

I-PERFORM

IDAHO DIVISION OF HUMAN
RESOURCES



Project Goal

- To develop a statewide performance management system for Idaho State Employees.
- Governor's message: *This system shall provide consistent and proactive support by recognizing individual strengths in order to help employees to become better leaders and public servants.*

Phase 1

- **Completion date - January, 2012.**
- **Access to I-Perform via the State Controller's website**
- **State agency personnel to document, compose, review, comment, finalize, update, and retrieve employee evaluation records.**

STATE OF
IDAHO
USA

Donna M. Jones
Office of the State Controller



Application Selection Menu

You will only be able to access those applications you have been authorized to use.
If you do not have authorization to enter an application that you wish to,
contact your agency security administrator.

[Change Password](#)

[Logoff](#)

[Change Question/Answer](#)

Welcome: Peladmin

[Declare State Surplus Property](#)

[Employee Self Service](#)

[Form W-2](#)

[GAAP Closing Packages](#)

[IBIS](#)

[IPOPS](#)

[I-TIME](#)

[Admin-Comp & Benefits Statement](#)

[Online Reporting](#)

[Pay Stubs](#)

[Statewide Accounting System](#)

[Vendor Maintenance](#)

[Vendor Remittance](#)

[I-PERFORM](#)

There are five main areas in I-PERFORM:

The screenshot shows the I-PERFORM web application interface. At the top, there is a navigation bar with links for [Idaho.gov](#), [Applications Menu](#), [Help](#), [Contact Us](#), and [Logoff](#). Below this, the header features the text "State of IDAHO" and "I-PERFORM" in large, bold letters. A welcome message reads "Welcome: KATHLEEN OSBORN-194". To the right of the header is a photograph of Governor C.L. "Butch" Otter and the Great Seal of the State of Idaho.

A vertical sidebar on the left contains five menu items: "Performance Evaluation", "Performance Review", "Administrative Functions", "Performance Data", and "My Evaluation".

The main content area contains a message from Governor C.L. "Butch" Otter: "I respect and value our State employees for all they do. The State of Idaho's new web-based system I-PERFORM is another example of the State leveraging innovative technology. This unified statewide system is a way to be more consistent and pro-active in recognizing individual strengths and helping employees to become better leaders and public servants for Idaho taxpayers. Thank you for your public service to the State of Idaho." Below the message is a signature of Governor C.L. "Butch" Otter.

Below the signature is a table with the following columns: "Employee Name", "PCN", "Evaluation Type", "Review Period", and "Status". The table content shows "No current evaluations found for pcn 1212."

At the bottom of the page, there is a footer with links for [Accessibility](#), [Privacy & Security](#), and a copyright notice: "Copyright © 2009 State of Idaho. All rights reserved."

Administrative Functions



The screenshot shows the top navigation bar with links for Home, Applications Menu, Help, and Logoff. Below this is the State of Idaho logo and the I-PERFORM title. A welcome message for JOYCE AUGER-140 is displayed. A sidebar on the left contains the text 'Administrative Functions'. The main content area lists four administrative functions: 'Create New Performance Management Administrator', 'Create/Maintain Performance Management Routing', 'Create/Maintain Evaluation Expectations', and 'Create Agency Appointee'. A note at the bottom of the list suggests clicking a help button for more assistance. The footer contains accessibility, privacy, and copyright information.

Home Applications Menu Help Logoff

State of
IDAHO

Welcome: JOYCE AUGER-140

I-PERFORM

Administrative
Functions

- Create New Performance Management Administrator
- Create/Maintain Performance Management Routing
- Create/Maintain Evaluation Expectations
- Create Agency Appointee

If you need additional assistance or have questions on these administrative procedures, please click on the help button.

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Performance Evaluation Functions

Home Create Evaluation Help

State of
IDAHO

WELCOME: PELAdmin ONE-100

I-PERFORM



Performance
Evaluation

Administrative
Functions

Performance Data

My Evaluation

Select Personnel Management Location:
Select Employee Name:

ROUTING NUMBER SIX

SEATTLE WASHINGTON-100-9090
TIMOTHY CORDER-100-9090
THOMAS GANNON-100-9090

Employee Name	PCN	Evaluation Type	Review Period	Status
No current evaluations found				

If you need additional assistance or have questions on these supervisory procedures, please click on the help button.

Performance Evaluation Cover Sheet

Create Documentation Add Attachments Delete Attachments Spell Check Send To Select Next Reviewer Save Cancel Print Preview Help



State of Idaho
Controller
Employee Performance Evaluation

Employee Name:	ANTHONY STEVEN REBEL	Job Title:	IT NETWORK ANALYST, SR
PCN:	0201	Division/Unit:	
Supervisor/Manager:	JOYCE AUGER-140	Review Period:	
		From Date (mm/dd/yyyy)	To Date (mm/dd/yyyy)
Employee evaluation discussion date:	01/13/2012		

[Performance Cover Sheet](#) | [Performance Objectives](#) | [Performance Expectations](#) | [Performance Summary](#) | [Audit Attachments](#)

Type of Review:

Annual Review Entrance Probation Promotion Probation
 Transfer Separation from State Service Other

Overall Rating: This document is an evaluation of the employee's performance since the last evaluation.

