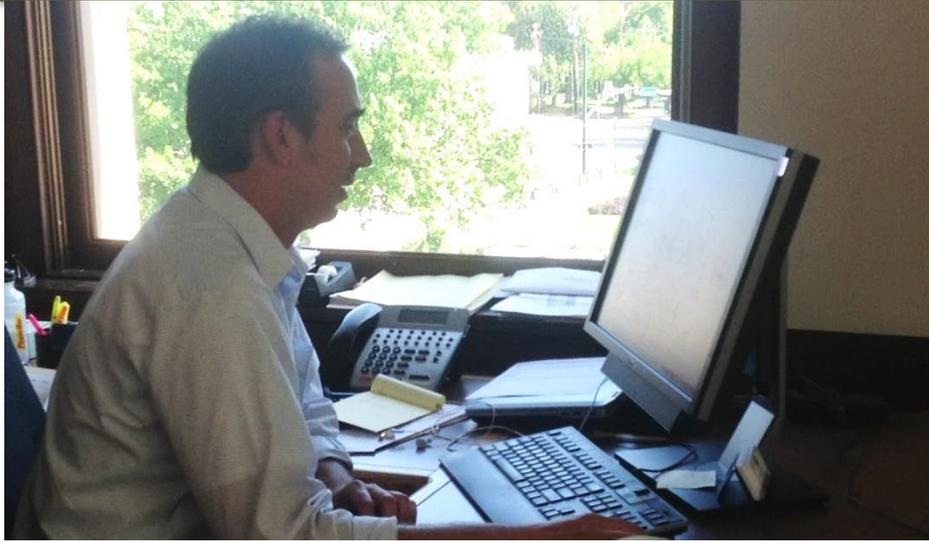


I-PERFORM
Performance Management System



System Administrator Guide



208.334.2263

<http://dhr.idaho.gov/>

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I-PERFORM General Information

I-PERFORM System Administrator User Guide

I-PERFORM is an online application that supports a statewide performance management system for state agencies. In addition to the ability to document, create, review, finalize, and retrieve employee evaluation records, supervisors have the ability to quickly document day-to-day performance. The development of I-PERFORM is a collaborative effort between the Division of Human Resources (DHR), The State Controller's Office (SCO), and other state agencies represented in the I-PERFORM Oversight Committee, and the I-PERFORM Human Resources Focus Group.

If you experience any problems with this application please contact your agency I-PERFORM system administrator or the Division of Human Resources (208) 854-3080 or email- iperformhelp@dhr.idaho.gov. If you have any suggestions for this help manual please contact the Division of Human Resources.

Division of Human Resources
304 N. 8th Street, Suite 347
Boise, ID 83720-0066

(208) 854-3080
iperformhelp@dhr.idaho.gov



Our focus today!

I-PERFORM System Administrator User Guide

EMPLOYEE PERFORMANCE EXPECTATIONS (STANDARDS) CROSSWALK Rev: 3/4/2012

This cross walk will help you and your staff members understand the correlation between the performance standards as listed in the previous performance evaluation and the 2012 performance expectations. Note: Standards from prior evaluation form will be duplicated within the revised performance expectations.

2012 Performance <i>Expectations</i> :	Previous Performance Standards:
<p>PROFESSIONALISM This performance expectation evaluates the employee's competence in quality of work, dependability, adaptability/flexibility, and respect for others.</p>	<p><u>Adaptability/Flexibility:</u> This describes how well the employee adapts to change and is open to different and new ways of doing things. <u>Dependability:</u> This describes how well the employee completes assigned work in a timely manner. The employee meets attendance requirements. <u>Interpersonal Skills:</u> This describes how well the employee establishes and maintains effective work relationships. Demonstrates good communication and listening skills. Practices respect for others. Demonstrates conflict resolution skills. <u>Quality:</u> This describes the employee' work in terms of consistency, thoroughness, and accuracy. <u>Work Environment/Safety:</u> This describes how well the employee promotes a respectful workplace and complies with general conditions of employment, EEO, security, and workplace safety policies.</p>
<p>PROMOTING RESPONSIBLE GOVERNMENT This performance expectation evaluates the employee's competence in adaptability, dependability, productivity, efficiency, work environment and safety.</p>	<p><u>Adaptability/Flexibility:</u> This describes how well the employee adapts to change and is open to different and new ways of doing things. <u>Dependability:</u> This describes how well the employee completes assigned work in a timely manner. The employee meets attendance requirements. <u>Productivity:</u> This describes how the employee manages and completes workload expectations and demonstrates the knowledge and skills needed to do the job.</p>
<p>CUSTOMER FOCUS: This performance expectation evaluates the employee's competence in customer service, conflict resolution, interpersonal skills, and communication.</p>	<p><u>Adaptability/Flexibility:</u> This describes how well the employee adapts to change and is open to different and new ways of doing things. <u>Customer Service:</u> This describes how well the employee works with internal and external customers to achieve desired results and maintain positive relationships. <u>Interpersonal Skills:</u> This describes how well the employee establishes and maintains effective work relationships. Demonstrates good communication and listening skills. Practices respect for others. Demonstrates conflict resolution skills. <u>Work Environment/Safety:</u> This describes how well the employee promotes a respectful workplace and complies with general conditions of employment, EEO, security, and workplace safety policies.</p>
<p>PERFORMANCE EXPECTATION: LEADERSHIP This performance expectation evaluates the employee's competence to motivate people and efficiently manage resources in achieving the agency's mission.</p>	<p>Encompasses all facets of previous standards from supervisor/manager level.</p>

