DataGuard Employee Portal: Product Requirements Document (PRD)

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Executive Summary

The DataGuard Employee Portal is an internal web-based Human Resource Information System (HRIS) designed to centralize employee data, automate HR workflows, and provide self-service capabilities for both Core Staff and Support Staff. The system addresses critical delays in HR service delivery by establishing a single source of truth for employee records, reducing manual processes, and enabling data-driven operational decisions[1][2].

This PRD defines the technical requirements, feature specifications, data structures, user roles, and implementation roadmap for a two-phase deployment prioritizing speed, usability, and security.

Product Vision and Objectives

Vision

To build a simple, secure Employee Portal that empowers DataGuard staff with self-service capabilities while providing HR with centralized data management and reporting tools.

Primary Objectives

- Establish single source of truth for all employee data (Core and Support Staff)
- Reduce manual HR processes by 50-70% through automation and self-service[1]
- Support HR reporting and operational decision-making with real-time data
- Ensure system usability requires minimal training for all staff categories
- Deploy Phase 1 within 6-8 weeks to address current service delivery delays[2]

Success Metrics

- 95% data accuracy post-migration
- 80% user login rate within Week 1 of launch
- Leave approval cycle reduced to $<$48 hours
- $<$5% support tickets per week post-stabilization
- HR administrative time reduced by 50% within 3 months[1]

User Roles and Access Levels

The system implements role-based access control (RBAC) with three distinct user types:

Role Definition Table

Role	Access Permissions	Key Functions
HR Administrator	Full system access: Create, Read, Update, Delete all records; Configure workflows; Generate reports	Data management, approvals, reporting
Line Manager	Read access to direct reports only; Approve leave requests; View team data	Team oversight, leave approval
Core Staff	Read access to own records; Submit requests; Update limited fields	Self-service, leave application
Support Staff	Limited/no access initially (Phase 1); HR-managed records	Passive data subject

Table 1: User role definitions and access matrix

System Architecture

Technical Stack Recommendations

Based on DataGuard's existing infrastructure and the need for rapid deployment with limited resources[3][4]:

Frontend:

- Next.js 14+ (React framework) for web-responsive interface
- Tailwind CSS for UI styling
- Mobile-first responsive design (no dedicated mobile app Phase 1)

Backend:

- Supabase for authentication, database (PostgreSQL), and storage

- Row-Level Security (RLS) policies for role-based access
- RESTful API architecture

Security:

- NDPR-compliant data encryption at rest and in transit
- SSL/TLS certificates for dataguardng.com subdomain
- Multi-factor authentication (MFA) for HR administrators
- Session timeout after 30 minutes of inactivity

Hosting:

- Vercel for frontend deployment
- Supabase cloud for backend and database
- Cloudflare CDN for static assets

System Integration Points

- **Email**: SMTP integration for notifications (leave approvals, password resets)
- **WhatsApp**: Optional webhook integration for critical alerts
- **Excel Import/Export**: Bulk data upload using HR templates; report downloads
- **Document Storage**: Secure file repository for CVs, contracts, IDs (max 5MB per file)

Phase 1: Core HR Data & Self-Service (Foundation Phase)

Timeline: 6-8 weeks from kickoff
Priority: IMMEDIATE
Users: Core Staff & Support Staff (HR-managed)

A. Core Staff Module - Phase 1 Features

1. Personal Biodata Management

Fields (Read/Write for HR; Read-Only for Staff):

Field Name	Data Type	Validation Rules
Full Name	Text (100 chars)	Required, alphabetic only
Staff ID	Text (unique, 10 chars)	Auto-generated, immutable
Photograph	Image file	JPG/PNG, max 2MB
Date of Birth	Date	Required, age 18-65

Gender	Dropdown	Male/Female/Other
Phone Number	Text (15 chars)	Required, Nigerian format (+234)
Email Address	Email	Required, unique, validated
Residential Address	Text (200 chars)	Required
Emergency Contact	Text (100 chars)	Required (Name + Phone)

Table 2: Core Staff biodata fields

Functional Requirements:

