



Republic of the Philippines
Department of Education
REGION IV-A CALABARZON
SCHOOLS DIVISION OF IMUS CITY

September 10, 2020

DIVISION MEMORANDUM

No. 246, s. 2020

**STANDARDIZED GUIDELINES OF ESCALATING LIS AND EBEIS
ISSUES AND CONCERNS TO SDOIC LIS/EBEIS HELPDESK SUPPORT GROUP
BEGINNING SCHOOL YEAR 2020-2021**

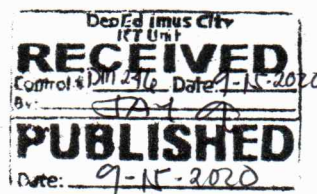
To: OIC – Assistant Schools Division Superintendent
OIC – SGOD Chief
CID Chief
School Heads/ TICs/ OICs
(Public and Private Elementary, Junior and Senior High Schools)
All Others Concerned

1. Relevant to OUA Memorandum 14-0719-0244, entitled, "ICTS-User Support Division Help Desk Process", issued on July 8, 2019, this Office releases the standardized guidelines of submitting LIS and EBEIS issues and concerns to SDOIC LIS/EBEIS Helpdesk Support Group through an online form integrated with a ticketing system effective on the Beginning of School Year 2020-2021 encoding and updating of learners' profile in the LIS and school profile in the EBEIS.
2. The objectives of this standardized guidelines are to:
 - a. allow efficient management of LIS and EBEIS issues and concerns; and
 - b. provide timely response to Information System (IS) users.
3. SDOIC LIS/EBEIS Helpdesk Support Group is composed of the following:

Team Lead: Dr. Marilou P. Bronzi - Planning Officer III
Members: Naamah C. Mambalos - SHS Registrar
Joram John W. Bawag - Clerk
Jayner S. Obias - Clerk
4. The access to the online platform will be shared to the designated LIS and EBEIS Coordinators only, following the escalation procedure of SDOIC LIS/EBEIS Helpdesk



Address: Toclong I-C, Imus City, Cavite
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Email Address: imus.city@deped.gov.ph
Website: www.depedimuscity.com
Facebook Page: @sdoimuscity



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Support Group.

5. School Personnel/Class Advisers must submit the issues and concerns to the School LIS Coordinator to filter, and endorsed by the School Head to the Division Office using the online platform.
6. This platform is designed to accept one issue and concern per transaction.
7. All other concerns relevant to the implementation of the data management information system will be accepted through the official email address, **planning.imus@deped.gov.ph**.
8. Please see the following attachment for reference:
 - a. LIS/EBEIS Issues and Concerns Escalation Procedure,
 - b. LIS/EBEIS Issues and Concerns Escalation Procedure Guidelines, and
 - c. List of Service Requests and Requirements.
9. For queries and clarifications, please contact Dr. Marilou P. Bronzi, Planning Officer III, at 0917 504 1518.
10. Immediate dissemination and appropriate action of this Memorandum is earnestly desired.


