

# **ACCOMPLISHMENT REPORT**

## **as of 31 December 2023**

### **Learning and Development Department**

**Presented by:**

**Filomena S. David**  
**Department Manager III**



# STRATEGIC DELIVERABLES

DELIVERABLES	PERFORMANCE COMMITMENTS / TARGETS	ACTUAL ACCOMPLISHMENTS as of 31 December 2023	Percentage of Accomplishment
Conduct the 2023 Corporate Training and Development Program (CTDP)	No. of Training Programs - 25	<ul style="list-style-type: none"> <li>47 training programs conducted</li> </ul>	188%
	No. of Employees Attended/Participated – 85% <i>*24 total training hours (cumulative)</i>	<ul style="list-style-type: none"> <li>5,623 out of 6,439 / 6,460 (with at least 32 training hours)</li> <li>TIS currently being updated</li> </ul>	103%
	% of Training Plan Adherence - 100%	<ul style="list-style-type: none"> <li>100%</li> </ul>	100%



# STRATEGIC DELIVERABLES

DELIVERABLES	PERFORMANCE COMMITMENTS / TARGETS	ACTUAL ACCOMPLISHMENTS as of 31 December 2023	Percentage of Accomplishment
Implement the HRMS – SSS Academy ➤ SSS Academy program track expanded	1 training track completed (BPOs)	<ul style="list-style-type: none"> <li>- Training Track for BPOs completed (Per FGD conducted)</li> <li>- Enrolled 15 employees/members of BPOs to external training program on Project Management</li> </ul>	<b>100%</b>



# STRATEGIC DELIVERABLES

DELIVERABLES	PERFORMANCE COMMITMENTS / TARGETS	ACTUAL ACCOMPLISHMENTS as of 31 December 2023	Percentage of Accomplishment
<b>A. IN-HOUSE Learning &amp; Development Programs</b>			
<b>I. Executive / Management Development</b>			
<ul style="list-style-type: none"> <li>➤ Learning Module Series I - Developing Leaders</li> </ul>	<p style="text-align: center;">55% 25 out of 43 Senior ManCom (EVPs - VPs)</p>	<ul style="list-style-type: none"> <li>• Topic: From Passion to Purpose : The Journey to Authentic Leadership</li> <li>• Scheduled for 4Q, but was not implemented upon request of Ateneo CCE to re-schedule for 2024 due to non-availability of assigned resource speaker</li> </ul>	
<ul style="list-style-type: none"> <li>➤ Learning Module Series II - Strategic Visioning</li> </ul>	<p style="text-align: center;">60% -150 out of 250 Middle Managers (DM III - ABH)</p>	<ul style="list-style-type: none"> <li>• Topic: Culture of Innovation Ateneo-CCE</li> <li>• November 20, 2023 with 164 participants</li> </ul>	<b>109%</b>

# STRATEGIC DELIVERABLES

DELIVERABLES	PERFORMANCE COMMITMENTS / TARGETS	ACTUAL ACCOMPLISHMENTS as of 31 December 2023	Percentage of Accomplishment
<b>A. IN-HOUSE Learning &amp; Development Programs</b>			
<b>I. Executive / Management Development</b>			
➤ Middle Management Development Program (MMDP)	<p style="text-align: center;"><b>70%</b> 40 out of 57 executives without MMDP</p>	<ul style="list-style-type: none"> <li>• Batch 9 : September 19 – October 16, 2023 / 28 participants</li> <li>• Batch 10: November 6 – December 5, 2023 / 25 participants</li> </ul>	<b>132%</b>
➤ Branch Officership Program (BOP)	<p style="text-align: center;"><b>100%</b> 30 participants for BOP 8</p>	<ul style="list-style-type: none"> <li>• BOP Batch 8 :               <ul style="list-style-type: none"> <li>Part 1: Ateneo Class Schedule July 24 – Nov 16, 2023</li> <li>Part 2 Training on SSS Operations &amp; Branch Immersion Nov 16, 2023 – Jan 5, 2024</li> <li>Part 3 On-the-Job Training/Designation Jan 8-Apr 8, 2024</li> </ul> </li> </ul>	<b>100%</b>

