



Republic of the Philippines
Department of Education
REGION VIII - EASTERN VISAYAS

August 26, 2021

OFFICE MEMORANDUM

No. **000408**s.2021

OFFICIAL IMPLEMENTATION AND USE OF RECORDS PERFORMANCE AND DOCUMENT TRACKING SYSTEM OTHERWISE KNOWN AS PROJECT GREAT: GOVERNANCE RECORDS ENFORCEMENT AND ACTION TRACKING IN THE REGIONAL OFFICE

To: Assistant Regional Director
Chiefs of Functional Divisions
DepEd ROVIII Employees

1. DepEd Regional Office VIII endeavors to keep critical processes operational, reduce process downtime, and mitigate errors in processing of pertinent documents pivotal for the smooth office operations while espousing principles of transparency, participation, and collaboration. **Hence, this Office officially implements PROJECT GREAT: Governance Records Enforcement and Action Tracking in the Regional Office.**
2. This Office deems it imperative and non-negotiable to track the movement of the documents being processed, both received and released by the Regional Office for increased transparency and accountability.
3. **This Office hereby directs the Records Management Improvement Committee, all records custodians, designated alternates, and all DepEd Regional Office VIII Employees to use Records Performance and Document Tracking System dashboard effective August 30, 2021 in perpetuity unless revoked by the Regional Director.** The Policy Guidelines on the use of Governance Records Enforcement and Action Tracking for reference.
4. The users shall be provided one-on-one Technical Assistance on the use of the dashboard by the Regional Records Officer. A virtual technical dry run is scheduled on August 27, 2021 @ 1:00 p.m. The link shall be sent to the participants' official DepEd email addresses or through the Project GREAT group chat.



5. Immediate dissemination of this Memorandum is desired.


MA. GEMMA MERCADO-LEDESMA
Regional Director 

Enclosures: POLICY GUIDELINES; USER PRIVILEGE MATRIX

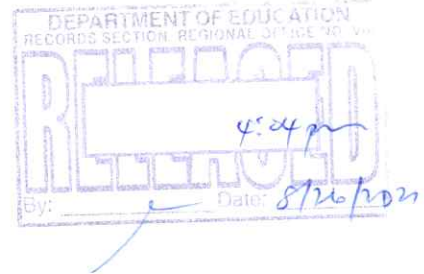
To be indicated in the Perpetual Index under the following subjects:

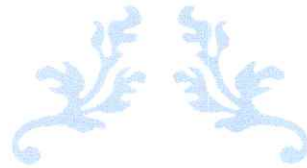
IMPLEMENTATION

PROJECT GREAT

RECORDS

AD-RS-AVC





**PROJECT GREAT:
POLICY GUIDELINES ON THE USE GOVERNANCE RECORDS ENFORCEMENT
AND ACTION TRACKING**

RECORDS PERFORMANCE and DOCUMENT TRACKING SYSTEM DASHBOARD



AUGUST 26, 2021
DEPED REGIONAL OFFICE VIII
Records Section

I. Rationale

The PROJECT GREAT or otherwise known as Governance Records Enforcement and Action Tracking, a dashboard created by the Records Section, espouses the principles of transparency, participation, and collaboration.

This dashboard shall be used internally by DepEd Regional Office VIII for internal performance management tracking, organizational management, and dissemination of performance measures for transparency and accountability among staff members of the Office.

This dashboard came about as a **service realization** after keen observation of the processes pertaining to the delivery of services in the Records Section and the general performance of the section. While processes are in place as stipulated in the Records Operations Manual, DepEd Regional Office VIII, specifically the Records Section, does not have a unified tracking system which tracks the movement of documents, inventory of filed documents, and most importantly performance measures. Hence, the creation of this dashboard shall at least bridge the gap between the process's implementation and performance management.

Generally, this dashboard which shall be called Governance Records Enforcement and Action Tracking if implemented will serve multiple purposes specifically performance evaluation, performance tracking, document tracking, and document inventory.

Dashboard is defined as a "visual display of the most important information needed to achieve one or more objectives; consolidated and arranged on a single screen so the information can be monitored at a glance" (Few, 2006, p. 34). The Governance Records Enforcement and Action Tracking Dashboard summarizes key performance metrics of the Records Section and all Records Custodians in the Regional Office as this is based on the Key Performance Indicators stipulated in the compendium.

