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Republic of the Philippines
Department of Education
REGION I
SCHOOLS DIVISION OF VIGAN CITY

DIVISION MEMORANDUM

No. 56, s. 2026

GUIDELINES AND PROCESS FLOW ON THE USE OF THE CUSTOMER SERVICE REQUEST ONLINE FORM (CSROF) FOR PLANNING-RELATED REQUESTS

To: Assistant Schools Division Superintendent
Chief Education Supervisors
Public Elementary and Secondary Schools Heads
Private School Administrators
State Universities and Colleges (SUCs)
All Others Concerned

1. In line with OUA Memorandum No. 14-0719-0244, signed by Undersecretary Alain Del B. Pascua, titled "ICTS-USER Support Division Helpdesk Process", which establishes the ICTS-User Support Division (ICTS-USD) Helpdesk as the official mechanism for submitting information system concerns and ticketing support to Central Office, this Office hereby officially implements the use of the Customer Service Request Online Form (CSROF) as the official and mandatory platform for submitting planning-related requests, inquiries, incident reports, and service requests to the Planning Unit.

2. This CSROF aims to streamline and expedite the submission, monitoring, and resolution of planning-related concerns, ensure systematic documentation of requests, and promote a more organized, transparent, and efficient service delivery process within the Division.

3. All concerned schools and stakeholders are hereby requested to strictly observe and comply with the procedures and process flow outlined in Enclosure 1 (Submission Guidelines) and Enclosure 2 (CSROF Process Flow) attached to this Memorandum.

4. Immediate dissemination of and strict compliance with this Memorandum is directed.



VILMA D. EDA, CESO V
Schools Division Superintendent

Reference: DepEd Information Systems Helpdesk Process Flow and Escalation Procedures Memorandum
Enclosure: Enclosure A – Submission Guidelines
Enclosure B – CSROF Process Flow
OUA MEMO 14-0719-0244

SGOD/gpc/LIS
1.19.2026



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Your Feedback is important to us. Visit this link bit.ly/SDOViganCityCSM





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Enclosure 1 of Division Memorandum No. ____ s. 2026

Submission Guidelines

1. All requests, including but not limited to the following, shall be submitted exclusively through the Customer Service Request Online Form via the link: <https://tinyurl.com/CSRF-Vigan-City> :
 - Requests for Basic Education Statistics
 - Technical Assistance Support
 1. Learner Information System (LIS) Requests, such as:
 - a. Request Forms (RF01-RF10) for issues and concerns
 - b. Change Requests in the LIS
 2. Requests related to EBEIS, BEIS, NSBI, and ALS
2. For RF09 – Unenrollment of Learner, requesting party shall:
 - Upload the duly accomplished RF09 through the link provided above; and
 - Submit to the Records Section a formal letter request addressed to the Schools Division Superintendent (SDS) together with the printed RF09.
 - The SGOD-Planning unit shall subsequently submit the SDS justification letter and the accomplished RF09 (downloaded from the link) through the Central Office LIS Helpdesk Ticketing System.
3. A DepEd email address is required for DepEd personnel.
 - Non-DepEd requesting parties shall use a valid Gmail address.
4. Only one (1) request per submission is allowed, covering one school and one consolidated concern. Multiple submissions with the same concern are highly discouraged.
5. All requests shall be processed on a FIRST COME, FIRST SERVED basis.
6. For compliance or follow-up submissions related to a previously filed request, the corresponding request number must be indicated.
7. All uploaded documents shall follow the prescribed file naming convention:

REGION-DIVISION-SCHOOL-LEVEL

Example: R1_Vigan_City_ISNHS-SHS_RF08...



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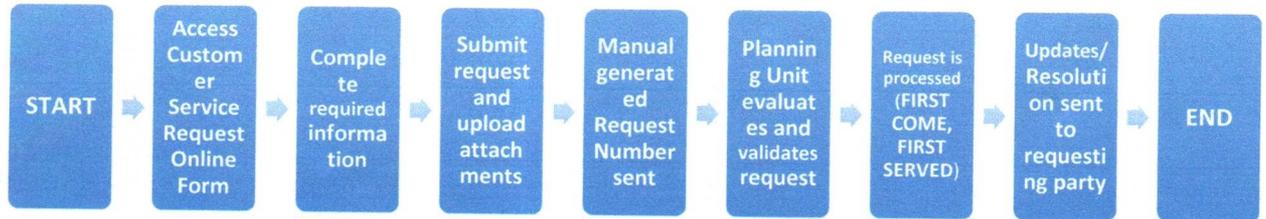




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Enclosure 2 of Division Memorandum No. ____ s. 2026

CSROF Process Flow





Republika ng Pilipinas
Kagawaran ng Edukasyon
Tanggapan ng Pangalawang Kalihim

OUR MEMO 14-0719-0244
MEMORANDUM
08 July 2019

For: **Regional Directors**
Minister of Basic, Higher, and Technical Education, BARMM
Schools Division Superintendents
Public Elementary and Secondary School Heads

Subject: **ICTS-USER SUPPORT DIVISION HELPDESK PROCESS**

To expedite the advancement of Helpdesk Support Services that will allow efficient management of issues and to provide timely response to Information System (IS) users by formulating standardized guidelines, the Information and Communications Technology Service (ICTS) through the User Support Division (USD) is introducing an updated process of submitting concerns to the Helpdesk Support Team through an online form integrated with a ticketing system.

