



Republic of the Philippines  
**Department of Education**  
REGION X – NORTHERN MINDANAO  
SCHOOLS DIVISION OF EL SALVADOR CITY

20 January 2025

DIVISION MEMORANDUM  
No. 018, s. 2025

**CORRIGENDUM TO DIVISIONAL MEMORANDUM 044 S.2020  
(ONLINE REQUEST FORM FOR TECHNICAL ASSISTANCE NEEDED  
FROM THE DIVISION IT OFFICER)**

To: **Assistant Schools Division Superintendent  
Chief Education Supervisor, CID  
Chief Education Supervisor, SGOD  
Public Elementary and Secondary School Heads  
All Teaching and Non-Teaching Personnel  
This Division**

1. Relative to the implementation of the National Quality Management System, there is a need to strengthen the mechanism in requesting technical assistance from the ICT Unit of the Department of Education Division of El Salvador City.
2. All request for technical assistance must be applied online through this link: <https://tinyurl.com/ICTTAReqForm>. You need to be logged in to your M365 account to respond to the request form. If your concern is your M365 account itself, please ask a colleague to submit the request form for you or you may use the M365 account of your school to fill out the request form.
3. The request form can also be accessed through the website URL <https://depedelsalvadorcity.net> then under the **ONLINE REQUEST** tab click the **ICT UNIT – Technical Assistance Request Form** button.
4. For strict implementation, requests not submitted through the form will not be addressed.
5. The status of the request can be viewed through the website under the **TRANSPARENCY** tab then **ICT TA REQUEST STATUS**.
6. To strengthen the feedback mechanism of services provided under the ICT Unit, it is directed that all personnel assisted by the ICT Unit will fill out the Customer Satisfaction Measurement form from this link: <https://tinyurl.com/SDOElSalvadorCSM>.



Address: Zone 3, Poblacion, El Salvador City  
Telephone No: (088) 882-6326  
Website: [www.depedelsalvadorcity.net](http://www.depedelsalvadorcity.net)  
Email Address: [elsalvador.city@deped.gov.ph](mailto:elsalvador.city@deped.gov.ph)

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7. For inquiries, please contact the Division IT Officer at [sherrie.dungog@deped.gov.ph](mailto:sherrie.dungog@deped.gov.ph) or through 09177154632.
8. This Memorandum adheres to the Equal Opportunity Principle (EOP) wherein there is no discrimination on the account of age, gender, identity, sexual orientation, civil status, disability, religion, ethnicity, or political affiliation.
9. Immediate and wide dissemination of this Memorandum is desired.

**RANDOLPH B. TORTOLA**  
Schools Division Superintendent

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

INFORMATION AND COMMUNICATION TECHNOLOGY  
POLICY

OSDS/SRD



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