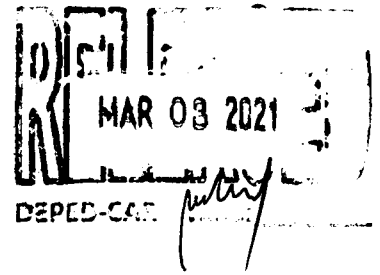




Republic of the Philippines
Department of Education
 CORDILLERA ADMINISTRATIVE REGION



March 2, 2021

REGIONAL MEMORANDUM

NO. ~~087-2021~~

TO: OIC – Assistant Regional Director
 All Schools Division Superintendents
 All Regional Office Chiefs
 SGOD Chiefs
 Online Helpdesk Coordinators
 All Others Concerned

REORIENTATION AND REVISITING OF ONLINE HELPDESK SYSTEM

1. The DepEd-CAR through the Regional Field Technical Assistance Team (RFTAT) and ICT Unit (ICTU) developed and organized a customer-friendly Online Helpdesk System in support to the attainment of the goals of the K-12 Basic Education Program and to strengthen the implementation of School-based Management.
2. Relative to this, the Regional Office through the Field Technical Assistance Division and the ICTU announces the conduct of Reorientation and Revisiting of the Online Helpdesk System at SNC Hall on March 19, 2021.
3. This activity aims to:
 - a. reorient the Regional Field Technical Assistance Team (RFTAT), Schools Division Offices and schools on the use of the system;
 - b. ensure the effective and efficient utilization of the Online Helpdesk System; and
 - c. provide immediate action and technical assistance to Schools Division Offices and schools regarding several matters/issues/concerns/complaints/suggestions from stakeholders.
4. The expected participants are the following:

Participants	Number of Pax
Office of the Regional Director	
Estela L. Cariño EdD, CESO III	1
Office of the Asst. Regional Director	
Florante E. Vergara	1
Field Technical Assistance Division	4
Ethielyn E. Taqued	
Alfredo B. Lanas	
Marjory T. Valdez	
Elvira M. Cudli	




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ISO 9001:2015 Certified
Quality Management System
 DE-50500784 QM15

Regional ICT Unit	4
Jumar B. Yago-an	
Vandolph B. Flora	
Glenn P. Papa	
Raffy Calawa	
RFTAT Members from Functional Divisions/ Units/Sections	14
Admin	3
CLMD	1
ESSD	2
Finance	1
HRDD	1
PPRD	1
QAD	1
NEAP	1
Legal	1
PAU	1
Online Participants for SDOs (2 per SDO)	16
Online Helpdesk Coordinator & ITO	
TOTAL	40

5. The Schools Division Offices' participants are advised to fill-in the link <https://tinyurl.com/SIDOHlpdesk>. Link for the reorientation shall be sent via DepEd email account a day before the activity.
6. Attached is the Program of Activities for reference (see *Enclosure 1*).
7. Regional Office participants are requested to bring their laptops and extension cords to be used during the activity. Likewise, all are advised to observe health and safety protocols like social distancing, wearing of facemask and face shield, disinfection, and regular handwashing.
8. Meals and snacks of the Regional Office participants shall be charged against MOOE subject to usual accounting rules and regulations.
9. Should there be queries, feel free to contact the FTAD through ftaddepdcar@gmail.com.
10. Immediate dissemination of and strict compliance with this memorandum is directed.


ESTELA L. CARIÑO EdD, CESO III
 Director IV/Regional Director *gr*
3/2/21

Enclosure 1. Program of Activities

REORIENTATION AND REVISITING THE ONLINE HELPDESK SYSTEM

Venue: SNC Hall, DepED – CAR

Wangal La Trinidad, Benguet

March 19, 2021

PROGRAM OF ACTIVITIES

TIME	ACTIVITY/IES	IN-CHARGE
8:00 – 8:30	Registration	FTAD Personnel
8:30 – 9:00	Preliminaries National Anthem Prayer Acknowledgment of Participants Welcome Remarks Statement of Purpose Message	c/o Elvira M. Cudli c/o Elvira M. Cudli Alfredo B. Lanas, <i>EPS</i> Florante E. Vergara <i>OIC - ARD</i> Ethielyn E. Taqued <i>Chief ES - FTAD</i> Estela L. Cariño EdD, <i>CESO III</i> <i>Regional Director</i>
9:00 – 10:00	Introduction of the System	Alfredo B. Lanas <i>Focal Person</i>
10:00 – 10:15	Health Break	-
10:15 – 12:00	Use of the Online Helpdesk System	Jumar B. Yago-an <i>Regional Information Technology Officer I</i>
12:00 – 1:00	Lunch Break	-
1:00 – 3:00	Hands- on Activities	Jumar B. Yago-an <i>Regional Information Technology Officer I</i> Vandolph B. Flora <i>Computer Programmer II</i>
3:00 – 3:15	Health Break	-
3:15 – 4:30	Evaluation of the system	c/o ICT Unit
4:30 – 5:00	Closing Program -Acknowledgment	Ethielyn E. Taqued <i>CES - FTAD</i>
<i>Master of Ceremony: Marjory T. Valdez, EPS</i>		