- Staff can view all fields but cannot directly edit
- Staff can submit "Request Correction" form (triggers HR workflow)
- HR receives notification and approves/rejects changes
- Audit log tracks all biodata modifications with timestamp and user

2. Employment Information (Read-Only for Staff)

Field Name	Data Type	Validation Rules
Job Title	Text (100 chars)	Required
Department	Dropdown	Pre-configured list
Unit	Dropdown	Dependent on department
Line Manager	Dropdown	Staff lookup
Date of Employment	Date	Required, cannot be future
Employment Status	Dropdown	Confirmed/Contract/Probation

Table 3: Employment information fields

Functional Requirements:

- Only HR can update these fields
- Line Manager dropdown filters by department hierarchy
- Employment Status triggers automatic alerts (e.g., probation expiry in 30 days)

3. Document Repository

Document Types:

- Curriculum Vitae (CV)
- Offer Letter
- Employment Contract
- Job Description (JD)

Functional Requirements:

- HR uploads documents; staff can view/download only
- Each document type limited to one active file (versioning supported)
- Supported formats: PDF, DOCX, JPG, PNG (max 5MB per file)
- Documents encrypted at rest using AES-256
- Download audit trail (who accessed what document, when)

4. Leave Management System

Leave Types:

- Annual Leave
- Casual Leave
- Sick Leave
- Maternity/Paternity Leave
- Study Leave
- Compassionate Leave

Leave Balance Calculation:

$$\text{Leave Balance} = \text{Annual Entitlement} - \text{Leave Taken} - \text{Pending Requests}$$

Functional Requirements:

For Staff:

- View current leave balances by type
- Submit leave application form (start date, end date, leave type, reason)
- View leave history (Approved/Pending/Declined with reasons)
- Receive email/WhatsApp notification on status change

For Line Managers:

- View pending leave requests for direct reports
- Approve or decline with mandatory comments
- View team leave calendar to avoid conflicts

For HR:

- Final approval after line manager approval
- Override capability for emergency cases
- Manually adjust leave balances (with audit log)
- Generate leave reports (by staff, department, period)

Leave Workflow:

1. Staff submits leave request

2. System validates leave balance sufficiency
3. Notification sent to Line Manager
4. Line Manager approves/declines
5. If approved, notification sent to HR
6. HR gives final approval
7. Staff receives confirmation with updated balance
8. Leave reflected in HR dashboard and calendar

Validation Rules:

- Leave start date must be at least 3 working days in future (except sick leave)
- Cannot apply for leave if balance is insufficient
- Cannot have overlapping leave requests
- Maximum consecutive days: 21 (configurable by HR)

5. Employee Self-Service Dashboard

Dashboard Components:

- Profile summary card (photo, name, job title, staff ID)
- Leave balance overview (visual gauge for each type)
- Recent leave requests status (last 5)
- Quick actions: Apply Leave, Request Correction, Download Documents
- Upcoming company events/announcements (HR-posted)

B. Support Staff Module - Phase 1 Features

Support Staff records are HR-managed with limited or no self-service access initially. Focus on data capture and status tracking.

1. Personal Biodata (HR-Managed)

Field Name	Data Type	Validation Rules
Full Name	Text (100 chars)	Required
Photograph	Image file	JPG/PNG, max 2MB
Phone Number	Text (15 chars)	Required, Nigerian format
Residential Address	Text (200 chars)	Required
Next of Kin	Text (150 chars)	Required (Name + Phone)

Table 4: Support Staff biodata fields

2. Employment & Deployment Details

Field Name	Data Type	Validation Rules
Date of Engagement	Date	Required
Project/Client Assignment	Text (100 chars)	Required
Project Location	Text (150 chars)	Required
Deployment Start Date	Date	Required
Deployment End Date	Date	Optional (ongoing if null)
Supervisor/Site Contact	Text (100 chars)	Required

Table 5: Support Staff deployment fields

Functional Requirements:

- HR can add/edit all fields
- System calculates deployment duration automatically
- Alert generated when deployment end date approaches (7 days prior)
- Support Staff can be reassigned to new projects (creates deployment history)