This integrates data from different sources and display performance measures through informative graphics. The graphical presentations allow, especially the staff members and the performance evaluators to understand complex data in less time than it would take to read similar material located in the text of a full report. Also, this dashboard should be self-contained yet dynamic as the reports could be generated daily.

II. Statement of Purpose

In addition to the aforementioned benefits, the dashboard aims to deliver three key functions:

1. **Operational.** This capacitates the management to perform real-time monitoring of performance of the staff, the entire section, and the movement of documents.
2. **Tactical.** Since the presentation is data-based, this will help facilitate objective performance analysis, and results can be used for coaching purposes.
3. **Strategic.** Supported by the aforementioned functions, tis dashboard shall be used for tracking achievements of strategic objectives.

Notwithstanding, the dashboard is not deterministic, but as a tool this lends important lessons such that quality data is key to the credibility of performance measures; best practices can be easily benchmarked; performance is data-based and is aligned to organizational goals; and if used effectively, this dashboard could be an empowering tool for decision-making.

Furthermore, the dashboard likewise designed to cater to the following purposes:

1. Inventory - Categorization, Filing, and Disposal
2. Data Dump
3. Declutter Archival Area
4. Efficient reporting of performance
5. Efficient routing and tracking, review, and approval
6. Simplified document creation
7. Intuitive Filtering and Data Security
8. Mobility
9. Integration with Employee Training and Development

III. Policy Statement

The Records Section, being the gateway of information and data, is committed to provide cost-effective, technology-based process for performance evaluation and tracking, and document tracking and inventory to facilitate efficient, prompt, and excellent service to the clientele.

IV. Definitions

Dashboard - is an information management tool that visually tracks, analyzes and displays key performance indicators (KPI), metrics and key data points to monitor specific process relative to records management.

Inventory - is a descriptive listing of documents that are received, released, filed, and disposed and tracking of transactions in the records section.

Performance – refers to the quality of execution of tasks, deliverables, and functions vis-à-vis the Key Performance Indicators indicated in the Individual Performance Commitment and Review Form Transparency (IPCRF).

V. Key Features and Design

The Records Performance and Document Tracking System as an organizational dashboard is a visual display of key information on performance metrics and document movement that is easily understood by decision-makers.

The dashboard is an Excel Sheet with six tabs and each tab, except the Main Dashboard, corresponds to a Key Performance Indicator: Receiving, Releasing, CAV, Authentication of various documents, and Loaned documents.

Specifically, the main dashboard contains the summaries of performance in each Key Performance Indicator as shown in figures below:

