



NAMRIA-08. Provision of Products and Services

Incumbent NAMRIA employees can request any products or services available by using the Internal Client Request Management System (ICRMS). The ICRMS is an automated system developed internally to serve as the online request facility between offices or units. The following products and services are available for request:

PRODUCT	PREPARATION TIME (maximum)
Analog Maps and Charts	3 days
Digital and Analog Data	3 days
Publications	3 days
Records and Documents	3 days
Satellite Images and Aerial Photos	3 days
SERVICE	DURATION TIME (maximum)
Learning and Development Services	7 days
Technical Support and Maintenance	20 days
Engineering Support and Maintenance	20 days
Printing and Reproduction Services	20 days

OFFICE OR DIVISION	All NAMRIA Units			
CLASSIFICATION	Simple, Complex, Highly Technical			
TYPE OF TRANSACTION	G2G - Government to Government			
WHO MAY AVAIL	All employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Not Applicable		Not Applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire about product or service	Discuss product specification, service	None	Time will start immediately after	<i>Any Processing Units</i>



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	requirements, availability, and processing time.		verification of all attached requirements	All Branches
1. Submit authorized request	1. Receive request and select approving officer	None		<i>Receiving Personnel</i> Processing Unit
	2.1. Verify request and submitted requirements and notify client approval/disapproval of request	None	20 minutes	<i>Approving Officer</i> Processing Unit
	2.2. Determine and notify client start and end date and time of preparation or execution of request	None	10 minutes	<i>Processing Personnel</i> Processing Unit
	2.3. Notify client delivery of request	None	10 minutes	<i>Receiving Personnel</i> Processing Unit
2. Fill out Acceptance and Feedback Details on ICRMS	2. Verify acceptance and feedback on ICRMS	None	5 minutes	<i>Receiving Personnel</i> Processing Unit
TOTAL			45 minutes	