



CITY RECORDS MANAGEMENT SYSTEM

A screenshot of the login interface for the City Records Management System. It features a green header with the city logo and the word "LOGIN". Below the header are two input fields: "Username" with a person icon and "Password" with a key icon. A green "Submit" button is located at the bottom of the form.

LOGIN

Username

Password

Submit

CRMS CLIENT SUPPORT ESCALATION PROCEDURE

Guidelines on responding to any CRMS Client concerns





CITY RECORDS MANAGEMENT SYSTEM

Agenda

1. Escalation Procedures *(To be discussed by Mr. Rasonable)*
2. New Online Tracker Platform *(To be discussed by Mr. Pantojan and Mr. Padao)*
3. Creation of Online Tracker Accounts *(Activity)*





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This **Procedural Guidelines** shall be observed in an event of any CRMS related concerns from clients/users.





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The following are the **Official Channels** where CRMS clients/users can use to request for assistance on any concerns regarding use of the system:



225-6569



CityArchivesAndRecordsOffice



caro@davaocity.gov.ph



<https://archives.davaocity.gov.ph>



CityArchivesAndRecordsOffice





CITY RECORDS MANAGEMENT SYSTEM

CRMS Client Support Escalation Procedure
has **4 STAGES**

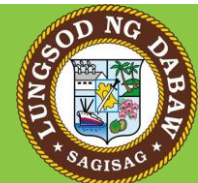




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STAGE 1

Step 1 - CRMS user/client shall request for an assistance on the official channels.





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STAGE 1

Step 2 - All request shall be controlled by **Ms. Grace Acompañado** and her assistant **Mr. Kim Camins** as **TRIAGE STAGE** to evaluate according to the degree of problem (Procedural or Technical in nature) to be resolved and deploy appropriate personnel who shall respond.





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STAGE 1

Step 3 – Triage shall login to our **Online Tracker** and assign the appropriate responder.

Note: Assigned responder should be the nearest personnel from the office requesting for assistance.





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Levels of Support

There are 4 levels of CRMS Support





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Levels of Support

Level 1: *Basic CRMS functionalities and general concerns.*

Ms. Kempis, Cael, Sindao, Belvez, Capangpangan, Acojedo





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Levels of Support

Level 2: *Procedural*

Ms. Han, Aron, Miranda, Mariano, Mr. Cajegas





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Levels of Support

Level 2: *Technical*

CRMS Technical Support Team: Mr. Vidal, Pantojan,
Repalda, Padao





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Levels of Support

Level 2: *Procedural (Advance)*

Mr. Rasonable, Ms. Montes, Mr. Claros





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Levels of Support

Level 3: *Technical (Advance)*

CITC – NFMG Team





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Levels of Support

Level 4: *Alternate Support (Last Resort).*

Ms. Lomantas & Mr. Barber





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Stage 2

Step 1 - Support Level 1 responder shall try to resolve the problem at a maximum time of 1 hour.

Note: Responder should login first to our online tracker before responding to client for documentation purposes.





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Stage 2

Step 2 - After the problem has been resolved, responder shall document the event using the online tracker platform.





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Stage 2

Step 3 - If the problem has not yet been resolved after the allotted time, responder should immediately forward to the next higher level using the online tracking platform.





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Stage 3

Step 1 - Support Level 2 responder shall try to resolve the problem at a maximum time of 1 hour.

Note: Responder should login first to our online tracker before responding to client for documentation purposes.





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Stage 3

Step 2 - After the problem has been resolved, responder shall document the event using the online tracker platform.





CITY RECORDS MANAGEMENT SYSTEM

Stage 3

Step 3 - If the problem has not yet been resolved after the allotted time, responder should immediately forward to the next higher level using the online tracking platform.





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Stage 4

Step 1 - Support Level 3 responder shall try to resolve the problem at a maximum time of 1 hour.

Note: Responder should login first to our online tracker before responding to client for documentation purposes.





CITY RECORDS MANAGEMENT SYSTEM

Stage 4

Step 2 - After the problem has been resolved, responder shall document the event using the online tracker platform.





CITY RECORDS MANAGEMENT SYSTEM

Stage 4

Step 3 - If the problem has not yet been resolved after the allotted time, responder should immediately forward to the **highest level** using the online tracking platform.