Performance Management Best Practices

Performance evaluations assist employees in developing their careers and being successful in their jobs. They describe expectations and objectives for all state employees. Performance evaluations help to ensure:

1. The agency mission and vision are achieved.
2. There is statewide consistency to the extent possible.
3. Legal requirements are met (Ref. I.D.A.P.A 67-5309(h)).
4. Personnel decisions are justifiable and equitable based on performance documentation.

Effective performance management establishes a year-round partnership between the employee and the supervisor while creating a shared understanding about the work that is to be accomplished and how that work is to be done.

The best performance management systems include the components of:

- Setting expectations and resetting them as they change.
- Evaluating current skills, identifying missing skills, and creating a development plan to close existing skill gaps.
- Providing consistent, effective, and timely feedback and coaching.
- Immediately and consistently documenting effective and ineffective actions and behaviors to demonstrate trends.
- Creating an environment where employees can feel motivated.
- Ensuring complete, shared understanding of the State and agency performance ratings.
- Utilizing a system to bring consistency and reporting of performance ratings across agencies.
- Delivering an evaluation that is fair, accurate, free of bias, and informative.

SMART Criteria

Anytime goals are created they should be defined in a way that is clear and targeted. The SMART acronym has been used for many years to help add structure to goals so they can be meaningful and it allows us to know when we achieved exactly what we wanted to have happen.



I-PERFORM System Administrator User Guide

I-PERFORM Roles

Role	Responsibility	Access Rights
Employee	<ul style="list-style-type: none"> • Review both current and past performance evaluations for clarity of: <ul style="list-style-type: none"> ○ Expectations ○ Developmental opportunities ○ Agreed on actions to be taken for development ○ Documentation of performance 	<ul style="list-style-type: none"> • View draft evaluation once forwarded by supervisor • Add comments to the evaluation on the cover sheet • View documentation and attachments once the evaluation is marked complete by the supervisor
Supervisor	<ul style="list-style-type: none"> • Create and maintain performance evaluations for staff • Follow routing and approval processes of the agency • Utilize the four Performance Expectations as set forth by the Office of the Governor • Obtain a clear understanding of the individual rating distinctions, and apply them consistently and without bias 	<ul style="list-style-type: none"> • Create and delete “Draft” status evaluations • Review comments by reviewers and employees • Add and delete documentation and attachments before the evaluation is transmitted to SCO • Return an evaluation to “Draft” Status (if the evaluation has not yet been signed by the employee.)
Reviewer	<ul style="list-style-type: none"> • Assist the supervisor in creating a clear, concise, specific, informative, and legally-defensible performance evaluation • Check for common errors 	<ul style="list-style-type: none"> • View evaluations sent by supervisor • Enter comments into the review window, which are submitted back to the supervisor
Administrator	<ul style="list-style-type: none"> • Create the agency-specific routing structure within I-PERFORM • Create additional administrators for the agency* • Create and maintain agency evaluation standards • Create agency appointees, if used • Assist supervisors and employees with questions or issues related to I-PERFORM 	<ul style="list-style-type: none"> • View/edit routing structure based on agency structures • Add agency-wide performance expectations • Add agency goals
Agency Appointee	<ul style="list-style-type: none"> • Act as the last sign off on the performance evaluation after it has been discussed with the employee 	<ul style="list-style-type: none"> • View/review performance evaluations
DHR	<ul style="list-style-type: none"> • Provide oversight on the I-PERFORM system • Provide training and support to agencies • Relay programming issues to SCO 	<ul style="list-style-type: none"> • View all performance evaluations • Return performance evaluations to draft status

