



August 8, 2019

Regional Memorandum

No. 429 s. 2019

All Schools Division Superintendents
Caraga Region

Attention: Division Planning Officers



**SUBMISSION OF LIS/LRN/EBEIS ISSUES AND CONCERNS THROUGH
TICKETING SYSTEM**

1. DepEd, Regional Office through the Policy, Planning and Research Division is now ready to accept issues and concerns on LIS/LRN and EBEIS through the Division Planning Officers following the instruction details stated in **OUA Memorandum 14-0719-0244** signed by USEC Alain Del B. Pascua on July 8, 2019.
2. Please observed proper protocols in the escalation process of issues and concerns from the field offices. Planning Officers shall filter the issues and strictly follow instructions in the previously emailed Memorandum.
3. There are three (3) type of issues for the Ticket, namely: a) Inquiry b) Incident Report and 3) Service Request (of which has 10 types of requests), *please see attached*. While the first two types (a and b) are issues not listed in the ten Service Requests. *Requests for a and b have to be emailed to the Regional Office through the Policy, Planning and Research Division through screenshot/s. While the Service Request in Excel Form can be generated in the LIS.*
4. It is expected that hard copy/ies of issues and concerns elevated to the Regional Office for submission through the Ticketing System online are filtered by the Division Planning Officers and duly signed by School Heads concerned.
5. This Memorandum takes effect immediately, unless cancelled, suspended and or revoked
6. For your guidance and strict compliance.


FRANCIS CESAR B. BRINGAS, CESO V
OIC – Regional Director

PPRD/mfa/mtd
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