3. Documentation (HR Upload)

- Curriculum Vitae
- Valid ID (National ID, Driver's License, Passport)
- Guarantor Details (Name, Phone Number, Address, Signature)

Functional Requirements:

- HR uploads and manages all documents
- System flags missing or expired documents
- ID expiry tracking with 30-day advance notification

4. Status Tracking

Status Options:

- Active (currently deployed)
- On Leave (temporary absence)
- Disengaged (contract ended)

Functional Requirements:

- Status dropdown with color-coded badges (Active=Green, On Leave=Yellow, Disengaged=Red)
- Status change triggers notification to supervisor
- Disengaged staff records archived but accessible for historical reporting

C. Data Templates for Migration

HR to provide Excel templates mirroring portal data structures for initial bulk upload and future imports.

Required Templates:

1. **Core Staff Records Template**
   - Sheet 1: Personal Biodata (columns match biodata fields)
   - Sheet 2: Employment Information
   - Sheet 3: Leave Balances (current year entitlements)
2. **Support Staff Records Template**
   - Sheet 1: Personal Biodata
   - Sheet 2: Deployment Details
   - Sheet 3: Guarantor Information
3. **Deployment & Project Data Template**
   - Columns: Staff ID, Project Name, Location, Start Date, End Date, Supervisor

Template Specifications:

- Headers must match database field names exactly
- Date format: DD/MM/YYYY
- Required fields highlighted in template
- Validation rules documented in template instructions tab
- Import function validates data before upload, reports errors for correction

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Phase 1 Exclusions (Scope Control)

To prevent over-engineering and ensure rapid deployment, the following are explicitly excluded from Phase 1:

- Payroll processing and salary management
- Biometric attendance/time tracking systems
- Advanced analytics and predictive insights
- Native mobile applications (web-responsive design only)
- Integration with external payroll/accounting software
- Performance appraisal workflows
- Recruitment and applicant tracking

These features are deferred to Phase 2 or future iterations based on Phase 1 stabilization and user feedback.

Phase 2: Performance, Learning & HR Operations

Timeline: To commence immediately after Phase 1 stabilization (estimated 8-10 weeks post-Phase 1 launch)
Priority: HIGH
Focus: Talent development, performance tracking, and HR reporting capabilities

A. Core Staff Module - Phase 2 Features

1. Performance Management System

Annual Performance Cycle:

1. **Goal Setting** (Q1)
   - HR defines performance template (SMART goals framework)
   - Staff and Line Manager collaboratively set 3-5 annual goals
   - Goals aligned with department objectives
   - Weight assigned to each goal (total = 100%)
2. **Mid-Year Review** (Q2/Q3)
   - Staff self-assessment against each goal (progress %)
   - Line Manager comments and progress rating (1-5 scale)
   - Identify challenges and support needed
3. **End-of-Year Appraisal** (Q4)
   - Staff final self-assessment
   - Line Manager ratings and comments per goal
   - Overall performance score calculation (weighted average)
   - HR final review and approval
   - Performance outcome: Exceeds/Meets/Needs Improvement

Performance Rating Scale:

Rating	Label	Description
5	Exceptional	Consistently exceeds expectations
4	Exceeds Expectations	Frequently surpasses goals
3	Meets Expectations	Achieves all set objectives
2	Needs Improvement	Some goals not fully met
1	Unsatisfactory	Significant performance gaps

Table 6: Performance rating definitions

Functional Requirements:

- Email reminders for pending reviews (7 days before deadline)
- Performance history accessible to staff and managers
- HR dashboard showing completion rates by department
- Export performance reports for compensation reviews

2. Learning & Development (L&D)

Training History Tracking:

- Training course name and provider
- Training date and duration
- Training type (Internal/External, Mandatory/Optional)
- Completion status and certificate upload

Mandatory Training Tracker:

- HR assigns mandatory courses (e.g., Cybersecurity, Compliance)
- Staff notified of assignments with deadlines
- Completion status tracked; overdue flagged
- Dashboard shows compliance percentage by staff/department

Training Request Workflow:

1. Staff submits training request (course name, provider, cost, justification)
2. Line Manager reviews and recommends/rejects
3. HR approves based on budget and relevance
4. Upon completion, staff uploads certificate
5. Training added to permanent record

