

# I-PERFORM

IDAHO DIVISION OF HUMAN  
RESOURCES



# Project Goal

- **To develop a statewide performance management system for Idaho State Employees.**

# Phase 1

- **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 page header includes the text "State of IDAHO" and "I-PERFORM". A welcome message reads "Welcome: KATHLEEN OSBORN-194". On the right side of the header, there is a photograph of Governor C.L. "Butch" Otter and the Great Seal of the State of Idaho.

The main content area features 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.

On the left side, there is a vertical navigation menu with the following items: [Performance Evaluation](#), [Performance Review](#), [Administrative Functions](#), [Performance Data](#), and [My Evaluation](#).

Below the message, there 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 the text: [Accessibility](#) [Privacy & Security](#) 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 menu on the left highlights 'Administrative Functions'. The main content area lists four administrative tasks: creating a new performance management administrator, creating/maintaining performance management routing, creating/maintaining evaluation expectations, and creating an agency appointee. A note at the bottom of the list suggests clicking a help button for more assistance. The footer contains accessibility, privacy, and security information, along with a copyright notice for 2009.

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.

Accessibility Privacy & Security Copyright © 2009 State of Idaho, All rights reserved.

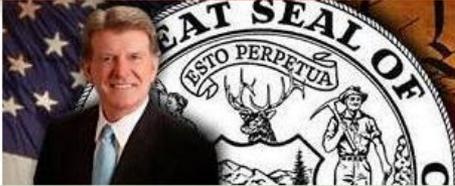
# Performance Evaluation Functions

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:**

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

# Performance Objectives Area

Create Documentation Add Attachments Delete Attachments Spell 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 Audit 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 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:	
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** 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 frames 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

<b>Employee Name:</b>	ANTHONY STEVEN REBEL	<b>Job Title:</b>	IT NETWORK ANALYST, SR
<b>PCN:</b>	0201	<b>Division/Unit:</b>	<input type="text"/>
<b>Supervisor/Manager:</b>	JOYCE AUGER-140	<b>Review Period:</b>	
		<u>From Date</u> (mm/dd/yyyy)	<u>To Date</u> (mm/dd/yyyy)
<b>Employee evaluation discussion date:</b>	<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	Originator	Current Approver	Last Routed
Temporary	JOYCE AUGER-140		
<b>Timestamp</b>		<b>Audit Trail</b>	
01/13/2012 02:32:21 PM		JOYCE AUGER-140 - Created	

[Return to Supervisor for Comments:](#)

**Attachments:**

# Performance Review

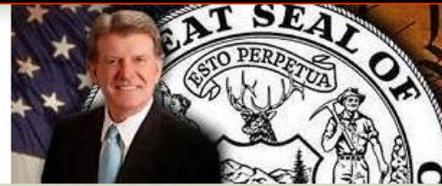
[Home](#) [Applications Menu](#) [Help](#) [Logoff](#)

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**

## Phase 2

**Provide enhancements to current application, such as:**

- ✓ **Tie employee goals and objectives with agency goals and objectives**
- ✓ **Supervisor Folder for employees**
- ✓ **Reporting capabilities**