ROSEMARIE D. TORRES, CESO V
Schools Division Superintendent



Encl.: As stated



References: OUA Memorandum 14-0719-0244

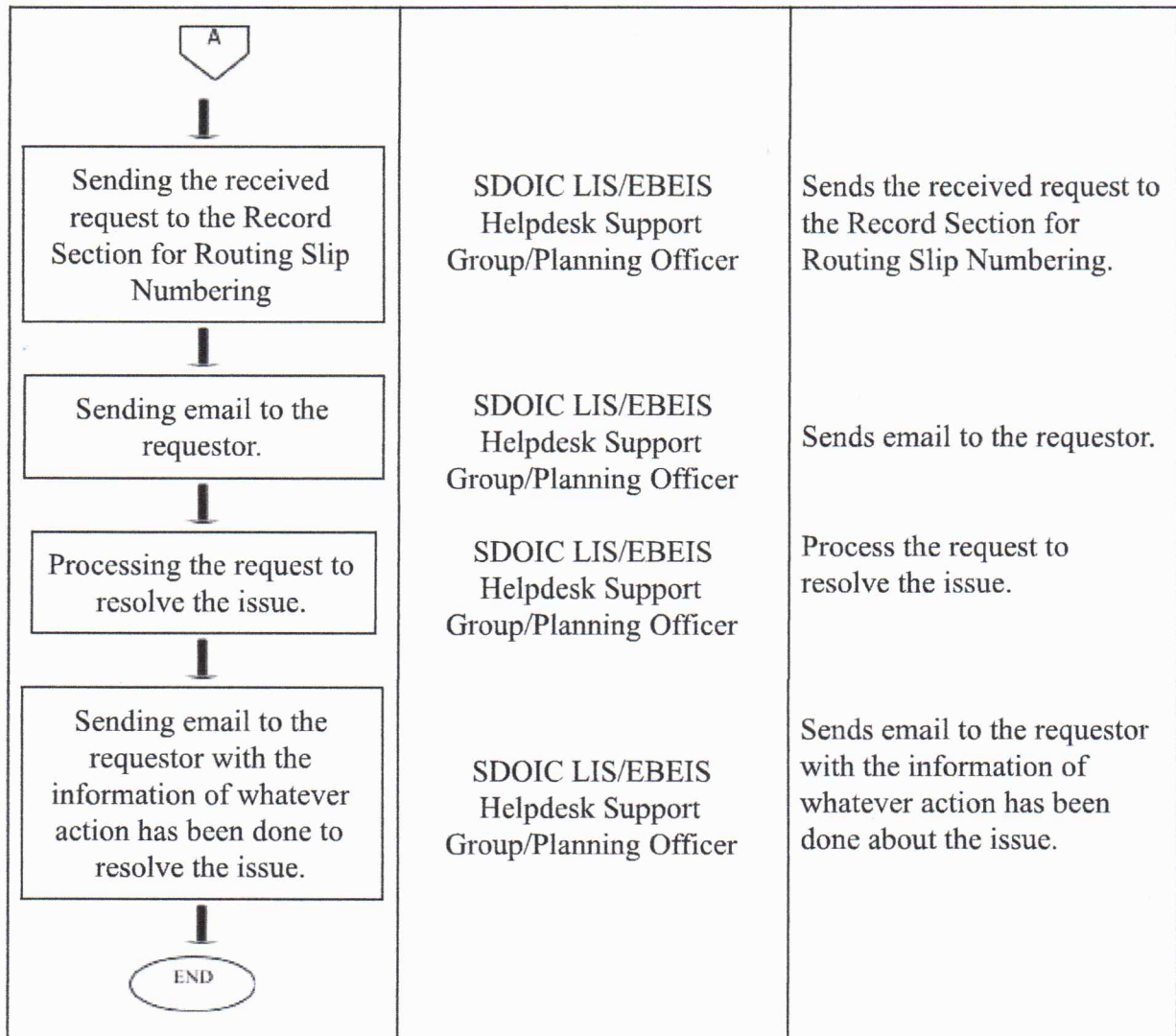
To be indicated in the Perpetual Index
under the following subjects:

Data

Enclosure No. 1 to DM No. 246, s 2020

LIS/EBEIS Issues and Concerns Escalation Procedure

Flow Chart	Personnel	Activity
		
<p>Enrolling learner / updating learner's profile in the LIS</p>	<p>School Personnel/Class Adviser/School Registrar</p>	<p>Enrols learner/updates learner's profile in the LIS.</p>
<p>Identifying learners with LIS issues and concerns.</p>	<p>School Personnel/Class Adviser/School Registrar</p>	<p>Identifies learners with LIS issues and concerns.</p>
<p>Gathering/collecting pertinent document/s of the learner</p>	<p>School Personnel/Class Adviser/School Registrar</p>	<p>Gathers/collects pertinent document/s of the learner.</p>
<p>Accomplishing appropriate LIS Forms downloadable from DepEd Imus City website.</p>	<p>School Personnel/Class Adviser/School Registrar</p>	<p>Accomplishes appropriate LIS Forms downloadable from DepEd Imus City website.</p>
<p>Submitting the request with all the needed requirements to the School LIS Coordinator.</p>	<p>School Personnel/Class Adviser/School Registrar</p>	<p>Submit the request with all the needed requirements to the School LIS Coordinator.</p>
<p>Reviewing received documents</p>	<p>LIS Coordinator</p>	<p>Reviews received documents.</p>
<p>Accomplishing the official online form.</p>	<p>LIS Coordinator</p>	<p>Accomplishes the official online form.</p>
		