Effective 10 July 2019, all issues and concerns must be submitted through the online form. Further, the email address support.ebeis-lis@deped.gov.ph will cease to accept issues and concerns on the said cutoff date. However, emails received up to 30 June 2019 11:59 PM will still be addressed.

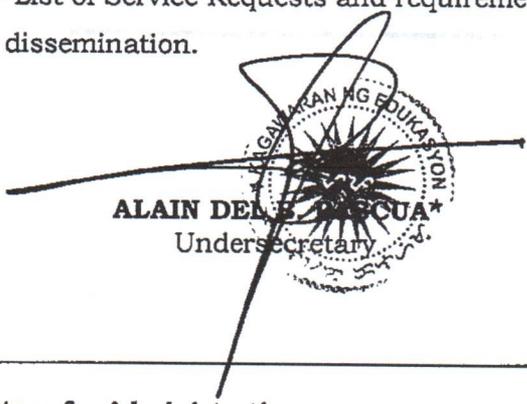
The access to this online form will be shared to the Regional Planning Officers only, following the escalation procedure of ICTS-USD. Schools must submit the issues to the Division Office. Division Office to filter, consolidate and endorse issues to the Regional Office. Regional Office to filter, consolidate, endorse and encode issues on the online form.

For the time being, this memorandum is applicable for the LIS-BEIS systems. For all other information systems, emails transactions are still in effect and current process are still valid.

Please see attached Annex A – USD Escalation Procedure, Annex B – USD Process on LIS-BEIS Issues and Concerns, Annex C – List of Service Requests and requirements.

For appropriate action and immediate dissemination.

Thank you.


ALAIN DELA CRUZ
Undersecretary

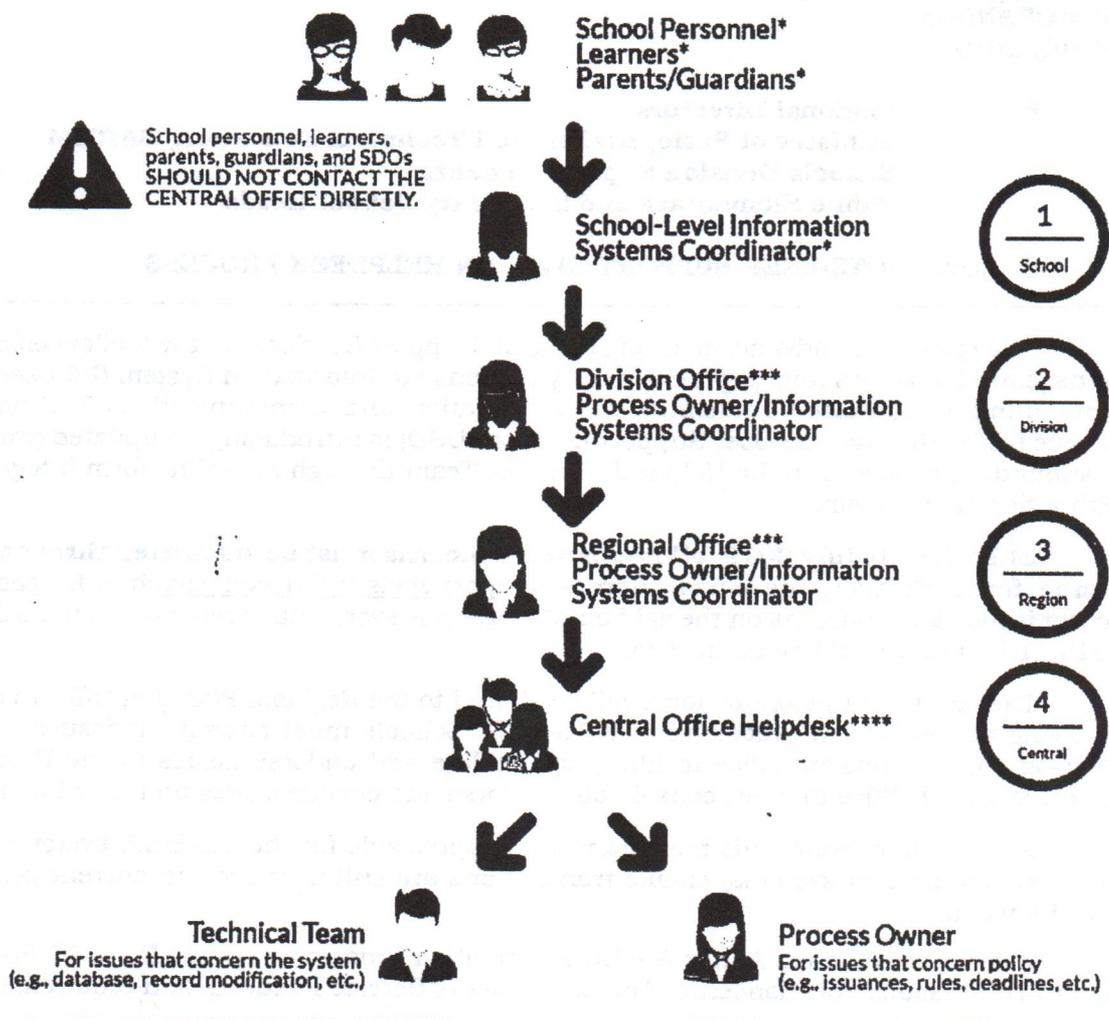
Office of the Undersecretary for Administration

