

# GAP Analysis

## Purpose

The Gap Analysis identifies inefficiencies in the current (manual) Know Your Employee (KYE) process and outlines the strategic actions required to achieve a digitalized, scalable, and compliant future state. This analysis bridges the gap between the current operational reality and the desired digital transformation outcomes, ensuring all proposed actions directly align with organizational objectives and HR compliance mandates.

## Current State

The existing KYE process relies on manual submissions through paper or email. HR personnel review, verify, and store forms physically, making the process time-consuming, error-prone, and non-scalable.

Key issues include:

- Frequent data entry errors due to lack of validation.
- Slow and manual retrieval during compliance audits.
- Increased workload for HR staff and operational inefficiency.
- Limited scalability with organizational growth.

## Action Plan

To address these challenges, a structured digital transformation roadmap was developed:

- **Implement Digital Workflow:** Introduce a secure online submission portal.
- **Standardized Forms:** Define mandatory fields and validation rules.
- **System Integration:** Connect digital forms to HRIS and Document Management Systems.
- **Data Security:** Apply encryption and role-based access control.
- **Adoption Support:** Conduct training and change management for HR staff and employees.

## Desired State

In the future state, all KYE processes are digital, automated, and audit ready.

- A **centralized and secure repository** houses all employee records.
- Automated validation reduces submission errors by approximately **80%**.
- **Streamlined workflows** reduce HR administrative workload.
- **Instant reporting** supports audit readiness and compliance.
- The solution scales with growing workforce, supporting ongoing HR automation.