

Information Publication and Public Affairs Office

1. Design and Layouting Services

Service Description: Conceptualization and execution of designs for public information materials

Office or Division:	IPPAO			
Classification:	Highly Technical			
Type of Transaction:	Government to constituents			
Who may avail:	Units of UP Manila			
Checklist of Requirements		Where to Secure		
Filled out request form/Service Information and Ticketing System (SITS)		IPPAO		
Provide adequate relevant information pertaining to the request		Requesting unit		
Supplies and materials needed		Requesting unit		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Sends request through official IPPAO request form/Service Information and Ticketing System (SITS) which may indicate other specifications of the request	Accepts and evaluates the request for completeness of information and needed materials. Notifies the requesting office after the evaluation, and assigns tasks to the staff based on their respective expertise.	None	15 minutes	SAO and Technical/ Creative staff

<p>1.2 Coordinates/follows up the status of the request</p>	<p>Prepares draft designer layout</p>	<p>None</p>	<p>5 working days for souvenir program, poster, backdrops</p> <p>15 working days for brochures/catalogues, logos, newsletters</p> <p>20 working days or more for books, administrative manuals</p>	<p>Technical /Creative staff</p>
<p>1.3 Receives and checks draft corrections of the design or layout</p>	<p>Revises the design or layout</p>	<p>None</p>	<p>2 working days for souvenir programs, posters, backdrops</p> <p>3 working days for brochures/catalogues, logos, newsletters</p> <p>20 working days or more for books, administrative manuals</p>	<p>Technical /Creative staff</p>
<p>1.4 Receives and approves the final design or layout</p>	<p>Issues/submits final design or layout</p>	<p>None</p>	<p>1 hour</p>	<p>Technical/ Creative staff</p>
<p>1.5 Accomplishes the Customer Satisfaction Survey (CSS) form once the requested service has been accomplished.</p>	<p>Prompts the requesting unit to accomplish the CSS form</p>	<p>None</p>	<p>5 minutes</p>	<p>Requesting unit</p>
<p style="text-align: right;">TOTAL</p>		<p>None</p>	<p>7 working days, 1 hour, and 20 mins for souvenir programs,</p>	

		posters, backdrops	
		18 working days, 1 hour, and 20 mins for brochures/ catalogues, logos, newsletters,	
		40 working days, 1 hour, and 20 mins or more for books, administrative manuals	

2. Preparation of draft messages/speeches

Description of the Service: Drafting of messages based on request either for oral delivery by the chancellor or representatives during events or for printed materials such as souvenir programs, manuals, newsletters, etc

Office or Division:	IPPAO			
Classification:	Highly Technical			
Type of Transaction:	Government to constituents			
Who may avail:	Office of the Chancellor, Offices of the Vice Chancellors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled out request form/ Service Information and Ticketing System (SITS)		IPPAO		
Provide adequate relevant information pertaining to the request		Requesting college/unit		
Letter invite or request and support documents		Office of the Chancellor, Offices of the Vice Chancellors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>2.1 Event organizer/requiring office forwards request/s of message/speech to the Office of the Chancellor, or Offices of the Vice Chancellors, who then forwards the request to IPPAO.</p>	<p>Accepts and evaluates the request for completeness of information and needed materials. Notifies the requesting office after the evaluation, and assigns tasks to the staff based on their respective expertise.</p>	<p>None</p>	<p>15 minutes</p>	<p>Supervising Administrative Officer (SAO)</p>
<p>2.2 If necessary, client provides more information on the event/activity</p>	<p>Waits for relevant inputs and information; generates additional info via Internet or existing Materials (research)</p>	<p>None</p>	<p>2 hours, depending on the day the speech is scheduled for creation/writing, or the provision of the requesting party of additional inputs/information</p>	<p>SAO</p>
<p>2.3 Coordinates/follows up status of requested message</p>	<p>Prepares draft message/speech</p>	<p>None</p>	<p>2 working days on the day of the creation/writing, depending on the nature of message (welcome/opening remarks, souvenir program message, keynote message)</p>	<p>IPPAO Director, SAO</p>
<p>2.4 Receives final version of the message/speech</p>	<p>Submits final version of the message to Director, IPPAO, who review and send it to the OC/OVCs</p>	<p>None</p>	<p>5 minutes from SAO to Director, IPPAO</p>	<p>SAO</p>

2.5 Accomplish the Customer Satisfaction Survey (CSS) form once the service request has been accomplished	Prompts the requesting unit to accomplish the CSS form	None	5 minutes	Requesting unit
TOTAL		None	2 working days, 2 hours, 20 minutes	

3. Article and content preparation for information materials

Description of the Service: Researching and writing of content for different information materials such as brochures, reports, AV presentation scripts, website information, magazines, social media content writing, articles for newsletter, press releases, and announcements.