# STRATEGIC DELIVERABLES

DELIVERABLES	PERFORMANCE COMMITMENTS / TARGETS	ACTUAL ACCOMPLISHMENTS as of 31 December 2023	Percentage of Accomplishment
<b>A. IN-HOUSE Learning &amp; Development Programs</b>			
<b>I. Executive / Management Development</b>			
<p>➤ Basic Management Program (BMP)</p>	<p>25% (87 out of 345 supervisors (CEOs I-V and Supervising Medical Specialists))</p>	<ul style="list-style-type: none"> <li>• Conducted of 3 batches of BMP with 89 participants* on the following dates:               <ul style="list-style-type: none"> <li>• Batch 23: July 31 – August 18, 2023 28 participants</li> <li>• Batch 24: September 11-29, 2023 31 participants</li> <li>• Batch 25: October 9-27, 2023 29 participants</li> </ul> </li> </ul> <p><i>Note: 6 identified participants did not attend the program due to following:</i></p> <ul style="list-style-type: none"> <li>• <i>Exigency of Service : Dr. Nonie Fernandez – MOD; Melissa Ramirez – OPSD; Mr. Eliel Josef – DISD; Atty. Nadine Juanego - NCR West Legal Department</i></li> <li>• <i>Health Reason – Venus Jubac – SSS Dasmaringas; Rowena Dayrit - SSS Rosario</i></li> </ul>	<p>102%</p>

# STRATEGIC DELIVERABLES

DELIVERABLES	PERFORMANCE COMMITMENTS / TARGETS	ACTUAL ACCOMPLISHMENTS as of 31 December 2023	Percentage of Accomplishment
<b>A. IN-HOUSE Learning &amp; Development Programs</b>			
<b>II. Supervisory Development (Series)</b>			
<ul style="list-style-type: none"> <li>➤ Supervisory Module Series 1 Managing Work</li> </ul>	<p>25% 302 supervisors out of 1,209</p>	<ul style="list-style-type: none"> <li>• Conducted 3 batches of Managing Work With 401 total participants               <ul style="list-style-type: none"> <li>○ Batch 1: 129 participants</li> <li>○ Batch 2: 125 participants</li> <li>○ Batch 3: 147 participants</li> </ul> </li> </ul>	<p>133%</p>
<ul style="list-style-type: none"> <li>➤ Supervisory Module Series 2 Motivating &amp; Developing People</li> </ul>	<p>25% 302 supervisors out of 1,209</p>	<ul style="list-style-type: none"> <li>• Conducted 3 batches of Motivating and Developing People With 332 total participants               <ul style="list-style-type: none"> <li>○ Batch 1: 101 participants</li> <li>○ Batch 2: 126 participants</li> <li>○ Batch 3: 105 participants</li> </ul> </li> </ul>	<p>110%</p>



# STRATEGIC DELIVERABLES

DELIVERABLES	PERFORMANCE COMMITMENTS / TARGETS	ACTUAL ACCOMPLISHMENTS as of 31 December 2023	Percentage of Accomplishment
<b>A. IN-HOUSE Learning &amp; Development Programs</b>			
<b>II. Supervisory Development (Series)</b>			
<p>➤ Basic Supervisory Development Course</p>	<p>85%</p> <p>306 personnel under the following group:</p> <ul style="list-style-type: none"> <li>▪ Newly appointed supervisors w/o BSDC.</li> <li>▪ Rank &amp; File EEs with Supervisory Position Designations (per OPSD)</li> <li>▪ Previous Supervisory Exam Passers</li> </ul>	<ul style="list-style-type: none"> <li>• Conducted 8 batches of BSDC with a total of 404 participants</li> </ul>	<p>132%</p>





# STRATEGIC DELIVERABLES

DELIVERABLES	PERFORMANCE COMMITMENTS / TARGETS	ACTUAL ACCOMPLISHMENTS as of 31 December 2023	Percentage of Accomplishment
<b>A. IN-HOUSE Learning &amp; Development Programs</b>			
<b>II. Supervisory Development (Series)</b>			
➤ Advanced Supervisory Development Course	75% 225 out of 300 supervisors w/o ASDC	<ul style="list-style-type: none"> <li>Conducted 7 batches of ASDC with 323 participants</li> </ul>	143%
➤ Problem Solving & Decision-Making Course	65% 307 out of 472 supervisors w/o PSDM	<ul style="list-style-type: none"> <li>Conducted 8 batches of PSDM with a total of 390 participants</li> </ul>	127%