I-PERFORM System Administrator User Guide

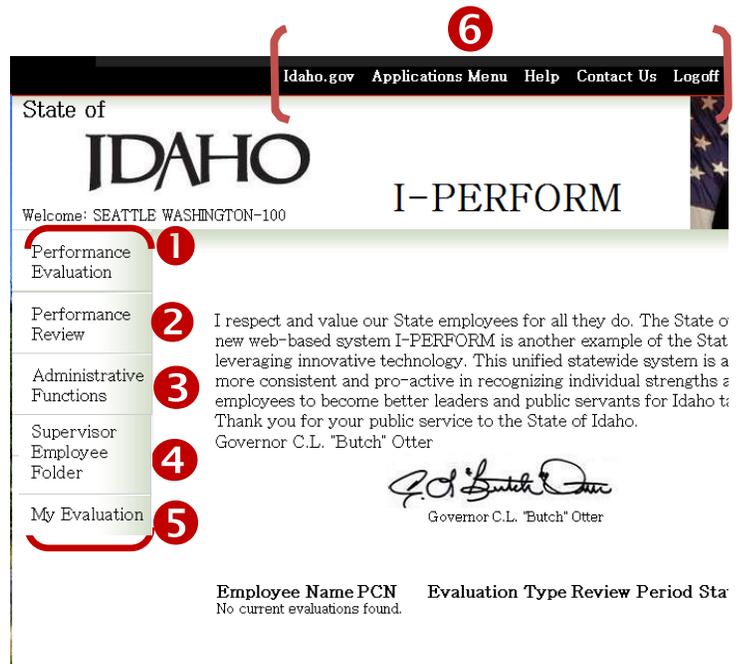
Access I-PERFORM

Sign on to the State Controller's Office Application Menu and click on **DHR I-PERFORM** from the right-hand column on the bottom of the screen.



The left frame functions as navigation between the areas of I-PERFORM. **Depending on the individual's role this menu will have different options:**

1. **Performance Evaluation** is available to supervisors and allows access to create and/or maintain their employee's evaluations.
2. **Performance Review:** Designated employees can view pending evaluations that have been assigned to them for review.
3. **Administrative Functions** are for designated agency I-PERFORM administrative personnel. Allows for role assignments and system set-up.
4. Supervisors can capture notes during the review period by selecting **Supervisor Employee Folder**.
5. All employees can access their performance evaluation by clicking on **My Evaluation**.
6. The main navigation bar at the top of the screen will remain static; however available options may change from page to page based in the employee's assigned role.



General Navigation Tips



Use **EXIT** on each screen to return to the home screen. Depending where you are in the system, clicking the browser “back” button may give you an error message or keep returning to the same screen. You will receive a message reminding you to save.



I-PERFORM uses Microsoft Outlook to send notifications during the routing process. To ensure that emails do not get caught in your junk or blocked folders, add the system email address to your safe list.

- In Outlook click on the drop down list for **Junk** from the home tab.
- Click on **Junk E-mail Options**.
- Click on the **Safe Senders** tab.
- Copy or type in this address: SCOapps_Admin/SCO.APPS@apps.sco.idaho.gov.
- Click **Add**.
- Click **OK**.



A **Spell Check** feature is available for all text in the evaluation.

- Clicking the Spell Check button in the top navigation bar checks the entire evaluation.
- Clicking on one of the red check marks  displayed throughout the document checks that specific section.



Like I-Time, your systems will **time-out** for security reasons. The length of time before timing out is 3-4 hours. To avoid losing work, save **VERY** frequently.

Using I-PERFORM: System Administrator

The role of System Administrator is critical to the successful implementation of I-PERFORM. This user guide is designed to provide the information, tools, and resources needed for a smooth transition to, and management of, I-PERFORM for your agency.

The system administrator is designated by the agency Director and is the person within an agency that is responsible for:

- Creating additional system administrators.
- Creating and maintaining performance management routing.
- Creating and maintaining agency evaluation expectations.
- Creating and maintaining Agency Goals.
- Creating agency appointees.

The system administrator may be your employee that provides your internal HR functions or another highly trusted employee that provides operational support or both. When the person(s) are identified to serve in this role, DHR will make the necessary appointments in I-PERFORM for you.

ADMINISTRATOR SET-UP CHECKLIST FOR DELEGATED AGENCIES

AGENCY CHECKLIST

- ✔ Complete designated I-PERFORM system administrator form with Director's signature. The required form is available by contacting your DHR agency consultant.
- ✔ Since employee information within I-PERFORM is based on the agency structure in I-Time you may want to verify that agency TELs are updated. This will make organizing your agency routing options easier.