Office or Division:	IPPAO	
Classification:	Highly Technical	
Type of Transaction:	Government to constituents	
Who may avail:	Offices at UP Manila	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Filled out request form/Service Information and Ticketing System (SITS)		IPPAO
Adequate and relevant information on concerned topics and themes		Officials, existing materials, Internet, interviews, events, and activities

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.1. Sends request through official IPPAO request form/ Service Information and Ticketing System (SITS) and other specifications of the request	Accepts and evaluates the request for completeness of information and needed materials. Notifies the requesting office after the evaluation, and assigns tasks to the staff based on their respective expertise.	None	15 minutes	Technical/ Creative staff
3.2. Provides relevant and adequate data, photos, and information	Accepts submitted data and info and gathers additional relevant information through research and interview	None	4 hours	Technical/ Creative staff
3.3. Coordinates/ follows up on status of request	Writes draft article or content	None	3 to 4 working days/article or content	Technical/ Creative staff
3.4. Accepts and checks first draft for revisions	Edits and revises	None	2 working days	IPPAO Director (Editor-in-Chief), SDMO (Asst. Editor)
3.5. Receives final copy	Submits final copy	None	15 minutes	Technical/ creative staff
3.6. Accomplishes the Customer Satisfaction Survey (CSS) form once the service request has been accomplished.	Prompts the requesting unit to accomplish the CSS form	None	5 minutes	Requesting unit

TOTAL		6 working days, 4 hours, 35 minutes/article or content	
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4. Web and other online services

Description of the Service: Formatting and uploading of materials in the website and social media accounts, sending and receiving emails, responding to online inquiries

Office or Division:	IPPAO			
Classification:	Highly Technical			
Type of Transaction:	Government to constituents			
Who may avail:	Offices at UP Manila			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Filled out request form/ Service Information and Ticketing System (SITS)			IPPAO	
Materials for formatting and uploading			Requesting units (UP System, Colleges, other gov't agencies, Central Admin, NIH, & UP-PGH)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.1. Sends request through official IPPAO request form/ Service Information and Ticketing System (SITS) and other specifications of the request	Accepts and evaluates the request for completeness of information and needed materials. Notifies the requesting office after the evaluation, and assigns tasks to the staff based on their respective	None	15 minutes	Technical/ Creative staff

	expertise.			
4.2. Submits materials for formatting and uploading	Formats or processes materials.	None	5 hours	Technical/ Creative staff
4.3. Waits for notification from SITS	Uploads material and responds to inquiries. Updates SITS once request is accomplished	None	1 hour	Technical/ Creative staff
4.4. Accomplishes the Customer Satisfaction Survey (CSS) form once the service request has been accomplished	Prompts requesting client to accomplish the CSS form	None	5 minutes	Technical/ Creative staff
TOTAL		None	6 hours, 20 minutes	

5. Preparation of AV presentations

Description of the Service: Creating or editing audio-visual presentations for varied purposes and events using available programs and apps

Office or Division:	IPPAO
Classification:	Highly technical
Type of Transaction:	Government to constituents and public
Who may avail:	Offices of UP Manila
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

Filled out request form/ Service Information and Ticketing System (SITS)		IPPAO		
Adequate and relevant information on concerned topics and themes		Officials, existing materials, Internet, interviews, events, and activities		
Text, photos, graphics, audio, video, music		Requesting unit / IPPAO		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5.1. Sends request through official IPPAO request form/Service Information and Ticketing System (SITS) and other specifications of the request	Accepts and evaluates the request for completeness of information and needed materials. Notifies the requesting office after the evaluation, and assigns tasks to the staff based on their respective expertise.	None	15 minutes	Technical/ Creative staff
5.2. Submits needed materials (Text, photos, graphics, audio, video, music) /additional requirements.	Prepares AV material for editing. With the use of an online/offline editing program, the video is edited and background music is applied, if necessary.	None	3 days depending on complexity	Technical/ Creative staff
5.3. Gives advice/ suggestions on production aspects	Provides the draft video for client comment and suggestion. Provides edits as requested	None	3 days depending on complexity	Technical/ Creative staff
5.4. Checks and approves latest draft	Renders final material	None	4 hours	Technical/ Creative staff

5.5. Receives final material	Gives/submits final product to client	None	1 hour	Technical/ Creative staff
5.6. Accomplish the Customer Satisfaction Survey (CSS) form once the service request has been accomplished	Prompts the requesting unit to accomplish the CSS form	None	5 minutes	Requesting unit
	TOTAL	None	6 days, 5 hours, 20 minutes	

6. Coverage of events

Description of the Service: Photo/video and article documentation and recording of events, activities, programs in the university

Office or Division:	IPPAO		
Classification:	Technical		
Type of Transaction:	Government to constituents		
Who may avail:	Offices of UP Manila		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
Filled out request form/ Service Information and Ticketing System (SITS)	IPPAO		
Adequate and relevant information on concerned topics and themes	Officials, existing materials, Internet, interviews, events and activities		
Cameras, tape recorders/ audio recorders, laptop, phone camera for stories or reels posting	IPPAO		