# STRATEGIC DELIVERABLES

DELIVERABLES	PERFORMANCE COMMITMENTS / TARGETS	ACTUAL ACCOMPLISHMENTS as of 31 December 2023	Percentage of Accomplishment
<b>III. Rank and File Development</b>			
<b>A. Employee Orientation/Attitudinal</b>			
<ul style="list-style-type: none"> <li>➤ Corporate Orientation Course</li> </ul>	Based on OPSD Staffing Plan	<ul style="list-style-type: none"> <li>• Conducted a total of 5 batches with 176 participants February to December 2023</li> </ul>	100%
<ul style="list-style-type: none"> <li>➤ Work Attitude and Values Enrichment</li> </ul>	2,300 employees trained	<ul style="list-style-type: none"> <li>• Conducted 8 batches of WAVE with 2,907 participants</li> </ul>	126%



# STRATEGIC DELIVERABLES

DELIVERABLES	PERFORMANCE COMMITMENTS / TARGETS	ACTUAL ACCOMPLISHMENTS as of 31 December 2023	Percentage of Accomplishment
<b>III. Rank and File Development</b>			
<b>B. Job Skills Development – Operations</b>			
➤ Member Service Representatives (CDP for incumbent MSR's)	600 MSR's trained	▪ Conducted 19 batches with 1,266 participants	211%



# STRATEGIC DELIVERABLES

DELIVERABLES	PERFORMANCE COMMITMENTS / TARGETS	ACTUAL ACCOMPLISHMENTS as of 31 December 2023	Percentage of Accomplishment
<b>III. Rank and File Development</b>			
<b>B. Job Skills Development – Operations</b>			
➤ New Accounts Officers (CDP for Newly Appointed AOs)	Based on OPSD staffing Plan	<ul style="list-style-type: none"> <li>37 participants with Compre Exam &amp; Oral Revalida</li> </ul>	100%
➤ Account Officers (CDP for incumbent AOs)	400 AOs trained	<ul style="list-style-type: none"> <li>Conducted 9 batches 656 participants</li> </ul>	164%



# STRATEGIC DELIVERABLES

DELIVERABLES	PERFORMANCE COMMITMENTS / TARGETS	ACTUAL ACCOMPLISHMENTS as of 31 December 2023	Percentage of Accomplishment
<b>III. Rank and File Development</b>			
<b>B. Job Skills Development - Operations</b>			
➤ Account Officers (CDP for Aspiring AOs)	All qualified interested aspiring AOs	Batch 1 136 participants Batch 2 221 participants	100%
➤ Member Service Representatives (CDP Aspiring MSRs)	All qualified aspiring MSRs	Batch 1 156 participants Batch 2 323 participants	100%



# STRATEGIC DELIVERABLES

DELIVERABLES	PERFORMANCE COMMITMENTS / TARGETS	ACTUAL ACCOMPLISHMENTS as of 31 December 2023	Percentage of Accomplishment
<b>III. Rank and File Development</b>			
<b>B. Job Skills Development - Operations</b>			
➤ Claims Processors (incumbent)	200 Processors trained	<ul style="list-style-type: none"> <li>335 Processors trained plus 108 supervisors/heads/admin</li> </ul>	167%
➤ Medical Evaluators and Processors	160 Evaluators and Processors trained	<ul style="list-style-type: none"> <li>Conducted 3 batches of Business Process Reengineering Medical Benefits Disability (Redesigned) &amp; Sickness</li> <li>March 14,16 &amp; 21, 2023 With a total of 106* medical evaluators</li> </ul>	100%

\* Med Program Department limited training attendance to medical evaluators only, hence, non-doctors (processors-clerks, nurses & medical MSRs) were excluded from the training

