

#### 4. Request for Software Upgrades

Software Upgrades are provided to PGDdN employees who requested for the installation of software such as patches (provided by the software supplier or downloaded from the internet), anti-virus software, new versions of the operating system or any Office applications that include word-processing or spreadsheet applications, shared-based systems, among others. This service is attended by the PAdO-IT Division personnel or authorized personnel only. It helps to cut-off red tape.

<b>Office or Division:</b>	Provincial Administrators Office – Information Technology			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Contact or visit the IT-IDMS and state the query	1.1. Verify and evaluate the query  1.2. Apply necessary actions (if any)	N/A	10 to 60 mins	<i>IT Infrastructure Development and Maintenance Section personnel PADO-IT</i>
<b>TOTAL:</b>		<b>N/A</b>	<b>60 minutes</b>	