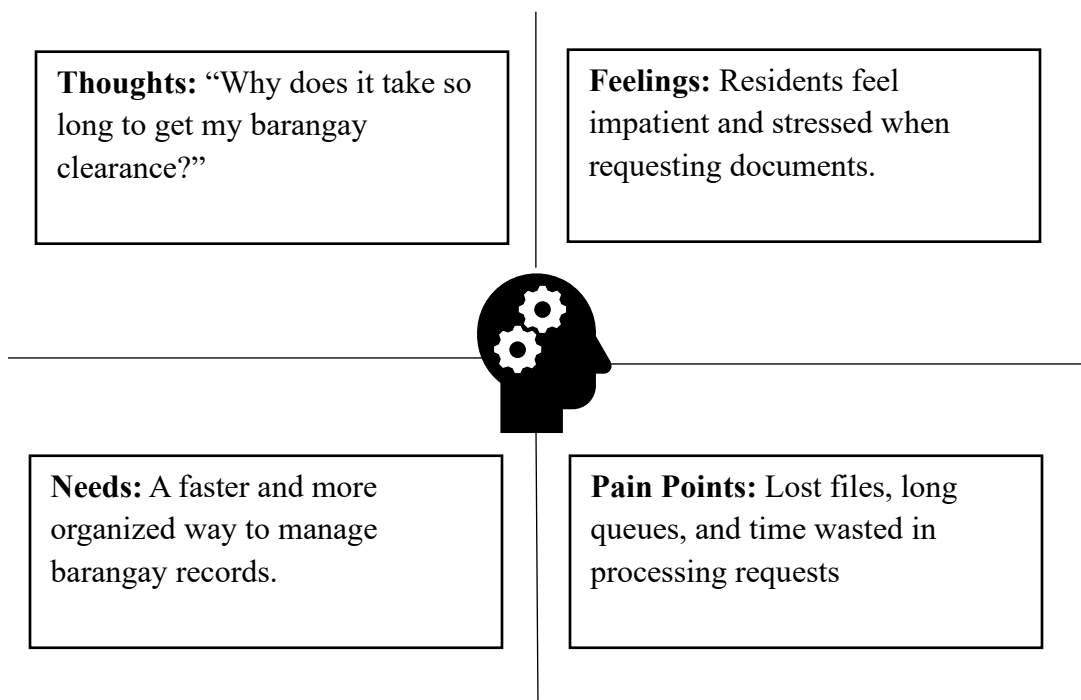


I. The Problem

In our barangay, record-keeping is still manual using paper files. This makes it hard to find documents like barangay clearances, permits, and certificates. Residents often experience long waiting times, and some files even get lost or damaged. This slows down services and causes frustration in the community.

II. Customer Needs (Empathy Map)



Customer Insights:

1. Residents want quick access to barangay documents like clearances and certificates.
2. Barangay staff need an easier way to organize and retrieve records.
3. The community values secure storage so files are not lost or damaged.

III. Innovation Type

Process Innovation

This fits best because the DMS changes the process of how barangay records are stored and retrieved, making services more efficient.

IV. Proposal

The Barangay Document Management System (BDMS) will digitize and centralize all barangay records. Staff can upload, categorize, and search documents quickly using a computer, while residents can request barangay clearances and certificates through the system. Each request is logged, making the process faster and more transparent.

TABASAN, RODARY P.

BSIT 4-A