

## Technical Assistance on the STB-Developed Programs and Projects

Refers to the provision of technical assistance on concerns relative to the on-going and completed social technology programs and projects of the Social Technology Bureau (STB). The process starts with the receipt of the request from Local Government Units or other intermediaries until the actual provision of technical assistance in the form of meetings, orientation and capability building activities through face-to-face and online platforms. This includes the requests for data, information, social marketing materials, and other knowledge products on Social Welfare and Development (SWD) programs and projects designed, under pilot-testing or on-going implementation, and completed by the STB for adoption / replication by stakeholders.

<b>Office or Division:</b>	Social Technology Unit (STU)			
<b>Classification:</b>	HIGHLY TECHNICAL			
<b>Type of Transaction:</b>	G2G - Government to Government G2C - Government to Citizens			
<b>Who may avail:</b>	National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), and Academe			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Written and signed request letter with complete contact details (name and contact information) of the requesting party. 2. Details of the technical assistance needed.		Requesting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send the request for Technical Assistance to the DSWD Field Office Social Technology Unit (STU): a. Letter signed by the Requesting Party, in any form; b. Accomplished Request Form; c. E-mail	1.1 Receive and record the request	None	2 hours	<i>Ms. Marlene C. Guszman SWO IV – Social Technology Unit</i>
	1.2 Prepare, check, and send response to the request, and conduct the Technical Assistance. 1.2.1 If the request is for sharing data, information and knowledge product:  a. If available in the website, include the link from the STB website or FO website.		7 days	<i>Ms. Marlene C. Guszman SWO IV – Social Technology Unit</i>

	<p>b. If not available, coordinate with the requesting party if necessary to ensure that data to be shared are not privileged and sensitive information in adherence to the Data Privacy Act (DPA); with the Program Focal Person/s to generate the data needed; and with the PDPS for regional data.</p> <p>c. If not compliant with the Data Privacy Act and DSWD Research Protocol, inform the requesting party following the DSWD Data Privacy Manual or endorse to the Field Office Policy and Plans Division (PPD) for appropriate action.</p>			
	<p>1.2.2 If the request involves conduct of actual technical assistance activity including orientation and capability building activities, either via face-to-face or online means:</p> <p>a. Coordinate with the requesting party. b. Confirm the provision of technical assistance.</p>		<p>8 days (Turnaround time does not include days between sending a response and actual conduct of activity)</p>	

	c. Prepare necessary logistical needs (plane ticket if face to face). d. Prepare technical documents. e. Conduct the technical assistance.			
2. Accomplish the Client Satisfaction Survey	2.1 Administer/ Monitor/Follow-up Client Satisfaction Survey (CSS).	None		<i>Ms. Marlene C. Guszman</i> <i>SWO IV – Social Technology Unit</i>
<b>TOTAL</b>	If the Technical Assistance is sharing data, information and knowledge product	<b>NONE</b>	<b>7 days, 2 hours</b>	
	If the request involves conduct of actual technical assistance activity		<b>15 days, 2 hours</b>	