opportunity to evaluate the service provided after resolution; and
8. Support Data-Driven Management – Generate summaries and reports per Unit and per Section User to support monitoring, planning, decision-making, and continuous improvement.



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These Policy Guidelines shall apply to all personnel of the Schools Division Office of Ligao City who are assigned or authorized to use, manage, process, monitor, or supervise tickets through the SDO Helpdesk Ticketing System.

This includes the Schools Division Superintendent, Assistant Schools Division Superintendents, Unit Heads, Section Users/Staff, designated system administrators, and other authorized personnel.

The system shall also cover requestors or end-users submitting official concerns to SDO Units.

3. GENERAL POLICIES AND GUIDELINES

3.1 Single Point of Entry

The SDO Helpdesk Ticketing System shall serve as the **official digital channel** for submitting, routing, processing, monitoring, transferring, escalating, resolving, and tracking official service requests and concerns.

3.2 Official Documentation

All official concerns requiring action from an SDO Unit shall be recorded through a Helpdesk ticket.

The ticket shall serve as the official record of the concern and may contain:

- Requestor information;
- Nature and category of concern;
- Concerned Unit;
- Assigned Section User;
- Date and time of submission;
- Responses and communications;
- Attachments;
- Status changes;
- Transfers;
- Transfer remarks;
- Escalations;
- Actions taken;
- Internal remarks; and
- Resolution details.



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3.3 Accountability and Audit Trail

Every ticket shall maintain a complete history of activities performed within the system, including submission, assignment, transfer, escalation, response, status updates, resolution, and closure.

This shall ensure that the handling of every concern can be properly monitored, reviewed, and accounted for by authorized personnel.

3.4 Automatic Routing

Tickets shall be categorized according to the nature of the concern and routed to the appropriate **SDO Unit** for review and action.

3.5 Email-Based Tracking

The requestor shall receive automatic email notifications throughout the ticket lifecycle.

The requestor may use the ticket reference number and information provided through email notifications to monitor the progress of the concern.

3.6 File Attachments

Requestors and authorized personnel may attach relevant files necessary for processing the concern, including documents, forms, screenshots, photographs, reports, scanned documents, and other supporting files.

3.7 Transparency and Monitoring

The handling and progress of tickets shall be visible to the appropriate **Unit Head and SDS**, subject to role-based access, confidentiality, and data privacy requirements.

4. USER ROLES AND SYSTEM PRIVILEGES

Role	Scope	Key Responsibilities and Permissions
Super Admin / SDS / ASDS	Division-wide	Oversees system operations, division-wide ticket monitoring, analytics, escalation, user management, system configurations, and overall SLA compliance.
Unit Head	Unit Level	Monitors tickets under the Unit, assigns and transfers tickets, monitors Section User actions, handles escalations, reviews pending and overdue tickets, and oversees SLA compliance.
Section User / Staff	Assigned Tickets	Processes assigned tickets, communicates with requestors, updates ticket status, attaches supporting files, transfers tickets with valid remarks, and escalates cases when necessary.
Requestor / End-User	Personal Tickets	Submits concerns, provides complete information and attachments, receives email notifications, responds to requests for additional information, and evaluates the service after ticket closure.



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5. ACCOUNT RELEASE, DRY-RUN IMPLEMENTATION, AND OFFICIAL DEPLOYMENT

To ensure system readiness and familiarize designated personnel with the Helpdesk System, the following schedule shall be observed:

5.1 Account Release – August 13–14, 2026

System accounts shall be released to designated Section Users on August 13–14, 2026.

Section Users are encouraged to log in, explore their accounts, familiarize themselves with the available features, and review the ticket-handling process prior to the official dry run.

5.2 User Familiarization – August 13–23, 2026

During this period, designated users may explore the system and familiarize themselves with ticket management, status updates, responses, attachments, transfers, escalation, and other applicable features.

5.3 Official Dry Run – August 24–29, 2026

The official dry run shall be conducted from August 24–29, 2026.