Figure 1. Records Section Performance Dashboard

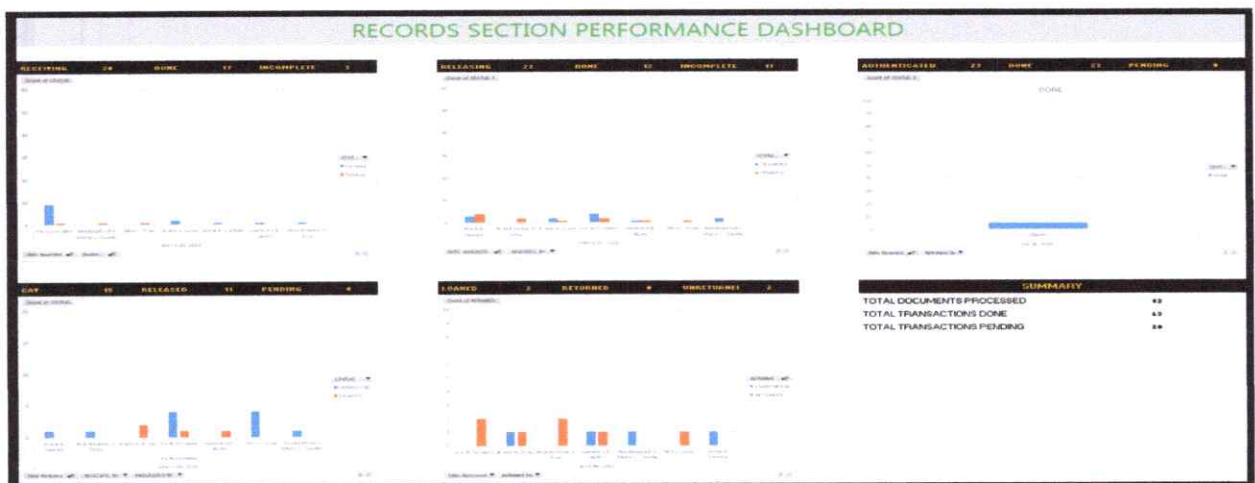


Figure 6. Loaned Documents

DOCUMENT PROCESSING AND TRACKING SYSTEM											
BORROWING						RETURNING					
Date Borrowed	Document Number	Title of Document (Type of Title)	TYPE OF DOCUMENT	Name of Borrower	Official/Institution	Released by	Date Returned	Returned By	Received By	Filed By	REMARKS
April 06, 2020	100	RECEIVING EXLATE EXLAT	Correction of Entries of School Records	Jenice Delapere	PS	Iris N. Cardeta	April 06, 2020	Jenice Delapere	andolph John Murry L. Catali	Aimee A. Camino	RETURNED
April 06, 2020	101	RECEIVING EXLATE EXLAT	Correction of Entries of School Records	Anahyn Lim	PS	Astem V. Circo	April 06, 2021	Jenice Delapere	andolph John Murry L. Catali	Aimee A. Camino	RETURNED
April 06, 2020	102	RECEIVING EXLATE EXLAT	Correction of Entries of School Records	Jenice Delapere	PS	Anjo Andrew V. Ecto					RETURNED
April 06, 2020	103	RECEIVING EXLATE EXLAT	Correction of Entries of School Records	Chona Zabala	PS	Juanenico D. Alito	April 06, 2023	Jenice Delapere	andolph John Murry L. Catali	Aimee A. Camino	RETURNED
April 06, 2020	104	RECEIVING EXLATE EXLAT	Correction of Entries of School Records	Mary Beth Talibas	PS	andolph John Murry L. Catali	April 06, 2024	Jenice Delapere	andolph John Murry L. Catali	Aimee A. Camino	UNRETURNED
April 06, 2020	105	RECEIVING EXLATE EXLAT	Correction of Entries of School Records	Eleanor Calumpiano	PS	Niko C. Cosa	April 06, 2025	Jenice Delapere	andolph John Murry L. Catali	Aimee A. Camino	RETURNED
April 06, 2020	106	RECEIVING EXLATE EXLAT	Correction of Entries of School Records	Jenice Delapere	PS	Aimee A. Camino	April 06, 2026	Jenice Delapere	andolph John Murry L. Catali	Aimee A. Camino	UNRETURNED
April 06, 2020	100	RECEIVING EXLATE EXLAT	Correction of Entries of School Records	Jenice Delapere	PS	Iris N. Cardeta	April 06, 2020	Jenice Delapere	andolph John Murry L. Catali	Aimee A. Camino	RETURNED
April 06, 2020	101	RECEIVING EXLATE EXLAT	Correction of Entries of School Records	Anahyn Lim	PS	Astem V. Circo	April 06, 2021	Jenice Delapere	andolph John Murry L. Catali	Aimee A. Camino	UNRETURNED
April 06, 2020	102	RECEIVING EXLATE EXLAT	Correction of Entries of School Records	Jenice Delapere	PS	Anjo Andrew V. Ecto					RETURNED

The dashboard, both static and dynamic, is made simple but not simplistic, plotted in a single page with aesthetic visual presentations. This means that the dashboard draws on live information from data dump making it interactive and can be manipulated/updated by the administrator. This has the capability to provide real-time information based on how often the underlying data are updated. The static reports such as PDFs or screenshots will be generated and such shall be submitted to the Chief Administrative Officer of Administrative Services Division and the Regional Director for information and appropriate action purposes.

VI. Related Policies, Forms, Guidelines and Processes, and Resources

1. Administrative Policy

In adherence to the general provisions of Records Management articulated in the DepEd Records Management Operations Manual Section 2 which clearly states that, “Records Officers and those involved in records management shall be responsible for the implementation of a sound records management program that applies the systematic and scientific control of recorded information needed in the operation of the department’s transactions”, the Records Section of DepEd Region VIII has created the PROJECT GREAT: Governance Records Enforcement and Action Tracking.

This likewise operates within the scope of Records Management stipulated in Section 7, which mandates orderly and efficient flow of information throughout the organization, support the performance of the management processes to ensure that the transactions are properly documented and maintained.

The creation and implementation of the Governance Records Enforcement and Action Tracking is also anchored on Republic Act 9470 otherwise known as National Archives of the Philippines Act of 2007, Data Privacy Act of 2012, and the ISO Quality Policy of DepEd Region VIII.

