



Republic of the Philippines  
**Bangsamoro Autonomous Region in Muslim Mindanao**  
**OFFICE OF THE CHIEF MINISTER**

Bangsamoro Government Center, Governor Gutierrez Avenue, Rosary Heights VII, Cotabato City 9600

**MEMORANDUM**

Circular No. 10 ~~198~~  
Series of 2024

**TO :** ALL MINISTRIES, OFFICES, AND AGENCIES  
Bangsamoro Autonomous Region in Muslim Mindanao

**SUBJECT :** LAUNCHING OF THE BICTO SUPPORT DESK SYSTEM

**DATE :** 11 Safar 1446 AH | 15 August 2024

1. The Bangsamoro Information and Communications Technology Office (BICTO) will be launching the **BICTO Support Desk System** to streamline all ICT Technical Assistance Requests. It is a comprehensive helpdesk system that aims to improve support services by providing a robust platform for managing and resolving support requests.
2. With this, all ministries, offices, and agencies are hereby directed to send **one (1) Information Technology Officer** to attend and participate in the orientation of the said system on **August 27, 2024, from 1:00 PM to 3:00 PM** at **BICTO's ICT Literacy and E-Governance Center, 8Z Building, Cotabato City.**
3. Participants are requested to register by filling-out the form through the link or scan the QR Code:



[https://bit.ly/bicto\\_supdesk](https://bit.ly/bicto_supdesk)

4. For queries and any related concerns, contact **Ms. Sittie Yana Mardeyah I. Sanday** at **09974696114** or email at [bicto@bangsamoro.gov.ph](mailto:bicto@bangsamoro.gov.ph).

For information and compliance.

**By Authority of the Chief Minister**  
**AHOD B. EBRAHIM**

  
**ABUNAWAS L. MASLAMAMA**  
Senior Minister

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