

## OVERVIEW OF DIGITAL SERVICE

<b>Service Name:</b>	<b>Human Resource Information System (HRIS)</b>
<b>ALIGNMENT WITH DIGITAL STRATEGY</b>	
<b>Digital Strategy:</b>	To automate HR processes to improve customer service satisfaction, low manual intervention, and secure data handling.
<b>Service Purpose and Goals:</b>	<p>The Human Resource Information System (HRIS) is an online platform that provides DNSC personnel with 24/7 access to HR services. The portal system allows personnel to:</p> <ol style="list-style-type: none"><li>1. Create and update Profile, PDS, SALN, etc.</li><li>2. Facilitate application and approval of Travel Order, Leave, Core Time, and Locator Slip.</li><li>3. View, monitor, and print Daily Time Record (DTR).</li></ol>

## OBJECTIVES AND PERFORMANCE

(List the main objectives of the service, e.g., improving customer satisfaction, reducing operational costs)

Objectives	KPI 1	KPI 2	KPI 3
<b>Enhance Customer Satisfaction</b> Aligns intending to enhance the customer experience automation of the HR processes.	Customer Satisfaction Score  <b>Current:</b> 50% positive <b>Target:</b> 85% positive	Response Time  <b>Current:</b> 2 Hours <b>Target:</b> 1 Hour	
<b>Increase Operational Efficiency</b> Supports the strategy to automate and streamline HR tasks and operations for faster service.	Percentage of Automated Processes  <b>Current:</b> 40% positive <b>Target:</b> 95% positive	Reduction in Manual Workload  <b>Current:</b> 40% reduction <b>Target:</b> 90% reduction	
<b>Strengthen Data Security</b> Ensures secure handling of personnel data and compliance with regulatory standards.	Number of Security Incidence  <b>Current:</b> 1 <b>Target:</b> 0	Conduct of Security Audit  <b>Current:</b> 0 <b>Target:</b> 2 times a year	