2. Procedures and Guidelines

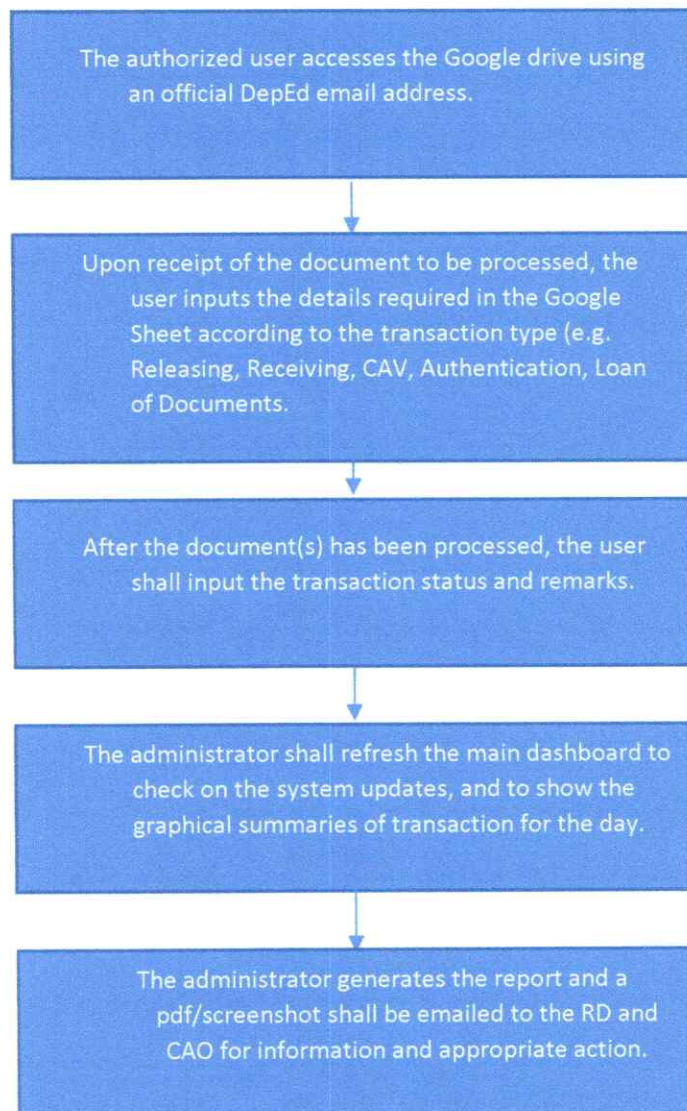
- a. The dashboard is created and owned by the Records Section, as proposed by the Regional Records Officer. The administrator of the system is the Records Officer. The ICT shall provide an assistance and expertise in uploading and maintaining the accessibility of the Google Sheet. The Google Sheet is password protected.
- b. The dashboard is an automated, online system. It shall be embedded in the Google drive / Microsoft 365 so it can be utilized primarily by the Records Section, the Office of the Regional Director, and the different functional divisions where documents are routed.
- c. All five main transactions of the Records Section shall be lodged in the dashboard to ensure timely monitoring and reporting. These transactions are: **RELEASING, RECEIVING, CAV, AUTHENTICATING, and BORROWING (LOANING) OF DOCUMENTS.**
- d. Only the Records Officer and an authorized records personnel have the capability to access the main dashboard as such contains un-editable reports. The only parts accessible to the end users are the sheets and columns where they need to input data.
- e. Reports shall be sent to the Chief of Administrative Services Division on a daily basis. The report shall contain the daily summaries for **RELEASED, RECEIVED, AUTENTICATED, CAV, and LOANED DOCUMENTS.** The report shall be sent through email at 4:30 PM of each day except during holidays and work postponements. In this case, the report shall be submitted the next working day.
- f. The same report shall be posted on the bulletin board at the Records Section to ensure transparency.
- g. The dashboard shall be accessed through Google drive using an official DepEd email address.
- h. The user shall input the details of every transaction required in each column or sheet to ensure that each transaction is properly documented. No document shall be actioned by the receiving office/division/section/unit

in the regional office if such document is not lodged in the tracking systems – both the dashboard and the record book.