Certification Management:

- Upload professional certifications (ACCA, PMP, etc.)
- Expiry date tracking with renewal reminders
- Certifications visible on staff profile

3. Career & Progression Records

Historical Tracking:

- **Promotions**: Previous and current job titles, effective dates, salary grade changes
- **Role Changes**: Lateral moves, department transfers, reason for change
- **Internal Transfers**: Location or unit changes, transfer justification

Functional Requirements:

- Career timeline visualization (graphical representation)
- HR can add progression events with supporting documents
- Staff can view their career history
- Reports on promotion rates and internal mobility trends

B. Support Staff Module - Phase 2 Features

1. Deployment History

Historical Data Capture:

- List of all past project assignments
- Duration per project (auto-calculated from start/end dates)
- Project location and client name
- Supervisor name per assignment

Functional Requirements:

- Chronological view of deployments (newest first)
- Filter by date range, client, or location
- Export deployment history per staff member
- Calculate total service duration across all projects

2. Supervisor Feedback System

Simple Rating & Comments:

- Supervisor submits feedback at deployment end
- Rating scale: 1-5 (Poor to Excellent)
- Text field for qualitative comments (200 chars)
- Feedback linked to specific deployment record

Functional Requirements:

- HR receives notification when supervisor submits feedback
- Staff cannot view feedback (internal HR use only)
- Average rating calculated across all deployments
- Low ratings (1-2) trigger HR review flag

3. Compliance Tracking

ID Validity Monitoring:

- Capture ID expiry date at upload
- Automated alerts 30 days before expiry

- Dashboard shows expired/expiring IDs by staff

Documentation Status:

- Real-time status indicators: Complete (Green), Incomplete (Yellow), Expired (Red)
- Checklist view: CV, Valid ID, Guarantor Details
- Bulk compliance report for all support staff

C. HR & Admin Backend - Phase 2

1. HR Dashboard (Centralized Analytics)

Key Metrics:

Metric	Visualization
Total Headcount (Core vs Support)	Pie chart
Active vs Inactive Staff	Bar chart
Leave Statistics (by type, department)	Line graph
Probation Expiry (next 30 days)	Table with alerts
Support Staff Deployment Status	Stacked bar (Active/On Leave/Disengaged)
Performance Review Completion Rate	Progress bar per department
Training Compliance Rate	Gauge chart

Table 7: HR dashboard components

Functional Requirements:

- Real-time data refresh (every 5 minutes)
- Date range filters (custom or predefined: This Month, This Quarter, This Year)
- Drill-down capability (click chart element to view details)
- Export dashboard snapshot as PDF

2. Data Export Functionality

Exportable Reports:

1. **Staff List Report**
    - Filters: Department, Status, Employment Type
    - Fields: Staff ID, Name, Job Title, Department, Employment Date, Status
    - Format: Excel (.xlsx), CSV
2. **Deployment Data Report**
    - Filters: Date Range, Client, Location, Status

   - Fields: Staff ID, Name, Project, Location, Start Date, End Date, Duration
   - Format: Excel (.xlsx), CSV
3. **Leave Records Report**
   - Filters: Date Range, Leave Type, Department, Approval Status
   - Fields: Staff ID, Name, Leave Type, Start Date, End Date, Days, Status
   - Format: Excel (.xlsx), CSV
4. **Performance Summary Report**
   - Filters: Appraisal Cycle, Department, Rating Range
   - Fields: Staff ID, Name, Overall Rating, Manager Comments, HR Comments
   - Format: Excel (.xlsx), PDF

Functional Requirements:

- One-click export from dashboard
- Reports generated asynchronously for large datasets ($>$1000 records)
- Email download link when report ready (for async exports)
- Export history log (who exported what report, when)

3. Role-Based Access Control (RBAC) - Enhanced

Granular Permissions:

Function	HR Admin	Line Manager	Staff
View Own Data	✓	✓	✓
View Team Data	✓	✓	×
View All Data	✓	×	×
Edit Own Profile	× (via request)	× (via request)	× (via request)
Edit Team Data	✓	×	×
Edit All Data	✓	×	×
Approve Leave	✓	✓(team only)	×
Generate Reports	✓	✓(team only)	×
System Configuration	✓	×	×