DHR CHECKLIST

- ✔ Create agency system administrator based on designation by agency director.
- ✔ Download Agency TELs note: Does not apply to agencies that do not currently use I-PERFORM
- ✔ Schedule training for agency system administrator .
- ✔ Contact SCO to set up agency group and activate I-PERFORM icon on the agency personnel desktops.

I-PERFORM System Administrator User Guide

Administrative Functions

The view in I-PERFORM includes an option on the left column menu titled **Administrative Functions**.



From the I-PERFORM home page, the assigned administrator can:

- Add a new administrator
- Create/Change the routing structure
- Create/Change/Add expectations for inclusion of agency-specific responsibilities
- Create/Change agency goals
- Create an Agency Appointee, who will have the final signature on ALL evaluations processed

Create New Performance Management Administrator

- This function allows a current system administrator to create additional system administrators.
- The role of Administrator is selected and approved by the Agency Director.
- A current system administrator may create additional system administrators in the agency. This may be helpful for the initial set up of the routing groups if there are multiple routing groups to set up.

1. Click **Create New Performance Management Administrator** from the I-PERFORM home page.
2. Click the **list box** to show current administrators.
3. Click on the **Agency Administrator** list box and select the **name of the individual** being added as an administrator.
4. Click on **Create New I-PERFORM Administrator** from the top menu bar.
5. When a change is made you will receive a message letting you know the action is complete.
6. Click **Exit** to return to the I-PERFORM main screen.

State of IDAHO I-PERFORM

Welcome: SEATTLE WASHINGTON-100

Performance Evaluation

Performance Review

Administrative Functions

Supervisor Employee

1 • Create New Performance Management Administrator

- Create/Maintain Performance Management Routing
- Create/Maintain Evaluation Expectations
- Create/Maintain Goals

Create new I-Perform Administrator Remove I-Perform Administrator Create PELs from ITime Exit Help

New Administrator Setup

Agency: 100

Agency Administrator: ADAMS, BENJAMIN SAMUEL - 537319593 2

Current Agency Administrators: BENJAMIN ADAMS-100

Agency PELs: BENJAMIN ADAMS-100 DENVER COLORADO-100

Create new I-Perform Administrator Remove I-Perform Administrator Create PELs from ITime Exit Help

4 6

New Administrator Setup

Agency: 100

Agency Administrator: ADAMS, BENJAMIN SAMUEL - 537319593 3

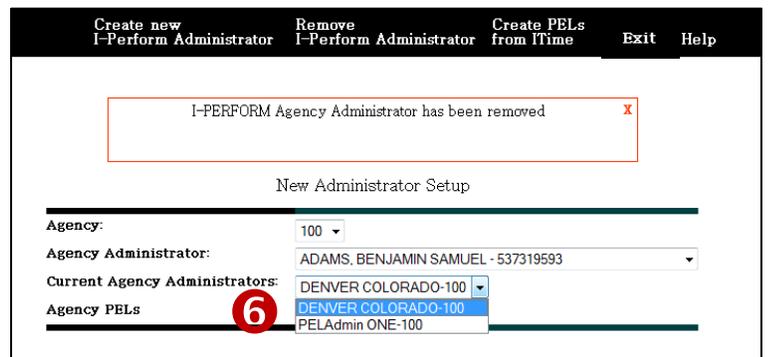
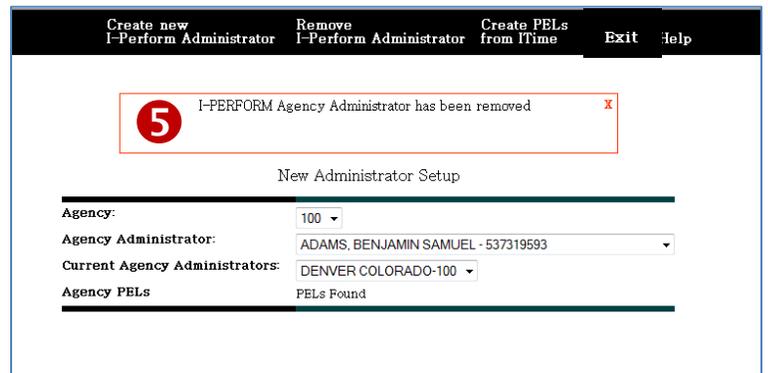
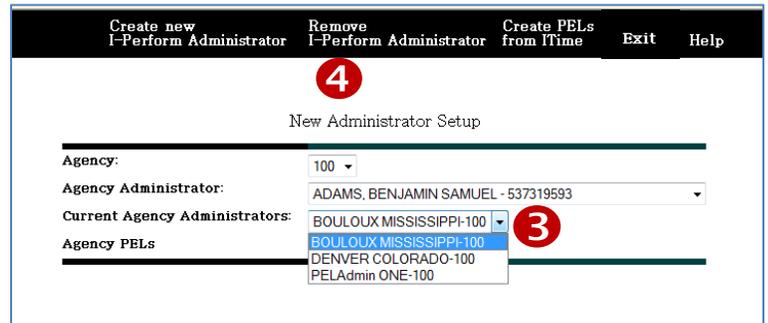
Current Agency Administrators: ADAMS, BENJAMIN SAMUEL - 537319593 COUNTY, ADA MARIE - 519251672 COUNTY, ORANGE M - 518849833 CUBS, SPOTTED - 100090003 DAVIS, BART - 519689859 EARTHDAY, NATHAN T - 100100001 FLORIDA, ORLANDO J - 392448262