# STRATEGIC DELIVERABLES

DELIVERABLES	PERFORMANCE COMMITMENTS / TARGETS	ACTUAL ACCOMPLISHMENTS as of 31 December 2023	Percentage of Accomplishment
<b>III. Rank and File Development</b>			
<b>C. Job Skills Development - Support</b>			
➤ Appraisal and Disposal of Government Properties	40 employees trained	<ul style="list-style-type: none"> <li>With approved budget for 57 participants but only 22 participants were able to attend external training programs due to slot limitation set by COA</li> </ul>	100%
➤ Fraud Investigation	7 SID employees trained	Done with the conduct of the Training on Online Fraud Detection and Investigation	100%



# STRATEGIC DELIVERABLES

DELIVERABLES

PERFORMANCE  
COMMITMENTS /  
TARGETS

ACTUAL ACCOMPLISHMENTS  
as of 31 December 2023

Percentage of  
Accomplishment

## III. Rank and File Development

### C. Job Skills Development - Support

➤ Internal Audit

44 employees  
trained

- With budget approval for 44 participants
- Only 35 participants were able to attend due to slot limitation set by COA
  - Internal Auditing Standards Batch 1 July 10-12 – 11 pax
  - Batch 2 Sept 18-20 – 16 pax
  - Internal Control Standards July 17-19, 2023 - 8 pax

100%





# STRATEGIC DELIVERABLES

DELIVERABLES	PERFORMANCE COMMITMENTS / TARGETS	ACTUAL ACCOMPLISHMENTS as of 31 December 2023	Percentage of Accomplishment
<b>III. Rank and File Development</b>			
<b>C. Job Skills Development - Support</b>			
➤ Records Management	90 employees trained	<ul style="list-style-type: none"> <li>• Seminar-Workshop on Basic Records and Archives Management conducted on February 22-23 for 83 pax</li> <li>• Seminar-Workshop on Basic Records Disposition Administration conducted on March 1-2 for 42 pax</li> </ul>	139%
➤ Procurement Management	100 employees trained	<ul style="list-style-type: none"> <li>• Basic Course on Republic Act No. 9184 &amp; its 2016 Revised IRR conducted on April 17-20 &amp; 24, 2023 – 138 pax</li> <li>• Intermediate Course on Republic Act No. 9184 &amp; its 2016 Revised IRR conducted on May 3-5, 2023 – 193 pax</li> </ul>	331%

# STRATEGIC DELIVERABLES

DELIVERABLES	PERFORMANCE COMMITMENTS / TARGETS	ACTUAL ACCOMPLISHMENTS as of 31 December 2023	Percentage of Accomplishment
<b>III. Rank and File Development</b>			
<b>C. Job Skills Development - Support</b>			
<ul style="list-style-type: none"> <li>➤ Quality Oriented (ISO/QMS)</li> </ul>	<ul style="list-style-type: none"> <li>➤ 780 employees oriented</li> </ul>	<ul style="list-style-type: none"> <li>• Orientation and Skills Enhancement Workshop in the Organization-Wide ISO 9001:2015 Certification (6 batches / 302 pax)</li> <li>• Seminar on ISO 9001:2015 QMS Implementation for the Top Management (1 batch / 24 pax)</li> <li>• Training Course on ISO 9001:2015 QMS Requirements &amp; Implementation (1 batch/31 pax)</li> <li>• Seminar Workshop on the Technical Guidance on QMS Expansion: Process Mapping and Risk-Based Quality Planning (1 batch / 33 pax)</li> <li>• Training Course on Service Process Improvement (1 batch / 30 pax)</li> <li>• (Bytesize) Orientation on ISO 9001:2015 Quality Management System (1,827 participants)</li> </ul>	288%
<ul style="list-style-type: none"> <li>➤ Service Quality Fundamentals</li> </ul>	<ul style="list-style-type: none"> <li>➤ All interested employees</li> </ul>	<ul style="list-style-type: none"> <li>➤ 580 registered / 266 completed</li> </ul>	N/A