The dry run shall test:

- Ticket submission;
- Automatic routing;
- Assignment;
- Ticket processing;
- Status updates;
- Responses;
- File attachments;
- Ticket transfer;
- Escalation;
- Email notifications;
- Resolution;
- Closure;
- Requestor evaluation; and
- Reports and monitoring.



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5.4 Final System Preparation – August 30–31, 2026

The ICT Unit shall review issues, observations, and recommendations identified during the dry run and implement necessary system adjustments prior to official deployment.

5.5 Official Deployment – September 1, 2026

The SDO Helpdesk Ticketing System shall be officially deployed and implemented beginning September 1, 2026.

From this date onward, all covered official service requests and concerns shall be processed through the official SDO Helpdesk System in accordance with these Policy Guidelines.

Implementation Schedule

Activity	Date
Release of Section User Accounts	August 13–14, 2026
User Familiarization	August 13–23, 2026
Official Dry Run	August 24–29, 2026
Final System Preparation	August 30–31, 2026
Official Deployment and Mandatory Implementation	September 1, 2026

6. OFFICIAL SDO HELPDESK SYSTEM ACCESS

The official SDO Helpdesk Ticketing System may be accessed through:

Official System Portal:

<https://helpdesk.sdoligaocity.ph/>

All concerned personnel shall use only the official Helpdesk portal for submitting, managing, monitoring, and processing covered service requests.

6.1 Requestor Access

1. The requestor shall **not be required to create a separate Helpdesk account**.
2. The requestor shall provide an active email address, preferably the official **@depd.gov.ph** email address.
3. The requestor shall receive automatic email notifications containing the ticket reference number and relevant ticket updates.
4. The requestor shall use the ticket reference number for monitoring and follow-up.



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For system access, account concerns, technical assistance, or other Helpdesk-related concerns, personnel may coordinate with the Information and Communications Technology Unit (ICT Unit).

7. POLICIES PER UNIT

Each SDO Unit shall be responsible for properly managing and resolving tickets within its respective area of responsibility.

7.1 Office of the Schools Division Superintendent / ASDS

Scope:

- Executive concerns;
- Endorsements;
- Administrative clearances;
- Division-level requests; and
- Matters requiring executive intervention.

Policy:

High-priority executive or policy-related concerns shall be reviewed and acted upon within the prescribed service timeframe.

7.2 Legal Unit

Scope:

- Legal advice;
- Administrative complaints;
- Contract review;
- Legal documentation; and
- Compliance-related concerns.

Policy:

Confidential legal matters shall be handled with strict access restrictions. Attachments containing sensitive information shall only be accessible to authorized Legal Unit personnel.

7.3 Information and Communications Technology Unit (ICT Unit)

Scope:

- Network and internet connectivity;
- System accounts;



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- Password and login concerns;
- Hardware and printer concerns;
- Software support;
- Technical assistance;
- Information systems;
- System-related concerns; and
- Other ICT-related services.

Policy:

Critical network outages, system downtime, and incidents affecting major SDO operations shall receive priority over standard technical requests.

7.4 Administrative Unit

Scope:

- Records management;
- Personnel-related concerns;
- Supplies and property;
- Cash;
- General administrative services/ Logistics
- Other administrative concerns.

Policy:

Requests requiring physical verification, inspection, or submission of documents shall be properly updated in the ticket until the required action is completed.

7.5 School Governance and Operations Division (SGOD)

Scope:

- School health;
- Physical facilities;
- Monitoring and evaluation;
- Human resource development;
- Resource and Planning
- District operations support; and



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- Financial transactions; and
- Financial report tracking.

Policy:

Concerns requiring supporting financial documents shall be placed under Pending status until the required documents are submitted.

8. TICKET ASSIGNMENT

1. Each submitted ticket shall be categorized based on the nature of the concern.
2. The system shall route the ticket to the appropriate Unit.
3. The Unit Head shall review the ticket and assign it to the appropriate Section User or staff member.
4. Assignment shall consider the nature of the concern, personnel responsibilities, expertise, workload, and availability.
5. The Unit Head shall monitor assigned tickets to ensure that concerns are properly handled and service targets are observed.