5 I-PERFORM Agency Administrator created X

I-PERFORM System Administrator User Guide

Remove an Administrator

1. From the Home Page, select **Administrative Functions**.
2. Select **Create New Performance Management Administrator**.
3. Expand the **Current Agency Administrator** list box. Highlight the administrator you wish to remove.
4. Click **Remove I-PERFORM Administrator**.
5. The update will be immediate and the screen will display a message indicating the action was successful.
6. Their name will no longer be in the list.



Create/Maintain Performance Management Routing

- This function allows the system administrator to verify and revise the routing groups and/or set up new groups in I-PERFORM.
- The system administrator will verify the employees, supervisor, and reviewer for the routing and approval process for employees' evaluations since the PELS will initially mirror the supervisory "set up" in I-TIME. **Each time an employee's PCN is changed the administrator must update I-PERFORM.**
- Each supervisor needs a separate Routing Group/Title for the employees they supervise.
- If the agency does not currently use I-TIME employee information will have to be manually entered.

The BASIC Process



DHR encourages you to put a lot of thought into determining the routing strategy. As you can see from the diagram above, the routing process is described using only one person reviewing the review. The more reviewers added to the mix, the more back and forth there is, and the more time it will take to complete the review process. If you decide to have an appointing authority, this person will be required to sign all evaluations as the final signature before the evaluation is transmitted to the State Controller's Office.

Assigning Routing Roles

1. Click **Create/Maintain Performance Management Routing** to do maintenance. The agency(s) assigned to you will be populated in the list box. Select the one for which you are maintaining.
2. There may be different **Routing Titles** set up. Select a title you wish to review. The title name will be displayed in the **Title** field.
3. Other fields that will be filled after selecting the title are **Reviewer(s)**, **Supervisor(s)**, and **Employee(s)**.
4. If you are assigning a role to someone not currently displayed, click on the list box by the **appropriate role** you are assigning. A new window will open, displaying all employees available to be assigned.
5. Select the individual(s) you wish to assign to the role. Click on **ADD**.
6. Click **SAVE**.

The screenshot shows the 'Performance Management Routing' window. At the top right, a red circle with the number '6' is positioned above the 'Save' button. The window title is 'Performance Management Routing'. On the left, there is a dropdown menu for 'Agency' with '194 HUMAN RESOURCES' selected, marked with a red circle '1'. Below it is a text field for 'Title' marked with a red circle '2'. To the right of the 'Title' field is a list of 'Routing Title' options: ADMINISTRATIVE, EMPLOYEE RELATIONS, PROJECTS, and Z-PRACTICE, marked with a red circle '2'. Below the 'Title' field is the instruction 'use dropdown arrow to select or deselect entries'. There are three dropdown menus for 'Reviewer(s)', 'Supervisor(s)', and 'Employee(s)', each marked with a red circle '3'. The 'Employee(s)' dropdown is also marked with a red circle '4'. At the top of the window, there are buttons for 'Home', 'Save', 'Exit', and 'Help'.

The screenshot shows a dialog box titled 'Select Name for Supervisors'. It has two main sections: 'Available:' and 'Currently Selected:'. The 'Available:' section contains a list of names and IDs: ADA COUNTY-100-519251672-9595, BAKER OREGON-100-518625057-9090, and BART DAVIS-100-519689859-9090. There are 'Add>>' and '<<Remove' buttons between the two sections. The 'Currently Selected:' section contains the name ADA COUNTY-100-519251672-9595. At the bottom right, there are 'Cancel' and 'Ok' buttons.



To **remove** an assigned individual from their role, simply follow the same process, except after you select their name from the role list you will click on **Remove** rather than Add.

