**Problem Statement — Attendance Regularization in Employee Self-Service Portal (ESSP)**

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| **Field** | **Description** |
| **Project Title** | Attendance Regularization - ESSP |
| **Prepare By** | Zilna M |
| **Role** | Business Analyst |
| **Date** | 04-Oct-2025 |
| **Version** | 1.0 |

#### **1. Introduction**

The Employee Self-Service Portal (ESSP) is a core HRMS module that enables employees to manage their own HR-related activities. One recurring issue in the current ESSP is that employees are unable to regularize missing IN/OUT entries in their attendance timesheet. This leads to manual interventions by HR, potential payroll errors, and employee dissatisfaction.

The purpose of this document is to define the business problem, objectives, and scope for implementing an Attendance Regularization Workflow to streamline this process.

#### **2. Current Problem (AS-IS)**

* Employees cannot regularize missing IN/OUT entries directly through the ESSP.
* HR must manually handle attendance exceptions, which is time-consuming.
* Managers have no visibility into employee attendance issues.
* Frequent payroll discrepancies occur due to incomplete attendance data.
* Lack of transparency causes delays and employee frustration.

#### **3. Objectives (TO-BE)**

The objective of this project is to automate and streamline the attendance regularization process by enabling employee-driven requests with a manager approval workflow.

Key objectives include:

* Enable employees to submit requests for missing IN/OUT via ESSP.
* Provide managers with tools to review and approve/reject requests.
* Offer HR real-time visibility into pending and approved requests.
* Automatically update approved records in the payroll system.
* Maintain an audit trail for compliance and reporting.

#### **4. Scope Definition**

**In-Scope:**

* Employee request submission module for attendance regularization.
* Manager approval/rejection workflow.
* HR monitoring and reporting dashboard.
* System notifications and email alerts.
* Payroll system integration.
* Audit trail of all requests.

**Out-of-Scope:**

* Mobile app development (desktop version only).
* Payroll adjustment logic unrelated to attendance.
* Integration with external third-party HRMS platforms.

**5. Stakeholders**

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| **Role** | **Description** |
| **Employee** | Initiates attendance regularization request |
| **Manager/Supervisor** | Reviews and approves/rejects requests |
| **HR Executive** | Monitors and audits all requests |
| **System Administrator** | Manages user access and configuration |
| **Payroll Department** | Processes payroll based on approved attendance |

#### **6. Success Metrics**

* 80% reduction in HR manual interventions within 3 months of go-live.
* 100% visibility for managers on pending employee requests.
* <2% payroll discrepancies due to attendance issues.
* Improved employee satisfaction (feedback > 4/5).

**7. Version History**

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| **Version** | **Date** | **Description** | **Author** |
| **1.0** | **04-Oct-2025** | **Initial Draft** | **Zilna M** |