9. TICKET TRANSFER POLICY

A ticket may be transferred from one Section User to another when necessary.

Valid reasons include:

1. The concern falls under another personnel's responsibility;
2. Another staff member has the appropriate expertise;
3. Workload balancing is necessary;
4. The originally assigned personnel is unavailable;
5. The concern requires specialized handling; or
6. Another valid operational reason exists.

Every transfer must contain a clear and valid remark explaining the reason for the transfer.

The receiving personnel shall not reject a valid transfer based solely on personal preference. Where the transfer is supported by a valid operational remark, the receiving personnel shall proceed with the concern.

If the receiving personnel believes that the transfer is incorrect or requires clarification, the matter shall be raised to the Unit Head for appropriate action rather than leaving the ticket unattended.

All transfer activities shall remain recorded in the ticket history and shall be viewable by authorized Unit Heads and the SDS.



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- Other SGOD-related concerns.

Policy:

Field inspection and facility-related concerns shall include the scheduled inspection date and relevant actions in the ticket.

7.6 Planning Unit

Scope:

- LIS/EBEIS assistance;
- Plantilla validation;
- School profile updates;
- Statistical data requests; and
- Planning-related concerns.

Policy:

System correction and data-related requests shall include the required supporting forms or documents before processing.

7.7 Curriculum Implementation Division (CID)

Scope:

- Instructional supervision;
- Learning resources;
- Subject-area concerns;
- Learning activities; and
- Curriculum-related matters.

Policy:

Learning resource-related requests shall be properly routed to the concerned section or authorized personnel before resolution.

7.8 Accounting Unit

Scope:

- Voucher status;
- Payroll inquiries;
- Liquidation;



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The ticket history shall remain intact after escalation.

11. TICKET HANDLING VISIBILITY AND ACCOUNTABILITY

The Unit Head shall be able to monitor tickets assigned to and handled by Section Users within the Unit.

The SDS shall have division-wide visibility of ticket activity, subject to confidentiality and role-based access.

Authorized management personnel may view:

- Assigned personnel;
- Assignment dates;
- Responses;
- Actions taken;
- Status changes;
- Transfer history;
- Transfer remarks;
- Escalation history;
- Pending periods;
- Resolution details;
- Closure information; and
- Other relevant ticket activities.

This monitoring capability shall allow management to identify delayed tickets, workload imbalances, recurring concerns, bottlenecks, unresolved requests, and areas requiring intervention.

12. TICKET LIFECYCLE AND STATUS

Every ticket shall follow the prescribed workflow:

12.1 Open – The ticket has been successfully submitted and is awaiting review or assignment.

12.2 In Progress – The ticket has been assigned to authorized personnel and is actively being handled.

12.3 Pending – The ticket is temporarily on hold because additional information, documents, approval, coordination, or action from the requestor or another concerned party is required.



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12.4 Resolved – The requested service or corrective action has been completed and the resolution has been properly recorded.

12.5 Closed – The concern has been confirmed as completed and the ticket has been formally closed.

13. SERVICE LEVEL AGREEMENT (SLA)

1. All tickets shall be acted upon and targeted for resolution within 24 hours whenever reasonably possible.
2. The 24-hour target shall apply to concerns that can reasonably be completed within the standard service period.
3. Some concerns may require additional working days because of their nature or dependencies.
4. Examples include:
 - Required approval or endorsement;
 - Coordination with another Unit or office;
 - Procurement or acquisition of materials;
 - Field inspection or validation;
 - Extensive technical troubleshooting;
 - System development or configuration;
 - Availability of replacement parts or equipment;
 - Third-party coordination;
 - Required documents from the requestor; or
 - Other circumstances beyond the immediate control of the assigned personnel.
5. When a ticket cannot be resolved within 24 hours, the assigned personnel shall provide an appropriate status update and valid remarks explaining the reason for the extended processing period and the action being undertaken.
6. Tickets awaiting information, documents, approval, or action from the requestor or another responsible party may be placed under Pending status.

