



CTC SMART TECH / PEOPLE DEVELOPMENT

From work evidence to a development plan.

A design case study from the AI HR capability: employees update evidence, managers review, HR coordinates calibration and employees respond to results.



01 / PROBLEM & FLOW

Every step has an input. Every decision has a basis.

Goals

Publish criteria, weights and permissions before the cycle.

Review

Managers check against the rubric and write evidence-based comments.

Evidence

Employees update work and self-review.



02 / EVIDENCE SCOPE

From existing sources to proposed design.

An AI HR landing and Performance Analytics direction exist; the review system, assistant and apps in this kit are proposed prototypes using no real HR data.

Source

CTC Smart Tech AI HR & Performance Analytics direction

Scope

No automatic scoring, no pay/discipline decisions, no inference of emotion or personality.



UI / PROPOSED PROTOTYPE

People Development workspace

CTC SMART TECH

Case study / CTC Smart Tech

People Development

Role-based business workspace.

System overview

Employee

Line manager

HR / Calibration committee

Business assistant

PROPOSED PROTOTYPE

Synthetic data, no real customer or employee information. Not connected to production systems.

CTC People Development

PROTOTYPE

SOURCED WORK - PEOPLE DECIDE

From work evidence to a development plan.

Performance Review - People Development Cycle

03

Sample evidence groups

01

File in progress

00

Automated HR decisions

Work queue

synthetic data

Sample file	Content	Basis	Status
DEMO-REVIEW-01	Work goals	Evidence cleared for use	Awaiting self-review
DEMO-REVIEW-02	Role competencies	Rubric published before the cycle	Not started
DEMO-PLAN-03	Development plan	Agreed check-in milestones	Draft

Open sample record -

Flow by role

1 Employee

View the goals and criteria for the cycle.

2 Line manager

Read employee evidence within the managed scope.

3 HR / Calibration committee

Check process completeness and the basis for comments.

Decisions have an owner

No automatic scoring, no pay/discipline decisions, no inference of emotion or personality.

Sources & versions

EVIDENCE-DEMO v1

Simulated work-completion documents with no real employee names or results.

RUBRIC-DEMO v1

Reviews based on goals, output quality and collaboration; the manager is accountable for comments.

POLICY-DEMO-HR

Employees may respond. No biometrics, inferred emotion or AI decides the final score.

Prototype session log

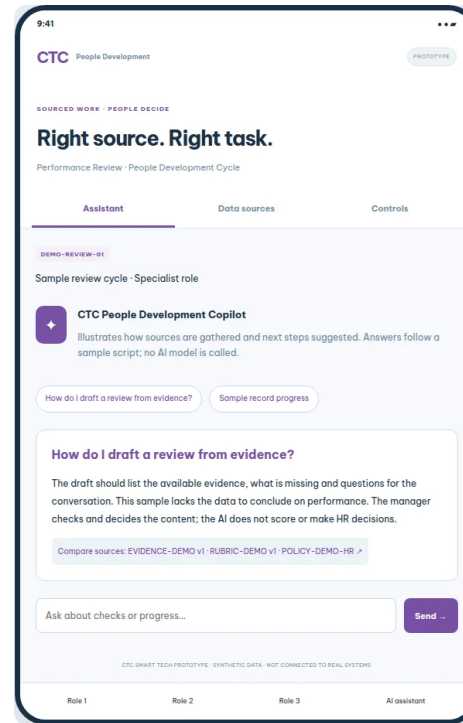
Prototype dashboard with simulated records; states and process follow the solution design.



UI / PROPOSED PROTOTYPE

People Development assistant

CTC SMART TECH



How do I draft a review from evidence? Sourced simulated scenario; no LLM call.



BUSINESS FLOW

Work handed over through one record.

01

Awaiting self-review

03

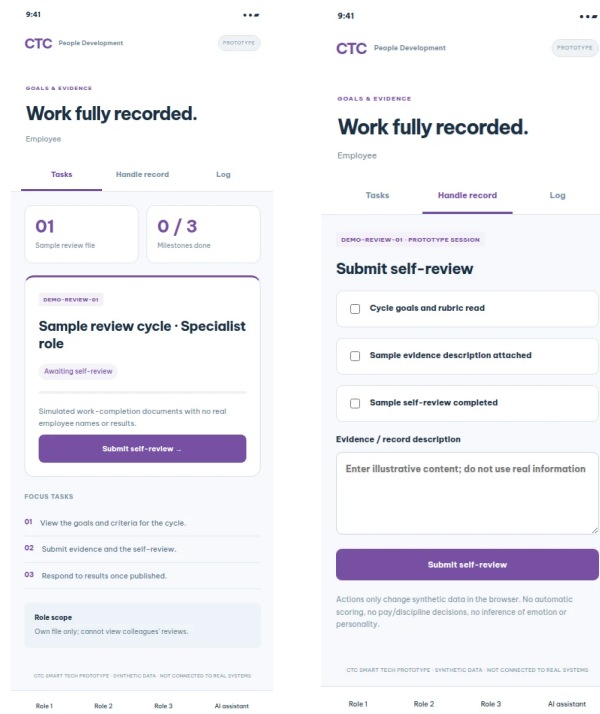
Awaiting HR calibration

02

Awaiting manager review

04

Sample result published



Proposed prototype · synthetic data · not connected to real systems



WORK / GOALS & EVIDENCE

Focus on the work that needs handling.