Enclosure No. 2 to DM No. 24, s 2020

LIS/EBEIS Issues and Concerns Escalation Procedure Guidelines

1. The LIS/EBEIS coordinators will open his/her Deped or Gmail email address to access the online form using this link, <http://bit.ly/SDOIC-LIS-EBEIS-Help-Desk-Support>.
2. Fill out the online form completely and provide all the necessary information regarding the issue to be processed accurately. No need to submit hard copies of the documents.
3. A request submitted by the EBEIS/LIS Coordinators on his/her behalf through the online form will be considered as an endorsement. One learner per transaction with all the necessary documents will be accepted and will be processed and acted upon the soonest time possible.
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. This ticket number will guide the SDOIC LIS/EBEIS Helpdesk Support Group in addressing issues and concerns. Submitted issues will be resolved on a FIRST ENTRY, FIRST SERVE basis.
5. For follow-ups, school personnel/class advisers will coordinate to the LIS/EBEIS Coordinators while the LIS/EBEIS Coordinators will use the ticker number to coordinate to any of the SDOIC LIS/EBEIS Helpdesk Support Group through the contact numbers:
 - a. Planning Unit - **CP # 0917 504 1518**
 - b. LIS/EBEIS Housekeeping Messenger Group Chat
 - c. Planning Unit Email address - **planning.imus@deped.gov.ph**
6. Requests received through an online platform will be prioritized while requests received through all other means will take no action/notice.
7. To avoid decreasing the efficiency of the process, all are discouraged to do multiple submission of requests of the same concern and of the same learner.
8. Clients are discouraged to physically visit the Helpdesk Support Group for issues to be resolved especially under the new normal. Requests from walk-in clients will be directed through the ticketing system and will not be processed instantly.
9. Requests with incomplete details and missing requirements will remain open and will allow the requestor to comply with the deficiencies within 30 days after notification was sent to the email address of the requestor and school. If not, tickets will automatically be closed and new requests must be created through the online platform.
10. To submit the lacking requirements, another request must be done using the online platform citing the original ticket number for reference.
11. All fillable request forms are uploaded and can be downloaded from Deped Imus City website ([**www.depedimuscity.com**](http://www.depedimuscity.com)) Issuances (Downloads).
12. Do not wait for the EOSY updating to resolve all enrollment issues and concerns.

Enclosure No. 3 to DM No. 24, s 2020

LIS/EBEIS Issues, Concerns and Requirements

Type of Service Request	Requirements (All must be endorsed and validated by the Schools Head)
Change Request Approval in the Learner Information System	<ol style="list-style-type: none"> 1. Duly accomplished SDOIC-03C-FR-006- Change Request Approval in the Learner Information System Form downloadable from Deped Imus City Website 2. Request Letter addressed to the Schools Division Superintendent. 3. Scanned copy of the proof of Grade Level documents (any of the following) <ol style="list-style-type: none"> a. School Form (SF10) of School Year Last b. Form 138/Report Card of School Year Last Attended c. Certificate of Completion of Last Grade Level Completed d. PEPT Result e. Affidavit of Undertaking (D.O. No. 3, s. 2018) f. A&E Result 4. Request Slip downloadable from Deped Imus City Website
Disapproval of Request Created in the Learner Information System	<ol style="list-style-type: none"> 1. Duly accomplished SDOIC-03C-FR-007- Disapproval of Request Created in the Learner Information System Form downloadable from Deped Imus City Website 2. Request Letter addressed to the Schools Division Superintendent. 3. Scanned copy of any of the following documents: <ol style="list-style-type: none"> a. Copy of the NSO/PSA Birth Certificate. In the absence of the Birth Certificate, attach the Certificate of Live Birth. b. Copy of the Previous School Record (Form 138/Form 137/SF10) 4. Request Slip downloadable from Deped Imus City Website
LIS/EBEIS SCHOOL HEAD ACCOUNT ASSIGNMENT	<ol style="list-style-type: none"> 1. Duly accomplished SDOIC-03C-FR-008- LIS/EBEIS School Head Account Assignment Form downloadable from Deped Imus City Website. 2. Request Letter addressed to the Schools Division Superintendent. 3. Request Slip downloadable from Deped Imus City Website
LIS/EBEIS PASSWORD RESET	<ol style="list-style-type: none"> 1. Duly accomplished SDOIC-03C-FR-009-LIS/EBEIS Password Reset Form downloadable from Deped Imus City Website. 2. Request Letter addressed to the Schools Division Superintendent. 3. Request Slip downloadable from Deped Imus City Website
EBEIS/LIS Account Creation Request (For Newly Established School)	<ol style="list-style-type: none"> 1. Duly accomplished SDOIC-03C-FR-010- EBEIS/LIS Account Creation Request Form (For Newly Established School) Form downloadable from Deped Imus City Website. 2. Request Letter addressed to the Schools Division Superintendent. 3. Scanned copy of the Proof of Identity (any of the following) <ol style="list-style-type: none"> a. Tax Identification Number IDs (School Head and System Administrator) with Specimen Signature b. ID issued by the school c. School Permit or Recognition 4. Request Slip downloadable from Deped Imus City Website