Create/Maintain Evaluation Expectations

This function will allow the system administrator to add, delete, or modify agency specific performance expectations in addition to the four state required performance expectations of Professionalism, Promoting Responsible Government, Customer Focus, and Leadership. The four (4), pre-set, statewide, performance expectations cannot be modified. Currently, agency specific performance expectations can only be created for use on an agency-wide basis.

Create a New Expectation

1. Click on **Create/Maintain Evaluation Expectations** from the Home Page.
2. Provide an **Expectation Title** for the specific Performance Expectation. *If you have a current expectation pulled up, you will need to select "New" to create an additional expectation.*
3. Provide a clear **Overall Description** of what is being evaluated.
4. Create a short **Performance Description** for each level of performance.
5. Describe the performance **Details** for what the performance should look like listing various expected behaviors, competencies or tasks for each performance level.
6. On the top Menu bar, select whether the expectation is to be applied to all employees or for a **supervisor only**.
7. Click **Save**, if expectation is not final; Click **Save and Publish** when the expectation is ready for use.
8. Click **Cancel** from the top menu bar to return to the Administrative Functions Menu.

Delete an Existing Expectation

9. To **DELETE** an expectation, simply select the **Expectation Title** you wish to delete.
10. Click **Delete** at the top of the screen on the menu bar.

Create/Maintain Goals

This function will allow the system administrator to add, delete, or modify agency-specific goals. The intent of this component is to ensure goal alignment from the agency's overall goals to the contributor level.

1. Click on **Create/Maintain Goals** from the Home Page.
2. **To add a new goal:**
 - a. Type a **Title** for the goal. This should be the name of the agency's strategic goal.
 - b. Create the **Description** for the goal.
3. Click **Save**. The new goal will now show in the list to the right of the screen, and will be available for selection in each performance evaluation. This process is described in the *Supervisor User Guide*. The supervisor is able to link specific employee functions to the agency goals.
4. **To Delete an existing goal:**
 - a. Click **on the goal** to be deleted from the list on the right side of the screen.
 - b. Click **Delete**.
5. **To Modify an existing goal:**
 - a. Click on the **goal** to be modified.
 - b. Make changes needed to the title or description.
 - c. Click **Save**.

NOTE: If you want to be able to add general goals, not specific to your strategic plan, you may add a Goal with a description of "general", then the supervisor would be able to add specifics when they select the "general" goal option in the employee's evaluation.

The screenshot shows the 'Goals' page with a menu bar (Home, Save, Exit, Help) and a title 'Goals'. On the left, there is a form with 'Agency Goal Title:' (marked with a red circle 2) and 'Description:' (marked with a red circle 3). On the right, there is a list of goals under the heading 'Goal Title'. The list includes: Goal 1: Support Human Resources and Related Business Operations to ensure integrity and efficiency of the states merit system; Goal 2: Leverage Technology in providing human resource services for efficiency and cost effectiveness; Goal 3: Assure appropriate analysis for employee compensation; Goal 4: Maximize successful employment practices; Goal 5: Develop a DHR Quality Assurance Plan.

The screenshot shows the 'Goals' page with a menu bar (Home, New, Save, Exit, Delete, Help). The 'Delete' button is circled in red. On the left, the 'Agency Goal Title:' field contains 'Goal 3: Assure appropri' (marked with a red circle 4) and the 'Description:' field contains 'Research and evaluate compensation trends and reporting methods, and ensure the right data is collected to determine statewide internal compensation equity.' (marked with a red circle 5). On the right, the list of goals is shown, with 'Goal 3: Assure appropriate analysis for employee compensation' (marked with a red circle 4) selected.

Create an Agency Appointee

This function allows the system administrator to identify the employee in the agency that has appointed authority as the final approver on an employee's evaluation.

- This is the last person to sign off on the performance evaluation after it has been discussed with the employee; typically an agency director or division administrator as determined by the agency.
- Each agency can determine whether or not to have an Agency Appointee in the routing/signature process. Use this function if the agency director desires to sign every performance evaluation processed.
- If no appointee is set up in the routing, a signature line will not print on the evaluation.

Agency Maintenance	
Agency	100
Agency Description	Senate
I-PERFORM Signer	
Current Signer	ORANGE COUNTY-100
Select a new Signer	ORANGE COUNTY-100-518849833-9090
	IPLAN TOSCOOT-100-332332003-9090
	ORLANDO FLORIDA-100-392448262-9090
	BOULOUX MISSISSIPPI-100-478625771-9090

Creating an Appointee

1. Click on **Create Agency Appointee** from the Home Page.
2. The **Current Signer** field will be blank initially.
3. To add a new signer expand the drop down list for **Select a New Signer**.
4. Click the **desired name** from the list of employees.
5. Click on **SAVE**. You will receive a **message** indicating a successful change, and informing you of a 30 minute delay for updating.