01

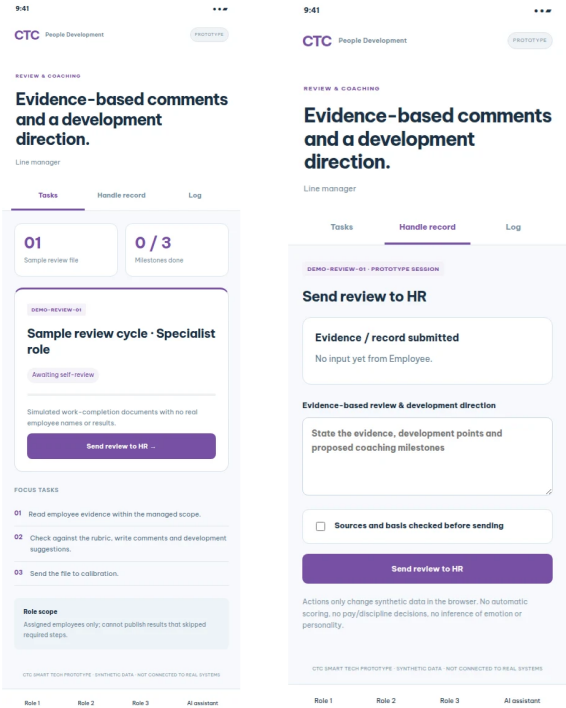
View the goals and criteria for the cycle.

03

Respond to results once published.

02

Submit evidence and the self-review.



Proposed prototype · synthetic data · not connected to real systems



WORK / REVIEW & COACHING

Focus on the work that needs handling.

01

Read employee evidence within the managed scope.

03

Send the file to calibration.

02

Check against the rubric, write comments and development suggestions.



APP / CYCLE QUALITY

HR / Calibration committee

CTC SMART TECH

9:41

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PROTOTYPE

CYCLE QUALITY

Consistent criteria. Clear right to respond.

HR / Calibration committee

TasksHandle recordLog

01Sample review file

0 / 3Milestones done

DEMO-REVIEW-01

Sample review cycle · Specialist role

Awaiting self-review

Simulated work - completion documents with no real employee names or results.

Publish sample result

FOCUS TASKS

01Check process completeness and the basis for comments.

02Coordinate calibration and record reasons for any change.

03Publish within scope and receive responses.

Rule scope

Per review-cycle policy, admin rights are not used to disclose data beyond scope.

CTC SMART TECH PROTOTYPE. SYNTHETIC DATA. NOT CONNECTED TO REAL SYSTEMS

Role 1Role 2Role 3AI assistant

9:41

CTC People Development

PROTOTYPE

CYCLE QUALITY

Consistent criteria. Clear right to respond.

HR / Calibration committee

TasksHandle recordLog

DEMO-REVIEW-01 · PROTOTYPE SESSION

Publish sample result

Evidence / record submitted

No input yet from Employee.

Evidence-based review & development direction

No result yet from Line manager.

Reason / basis for the decision

State the basis for confirming or requesting additions

Publish sample result

Request additions

Actions only change synthetic data in the browser. No automatic scoring, no pay/disciplinary decisions, no inference of emotion or personality.

CTC SMART TECH PROTOTYPE. SYNTHETIC DATA. NOT CONNECTED TO REAL SYSTEMS

Role 1Role 2Role 3AI assistant

Proposed prototype · synthetic data · not connected to real systems



WORK / CYCLE QUALITY

Focus on the work that needs handling.

01

Check process completeness and the basis for comments.

03

Publish within scope and receive responses.

02

Coordinate calibration and record reasons for any change.



PROPOSED ARCHITECTURE

Role-based apps. Shared business data.

Experience

Admin workspace, mobile apps and assistant access the same record code.

Data

Versioned sources, source-system integration and sync.

Platform

Permissioned APIs, business services and change logs.



SOURCES & ASSISTANT

Compare sources before concluding.

EVIDENCE-DEMO v1

Simulated work-completion documents with no real employee names or results.

POLICY-DEMO-HR

Employees may respond. No biometrics, inferred emotion or AI decides the final score.

RUBRIC-DEMO v1

Reviews based on goals, output quality and collaboration; the manager is accountable for comments.



RIGHTS & ACCOUNTABILITY

Approval tied to the accountable person.

Employee

Own file only; cannot view colleagues' reviews.

HR / Calibration committee

Per review-cycle policy; admin rights are not used to disclose data beyond scope.

Line manager

Assigned employees only; cannot publish results that skipped required steps.



PILOT ROADMAP

Try in a small scope. Measure before scaling.

01

Choose one position group; agree the rubric and access policy.

03

Run a trial cycle with three roles, calibration and responses.

02

Build a cleared evidence set and the review forms.

04

Accept access rights, review basis and development actions.



ACCEPTANCE

Prove it with scenarios and data.

01

Submission only when the self-review has evidence and a complete checklist.

03

Employees can respond within their own file.

02

Reviews are evidence-based before HR publishes.

04

No automated decisions on scores, pay or discipline.



NEXT STEP

Define the priority problem together.

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Case study

solutions.smarttechctc.io/case-study/performance-review-cycle/

Pilot

Fix scope, data sources, owners and acceptance criteria.