Priority	Target
Urgent / Critical	Immediate action; target resolution within 24 hours when feasible
High	Within 24 hours



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Medium	Within 24–48 hours
Low / Standard	Within 3–5 working days

The SLA shall not require personnel to close a ticket prematurely merely to meet the target. Appropriate action, accurate status updates, and proper documentation shall take priority.

14. REQUESTOR SERVICE EVALUATION

1. Once a ticket is closed, the requestor shall be given an opportunity to evaluate the service provided.
2. The evaluation may include:
 - Service rating;
 - Timeliness of response;
 - Quality of assistance;
 - Professionalism of the assigned personnel; and
 - Comments or suggestions.
3. The evaluation shall form part of the ticket record.
4. Evaluation results may be used to improve service delivery, identify training needs, and monitor customer service performance.
5. Evaluation results may be included in appropriate reports and analytics, subject to applicable data privacy and confidentiality requirements.

15. ACCOUNT, LOGIN, AND SECURITY GUIDELINES

15.1 Official Account Identification

Authorized system users shall use their official **@deped.gov.ph email address** as their system identity.

15.2 Requestor Access

Requestors shall not be required to create a separate Helpdesk account. Their submitted tickets shall be associated with the email address provided during ticket submission.

15.3 Automatic Email Notifications

The system shall automatically notify requestors regarding:

- Ticket submission;
- Ticket reference number;
- Assignment;



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- Staff response;
- Request for additional information;
- Status changes;
- Transfer;
- Escalation;
- Resolution; and
- Closure.

15.4 Password Security

Authorized system users shall maintain secure credentials and shall change temporary or default passwords upon first login when applicable.

15.5 Credential Sharing Prohibited

Users shall not share their system credentials. All actions performed using an account shall be recorded and attributed to the registered user.

15.6 Role-Based Access Control

Users shall only be given access to system functions and ticket information necessary for their assigned duties.

15.7 Account Management

Authorized administrators may enable, disable, lock, or restrict accounts when necessary due to security requirements, personnel movement, account misuse, or administrative directives.

16. RESPONSIBILITIES OF REQUESTORS

All requestors shall:

1. Submit official concerns through the SDO Helpdesk System;
2. Provide complete and accurate information;
3. Select the appropriate concern category;
4. Attach required supporting documents;
5. Respond promptly when additional information is requested;
6. Monitor email notifications;
7. Use the ticket reference number when following up;
8. Avoid submitting duplicate tickets for the same concern unless instructed; and



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9. Evaluate the service provided after ticket closure.

17. RESPONSIBILITIES OF UNIT HEADS

Unit Heads shall:

1. Regularly monitor the Unit's ticket queue;
2. Ensure proper assignment of tickets;
3. Monitor the actions of Section Users;
4. Review ticket transfers and escalation remarks;
5. Monitor pending and overdue tickets;
6. Provide intervention when necessary;
7. Escalate appropriate concerns to the SDS;
8. Ensure compliance with the prescribed SLA;
9. Review Unit-level ticket summaries;
10. Identify workload issues and recurring concerns; and
11. Ensure that unresolved tickets have appropriate status updates and remarks.

18. RESPONSIBILITIES OF SECTION USERS

Section Users shall:

1. Review assigned tickets promptly;
2. Provide appropriate and professional responses;
3. Update ticket statuses accurately;
4. Record actions taken and findings;
5. Attach supporting documents or proof of resolution when applicable;
6. Request additional information when necessary;
7. Transfer tickets only when justified and supported by valid remarks;
8. Escalate cases to the Unit Head or SDS when appropriate;
9. Provide status updates when a case requires more than the target resolution period; and
10. Maintain complete and accurate ticket records.

19. MONITORING, REPORTING, AND ANALYTICS



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The SDO Helpdesk System shall provide dashboards, summaries, and reports to support operational and management monitoring.

19.1 Unit-Level Summary

Reports may include:

- Total tickets received;
- Open tickets;
- In Progress tickets;
- Pending tickets;
- Resolved tickets;
- Closed tickets;
- Overdue tickets;
- Average response time;
- Average resolution time;
- SLA compliance;
- Transfers;
- Escalations; and
- Service evaluation results.