Exemplary Performance: This employee performs at a level that results in significant accomplishments that may not have been otherwise achieved within the review period.
 Solid Performance: This employee demonstrates good solid performance in managing work expectations exhibits sustained support of organizational goals.
 Achieves Performance Expectations: This employee meets job expectations OR this employee is developing new skills, gaining new knowledge, or new to the position.
 Does Not Achieve Performance: This employee's performance needs improvement OR is unacceptable in accordance with Rule 190, 152, and 153.

EMPLOYEE COMMENTS: *(Attach additional pages, if needed)*

SIGNATURE SECTION:

_____ Employee Signature <i>(Signature acknowledges discussion of evaluation, but does not necessarily imply agreement.)</i>	_____ Date
_____ Supervisor Signature <i>(Signature acknowledges that this evaluation and key responsibilities have been discussed with the employee.)</i>	_____ Date
_____ Reviewer Signature	_____ Date
_____ Appointing Authority Signature	_____ Date

Performance Objectives Area

Create Add Delete Spell Documentation Attachments Attachments Check Send To Select Next Reviewer Save Cancel Previous Help Print


State of Idaho
Controller
Employee Performance Evaluation

Employee Name:	ANTHONY STEVEN REBEL	Job Title:	IT NETWORK ANALYST, SR
PCN:	0201	Division/Unit:	
Supervisor/Manager:	JOYCE AUGER-140	Review Period:	
Employee evaluation discussion date:	01/13/2012	From Date (mm/dd/yyyy)	To Date (mm/dd/yyyy)

Performance Cover Sheet **Performance Objectives** Performance Expectations Performance Summary Add Attachments

KEY RESPONSIBILITIES:
List the employee's key responsibilities or primary purpose. ✓

Review of Prior Year Objectives:
Insert objectives from previous review period in the space below and discuss the extent to which each objective was fulfilled. Also describe changes (if any) to original objectives.

Objective 1: ✓

Objective 2: ✓

Objective 3: ✓

Objective 4: ✓

REVIEW OF PRIOR YEAR EMPLOYEE DEVELOPMENT PLAN:
Insert development plan from previous review period in the space below, if applicable. Discuss the extent to which the development plan was fulfilled. ✓

Developmental Objective 1: ✓

Developmental Objective 2: ✓

Developmental Objective 3: ✓

Developmental Objective 4: ✓

Performance Expectations

Create Documentation Add Attachments Delete Attachments Spell Check Send To Select Next Reviewer Save Cancel Print Preview Help



State of Idaho
Controller
Employee Performance Evaluation

Employee Name:	ANTHONY STEVEN REBEL	Job Title:	IT NETWORK ANALYST, SR
PCN:	0201	Division/Unit:	<input type="text"/>
Supervisor/Manager:	JOYCE AUGER-140	Review Period:	
		From Date (mm/dd/yyyy)	To Date (mm/dd/yyyy)
Employee evaluation discussion date:	<input type="text" value="01/13/2012"/>	<input type="text"/>	<input type="text"/>

Performance Cover Sheet Performance Objectives **Performance Expectations** Performance Summary Audit/Attachments

EMPLOYEE PERFORMANCE EXPECTATIONS

The following rating levels are examples of the performance expectations employees would be demonstrating when rated at one of the three levels: Achieves Performance, Solid Performance, or Exemplary Performance. These examples are meant to assist the supervisor and employee during the performance evaluation discussion in identifying the current level of performance. In addition, this should assist in describing what additional behaviors the employee would need to demonstrate to achieve a higher rating. These examples are not intended to be all inclusive.

PERFORMANCE EXPECTATION: CUSTOMER FOCUS

This performance expectation evaluates the employee's competence in customer service, conflict resolution, interpersonal skills, and communication.

Description of the expectation:

EXEMPLARY PERFORMANCE:

Employee meets and often exceeds expectations for performance expectations listed at Solid Performance level AND consistently demonstrates performance such as:

ACHIEVES PERFORMANCE:

Employee consistently meets performance expectations such as:

- Ensures the communication method is appropriate for the situation and communicates in a friendly courteous manner
- Effectively communicates in ways that enhance productivity and build respectful relationships
- Demonstrates active listening, written and verbal communication are appropriate for the job
- Maintains clear communication with regarding mutual expectations and follows through
- Ensures customers' needs/expectations are addressed appropriately
- Takes accountability for interactions Maintains a positive and professional image
- Provides accurate information and refers to appropriate staff if necessary
- Honors commitments and agreed upon time frames with customers
- Ensures work product/service is accurate, reliable, through , and meets customers' needs before distribution or completion
- Contributes to a safe and secure environment by following established procedures and policies as appropriate for job
- Complies with federal, state, and agency laws, rules and policies
- Accepts feedback and coaching as means of developing customer service skills
- Arrives to work on time and does not have excessive unscheduled absences
- Asks clarifying questions if assignments or tasks are unclear
- Is Flexible, open-minded, and accepts change
- Maintains confidentiality of information
- Maintains documents, files and records (electronic and paper) in a secure and confidential manner
- Acts in accordance with a respectful workplace environment, free from harassment, discrimination, and violence
- Fosters mutual respect and support agency's commitment to diversity
-

- Exemplary Performance:** This employee performs at a level that results in significant accomplishments that may not have been otherwise achieved within the review period.
- Solid Performance:** This employee demonstrates good solid performance in managing work expectations; exhibits sustained support of organizational goals.
- Achieves Performance Expectations:** This employee meets job expectations OR this employee is developing new skills, gaining new knowledge, or new to the position.
- Does Not Achieve Performance:** This employee's performance needs improvement OR is unacceptable in accordance with Rule 190, 152 and 153

COMMENTS



DOCUMENTATION

Date	Comments

Performance Summary

Create Documentation Add Attachments Delete Attachments Spell Check Save To Select Next Reviewer Save Cancel Preview Help



State of Idaho
Controller
Employee Performance Evaluation

Employee Name:	ANTHONY STEVEN REBEL	Job Title:	IT NETWORK ANALYST, SR
PCN:	0201	Division/Unit:	
Supervisor/Manager:	JOYCE AUGER-140	Review Period:	
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Performance Cover Sheet Performance Objectives Performance Expectations **Performance Summary** Audit Attachments

PERFORMANCE SUMMARY

Use this section to summarize the employee's performance for the review period. When providing comments, consider the employee's performance against objectives, key issues from the Employee Performance section above, and strengths/potential improvements.

Summary:

OBJECTIVES FOR NEXT REVIEW PERIOD:

Use the following section to record objectives for the next review period.

Objective 1:

Objective 2:

Objective 3:

Objective 4:

Employee Development Plan:

This section should be completed after employee and manager have agreed upon desired areas of improvement and development needs related to upcoming objectives. It should include developmental objectives, corresponding development activities (on the job, formal training, etc.) and measurements and time frame for completion.

Developmental Objective 1:

Developmental Objective 2:

Audit/Attachments

Create **Add** **Delete** **Spell** **Print**
Documentation **Attachments** **Attachments** **Check** **Send To** **Save** **Cancel** **Preview** **Help**



State of Idaho
Controller
Employee Performance Evaluation

Employee Name:	ANTHONY STEVEN REBEL	Job Title:	IT NETWORK ANALYST, SR
PCN:	0201	Division/Unit:	<input type="text"/>
Supervisor/Manager:	JOYCE AUGER-140	Review Period:	
		<u>From Date</u> (mm/dd/yyyy)	<u>To Date</u> (mm/dd/yyyy)
Employee evaluation discussion date:	<input type="text" value="01/13/2012"/>	<input type="text"/>	<input type="text"/>

- Performance Cover Sheet
- Performance Objectives
- Performance Expectations
- Performance Summary
- Audit/Attachments**

Documentation:

Status Temporary	Originator JOYCE AUGER-140	Current Approver	Last Routed
Timestamp 01/13/2012 02:32:21 PM		Audit Trail JOYCE AUGER-140 - Created	

[Return to Supervisor for Comments:](#)

Attachments:

Performance Review

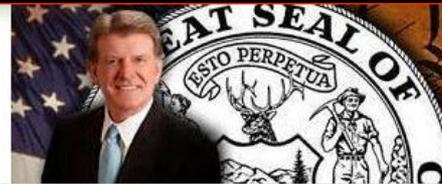
[Home](#) [Applications Menu](#) [Help](#) [Logoff](#)

State of

IDAHO

Welcome: ALICE HAWAII-210

I-PERFORM



[Performance Evaluation](#)

[Performance Review](#)

[Administrative Functions](#)

[My Evaluation](#)

Select Employee Name:

[DANIEL B MISSISSIPPI](#) Annual Review 12/06/2010 - 12/06/2011 Pending Review

[PAUL J WESTVIRGINIA](#) Annual Review 09/10/10 - 09/10/11 Pending Review

Performance Data

- **Current and prior year performance data**

My Evaluation

- **Allows an employee access to their current and prior year evaluations**

Next Steps

- Development of on-line training January 2012
- Training of HR staff beginning January 2012
- Training of agencies and agency transition in early 2012
- Phase 2:
 - ✓ Provide enhancements to current application
 - ✓ Currently defining business requirements
 - ✓ SCO will provide time/cost analysis