I-PERFORM Agency Appointee was successfully created. The security update process can take up to 30 minutes to complete. When updates are complete the new agency appointee name will show in the current signer area.

Changing the Appointee

6. The **displayed name** is the employee that has already been established in the agency's process.
7. Click the **desired name** from the list of employees.
8. Click on **SAVE**. You will receive a **message** indicating a successful change, and informing you of a 30 minute delay for updating.

Tips: Copy and Paste into I-PERFORM

When you first use I-PERFORM there is information required that is not pre-populated. You have choices; you can either re-enter all of the information needed, or copy or paste it from any other document.

ERROR:

When copying and pasting directly into I-PERFORM you may see interesting characters where you did not see them before.

Because there is so much formatting within documents, some that you are not even able to see, it is important to strip all of the formatting before inserting into I-PERFORM. This will prevent characters and formatting that make it difficult to read the information.

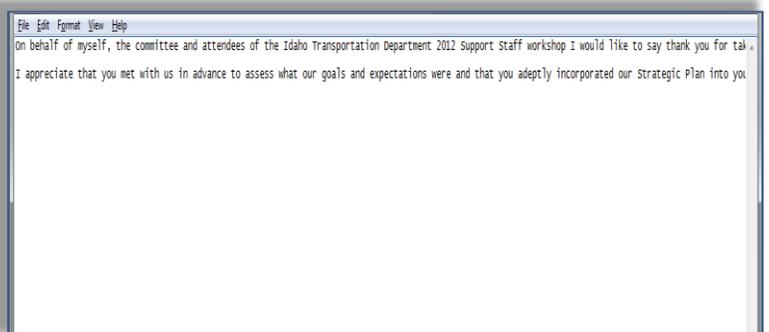
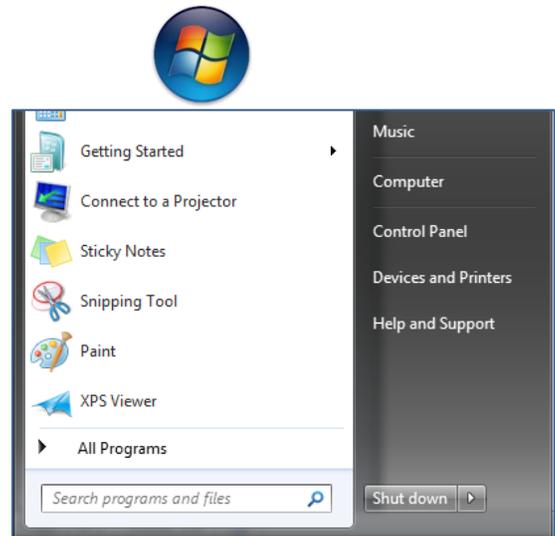
KEY RESPONSIBILITIES:

List the employee's key responsibilities or primary purpose:

Admin Assistant 2 Key Responsibilities
¶¶661; Answer phones promptly and professionally. Route calls a
¶¶661; Bring Vicki food on a daily basis.
¶¶661; Arrange department fun times.
¶¶661; And, of course, complete other duties as assigned.

How To:

1. Open any document or email that contains information required. Use your Microsoft Word copy feature to select the data you would like to copy.
2. Click on the Start icon in the lower left corner of your monitor screen.
3. In the *Search programs and files* field, type **Notepad**.
4. A new window will open, allowing you to now paste the information you copied into the open field. You will notice the lack of formatting available.
5. Now that the formatting is erased, you can again copy and paste it into I-PERFORM without carrying "junk" with it.