Table 8: Role-based access matrix

Functional Requirements:

- HR can create custom roles (e.g., HR Viewer, HR Editor)
- Audit log tracks all access and actions by user
- Session-based access control with automatic logout

- MFA enforcement for HR administrators

Non-Functional Requirements

1. Performance Requirements

- Page load time: $<$2 seconds on 4G connection
- Search results: $<$1 second for queries returning $<$100 records
- Report generation: $<5*secondsforstandardexports*(<$1000 records)
- Concurrent users: Support 100+ simultaneous users without degradation
- Database query optimization: All queries $<$500ms execution time

2. Security Requirements

- **Authentication**: Username/password with bcrypt hashing (cost factor 12)
- **Authorization**: JWT tokens with 30-minute expiry, refresh token rotation
- **Data Encryption**: AES-256 for data at rest, TLS 1.3 for data in transit
- **NDPR Compliance**: Obtain explicit consent for data processing; provide data deletion capability[5]
- **Audit Logging**: Log all CRUD operations with user ID, timestamp, IP address
- **Backup**: Automated daily backups at 2:00 AM WAT, 30-day retention
- **Vulnerability Scanning**: Monthly automated scans, quarterly penetration testing

3. Usability Requirements

- **Accessibility**: WCAG 2.1 Level AA compliance (keyboard navigation, screen reader support)
- **Multi-Language**: English (default); future support for Pidgin/Yoruba/Hausa
- **Mobile Responsiveness**: Functional on devices $\geq$320px width
- **Browser Support**: Chrome 90+, Firefox 88+, Safari 14+, Edge 90+
- **Training**: No more than 30 minutes required for basic staff usage
- **Help Documentation**: In-app tooltips, searchable FAQ, video tutorials

4. Reliability Requirements

- **Uptime**: 99.5% availability (approximately 3.6 hours downtime/month)
- **Maintenance Window**: Sundays 2:00-4:00 AM WAT for updates
- **Error Handling**: Graceful degradation with user-friendly error messages
- **Data Integrity**: Database transactions with rollback on failure

- **Disaster Recovery**: RTO (Recovery Time Objective) $<$4 hours, RPO (Recovery Point Objective) $<$1 hour

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Implementation Roadmap

Phase 1: Foundation (Weeks 1-8)

Week	Deliverables	Owner
1-2	Requirements finalization, Excel template design, data cleansing, environment setup	HR/IT
3-4	Core & Support Staff modules build, authentication, RBAC implementation, database schema creation	IT
5	Leave management workflow, document repository, data import functionality	IT
6	Internal alpha testing (10 users), bug fixes, UI/UX refinements	HR/IT
7	User training (all staff), documentation, beta launch to full organization	HR
8	Stabilization, issue resolution, performance monitoring, feedback collection	IT

Table 9: Phase 1 implementation timeline

Critical Path Items:

- Week 2: Excel templates must be finalized for Week 3 development
- Week 4: Database schema locked; changes require change request
- Week 6: Alpha test sign-off required before proceeding to Week 7

Phase 2: Enhancement (Weeks 9-18)

Week	Deliverables	Owner
9-10	Performance management module (goal setting, reviews), appraisal templates	IT/HR
11-12	Learning & Development system, training tracker, certification management	IT
13-14	Career progression records, deployment history, supervisor feedback	IT
15-16	HR dashboard with analytics, data export functionality, advanced reporting	IT
17	Phase 2 testing, integration testing with Phase 1 modules	HR/IT

18	Phase 2 launch, training on new features, documentation update	HR

Table 10: Phase 2 implementation timeline

Post-Phase 2: Continuous Improvement

- Monthly user feedback sessions
- Quarterly feature prioritization reviews
- Annual security and compliance audits
- Future considerations: Payroll integration, mobile app, AI-powered insights