# STRATEGIC DELIVERABLES

DELIVERABLES	PERFORMANCE COMMITMENTS / TARGETS	ACTUAL ACCOMPLISHMENTS as of 31 December 2023	Percentage of Accomplishment
<b>III. Rank and File Development</b>			
<b>D. Other Rank &amp; File Programs</b>			
➤ Retirement Life Planning Course	50 would-be retirees trained	<ul style="list-style-type: none"> <li>Conducted 2 batches of Retirement Life Planning Course / 100 participants</li> </ul>	200%
➤ Fire Prevention & Disaster Preparedness Seminar	5% 80 out of 1,400 personnel in the Main Office	<ul style="list-style-type: none"> <li>Conducted on March 8, 2023</li> <li>4,434 participants*</li> </ul>	
➤ Health awareness webinars (4 batches)	30% 2,000 out of 6,445 employees	<ul style="list-style-type: none"> <li>7 Health Awareness Webinars conducted</li> <li>with 11,163 cumulative employee-attendees</li> </ul>	175%
<p><i>*program was conducted Systemwide, instead of implementing it for MO employees only</i></p>			

# STRATEGIC DELIVERABLES

DELIVERABLES	PERFORMANCE COMMITMENTS / TARGETS	ACTUAL ACCOMPLISHMENTS as of 31 December 2023	Percentage of Accomplishment
<b>III. Rank and File Development</b>			
<b>D. Other Rank &amp; File Programs</b>			
➤ Gender and Development Programs	1,500 employees trained	<ul style="list-style-type: none"><li>7 various training programs conducted from Mar to Oct 2023 with 4,969 total participants</li></ul>	331%



# LDD Bytesize Programs

Program Title	Program Enrollees as of 31 December 2023	Completed as of 31 December 2023
Drug-Free Workplace	985	846
The Essentials of Communication (Oral Communication)	787	656
Orientation on ISO 9001:2015 Quality Management System	2,225	1,827
Risk Management Process	4,330	3,213
Ease of Doing Business and Effective Government Service Delivery Act of 2018 (RA 11032)	732	551
Self-Care Basics : A Way to Productive You <i>(Launched in December 2023)</i>	441	129
Align and Adapt : Your Guide to Managing Up <i>(Launched in December 2023)</i>	94	13



# LDD Bytesize Programs

Program Title	Program Enrollees as of 31 December 2023	Completed as of 31 December 2023
The Basics of Effective Business Writing	623	363
The Essentials of Personal Financial Management	876	610
Pension Loan Program 101	-	867
Briefer on the Phil ID	1,136	983
SSS Strategic Performance Management System (SPMS) Revised Guidelines	2,885	3,282
Introduction to Agile Methodology	25	25
RA 6713 <i>(Launched in February 2023)</i>	3,901	3,011
Quality Work Improvement Program (QWIP) <i>(Launched in July 2023)</i>	3,870	2,832
Data Privacy Act of 2012 (RA 10173) <i>(Launched in October 2023)</i>	2,317	1,425

# STRATEGIC DELIVERABLES

DELIVERABLES	PERFORMANCE COMMITMENTS / TARGETS	ACTUAL ACCOMPLISHMENTS as of 31 December 2023	REMARKS
<b>IV. External Programs</b>	As needed	<ul style="list-style-type: none"><li>889 participants endorsed to attend to 175 various external training programs</li></ul>	*ongoing updating of records



# STRATEGIC DELIVERABLES

DELIVERABLES	PERFORMANCE COMMITMENTS / TARGETS	ACTUAL ACCOMPLISHMENTS as of 31 December 2023	REMARKS
<b>V. Other HR Development Programs</b>			
<p>➤ Continuing Professional Development, Continuing Legal Education &amp; Actuarial Professional Development</p>	<p>100% attendance / enrollment of employees with approved request to participate in CPD/CLE programs</p>	<ul style="list-style-type: none"> <li>• 42 lawyers</li> <li>• 49 physicians</li> <li>• 2 building administrators</li> <li>• 1 dentist</li> <li>• 1 pharmacist</li> <li>• 4 accountants</li> <li>• 4 engineers</li> <li>• 2 librarians</li> <li>• 1 radiologic technologist</li> <li>• 3 medical technologists</li> </ul>	<p>100%</p>





