**Balanced Score Card**

Organisation: The Department of Social Protection.

Mission: “To promote active participation and inclusion in society through the provision of income supports, employment services and other services.”

MSDU Branch’s Mission: To provide quality ICT services and support to the various sections of the Department, and to faithfully manage the ongoing organisational needs of the Department and its services.

Balance Score Card Areas:

Finance: The Department of Social Protection has its yearly budget defined by the offices of the Department of Finance, for each yearly operation.

Business Processes: The MSDU branch of the Department of Social Protection operates using Agile methodologies for any projects it develops, and builds those projects using technology within the range of a skilled software developer or database manager, such as C#, JavaScript, SQL, and more.

Public Relations: The Department of Social Protection enforces allows members of the public to freely access their personal information on request, and heavily regulates the security practices used to store any individuals’ information. The Department also conducts regular planning on how to improve their services with the resources they have on offer, in response to public feedback.

Market: The Department of Social Protection is a government organisation, and therefore the services it provides are for the butter of the public, and the improvement of government efficiency to the general public.