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

DIVISION MEMORANDUM
No. 859, s. 2026

08 OCT 2026

ONLINE ORIENTATION ON THE IMPLEMENTATION OF THE WEB-BASED HELPDESK TICKETING SYSTEM

To: Assistant School Division Superintendent
Chiefs, CID and SGOD
Division Planning Officer
Division Education Program Supervisor for ALS
All Others Concerned

1. The Office of the Undersecretary for Information and Communications Technology (OU ICT), through the Information and Communications Technology Service – User Support Division (ICTS-USD), issued ***OUICT Memorandum No. OUICT-MEM-092326-U4-2 dated September 30, 2026***, entitled ***"Online Orientation on the Implementation of the Web-Based Helpdesk Ticketing System."*** The said Memorandum provides the guidelines and arrangements for the conduct of the online orientation for concerned personnel.

2. The online orientation aims to familiarize participants with the features and functionalities of the Web-Based Helpdesk Ticketing System and demonstrate the procedures for creating, monitoring, and managing support tickets. It also aims to establish a standardized process for reporting and resolving ICT-related concerns and strengthen coordination in the provision of ICT support services.

3. The Web-Based Helpdesk Ticketing System serves as a centralized platform for the logging, monitoring, tracking, and resolution of ICT-related concerns, thereby supporting a more systematic and efficient delivery of ICT technical assistance and support services.

4. In this regard, the following concerned personnel are requested to participate in the online orientation:

   a. Division Planning Officer (DPO)
   b. Division Education Program Supervisor for ALS (DEPS-ALS)

5. For Region I, the online orientation is scheduled on October 14, 2026, from 9:00 A.M. to 12:00 P.M., under the Luzon AM Session.

6. The activity will be conducted through Microsoft Teams. Participants shall use the designated meeting link provided in the reference memorandum:

Meeting Link: https://bit.ly/Oct14amSession

7. Participants are advised to:

   a. join the Microsoft Teams meeting at least fifteen (15) minutes before the scheduled start of the activity;
   b. ensure a stable internet connection throughout the session;
   c. use a computer or mobile device suitable for participation in the online orientation; and
   d. actively participate in the discussions, demonstration, and open forum.

8. For other details and specific instructions concerning the conduct of the activity, all concerned personnel are advised to refer to OUICT Memorandum No. OUICT-MEM-092326-U4-2 dated September 30, 2026, which is attached to this Memorandum.

9. Immediate dissemination of and compliance with this Memorandum are hereby directed.

SCHOOLS DIVISION OFFICE
DEPED VIGAN CITY
08 OCT 2026
RELEASED
BY

VILMA D. EDA, CESO V
Schools Division Superintendent

Republika ng Pilipinas

Department of Education

OFFICE OF THE UNDERSECRETARY FOR INFORMATION AND COMMUNICATIONS TECHNOLOGY

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MEMORANDUM
OUICT-MEM-092326-U4-2

FOR	:	**PPS – EDUCATION MANAGEMENT INFORMATION SYSTEM DIVISION** **BAE – POLICY AND QUALITY ASSURANCE DIVISION** **ICTS – SOLUTIONS DEVELOPMENT DIVISION** **BLSS– SCHOOL HEALTH DIVISION** **REGIONAL DIRECTORS** **SCHOOLS DIVISION SUPERINTENDENTS**
FROM	:	**ATTY. MARCELINO G. VELOSO III** Undersecretary
SUBJECT	:	**ONLINE ORIENTATION ON THE IMPLEMENTATION OF THE WEB-BASED HELPDESK TICKETING SYSTEM**
DATE	:	**30 September 2026**

1. **Purpose.**

   1.1. This Memorandum informs the offices concerned of the conduct of the Online Orientation on the Implementation of the Web-Based Helpdesk Ticketing System and requests the participation of their respective personnel.

2. **Background.**

   2.1. The Information and Communications Technology Service (ICTS), through the ICTS-User Support Division (ICTS-USD), continuously provides technical assistance and support services to personnel of the Department of Education (DepEd). Various ICT-related concerns are currently received through multiple communication channels making it challenging to effectively monitor requests, track status, and generate reports.

   2.2. To streamline support processes and improve service delivery, the ICT Service, through its Solutions Development Division (ICTS-SDD), developed the Web-Based Helpdesk Ticketing System, a centralized platform for logging, monitoring, tracking, and resolving ICT-related concerns.

   2.3. In preparation for the system's full implementation, ICTS shall conduct online clustering sessions to orient key personnel on the system's features, workflows, and utilization.