# STRATEGIC DELIVERABLES

DELIVERABLES	PERFORMANCE COMMITMENTS / TARGETS	ACTUAL ACCOMPLISHMENTS as of 31 December 2023	REMARKS
<b>V. Other HR Development Programs</b>			
<ul style="list-style-type: none"> <li>➤ Local and Foreign Training Program/Conference, Scholarship and Study Grant</li> </ul>	<ul style="list-style-type: none"> <li>➤ Date of Implementation: January to December 2023 (Upon request/ Management/ PCEO's instructions)</li> </ul>	<ul style="list-style-type: none"> <li>• ISSA Diploma Training Courses (May 22-26, 2023/Turin, Italy)               <ul style="list-style-type: none"> <li>- Information and Communication Technology DM III Danilo H. Yarcia</li> <li>- Investment of Social Security Funds CAH Edwin B. Dincog, Jr.</li> <li>- Service Quality DM III Helen L. Navarro</li> </ul> </li> <li>• OECD-ADBI-IRDAI Roundtable on Insurance and Retirement Savings in Asia (May 24-25, 2023/Hyderabad, India) VP Joy A. Villacorta</li> </ul>	<ul style="list-style-type: none"> <li>• SSC Resolution No. 178-s.2023</li> <li>• SSC Resolution No. 201-s.2023</li> </ul>

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<p>➤ Local and Foreign Training Program/Conference, Scholarship and Study Grant</p>	<p>Date of Implementation: January to December 2023 (Upon request/ Management/ PCEO's instructions)</p>	<ul style="list-style-type: none"> <li>• HSBC 7th Annual Asia Credit Conference (June 14-15, 2023/Hong Kong) SVP Ernesto D. Francisco, Jr. VP Boobie Angela A. Ocay</li> <li>• Amundi World Investment Forum (June 22-23, 2023/Paris, France) EVP Rizaldy T. Capulong</li> </ul>	<ul style="list-style-type: none"> <li>• SSC Resolution No. 202-s.2023</li> <li>• SSC Resolution No. 220-s.2023</li> </ul>



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<ul style="list-style-type: none"> <li>➤ Local and Foreign Training Program/Conference, Scholarship and Study Grant</li> </ul>	<ul style="list-style-type: none"> <li>➤ Date of Implementation: January to December 2023 (Upon request/ Management/ PCEO's instructions)</li> </ul>	<ul style="list-style-type: none"> <li>• 127th ISSA Bureau Meeting and Site/Ocular Visit to Rome and Milan Foreign Offices (June 16-28, 2023/Rome &amp; Milan, Italy &amp; Geneva, Switzerland) PCEO Rolando L. Macasaet SACH III Manuel Luis C. Antonio EVP Voltaire P. Agas</li> <li>• 12th Annual Global HR Excellence: Future of Work (October 16-18, 2023/Singapore) VP Ma. Nympha M. Ragel</li> </ul>	<ul style="list-style-type: none"> <li>• SSC Resolution No. 200-s.2023</li> <li>• SSC Resolution No. 408 -s.2023</li> </ul>

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<b>V. Other HR Development Programs</b>			
<ul style="list-style-type: none"> <li>➤ Local and Foreign Training Program/Conference, Scholarship and Study Grant</li> </ul>	<ul style="list-style-type: none"> <li>➤ Date of Implementation: January to December 2023 (Upon request/ Management/ PCEO's instructions)</li> </ul>	<ul style="list-style-type: none"> <li>• Asian Workers Compensation Association (AWCA) 6th General Assembly (November 8, 2023/ Kuala Lumpur, Malaysia) SVP Helen C. Solito</li> <li>• 40th ASEAN Social Security Association (ASSA) Board Meeting (November 20-22, 2023/ Kuala Lumpur, Malaysia) EVP Elvira G. Alcantara-Resare</li> <li>• 21st International Conference of Social Security Actuaries, Statisticians, and Investment Specialists: ACT 2023 (December 5-7, 2023/Mexico City, Mexico) Comm. Diana Pardo-Aguilar EVP Rizaldy T. Capulong VP Gilby G. Oribello</li> </ul>	<ul style="list-style-type: none"> <li>• SSC Resolution No. 444 – s.2023</li> <li>• SSC Resolution No. 450 – s.2023</li> <li>• SSC Resolution No. 472 – s.2023</li> </ul>