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6.1. Sends request through official IPPAO request form/Service Information and Ticketing System (SITS) and other specifications of the request	Accepts and evaluates the request for completeness of information and needed materials. Notifies the requesting office after the evaluation, and assigns tasks to the staff based on their respective expertise.	None	15 minutes	IPPAO Director, SAO
6.2. Provides relevant details and info/ program of the event/activity	Covers event/activity		1 working day	Photographer Technical staff
6.3. Waits for photos and articles on covered event to be uploaded	Creates a Google Drive for all the photos/videos to be sent to the requesting unit; writes short captions prior to submission to the SAO for approval; uploads photos and captions on Facebook or other social media accounts of UPM.	None	3 working days	Photographer/ Technical staff
6.4. Receives final material	Updates SITS once the request is accomplished.	None	2 working days	Photographer/ Technical staff

6.5. Accomplishes the Customer Satisfaction Survey (CSS) form once the service request has been accomplished	Prompts the requesting unit to accomplish the CSS form	None	5 minutes	Requesting unit
TOTAL		None	6 days, 20 minutes	

7. Announcement of Office/Class Suspension and other Major Events

Description of the Service: Dissemination via phone calls, email blasts, SMS, web, or social media announcements on office and class suspensions, alternative work arrangements, guidelines

Office or Division:	IPPAO
Classification:	Highly Technical
Type of Transaction:	Government to constituents

Who may avail:	Constituents of UP Manila	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Filled out request form/ Service Information and Ticketing System (SITS)	IPPAO
	Adequate and relevant information on concerned topics and themes	Officials, existing materials, Internet, interviews, events and activities
	Memos, Admin Orders, Advisories and Issuances	DOH, Malacañang, PAGASA, Manila City Hall, UP System, DOST, CHED
	Approval for posting/uploading	Office of the Chancellor and Vice Chancellors

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7.1. Sends request through official IPPAO request form/ Service Information and Ticketing System (SITS) and other specifications of the request	Accepts and evaluates the request for completeness of information and needed materials. Notifies the requesting office after the evaluation, and assigns tasks to the staff based on their respective expertise.	None	15 minutes	Technical/ Creative staff
7.2. Waits for the final publication material	Prepares the publication material	None	30 minutes	Technical/ Creative staff
7.3. Receives official announcement	Issues/makes official announcements	None	30 minutes	Technical/ Creative staff
7.4. Accomplish the Customer Satisfaction Survey (CSS) form once the service request is accomplished.	Prompts the requesting unit to accomplish the CSS form	None	5 minutes	Requesting unit
TOTAL		None	1 hour and 20 mins	

8. Requesting International Standard Book Number (ISBN) from the National Library of the Philippines

Description of the Service: The UP Manila units may request ISBN through IPPAO. IPPAO as the authorized requesting office of UP Manila to request the ISBN from the National Library of the Philippines.

Office or Division:	IPPAO
Classification:	Complex

Type of Transaction:	Government to Government			
Who may avail:	Offices of UP Manila			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Information and Ticketing System (SITS)		IPPAO Web Page, email IPPAO, or at IPPAO 8 th flr. PGH central block building, Taft Avenue, Ermita, Manila		
Cover page and copyright page of the book		Requesting unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8.1. Sends request through official IPPAO request form/ Service Information and Ticketing System (SITS) and other specifications of request	Accepts and evaluates the request for completeness of information and needed materials. Notifies the requesting office after the evaluation, and assigns tasks to the staff based on their respective expertise (SAA).	None	15 minutes	IPPAO Director, SAO
8.2. The requesting unit waits for the evaluation of IPPAO. If there are errors, provide materials	SAA will evaluate the materials sent by the requesting unit. If there are no errors, SAA will endorse the request to the SAO and the Director for review and approval. If there are errors, SAA will return the documents to clients for corrections.	None	15 minutes	SAA, SAO, Director
8.3. The requesting unit waits for the confirmation of approval.	Once approved by the SAO and Director, the SAA submits the request for ISBN in the International Standard Numbering System portal	None	15 minutes	Senior Admin. Assistant

	of the National Library of the Philippines.			
8.4. The requesting unit waits for the confirmation of approval.	The National Library receives the application and process the request	None	2 working days	National Library staff
8.5. Client receives the ISBN.	Once an ISBN has been assigned by the National Library of the Philippines, the SAA will issue the ISBN to the requesting unit.	None	5 minutes	SAA
8.7. Accomplish the Customer Satisfaction Survey (CSS) form once the service request is accomplished.	Prompts the requesting unit to accomplish the CSS form	None	5 minutes	Requesting unit
TOTAL		None	2 days and 55 minutes	