AUG 12 2025

DIVISION ADVISORY
No. 192 ,   s. 2025

To: Assistant Schools Division Superintendent
        Chief Education Supervisors
        Education Program Supervisors
        Public Schools District Supervisors
        Head of Offices
        Elementary Junior and Senior High School Principals
        All Others Concerned

This Office informs all concerned on the issued **Memorandum OASICT-MEM-062425-U4-2** from the Office of the Assistant Secretary for Information and Communications Technology titled "**Advance Coordination for Access to ICT Resources During Training Activities**".

Attached is a Memorandum signed by Atty. Marcelino G. Veloso III, for your reference and further details.

CAROLINA S. VIOLETA, EdD, CESO V
Schools Division Superintendent
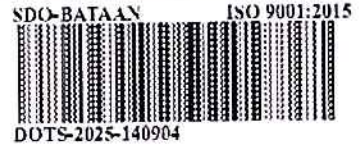
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August 12, 2025

Republic of the Philippines
Department of Education
OFFICE OF THE ASSISTANT SECRETARY
INFORMATION AND COMMUNICATIONS TECHNOLOGY

MEMORANDUM
OASICT-MEM-062425-U4-2

FOR	:	**UNDERSECRETARIES**
		ASSISTANT SECRETARIES
		BUREAU, SERVICE, AND REGIONAL DIRECTORS
		SCHOOLS DIVISION SUPERINTENDENTS
		HEADS OF OFFICES
		OTHERS CONCERNED
FROM	:	**ATTY. MARCELINO G. VELOSO III**
		Assistant Secretary
SUBJECT	:	**ADVANCE COORDINATION FOR ACCESS TO ICT RESOURCES DURING TRAINING ACTIVITIES**
DATE	:	August 4, 2025

This is with reference to the conduct of training activities involving many participants requiring access to various software applications and information systems. These may include, but are not limited to, office productivity suites such as Adobe, Microsoft 365, and Google Workspace; graphic design platforms such as Canva; Learning Management Systems (LMS); and other relevant information systems used within the Department.

It has been observed that technical issues frequently arise during these training sessions. These issues are often escalated to the ICTS-User Support Division (USD) for immediate resolution, as they can easily lead to the following:

1. Network Resource Allocation
   - **System Slowdowns or Downtime**: Network resources may be insufficient to handle the high volume of simultaneous users.
   - **Network Traffic Congestion**: Simultaneous access to bandwidth-heavy systems (e.g., LMS, video conferencing) can cause.
   - **Service Disruption**: Centralized systems may experience temporary outages due to resource strain.
   - **Reduced Training Efficiency**: Lag or inability to access platforms can prevent users from participating effectively.

2. User Account Access
   - **Inactive or Expired Accounts**: Users may attempt to log in with accounts not accessed for long periods.
   - **Incorrect Account Credentials**: Forgotten or outdated login details can delay onboarding.
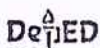
DepED

18th Floor, Techzone Bldg., 701 Malugay, Makati City
Telephone Nos.: (+632) 86337256
Email Address: oasict@deped.gov.ph | Website: www.deped.gov.ph

DepEd Philippines   @depedphilippines   @DepEd_PH

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- **Access Privileges Issues:** Some users may lack the necessary permissions or roles for training modules or resources.
- **Delayed Technical Support:** Sudden bulk requests may overwhelm ICT support teams, leading to slower issue resolution.
- **Training Delays:** If many users face access issues, the actual conduct of training is postponed or disrupted.

To avoid instances, below are essential protocols that need to be coordinated with the USD:

1. Advance notice and coordination
   - Submit schedules to ICT offices at least two (2) weeks prior to the event.
   - Indicate estimated number of participants and systems to be used.

2. Pre-training user account verification
   - Request validation of user accounts to ensure they are active and functional.
   - Identify users who may need account recovery or reactivation.

3. System and Network Readiness Assessment
   - Coordinate with system owners (e.g., LMS administrators) to assess server capacity.
   - Request additional resources (e.g., bandwidth allocation or temporary server scaling) if necessary.

4. Pre-Training Technical Check
   - Conduct pilot access or test login sessions with a sample group of users.
   - Confirm the accessibility of required platforms and modules.

5. Designation of support contact points
   - Establish direct communication lines with the ICT support team during the training.
   - Assign focal persons from both the organizing unit and ICT offices.

6. Documentation of Coordination
   - Maintain written confirmation of ICT coordination steps (e.g., email requests, acknowledgment receipts).

Offices are advised to coordinate with USD by sending an email to icts.usd@deped.gov.ph at least **two (2) weeks prior** to the scheduled training activity.

Requests submitted less than the prescribed period can expect potential constraints, including limited personnel availability and existing backlogs.

The cooperation of all concerned offices in supporting the effective implementation of training activities is highly appreciated.

For any concerns or clarifications regarding this matter, you may contact ICTS-USD via email at icts.usd@deped.gov.ph.

For information and compliance.

DepED

Room 105, Rizal Building, DepEd Complex, Meralco Ave., Pasig City 1600
Telephone Nos.: (+632) 86337256
Email Address: oasict@deped.gov.ph | Website: www.deped.gov.ph

DepEd Philippines @depedphilippines @DepEd_PH

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