# STRATEGIC DELIVERABLES

DELIVERABLES	PERFORMANCE COMMITMENTS / TARGETS	ACTUAL ACCOMPLISHMENTS as of 31 December 2023	REMARKS
<b>V. Other HR Development Programs</b>			
<ul style="list-style-type: none"> <li>➤ Certification Courses (Identified Professional Groups)</li> </ul>	<ul style="list-style-type: none"> <li>➤ Upon request/ Management / PCEO's instructions</li> </ul>	<ul style="list-style-type: none"> <li>• ISO/IEC 27001:2022 Information Security Management Systems Lead Auditor Course               <ul style="list-style-type: none"> <li>➤ 2 participants done with the training and passed the examination</li> </ul> </li> <li>• Public Procurement Specialist Certification Course Level 1               <ul style="list-style-type: none"> <li>➤ 3 participants done with the training and passed the certification exam</li> </ul> </li> <li>• Public Procurement Specialist Certification Course Level 2               <ul style="list-style-type: none"> <li>➤ 3 participants done with the training and passed the certification exam</li> </ul> </li> </ul>	

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<b>V. Other HR Development Programs</b>			
<ul style="list-style-type: none"> <li>➤ Certification Courses (Identified Professional Groups)</li> </ul>	<ul style="list-style-type: none"> <li>➤ Upon request/ Management/ PCEO's instructions</li> </ul>	<ul style="list-style-type: none"> <li>• Certified Quality Professional Level 1                             <ul style="list-style-type: none"> <li>➤ 3 participant passed the exam</li> <li>➤ 2 participants ongoing attendance (module 4 of 6)</li> </ul> </li> <li>• ISO 31000:2018 Certified Risk Manager Training Course                             <ul style="list-style-type: none"> <li>➤ 6 participants done with the training; 6 participants passed the exam</li> </ul> </li> <li>• BAP Treasury Certification Program                             <ul style="list-style-type: none"> <li>➤ 3 participants done with the training; passed the certification exam</li> </ul> </li> </ul>	



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<ul style="list-style-type: none"> <li>➤ Certification Courses (Identified Professional Groups)</li> </ul>	<ul style="list-style-type: none"> <li>➤ Upon request/ Management/ PCEO's instructions</li> </ul>	<ul style="list-style-type: none"> <li>• Certified Securities Specialist Course                             <ul style="list-style-type: none"> <li>➤ Ongoing attendance of 2 IS personnel in the Ateneo-PSE CSSC (Sept 5, 2023 to Feb 8, 2024)</li> </ul> </li> </ul>	



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<b>V. Other HR Development Programs</b>			
<ul style="list-style-type: none"> <li>➤ Certification Courses (Identified Professional Groups)</li> </ul>	<ul style="list-style-type: none"> <li>➤ Upon request/ Management/ PCEO's instructions</li> </ul>	<ul style="list-style-type: none"> <li>• Service Desk Analyst Certification Program                             <ul style="list-style-type: none"> <li>➤ 2 participants from TSD. Done attending the training.</li> </ul> </li> <li>• ITIL Certification Program                             <ul style="list-style-type: none"> <li>➤ 8 participants done with the training. Certification exam to be scheduled</li> </ul> </li> <li>• Data Center Professional Certification Program                             <ul style="list-style-type: none"> <li>➤ 2 participants done with the training. Certification exam to be scheduled</li> </ul> </li> </ul>	





## IV. INTERVENING PROGRAMS

PROGRAM TITLE	NUMBER OF ATTENDEES
Review Session for Civil Service Exams	56
Seminar-Workshop on Conservation of SSS Building & Components	65
Seminar on the 2023 Revised Guidelines and Procedures for Entering into Joint Venture Agreements between Government and Private Entities (2023 NEDA JV Guidelines)	34
Financial Literacy Session: Saving and Borrowing	45
Microsoft Power Platforms Fundamentals Training	28
Orientation for New Employees of SSS (ONE SSS) - 2 batches	97
Transforming Collaboration and Communication through MS Teams	7
Training on Office Orders on Governance Processes	51

## IV. INTERVENING PROGRAMS

PROGRAM TITLE	NUMBER OF ATTENDEES
Updates on the Implementation of the Revised Guidelines of the SS Funeral Benefit Program ( 2 sessions, 2 batches per session)	1,532
2023 Updates on Branch Operations and Other Corporate Matters for Foreign Representatives	46
Fraud Awareness Program (2 batches)	1,082
Orientation on the Amendments to the Guidelines of the SSS Employee Housing Loan Program (EHLP) (2 batches)	2,462
Training on the Enhanced Guidelines of the Unemployment Benefit Program (2 batches)	1,176
Training on the Telling System (25 batches)	76
Orientation on the Enhanced Dishonored Check Monitoring System (DCMS)	141
Webinar on Risk Management for Job Order Workers ( 2 Batches)	327

