**Balance Score Card**

**Organisation**: The Department of Social Protection (DSP).

**Mission:** “To promote active participation and inclusion in society through the provision of income supports, employment services and other services.” **(DSP, 2017)**

**Information Systems Division Mission:** To analyse, design and develop software applications for the use of the Department and its partners.

* Finance:
  + The financial budget of the Department is determined by the office of Finance. The Department needs to operate within the frame of the given budget decided each year. This includes the Departments ability to green light new projects, as well as the budget that can be spent to upgrade some of the IT services in use.
* Internal Process:
  + When a flaw in the current work systems is identified in the Department, the I.S Division will be tasked with resolving the issue by developing a software solution to meet the requirements of the task. For instance, once the flaw in the old way of recording meter readings of photocopiers in the Department was found, the IS Division created an application to automate elements of the process.
* Customer Perception:
  + The Department of Social Protection takes the feedback of its customers (the public, government) very seriously. Improving the customer service is a common topic among meetings as plans are conducted on how to improve the ongoing services that the Department provides, while ensuring the security of individuals data is not compromised in the process.
* Capability and Learning:
  + The Department of Social Protection is regularly improving its practices into how it approaches software work. Training classes for new or existing technologies and practices are funded and arranged for members of staff when they need to understand a new language or practice. They will intern apply what they learned in the training classes to the development of their projects.

References

* The Department of Social Protection (2017). The Department [online]. Available at: <http://www.welfare.ie/en/Pages/The-Department.aspx> [Accessed 14th October 2017]]