MEMORANDUM
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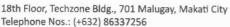|		
FOR	:	**UNDERSECRETARIES**
		ASSISTANT SECRETARIES
		BUREAU, SERVICE, AND REGIONAL DIRECTORS
		SCHOOLS DIVISION SUPERINTENDENTS
		HEADS OF OFFICES
		OTHERS CONCERNED
FROM	:	**ATTY. MARCELINO G. VELOSO III**
		Assistant Secretary
SUBJECT	:	**ADVANCE COORDINATION FOR ACCESS TO ICT RESOURCES DURING TRAINING ACTIVITIES**
DATE	:	August 4, 2025

This is with reference to the conduct of training activities involving many participants requiring access to various software applications and information systems. These may include, but are not limited to, office productivity suites such as Adobe, Microsoft 365, and Google Workspace; graphic design platforms such as Canva; Learning Management Systems (LMS); and other relevant information systems used within the Department.

It has been observed that technical issues frequently arise during these training sessions. These issues are often escalated to the ICTS-User Support Division (USD) for immediate resolution, as they can easily lead to the following:

1. Network Resource Allocation

   - **System Slowdowns or Downtime**: Network resources may be insufficient to handle the high volume of simultaneous users.
   - **Network Traffic Congestion**: Simultaneous access to bandwidth-heavy systems (e.g., LMS, video conferencing) can cause.
   - **Service Disruption**: Centralized systems may experience temporary outages due to resource strain.
   - **Reduced Training Efficiency**: Lag or inability to access platforms can prevent users from participating effectively.

2. User Account Access

   - **Inactive or Expired Accounts**: Users may attempt to log in with accounts not accessed for long periods.
   - **Incorrect Account Credentials**: Forgotten or outdated login details can delay onboarding.

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