

OVERVIEW OF DIGITAL SERVICE	
Service Name:	Human Resource Information System (HRIS)
ALIGNMENT WITH DIGITAL STRATEGY	
Digital Strategy:	To automate HR processes to improve customer service satisfaction, low manual intervention, and secure data handling.
Service Purpose and Goals:	<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">1. Create and update Profile, PDS, SALN, etc.2. Facilitate application and approval of Travel Order, Leave, Core Time, and Locator Slip.3. View, monitor, and print Daily Time Record (DTR).



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