- i. The report generation is automated. The dashboard administrator shall be refreshed on a daily basis to ensure that the graphs and data are reflected on time.
- j. The graphical summary report shall then be generated and submitted to the Chief Administrative Officer of the Administrative Services Division and the Regional Director.

3. Process Flow / Steps

The following diagram shows the summary of general steps and processes involved in the utilization of the dashboard from logging in to reporting stage.



Specifically, the steps include:

Logging In

1. To log in to the dashboard, the user must log in first to the official email address of the functional division or official DepEd email address.
2. In case that the file cannot be found in the INBOX, the user may locate the file in SPAM mail.
3. In case the access to the dashboard is forbidden, check internet connectivity to ensure uninterrupted access. Close the dashboard and repeat the process until access is granted.
4. Once a user is logged in, the dashboard will reflect the status of the user whether active or inactive on the upper right corner of the page.

Encoding of Entry

1. To avoid overlapping of information and simultaneous encoding which may lead to data loss, an inactive user must not place the cursor in the active field/cell. An Inactive User must not stay idly in an active cell to give way to other users.
2. The history will show details of information entry, edits, and changes.

Notifying the Receiving Office

1. The user from the office of origin shall notify the receiving office/ office concerned through the GC: Project Great Document Tracking to facilitate faster action and transaction.
2. The user shall send the document code following these formats:

Process – Office of Origin - Row Number – Control Number

RECEIVING: RECV – HRDD – R237 – CN5637

RELEASING: REL – ADMIN – R152 – CN4361

3. Any document lodged through the dashboard but no notification is sent by the office of origin shall not be acted upon by the receiving office, and shall be considered PENDING at the office of origin.

Maintaining

1. For maintenance purposes, the Records Office shall download the file daily and shall check for potential data alteration. The Records Officer shall also check the correctness of entry of information in the system.

Reporting

1. Weekly Report shall be submitted by the Records Section every Friday at 4:30 in the afternoon the earliest, and Monday of the following week at 8:00 in the morning the latest.

4. Functional Descriptions

4.1 Regional Director

- 4.1.1 To ensure quality in the delivery of basic education support services by leading in the policy formulation and direction- setting.
- 4.1.2 To ensure effective and efficient management of the resources of the Regional Office needed in the delivery, improvement, and maintenance of Records Management tools, systems and processes.

4.2 Chief Administrative Officer

- 4.2.1 To ensure that the processes and systems are effectively and efficiently implemented in the section/unit/division.
- 4.2.2 To provide administrative and technical support to the Records Section to ensure delivery of services in the section.
- 4.2.3 To ensure that the report is acted upon accordingly.

4.3 Administrative Officer V (Records Officer III)

- 4.3.1 To establish and maintain effective records management system in the regional office and provide technical assistance to the schools division offices.
- 4.3.2 To ensure timely reporting to the Chief Administrative Officer and the Regional Director so that the data can be utilized for decision-making and necessary actions and interventions can be put in place when required.

4.4 Administrative Aide

- 4.4.1 To provide administrative support to the Administrative Officer V to ensure that the system is updated and properly implemented; documents and transactions are properly tracked; and provide accurate data.

5. Forms

The Governance Records Enforcement and Action Tracking is essentially the dashboard that will promptly provide both the staff members and the section information about various KPIs of the Records Section: CAV, Releasing and Receiving, Loaning of Documents, and Certification of Documents.

As such, dashboards summarize “key performance metrics and underlying performance drivers, and the total number of transactions” (Pauwels, et al., 2009, p. 177).

Like vehicular dashboards, organizational dashboards display performance metrics in a visually engaging way, so that key information is easily understood by leaders and decision-makers in a short time.

The Sheet is composed of five tabs, namely: Main Dashboard, Receiving, Releasing, Authentication, CAV, and Loaned Documents respectively.

The main dashboard shows the graphical data showing the daily, weekly, monthly, and quarterly performance of each Record Section staffer per KPI as stipulated in the IPCRF.

The individual tabs contain the collated data of transactions and documents processed regardless of status, which serve as data source for the main dashboard.

6. Resources

This system is cost-effective since its only infrastructure requirements are Google drive, email, and internet connectivity. The human resource involved are technically equipped; hence, no cost for training is required.


VII. Implementation and Effectivity

The dashboard shall be implemented effective immediately upon the approval of the Regional Director as duly recommended by the Chief Administrative Officer of the Administrative Services Division.