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Data Migration Strategy

Pre-Migration Tasks

1. **Data Audit** (Week 1)
    - Inventory all existing employee data sources (spreadsheets, physical files, emails)
    - Identify data quality issues: duplicates, missing fields, format inconsistencies
    - Establish data ownership and accountability
2. **Data Cleansing** (Week 2)
    - Standardize name formats (Title Case)
    - Validate phone numbers and email addresses
    - Verify employment dates and status
    - Confirm Next of Kin and emergency contacts
    - Scan and digitize physical documents (CVs, contracts, IDs)
3. **Template Population** (Week 2)
    - Populate Excel templates with cleansed data
    - Cross-verify critical fields with source documents
    - HR sign-off on data accuracy before import

Migration Execution

Migration Approach: Phased Bulk Import

1. **Test Migration** (Week 3)
    - Import 10 sample records (5 Core Staff, 5 Support Staff)
    - Validate data integrity in portal

    - Test relationships (Line Manager links, department hierarchies)
    - Identify and resolve import errors
2. **Full Migration** (Week 5)
    - Import all Core Staff records ($\sim$50-100 records)
    - Import all Support Staff records ($\sim$100-200 records)
    - Upload documents to document repository
    - Verify import completeness (record count, field population)
3. **Post-Migration Validation** (Week 6)
    - Spot-check 20% of records for accuracy
    - Reconcile leave balances with HR records
    - Test user logins and access permissions
    - HR final approval on migrated data

Rollback Plan:

- Database snapshot taken before migration
- If $>$10% data errors detected, rollback and repeat cleansing
- Post-rollback: Root cause analysis and corrective action

Change Management & User Adoption Strategy

Communication Plan

Pre-Launch (Weeks 1-6):

- Week 1: All-staff announcement via email (HRIS overview, benefits, timeline)
- Week 4: Department briefings by HR (Q&A sessions)
- Week 6: Launch countdown communications (daily tips, FAQs)

Launch (Week 7):

- Launch day event (optional): HR-led walkthrough session
- Welcome email with login credentials and quick start guide
- WhatsApp support group for real-time assistance

Post-Launch (Weeks 8+):

- Weekly usage reports shared with Line Managers
- Monthly "Feature Spotlight" emails highlighting underused features
- Quarterly satisfaction surveys and feedback collection

Training Strategy

Training Modules by Role:

1. **Core Staff Training** (45 minutes)
    - Login and navigation
    - Viewing personal profile and documents
    - Applying for leave (step-by-step demo)
    - Requesting profile corrections
    - Dashboard overview and notifications
2. **Line Manager Training** (60 minutes)
    - All Core Staff functions plus:
    - Viewing team data
    - Approving leave requests
    - Reviewing team leave calendar
    - Generating team reports
3. **HR Administrator Training** (90 minutes)
    - System administration
    - Adding/editing staff records (Core & Support)
    - Managing leave balances and overrides
    - Document uploads and repository management
    - Running reports and data exports
    - User management and access control

Training Delivery Methods:

- In-person sessions (preferred for HR and Line Managers)
- Recorded video tutorials (for Core Staff, on-demand access)
- Printed quick reference guides (laminated one-pagers)
- In-app tooltips and contextual help

Adoption Metrics & Monitoring

Week 1 Targets:

- 80% of Core Staff complete first login
- 50% of staff view their profile and documents
- Zero critical bugs requiring system downtime

Month 1 Targets:

- 90% staff login rate

- 30+ leave applications submitted and processed
- $<$5 support tickets per week
- 70% staff satisfaction score (post-survey)

Quarter 1 Targets:

- 95% active usage (at least one login per month)
- 50% reduction in HR email inquiries
- Zero data integrity issues
- 85% staff satisfaction score

Risk Management

Technical Risks

Risk	Impact	Mitigation
Data migration errors	High: Incorrect employee records	Rigorous testing, phased import, validation checks[2]
System downtime during launch	Medium: Delayed adoption	Staging environment testing, off-hours deployment
Security breach	High: NDPR violations, data loss	Encryption, MFA, regular security audits, penetration testing[5]
Poor performance with scale	Medium: Slow response times	Load testing, database indexing, caching strategy
Integration failures (email/WhatsApp)	Low: Missed notifications	Fallback to manual notifications, API retry logic

