



Republic of the Philippines
Supreme Court
Office of the Court Administrator
Manila

OCA CIRCULAR NO. 102-2014

**TO : ALL CONCERNED LOWER COURT JUDGES,
CLERKS OF COURT AND LIBRARIANS**

**SUBJECT : SURVEY ON THE PLDT WE ROAM MOBILE
BROADBAND STICKS**

Pursuant to the Enterprise Information System Plan (EISP) of the Judiciary, the Supreme Court, through the Property Division, Office of the Court Administrator, distributed PLDT We Roam Mobile Broadband Sticks to lower court judges and librarians in 2013. To aid the Court in assessing the use and efficiency of the broadband sticks and service, the Management Information Systems Office (MISO) has prepared a survey form for end-users to answer.

In view thereof, all concerned lower court judges and employees are hereby directed to answer the attached questionnaire and send it via email to demorales@sc.judiciary.gov.ph or fax at (02) 525-72-23/ (02) 552-96-24, not later than 15 August 2014. For any questions, please contact Mr. Dennis Morales of MISO at (02) 525-71-57.

For strict compliance.

4 August 2014

JOSE MIDAS P. MARQUEZ
Court Administrator

INTERNET MOBILE BROADBAND SERVICES SURVEY FORM

As part of the on-going updating of the Enterprise Information System Plan (EISP) for the Judiciary, the MISO is conducting an assessment of the utilization and effectiveness of the use of the internet mobile broadband services using PLDT Mobile Broadband Sticks (MBS). Mobile access to internet is provided by the Supreme Court to meet the needs of Lower Courts for internet connection for research, accessing the Supreme Court website, OCA website, PhilJA website, JBC website, Supreme Court e-Library, Judiciary Webmail, transmission of monthly reports, and other official correspondence, among others. The assessment will aid the Court in the review and improvement of internet connectivity services prior to its renewal.

Please read each question carefully and answer them using the check boxes and/or the lines provided for. You may leave questions unanswered that are unfamiliar or not applicable to you. You are also encouraged to add remarks beside the questions with no blank lines if you need to further explain you answer.

Please answer the questions completely and as candidly as you can. Your personal details will be kept confidential and your answers will be integrated with the answers of your colleagues in a summary table.

Thank you for your cooperation.

Name: _____ Position: _____

Branch: _____ Date Accomplished: _____

Years of Service: _____ Gender: ____ Age: _____

Signature: _____

A. Workstation assessment:

	Yes	No
Are you using a Supreme Court issued Computer? If not, please specify. _____ (i.e. personal, issued by another agency or LGU, laptop)	<input type="checkbox"/>	<input type="checkbox"/>
Is your computer shared with other users? If yes, please specify number of users. _____	<input type="checkbox"/>	<input type="checkbox"/>
What Operating System is installed in the computer? <ul style="list-style-type: none">• Windows 7 and above	<input type="checkbox"/>	<input type="checkbox"/>

- Windows XP and below

B. How often do you access the Internet using the MBS? (Always, Often, Seldom, Never)

If never, why are you not using it? _____

C. What do you primarily use the Internet for? _____

D. Rate the following aspects of the Internet Mobile Broadband Services:

Rate from 1-5 (5 being the highest)

Reliability _____

Speed _____

Signal availability _____

E. Software:

Rate from 1-5 (5 being the highest)

Ease of installation and use _____

F. Have you experienced problems in using the PLDT Mobile Broadband Sticks?

Yes No

If yes, what were they, in order of importance? _____

G. Technical Support

Have you made use of the PLDT Technical Support Services (PLDT 177 TOLL FREE) in trying to address the problems you had with your MBS?

Yes No

If yes, how would you rate their response (from 1-5, with 5 as the highest)?

Friendliness _____

Professionalism _____

Understanding the problem _____

Interest in solving your problem _____

When solving your problem, how would you rate the information provided? _____

Was your problem/s solved on this call/s? Yes No

