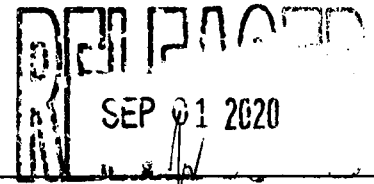




Republic of the Philippines  
**Department of Education**  
Cordillera Administrative Region



Office of the Regional Director

DEPED-CAR .....  
August 27, 2020

Regional Memorandum  
No. 261.2020

**BETA-TESTING AND LAUNCHING OF THE DEPED-CAR ONLINE HELP DESK**

To: OIC-Assistant Regional Director  
Schools Division Superintendents  
Chiefs/OICs of RO Functional Divisions  
RFTAT and DFTAT Members  
Heads, Public Elementary and Secondary Schools  
All others concerned

1. The Department of Education – Cordillera Administrative Region (DepEd-CAR), through the Regional Field Technical Assistance Team (RFTAT) and Information and Communications Technology Unit (ICTU) developed and organized a customer-friendly Online Help Desk System in support to the attainment of the goals of the K to 12 Basic Education Program.
2. This Online Help Desk was organized to track the resolution cycle and to provide immediate action and technical assistance to SDOs and schools and on issues/concerns/complaints/suggestions/commendations from stakeholders which will be first used during the Oplan Balik Eskwela (OBE).
3. Relative to this, a beta testing shall be conducted on **September 2, 2020 at 8:00AM to 5:00PM** at the NEAPR for the participants from the Regional Office while the participants from the SDOs through Google Meet. The meeting link shall be sent to SDO participants' email addresses.
4. Moreover, the launching will be on **September 4, 2020 at 10:00AM to 12:00NN** at the NEAPR during the Regional LAC Session and through **<https://bit.ly/DepEdCARWorkplace>**.
5. The objectives of the activities are to:
  - a. ensure the system is functional prior to launching;
  - b. launch the system ready for use;
  - c. orient the Regional Field Technical Assistance Team (RFTAT), Division Field Technical Assistant (DFTAT) members, School Personnel on the use of the system;
  - d. determine the efficiency and effectiveness of the system; and
  - e. ensure maximum utilization of the system.





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6. Participants to these activities are the following:  
**Beta-testing of the Online Help Desk** (September 2):


- a. Regional Field Technical Assistance Team (RFTAT) Members
- b. FTAD Personnel
- c. Public Affairs Unit Personnel
- d. ICT Unit Personnel
- e. Division SMME Coordinators
- f. Division SBM Coordinators
- g. Division IT Officers
- h. Division Information Officers

The participants to the beta-testing are required to have their laptops with them with stable internet connection.

**Launching of the Online Help Desk** (September 4):

- a. Schools Division Superintendents
- b. Regional Office Personnel
- c. Division Field Technical Assistant Team Members
- d. Division SMME Coordinators
- e. Division SBM Coordinators
- f. Division IT Officers
- g. Division Information Officers
- h. School Heads

7. Strict implementation of the health protocols during the activity such as physical distancing, wearing of face masks with face shields, use of sanitizers and alcohol will be observed.
8. Expenses relative to the conduct of the activity shall be charged against Regional Office MOOE funds subject to the usual budgeting, procurement, accounting and auditing rules and regulations.
9. Immediate and widest dissemination of this Memorandum is desired.

  
**MAY B. ECLAR PhD, CESO V**  
Regional Director

