

Subject: SMU IS480 - HR learning portal project
Date: Thursday, 29 June 2017 at 4:58:16 PM Singapore Standard Time
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To: Paul GRIFFIN
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Attachments: image001.jpg, image002.png, image003.jpg

Dear Professor Griffin

Hope this email finds you well. We have met up with Belynda and her team on 27 June 2017 (Tuesday) at SMU – SIS. After the detailed discussion that we had, the findings are as follows:

Present challenge:

1. As AMK-THKH has a change of hands in HR leadership, Frank our new HR director came to a recent understanding that there is a training module in HRIS which the hospital had budgeted for before he came in. Hence, we could leverage and make minor changes to the inbuilt e-training request forms as well as the e-evaluation forms when the system is up and running on a later date.

It is imperative that we reduce duplication of work done and consider costing for this project (interfacing of both new HRIS and the platform that students created will incur higher costing) as we will have an existing function in the HRIS for the such forms. We are inclined to use HRIS training module to capture the training details as it will serve as a more direct route for retrieving staff data as well as overall data analytics.

Recognition should be given to the team for developing the e-form for individual training .We are very impressed with such good work done. Rest assured that the work they had created will serve us well for other e-forms that we need to create and build when our training needs increases in the near future. This e-form will be very useful as a strong reference point to follow for our customized training needs when we build the form into our HRIS system.

We would like to apologize for the inconvenience caused for the students and yourself.

Proposed Idea for students in replacement of Training Request Form (TRF):

2. To ensure that the team will do very well, we recognize that in this digital age, everyone has come to expect instant gratification- everything just a click away. We hope that we can provide our colleagues with the relevant HR information they need at their fingertips 24/7. We had discussed and explored that an AI chatbot which is revolutionary and can potentially bring our internal service standards to our staff to greater heights. The AI chatbot is integrated with the HR information system to provide immediate and personalized responses. This will likely place Ang Mo Kio- Thye Hua Kuan Hospital as the first hospital in Singapore to launch such services to address any HR query from their staff.

Concerns raised by team:

3. We recognize the issues that the team had already spent 3 sprints on building the automation of the TRF form. They had raised the following concerns during the discussion :

- Whether they have sufficient time to test and complete the AI Chatbot as they are exploring new territories.
- Whether with the learning portal and chatbot is sufficient to pass acceptance, our aim is to help them achieve flying colours on top of passing in the project

Solutions that we discussed with the team:

We had removed a few sprints catered for the e-portal as they are catered to linking the TRF form, this had actually relieved the team of 4 sprints (8 weeks) to explore, create and test the AI Chatbot. The team had also accepted the proposal to carry on the project with e-portal as well as the AI chatbot. Please advise if this is a sufficient for the students in terms of project job scope to deliver with potential excellent results.

We look forward to hearing from you soon. Thanks.

Best Regards,

Cheryl Koh

Senior Learning & Development Executive



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