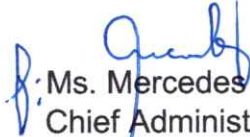
The dashboard has been tested through a dry run which was conducted for a month and all users are provided Technical Assistance.

Parts of this dashboard can be altered and improved based on the need of the division/unit/ section.

Prepared by:


Ariem Venezuela Cinco
Administrative Officer V
(Records Officer III)

Noted and Recommended by:


Ms. Mercedes D. Sarmiento
Chief Administrative Officer
Administrative Division

Approved by:


MA. GEMMA MERCADO-LEDESMA
Regional Director

Filename of the Dashboard:		PROJECT GREAT – Governance Records Enforcement and Action Tracking			
Sheet Name	Column/s (if applicable)	Privilege/s To Be Applied (i.e. view, edit)	Name of User With the Privilege/s	Email Address Associated with the User	
All Sheets	All columns	View and edit / administrator	Ariem Venezuela Cinco	ariem.cinco@deped.gov.ph	
RECEIVING/ RELEASING	OFFICE OF THE REGIONAL DIRECTOR	View and edit, Access	Ma. Gemma Mercado- Ledesma	ma.ledesma002@deped.gov.ph	
All Sheets		Access	Bebiano I. Sentillas	oard.region8@deped.gov.ph	
RECEIVING/ RELEASING	OFFICE OF THE REGIONAL DIRECTOR	View and edit Access	ORD/ OARD Secretary	region8@deped.gov.ph	
All Sheets	All columns	View and edit	Records Section Staff	records.region8@deped.gov.ph	
RECEIVING/ RELEASING	ACTION OF THE FUNCTIONAL DIVISION	View and edit	ADMIN DIVISION	admin.region8@deped.gov.ph	
RECEIVING/ RELEASING	ACTION OF THE FUNCTIONAL DIVISION	View and edit	HRDD	hrdd.region8@deped.gov.ph	

RECEIVING/ RELEASING	ACTION OF THE FUNCTIONAL DIVISION	View and edit	FINANCE	finance.region8@deped.gov.ph
RECEIVING/ RELEASING	ACTION OF THE FUNCTIONAL DIVISION	View and edit	QAD	qad.region8@deped.gov.ph
RECEIVING/ RELEASING	ACTION OF THE FUNCTIONAL DIVISION	View and edit	PPRD	pprd.region8@deped.gov.ph
RECEIVING/ RELEASING	ACTION OF THE FUNCTIONAL DIVISION	View and edit	ESSD	essd.region8@deped.gov.ph
RECEIVING/ RELEASING	ACTION OF THE FUNCTIONAL DIVISION	View and edit	CLMD	clmd.region8@deped.gov.ph
RECEIVING/ RELEASING	ACTION OF THE FUNCTIONAL DIVISION	View and edit	FTAD	ftad.region8@deped.gov.ph
RECEIVING/ RELEASING	ACTION OF THE FUNCTIONAL DIVISION	View and edit	PAU	pau.region8@deped.gov.ph
RECEIVING/ RELEASING	ACTION OF THE FUNCTIONAL DIVISION	View and edit	LEGAL	legal.region8@deped.gov.ph

RECEIVING/ RELEASING	ACTION OF THE FUNCTIONAL DIVISION	View and edit	ICT	ictu.region8@deped.gov.ph
RECEIVING/ RELEASING	ACTION OF THE FUNCTIONAL DIVISION	View and edit	GSU	gsu.region8@deped.gov.ph
RECEIVING/ RELEASING	ACTION OF THE FUNCTIONAL DIVISION	View and edit	CASH	cashier.region8@deped.gov.ph
RECEIVING/ RELEASING	ACTION OF THE FUNCTIONAL DIVISION	View and edit	PAYROLL	payroll.region8@deped.gov.ph
RECEIVING/ RELEASING	ACTION OF THE FUNCTIONAL DIVISION	View and edit	PERSONNEL	personnel.region8@deped.gov.ph
RECEIVING/ RELEASING	ACTION OF THE FUNCTIONAL DIVISION	View and edit	AMS	asset.region8@deped.gov.ph
RECEIVING/ RELEASING	ACTION OF THE FUNCTIONAL DIVISION	View and edit	RELC- NEAP	rogellojr.ticoy@deped.gov.ph
RECEIVING/ RELEASING	ACTION OF THE FUNCTIONAL DIVISION	View and edit	BAC	bac.region8@deped.gov.ph