3. **Objectives.**

The activity aims to:

3.1. Familiarize participants with the features and functionalities of the Web-Based Helpdesk Ticketing System;

3.2. Demonstrate the procedures for creating, monitoring, and managing support tickets;

3.3. Establish a standardized process for reporting and resolving ICT-related concerns;

3.4. Strengthen coordination among Regional and Division Offices in managing service requests; and

3.5. Ensure the readiness of Regional and Schools Division Offices for the nationwide implementation of the system.

4. **Activity Details.**

4.1. Activity Title: Online Orientation on the Implementation of the Web-Based Helpdesk Ticketing System

4.2. To ensure the orderly conduct of the activity, participants shall be clustered and scheduled as follows:

October 14, 2026

- AM Session (Luzon): CAR, Region I, Region II, and Region III
- PM Session (Luzon): Region IV-A, Region IV-B, Region V, and NCR

October 16, 2026

- AM Session (Visayas): Region VI, Region VII, Region VIII, and NIR

October 23, 2026

- AM Session (Mindanao): Region IX, Region X, Region XI, Region XII and Region XIII

4.3. Time: AM Session 09:00 AM to 12:00 PM
PM Session 01:30 PM to 4:30 PM

4.4. Platform: Microsoft Teams.

4.5. Meeting Link and QR Code:

Cluster	Meeting Link	QR Code
Luzon (AM Session)	https://bit.ly/Oct14amSession	

Luzon (PM Session)	https://bit.ly/Oct14pmSession	
Visayas (AM Session)	https://bit.ly/Oct16amSession	
Mindanao (AM Session)	https://bit.ly/Oct23amSession	

4.6. Participants:

The designated personnel are requested to attend the orientation. Attendees from the Central Office are required to participate in **every** scheduled session of the event.

Central Office (2 participants each)

- Policy and Planning Service - Education Management Information System Division – [2pax]
- Bureau of Alternative Education - Policy and Quality Assurance Division – [2 pax]
- Bureau of Learner Support Services - School Health Division – [2 pax]
- Information and Communications Technology Service – Solutions Development Division – [2 pax]

Field Offices

- Regional Planning Officers (RPOs)
- Division Planning Officers (DPOs)
- Division Education Program Supervisor for ALS (DEPS-ALS)

5. **Participation Guidelines.**

5.1. Participants are requested to join the Microsoft Teams meeting using the appropriate meeting link corresponding to their assigned cluster.

5.2. Participants are requested to log in at least fifteen (15) minutes before the start of their respective sessions.

5.3. Participants are expected to have a stable internet connection and access to a computer or mobile device throughout the activity.

6. **Requested Action.**

6.1. Regional Directors, Schools Division Superintendents, and Division Chiefs are requested to ensure the attendance of their respective personnel in the appropriate clustering schedule.

6.2. Participants are encouraged to provide feedback and recommendations to support the effective implementation and continuous improvement of the Web-Based Helpdesk Ticketing System.

6.3. For questions or clarifications, please contact ICTS-USD through email at icts.usd@deped.gov.ph with the following subject: [Helpdesk Ticketing Concern] - <Office Name>.

7. For information, guidance, and appropriate action.

Annex A

PROGRAM MATRIX

TIME	ACTIVITY
AM Session	
09:00 AM - 09:10 AM	Opening Prayer DepEd Quality Policy
09:10 AM - 09:15 AM	Welcome Remarks
09:15 AM - 09:25 AM	Objectives and Scope of the Web-Based Helpdesk Ticketing System
09:25 AM - 09:35 AM	Overview of the Web-Based Helpdesk Ticketing System
09:35 AM - 09:55 AM	System Walkthrough: Landing Page, Login, and Dashboard Modules
09:55 AM - 10:15 AM	Demonstration of the Create Ticket Module
10:15 AM - 10:25 AM	Demonstration of Ticket Submission and Email Notifications Features
10:25 AM - 10:30 AM	Health Break
10:30 AM - 10:50 AM	Demonstration of the Search Ticket Module and Report Generation Features
10:50 AM - 11:10 AM	Demonstration of the User Management Module
11:10 AM – 12:00 PM	Open Forum, Next Steps and Closing Remarks

TIME	ACTIVITY
PM Session	
01:30 PM - 01:50 PM	Opening Prayer DepEd Quality Policy
01:50 PM - 01:55 PM	Welcome Remarks
01:55 PM - 02:05 PM	Objectives and Scope of the Web-Based Helpdesk Ticketing System
02:05 PM - 02:15 PM	Overview of the Web-Based Helpdesk Ticketing System
02:15 PM - 02:35 PM	System Walkthrough: Landing Page, Login, and Dashboard Modules
02:35 PM - 02:55 PM	Demonstration of the Create Ticket Module
02:55 PM - 03:05 PM	Demonstration of Ticket Submission and Email Notifications Features
03:05 PM - 03:10 PM	Health Break
03:10 PM - 03:30 PM	Demonstration of the Search Ticket Module and Report Generation Features
03:30 PM - 03:50 PM	Demonstration of the User Management Module
03:50 PM – 04:30 PM	Open Forum, Next Steps and Closing Remarks