



Division Memorandum

No. 582, s 2019

To : Assistant Schools Division Superintendents
Chiefs, CID and SGOD
Division Education Program Supervisors
Public Schools District Supervisors/ District In-Charge
Secondary School Heads
District/ School Secondary ICT Coordinators

From: **WILFREDA D. BONGALOS, Ph.D., CESO V**
Schools Division Superintendent *18*

Subject: **ACCOUNTABILITY, UTILIZATION AND WARRANTY OF DCP PACKAGES**

Date: September 9, 2019

1. As per DepEd Computerization Program (DCP) Policies, all School Heads and ICT Coordinators are hereby reminded on the strict implementation on the following:

A. DCP ACCOUNTABILITIES

SCHOOL HEADS

- Remind all school personnel that DCP packages are solely intended for Classroom INSTRUCTION and not for ADMINISTRATIVE use.
- Ensure that all DCP packages are placed intact the school computer laboratory/ e-Classroom.

ICT COORDINATORS

- Take custody of all DCP packages/ IT equipment received and see to it that NO DCP packages/ IT equipment shall be taken outside the computer laboratory unless the purpose is supported with a written communication.
- Capacitate all school personnel and computer laboratory users on the proper use of the DCP packages so as the computer laboratory/ e-Classroom.

B. DCP UTILIZATION

SCHOOL HEADS

- Oversee all the computer laboratory activities.

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- Monitor the computer laboratory utilization.
- Ensure that school personnel are regularly reminded of their responsibility in the maximum utilization of the DCP packages/ IT equipment for academic use.

ICT COORDINATORS

- Put up posters/ signages regarding the rules and regulations to be observed while inside the computer laboratory/ e-Classroom.
- Inform all computer laboratory users how to maintain and care the DCP packages/ equipment inside the computer laboratory.
- Record/ log the date and time of each computer laboratory user.
- Submit quarterly reports on the utilization of computer laboratories to the School Head for reference and to the Division ITO.

c. DCP WARRANTY SERVICES

SCHOOL HEAD

- Report to the Division ITO thru a written communication any DCP warranty concerns/ issues.

ICT COORDINATOR

- Inform all school personnel that DCP packages are accompanied with a three (3) year comprehensive and on-site warranty for the whole package including networking peripherals and for operation & maintenance of all licensed software products, unless otherwise indicated in the Technical Specifications.
- Inform all school personnel that Laptop/ tablet batteries, projector lamps/bulbs, headsets, external portable optical drives, optical mouse for laptops and laptop coolers (if present in the package) are provided with a one (1) year warranty, unless otherwise indicated in the Technical Specifications.
- Inform all school personnel that warranty period shall commence upon acceptance of the IT packages by the School Property Custodian.
- Ensure that only the representatives of the Supplier/Authorized Service Partner are allowed to open/diagnose/repair and/or replace the defective items/equipment.
- Prevent voiding the warranty of the DCP packages/ equipment, by adhering to the following guidelines:
 - a) Avoid exposure to liquids and excessive moisture.
 - b) Avoid introduction of external power source aside from those found within the computer laboratory.
 - c) Unauthorized opening and repair from third party service center/personnel.
 - d) Prevent damage caused by unauthorized modification of parts; and



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e) Follow other guidelines set and agreed by the Supplier and ICTS.

- Take photos/video and record/log the date and time of problem/s encountered (include error/notification messages if present) when experiencing hardware, software, network and/or internet (if applicable) breakdown or errors.
- Perform basic troubleshooting procedures.
- Prepare the following information before reporting the concern/s to the supplier:
 - a) School ID
 - b) School Name
 - c) Division
 - d) Name of Person reporting the problem/s encountered
 - e) Contact Details
 - f) Problem/s encountered (include error/notification messages if present)
- Inform all school personnel that if the unit/s cannot be repaired within three (3) days, the unit/s must be replaced within a maximum of seven (7) calendar days (unless there will be a valid reason for additional resolution time).
- Inform all school personnel that if an equipment/unit is to be pulled-out for repair/replacement, a written request from the Supplier/ASP shall first be presented to the School Head or his/her representative for approval.
- Ask for a "Field Service Report" which will serve as your record of the transaction made.

2. Immediate dissemination and compliance of this Division Memorandum is enjoined.