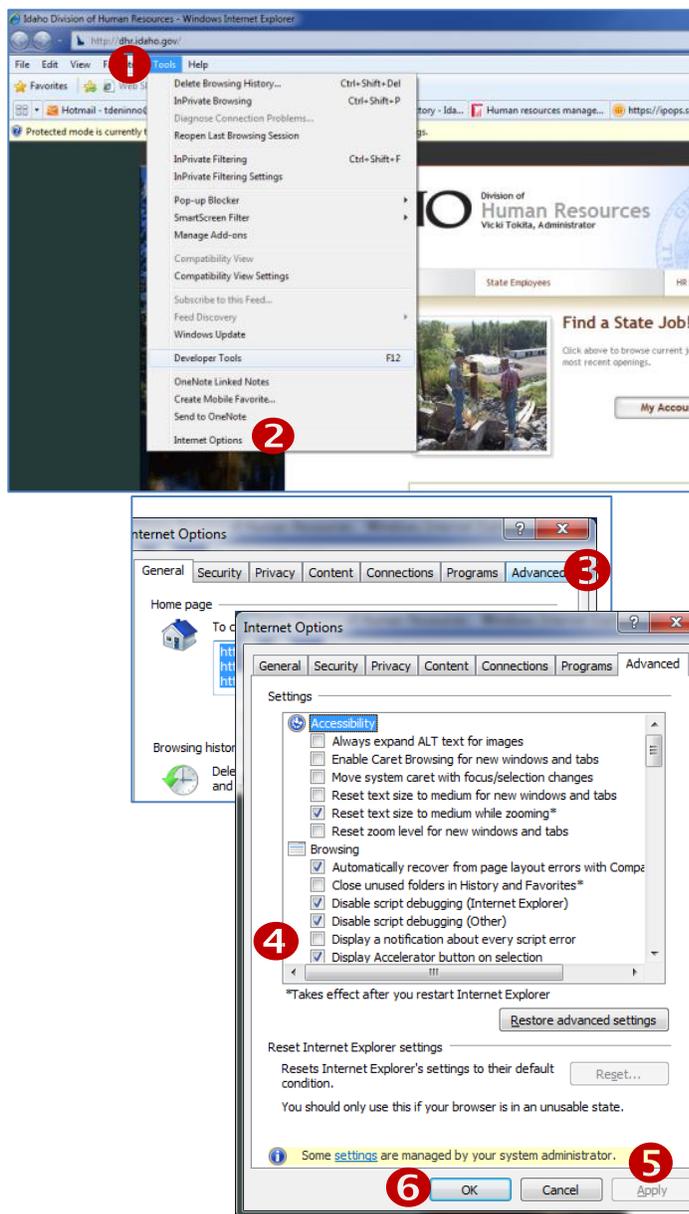


Help: Allowing/Showing Error Pop-Ups

Understanding errors that are occurring in I-PERFORM are important to DHR and SCO so that they can be identified and fixed. To help with that endeavor please take steps necessary to display errors as they occur. You only need to do this when working within I-PERFORM.

To change the settings to display the errors:

1. Open Internet Explorer. Select 'Tools' from the Menu Bar.
2. Click on 'Internet Options'.
3. Click on the 'Advanced' tab.
4. Click within the box labeled 'Display a notification about every script error'.
5. Click 'Apply'.
6. Click 'OK'.
7. Press PrtScn on your keyboard to create a screen capture of the display.
8. Either paste the screen capture into the body of an email or a Word document.
9. Send an email with a description of the situation along with the screen capture and/or Word attachment to iperformhelp@dhr.idaho.gov.



I-PERFORM Glossary

Agency Goals	Statements describing what an agency intends to accomplish, stemming from the agency's strategic plan.
Developmental Objectives	Specific actions related to training and educational needs that are included in the development plan.
Documentation	A record of employee performance and behavior.
Effectiveness	The degree to which an individual, organization, or group produces a desired result.
Efficiency	The degree to which an individual, organization, or group produces a desired result (productivity) with a minimum expenditure of time, effort, money, or resources.
Employee Development Plan	A documented form of shared discussion where managers or supervisors work together with subordinates to identify objectives, resolve performance-related concerns and determine and create an appropriate development plan designed to stimulate an individual's professional growth by increasing his or her skills, knowledge or abilities(i.e.: training, education).
I-PERFORM	A web-based performance management tool developed for State of Idaho employees.
Key Responsibilities	Primary functions of an employee's job.
Mission	The expression of an organization's vision.
Objectives or Goals	Short-term, measurable steps within each key responsibility that clarifies performance expectations.
Performance Evaluation	An assessment of an employee's performance based on established expectations for the position.
Performance Expectations	Describes desirable level of competence an employee would be demonstrating at a particular level.
Performance Improvement Plan	A formal process designed to facilitate constructive discussion between a subordinate and his or her supervisor and to clarify the work performance to be improved. The performance improvement plan, or PIP, as it is sometimes called, identifies performance and/or behavioral issues that need to be corrected and creates a written plan of action with time frames to guide the improvement and/or corrective action.
Performance Management	A strategic and integrated approach to increasing agency effectiveness by planning, assessing, and measuring both employee and agency performance.
Performance Measurement	The ongoing monitoring and reporting of program accomplishments, particularly progress toward agency goals.
Performance Measures	A quantitative or qualitative process for evaluating progress toward agency goals.
Performance Summary	A narrative explanation of the overall performance of an employee.
Rating Levels	An assigned level of evaluated performance (Exemplary, Solid, Achieves, Does Not Achieve).
Strategic Plan	A document that outlines the long range goals of an agency in support of achieving its mission and vision.