19.2 User-Level Summary

Authorized Unit Heads and the SDS may view summaries per Section User, including:

- Number of tickets assigned;
- Number of tickets handled;
- Number of tickets resolved;
- Number of tickets closed;
- Number of pending tickets;
- Number of overdue tickets;
- Average response time;
- Average resolution time;



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- Number of transferred tickets;
- Number of escalated tickets; and
- Service evaluation results, where applicable.

19.3 Division-Wide Summary

The SDS shall have access to appropriate division-wide analytics, including:

- Total number of tickets;
- Ticket distribution per Unit;
- Ticket distribution per Section User;
- Priority distribution;
- SLA compliance;
- Pending and overdue concerns;
- Resolution performance;
- Escalation trends;
- Transfer history;
- Unit workload;
- User workload; and
- Requestor service evaluation results.

These reports shall assist management in identifying workload imbalances, recurring concerns, service delays, and areas requiring operational improvement.

20. PROHIBITION ON INFORMAL PROCESSING

1. Official concerns requiring action shall not be processed solely through personal text messages, private social media messages, or informal chat conversations.
2. If a concern is initially received through an informal communication channel, the requestor shall be directed to submit the concern through the official Helpdesk System.
3. Official responses, actions, attachments, transfers, escalations, and resolution details shall be recorded in the corresponding ticket.
4. Personnel shall avoid maintaining official service records exclusively outside the Helpdesk System.



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5. The Helpdesk System shall serve as the official reference for monitoring the status and history of service requests.

21. DATA PRIVACY AND INFORMATION SECURITY

1. Access to tickets shall be based on assigned roles and responsibilities.
2. Confidential concerns and documents shall only be accessible to authorized personnel.
3. Users shall not disclose ticket information, attachments, personal information, or other sensitive records to unauthorized individuals.
4. System activities shall be logged for accountability, monitoring, and security purposes.
5. Personnel shall observe applicable government policies, regulations, and standards concerning data privacy, information security, and responsible use of government information systems.
6. Any suspected unauthorized access, disclosure, account compromise, or security incident shall immediately be reported to the appropriate system administrator or authorized official.

22. SYSTEM ADMINISTRATION AND TECHNICAL SUPPORT

The Information and Communications Technology Unit (ICT Unit) shall be responsible for the technical administration, maintenance, security, and continuous improvement of the SDO Helpdesk Ticketing System.

The designated system administrator shall manage, as applicable:

1. System availability;
2. User account configuration;
3. Role and permission management;
4. Ticket categories and routing;
5. Email notification configuration;
6. System monitoring;
7. Backup and recovery;
8. Security controls;
9. Technical troubleshooting; and
10. System improvements and enhancements.

Changes to system configurations shall be properly documented and implemented only by authorized personnel.



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System issues affecting ticket submission, routing, notification, monitoring, or processing shall be addressed as a priority to ensure continuity of service.

23. COMPLIANCE AND MANAGEMENT MONITORING

1. All SDO personnel covered by this Memorandum are expected to comply with the prescribed Helpdesk procedures.
2. Unit Heads shall ensure compliance within their respective Units.
3. The SDS and authorized administrators may review system reports and ticket histories to monitor compliance, service performance, workload distribution, and SLA implementation.
4. Repeated failure to properly document, update, or act upon assigned tickets may be subject to appropriate administrative review in accordance with applicable rules and regulations.
5. The Helpdesk System shall be continuously improved based on operational experience, system performance, user feedback, and management requirements.

24. EFFECTIVITY

1. The account release and user familiarization period shall begin on August 13, 2026.
2. The official dry run shall be conducted from August 24–29, 2026.
3. Final system preparation shall be conducted on August 30–31, 2026.
4. The official and mandatory implementation of the SDO Helpdesk Ticketing System shall commence on September 1, 2026.
5. These Policy Guidelines shall remain in effect until amended, revised, or superseded by a subsequent issuance.
6. All SDO personnel are enjoined to fully support and comply with the implementation of the SDO Helpdesk Ticketing System to promote efficient, transparent, accountable, responsive, and digitally enabled service delivery.

For strict compliance.