Learner Reference Number (LRN) Approval	<ol style="list-style-type: none"> 1. Duly accomplished SDOIC-03C-FR-012-Learner Reference Number (LRN) Approval Form downloadable from Deped Imus City Website. 2. Request Letter addressed to the Schools Division Superintendent. 3. Scanned copy of the following documents: <ol style="list-style-type: none"> a. Proof of Identity (any of the following) <ol style="list-style-type: none"> i. Birth Certificate (PSA/NSO or Certificate of Live Birth) ii. Barangay Certification (containing learner's Full Name, Birthday and Gender) iii. Passport (for Foreign Students) b. Proof of Grade Level (any of the following) <ol style="list-style-type: none"> i. School Form (SF10) of School Year Last Attended ii. Form 138/Report Card of School Year Last Attended iii. Certificate of Completion of Last Grade Level Completed iv. PEPT Result v. Affidavit of Undertaking (D.O. No. 3, s. 2018) vi. A&E Result 4. Request Slip downloadable from Deped Imus City Website
Merging of LRN	<ol style="list-style-type: none"> 1. RF01 in Excel format. 2. Scanned copy of RF01 with signature of School Head. 3. Additional if needed, scanned copy of Birth Certificate, Form 137/138. 4. Request Letter addressed to the Schools Division Superintendent. 5. Request Slip downloadable from Deped Imus City Website.
LRN Reactivation	<ol style="list-style-type: none"> 1. RF02 in Excel format. 2. Scanned copy of RF02 with signature of School Head. 3. Additional if needed, scanned copy of Birth Certificate, Form 137/138. 4. Request Letter addressed to the Schools Division Superintendent. 5. Request Slip downloadable from Deped Imus City Website.
Un-merging of LRN	<ol style="list-style-type: none"> 1. RF04 in Excel format. 2. Scanned copy of RF04 with signature of School Head. 3. Additional if needed, scanned copy of Birth Certificate, Form 137/138. 4. Request Letter addressed to the Schools Division Superintendent. 5. Request Slip downloadable from Deped Imus City Website.
Merging of School ID	<ol style="list-style-type: none"> 1. RF10 in Excel format. 2. Scanned copy of RF04 with signature of School Head. 3. Request Letter addressed to the Schools Division Superintendent. 4. For private school, scanned copy of the approved permit. 5. Request Slip downloadable from Deped Imus City Website.
Reopening of Enrolment	<ol style="list-style-type: none"> 1. RF12 in Excel format. 2. Scanned copy of RF12 with signature of School Head.

	<ol style="list-style-type: none"> 3. Request Letter addressed to the Schools Division Superintendent. 4. Request Slip downloadable from Deped Imus City Website.
Correcting Transfer Related Issues	<ol style="list-style-type: none"> 1. RF13 in Excel format. 2. Scanned copy of RF13 with signature of School Head. 3. Additional if needed, scanned copy of Birth Certificate, Form 137/138. 4. Request Letter addressed to the Schools Division Superintendent. 5. Request Slip downloadable from Deped Imus City Website.
Confirmation of Transfer from Closed School	<ol style="list-style-type: none"> 1. RF14 in Excel format. 2. Scanned copy of RF14 with signature of School Head. 3. Additional if needed, scanned copy of Birth Certificate, Form 137/138. 4. Request Letter addressed to the Schools Division Superintendent. 5. Request Slip downloadable from Deped Imus City Website.
Un-enrolment of Learner	<ol style="list-style-type: none"> 1. RF15 in Excel format. 2. Scanned copy of RF15 with signature of School Head. 3. Additional if needed, scanned copy of Birth Certificate, Form 137/138. 4. Request Letter addressed to the Schools Division Superintendent. 5. Request Slip downloadable from Deped Imus City Website.
Updating of SHS Program Offering for Schools Abroad	<ol style="list-style-type: none"> 1. RF16 in Excel format. 2. Scanned copy of RF16 with signature of School Head. 3. Approved permit. 4. Request Letter addressed to the Schools Division Superintendent. 5. Request Slip downloadable from Deped Imus City Website.
COC Updating for Schools Abroad	<ol style="list-style-type: none"> 1. RF17 in Excel format. 2. Scanned copy of RF16 with signature of School Head. 3. Approved permit. 4. Request Letter addressed to the Schools Division Superintendent. 5. Request Slip downloadable from Deped Imus City Website.