Table 11: Technical risk register

Organizational Risks

Risk	Impact	Mitigation
Low user adoption	High: System underutilization	Change management, training, executive sponsorship[2]
Resistance to change	Medium: Continued manual processes	Early involvement, champions program, success stories
Scope creep	Medium: Delayed launch	Strict Phase 1 scope, change request process

Insufficient HR capacity	Medium: Data quality issues	Dedicated HR resource, temporary support during migration
Budget overruns	Low: Project delays	Bootstrap-friendly tech stack, phased delivery[3][4]

Table 12: Organizational risk register

Success Criteria & KPIs

Phase 1 Success Metrics

Quantitative:

- 95% data accuracy post-migration (measured via spot-check audit)
- 80% user login rate within Week 1 of launch
- Leave approval cycle reduced to $<$48 hours (from current 5-7 days)
- $<$5% support ticket rate per week (tickets per active user)
- Zero critical security incidents in first 3 months

Qualitative:

- HR reports improved efficiency in employee data management
- Line Managers express satisfaction with leave approval workflow
- Staff report ease of accessing personal records and documents
- Executive leadership endorses system for company-wide use

Phase 2 Success Metrics

Quantitative:

- 90% performance review completion rate by Q4 deadline
- 75% mandatory training compliance within 30 days of assignment
- 100% deployment history accuracy for Support Staff
- HR dashboard accessed by HR team $\geq$3 times per week
- $\geq$20 data exports per month (indicating active reporting use)

Qualitative:

- HR reports time savings of $\geq$50% in administrative tasks[1]
- Performance appraisal process perceived as fairer and more transparent
- L&D tracking improves training ROI visibility
- Executive decisions increasingly data-driven (using HR reports)

Maintenance & Support Plan

Support Structure

Tiered Support Model:

1. **Tier 1: User Self-Service**
   - In-app help documentation and FAQs
   - Video tutorial library
   - WhatsApp support group (peer-to-peer)
2. **Tier 2: HR Help Desk**
   - Email: hris-support@dataguardng.com
   - Response time: Within 4 hours during business hours (8 AM - 5 PM WAT)
   - Scope: Account issues, data corrections, how-to queries
3. **Tier 3: IT Development Team**
   - Email: it-dev@dataguardng.com
   - Response time: Critical bugs within 2 hours, others within 24 hours
   - Scope: System errors, bugs, feature requests, technical troubleshooting

Maintenance Schedule

Regular Maintenance:

- **Daily**: Automated backups, log monitoring
- **Weekly**: Security patch reviews, performance monitoring
- **Monthly**: User access audit, inactive account cleanup, analytics review
- **Quarterly**: Security vulnerability scan, compliance audit, feature prioritization
- **Annually**: Comprehensive system audit, disaster recovery drill, user satisfaction survey

System Updates:

- Minor updates: Deployed during maintenance window (Sundays 2:00-4:00 AM WAT)
- Major updates: Scheduled quarterly, communicated 2 weeks in advance
- Emergency patches: Deployed immediately if critical security issue identified

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Compliance & Data Governance

Nigeria Data Protection Regulation (NDPR) Compliance

Key NDPR Requirements for HRIS:

1. **Lawful Basis for Processing**[5]
    - Employee consent obtained during onboarding (opt-in for data processing)
    - Employment contract establishes legitimate interest for data retention
    - Privacy notice displayed prominently on login page
2. **Data Subject Rights**[5]
    - Right to access: Staff can view/download their data anytime
    - Right to rectification: "Request Correction" workflow implemented
    - Right to erasure: HR can anonymize/delete records upon exit (retention policy: 7 years post-employment)
    - Right to data portability: Export personal data in machine-readable format (JSON/CSV)
3. **Data Security Measures**[5]
    - Encryption: AES-256 at rest, TLS 1.3 in transit
    - Access control: RBAC with principle of least privilege
    - Audit trails: All access and modifications logged with timestamp
    - Breach notification: Protocol to report breaches to NITDA within 72 hours
4. **Data Retention Policy**
    - Active employees: Data retained indefinitely during employment
    - Exited employees: Records archived for 7 years (Nigeria Labour Act requirement)
    - Support Staff: Records retained 3 years post-disengagement
    - Automatic purge: System flags records eligible for deletion; HR approves final deletion