(Administrative Services, Information and Communications Technology, Disaster Risk Reduction and Management, Schools Health, Youth Formation, Baguio Teachers' Camp, Education Facilities/ School Buildings)
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Annex A – Escalation Procedure



ICTS-User Support Division Helpdesk ESCALATION PROCEDURES



Annex B – USD Process on LIS-BEIS on Issues and Concerns

1. Fill out online form completely and state all the necessary information regarding the issue to be processed accurately.
2. DepEd or Gmail email address is required to access the form.
3. A request submitted by the Regional Planning Officer or a regional staff on his/her behalf through the online form will be considered as an endorsement. No need to send hard copies.
4. Once the form is submitted, a ticket number will be sent to the requestor's and school's email address provided in the form.
5. Use the ticket number to follow up on your requests. You may contact the Regional Office or call ICTS-USD Helpdesk landline and cellphone numbers for follow ups.
6. Aside from the updates on open tickets, a spreadsheet with the ticket number of the issues will be shared to Regional Planning Officers for monitoring purposes.
7. The requestor and school email address can also receive updates regarding their open tickets every step of the process.
8. This is a FIRST ENTRY, FIRST SERVE basis. Requests received thru the online form will be prioritized. Requests received through all other means will take no notice.
9. Avoid submitting multiple requests with the same concern. This will decrease the efficiency of the process.
10. Submission of requests must be 1 entry per school, per issue. Consolidate similar issues of a particular school. Example: 1 entry for School A LRN Merging, another entry for School A Un-enrolment, another entry for School B LRN Merging.
11. There is no need to physically visit the User Support Division office for issues to be resolved. Requests from walk in clients will be queued within the ticketing system and not be processed instantly.
12. For requests with incomplete details and missing requirements, the ticket will remain open until the lacking documents are received on or before the 30th day from the date the feedback was sent to the email address of the requestor and school. Otherwise, ticket will automatically be closed and new request must be created re-attaching all the requirements.
13. To submit the lacking requirements, another request must be done online citing the ticket number of the original request for reference.
14. An updated Request Forms will be available in the LIS Support page.
15. Lastly, do not wait for the EOSY Updating to resolve all enrolment issues.



Annex C – List of Service Requests and Requirements

Type of Service Request	Requirements <i>(All must be endorsed and validated by Region and Division)</i>
1. LRN Merging	<ul style="list-style-type: none"> • RF01 in Excel format, • Scanned copy of RF01 with signature of School Head, • <i>Additional if needed: Scanned copy of Birth Cert, Form 137/138.</i>
2. LRN Reactivation	<ul style="list-style-type: none"> • RF02 in Excel format, • Scanned copy of RF02 with signature of School Head, • <i>Additional (if needed): Scanned copy of Birth Cert, Form 137/138.</i>
3. Un-merging LRN	<ul style="list-style-type: none"> • RF04 in Excel format, • Scanned copy of RF04 with signature of School Head, • <i>Additional (if needed): Photocopy Birth Cert, Form 137/138.</i>
4. Merging of School ID	<ul style="list-style-type: none"> • RF10 in Excel format, • Scanned copy of RF10 with signature of School Head • For public school scanned copy of Endorsement Letter from Division, • For private school, scanned copy of the approved permit.
5. Reopening of Enrolment	<ul style="list-style-type: none"> • RF12 in Excel format, • Scanned copy of RF12 with signature of School Head, • Approval of Process Owner*
6. Correcting Transfer Related Issues	<ul style="list-style-type: none"> • RF13 in Excel format, • Scanned copy of RF13 with signature of School Head, • <i>Additional (if needed): Form 137/138</i>
7. Confirmation of Transfer from Closed School	<ul style="list-style-type: none"> • RF14 in Excel format, • Scanned copy of RF14 with signature of School Head. • <i>Additional (if needed): Form 137/138</i>



8. Un-enrolment of Learner

- RF15 in Excel format,
- Scanned copy of RF15 with signature of School Head,
- *Additional (if needed):* Form 137/138,
- Approval of Process Owner*.

9. Updating of SHS Program Offering for Schools Abroad

- RF16 in Excel format,
- Scanned copy of RF16 with signature of School Head
- Approved permit.

10. COC Updating for Schools Abroad

- RF17 in Excel format.
- Scanned copy of RF17 with signature of School Head
- Approved permit.

**Approval of the process owner is within the ticketing system.*