## IV. INTERVENING PROGRAMS

PROGRAM TITLE	NUMBER OF ATTENDEES
Webinar on the Implementation of the Revised Guidelines on the Annual Confirmation of Pensioners (ACOP) Program (2 batches)	1,171
Walkthrough on the Conduct of the Annual Confirmation of Pensioners (ACOP) Program Through Video Conference (2 batches)	832
Introduction to the Time-Based One-Time Password (TOTP) in the My.SSS Employer Portal	1,048
Briefing on the Guidelines on Preventive and Punitive Actions against Fraud in Benefit and Loan Transactions (4 batches)	3,656
Basic IT Support Training (1 batch)	27
Cybersecurity Awareness (4 batches)	3,392
IT Service Management System Training (2 batches)	1,281
IT Service Management Training – Admin Dashboard (1 batch)	28
Microsoft Power Platform Application Training (1 batch)	28
<b>53</b>	<b>25</b>

# STRATEGIC DELIVERABLES

DELIVERABLES	PERFORMANCE COMMITMENTS / TARGETS	ACTUAL ACCOMPLISHMENTS as of 31 December 2023	Percentage of Accomplishment
Enhance Policies & Guidelines on: <ul style="list-style-type: none"> <li>- Attendance to and participation in external training programs, scholarships, and study grants</li> <li>- Service Commitment</li> </ul>	Submitted to CSS by EO August 2023	<ul style="list-style-type: none"> <li>• Submitted to OEVP-CSS on August 10, 2023</li> </ul>	<b>130%</b>  Accomplished within one half of the prescribed period
Develop and submit programs: <ul style="list-style-type: none"> <li>- On-boarding for new executives</li> <li>- Off-boarding for would-be retired employees</li> </ul>	Submitted to CSS by EO August 2023	<ul style="list-style-type: none"> <li>• Memo endorsement and Office Order submitted to OVP-HRSD for signature on July 20, 2023</li> <li>• Returned from OVP-HRSD on July 26, 2023, to be resubmitted on July 28, 2023</li> </ul>	<b>130%</b>



# STRATEGIC DELIVERABLES

DELIVERABLES	PERFORMANCE COMMITMENTS / TARGETS	ACTUAL ACCOMPLISHMENTS as of 31 December 2023	Percentage of Accomplishment
Conduct HR developmental interventions to employees with below (3.0) core competency rating	30%/19.5 EEs  (65 EEs rated below 3: based on the 2023 CAF Report provided by PMERD EO June 2023)	<ul style="list-style-type: none"> <li>• Enrollment of target EEs to relevant training programs                             <ul style="list-style-type: none"> <li>○ 9 EEs attended external training programs</li> <li>○ 13 EEs attended in-house WAVE</li> </ul> </li> </ul>	112.82%
Provide re-tooling/training of employees affected by digitization thrust (based on BOS deployment schedule)	100% affected employees	<ul style="list-style-type: none"> <li>• 19 participants</li> </ul>	100%



# STRATEGIC DELIVERABLES

DELIVERABLES	PERFORMANCE COMMITMENTS / TARGETS	ACTUAL ACCOMPLISHMENTS as of 31 December 2023	Percentage of Accomplishment/ REMARKS
Provide Training and Development opportunities to potential successors	25% or 226 potential successors to 250 positions or 903 participants	<ul style="list-style-type: none"> <li>76.41% or 690 potential successors were provided with at least 1 managerial / supervisory training program</li> </ul>	306%
Self-Assessment, Review of L&D Policies, Processes, Procedures and Tools vis-à-vis PRIME HRM Level 3	reviewed for re-alignment by November 2023 (Partial)	<ul style="list-style-type: none"> <li>Results of Self-assessment, review of current L&amp;D Policies, Processes &amp; Procedures vis-a-vis PRIME HRM Level 3 submitted to OVP-HRSD on 29 September 2023</li> <li>with Proposed Action Plan</li> </ul>	130%



End of Presentation