Labour Law Compliance

Nigeria Labour Act Alignment:

- **Employment Contracts**: Digital storage of signed contracts; alerts for contract renewals[6]
- **Leave Entitlements**: System calculates leave per Labour Act provisions (minimum 6 working days annually after 12 months)[6]
- **Probation Periods**: Track probation start/end dates; alert HR 30 days before confirmation due[6]
- **Termination Records**: Document termination reasons and notice periods; comply with severance pay calculations

- **Audit Readiness**: Generate compliance reports for Ministry of Labour inspections

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Future Roadmap (Post-Phase 2)

Potential Enhancements (12-24 Months)

1. **Payroll Integration**
    - API connection to external payroll software (e.g., Workpay, SeamlessHR)
    - Automated salary data sync for Core Staff
    - Payslip distribution via portal
2. **Mobile Application**
    - Native apps for iOS and Android
    - Push notifications for leave approvals, announcements
    - Biometric authentication (fingerprint/face ID)
3. **Advanced Analytics & AI**
    - Predictive analytics: Turnover risk modeling, performance trend forecasting
    - AI-powered insights: Identify skill gaps, recommend training
    - Sentiment analysis: Analyze feedback and comments for HR insights
4. **Recruitment & Onboarding**
    - Applicant tracking system (ATS) integration
    - Digital onboarding workflows (e-signatures, document submissions)
    - New hire portal with orientation checklists
5. **Time & Attendance**
    - Biometric device integration (fingerprint scanners)
    - Geolocation-based check-in/check-out for Support Staff
    - Overtime tracking and approval workflows
6. **Employee Self-Service Expansion**
    - Expense claims and reimbursement requests
    - Asset management (laptop, phone assignments)
    - Incident reporting and HR grievance management

Appendix A: Glossary

- **Core Staff**: Permanent and contract employees working at DataGuard office locations with full benefits and self-service access.

- **Support Staff**: Project-based or client-deployed staff (e.g., security guards, janitors) with limited system access; records managed by HR.
- **HRIS**: Human Resource Information System; software for managing HR processes and employee data.
- **RBAC**: Role-Based Access Control; security paradigm restricting system access based on user roles.
- **NDPR**: Nigeria Data Protection Regulation; law governing personal data processing and privacy.
- **MFA**: Multi-Factor Authentication; security mechanism requiring multiple verification methods.
- **RTO**: Recovery Time Objective; maximum acceptable time to restore system after disruption.
- **RPO**: Recovery Point Objective; maximum acceptable data loss measured in time.
- **WCAG**: Web Content Accessibility Guidelines; international standards for web accessibility.

Appendix B: Reference Documents

This PRD should be read alongside:

1. **Excel Data Templates**: Core Staff, Support Staff, and Deployment templates (provided by HR, Week 2)
2. **DataGuard Organizational Chart**: Department structure and reporting lines (for Line Manager hierarchy)
3. **DataGuard HR Policies Handbook**: Leave entitlements, performance review cycles, training policies
4. **NDPR Compliance Guidelines**: NITDA official documentation on data protection requirements
5. **Nigeria Labour Act**: Official text for employment law compliance
6. **DataGuard IT Security Policy**: Standards for access control, encryption, and audit logging

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Appendix C: Contact Information

Role	Name	Email	Phone
Product Owner (HR Lead)	[TBD]	hr@dataguardng.com	[TBD]
Solution Developer (IT Lead)	[TBD]	it-dev@dataguardng.com	[TBD]
Project Sponsor (Management)	[TBD]	management@dataguardng.com	[TBD]

Document Approval

Role	Name	Signature	Date
HR Product Owner	____________________	____________________	__________
IT Solution Developer	____________________	____________________	__________
Executive Sponsor	____________________	____________________	__________

Revision History

Version	Date	Author	Changes
1.0	February 13, 2026	[Author Name]	Initial PRD creation

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