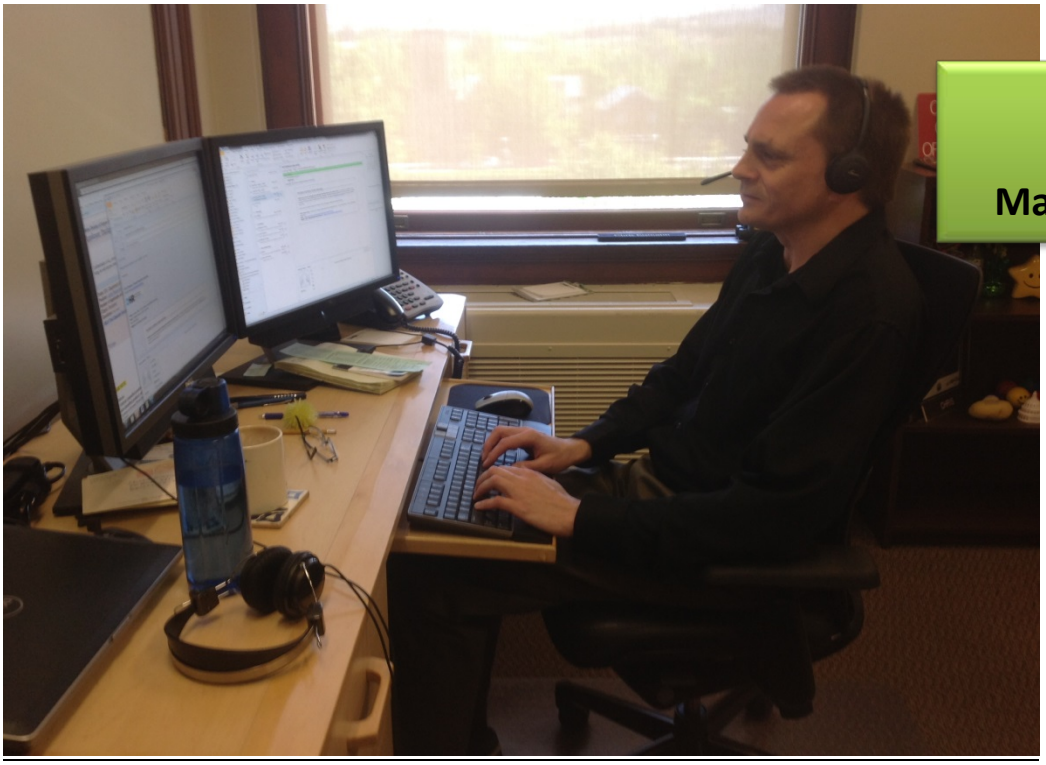

**I-PERFORM**
**Performance**
**Management System**

# *System Administrator Guide*

Idaho Division of Human Resources
*Executive Office of the Governor*

# I-PERFORM General Information

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), and the State Controller's Office (SCO).

If you experience any problems with this application please contact your DHR consultant or email the Division of Human Resources at iperforhelp@dhr.idaho.gov. If you have any suggestions for this help manual please contact the Division of Human Resources at 208-334-2263.

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

# EMPLOYEE PERFORMANCE EXPECTATIONS (STANDARDS) CROSSWALK

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 current performance expectations. Note: Standards from prior evaluation form will be duplicated within the revised performance expectations.

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

# 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:

- Providing consistent, effective, and timely feedback and coaching.
- Setting expectations and resetting them as they change.
- Evaluating current skills, identifying missing skills, and creating a development plan to close existing skill gaps.
- 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.

## I-PERFORM Roles

| Role | Responsibility | Access Rights |
|---|---|---|
| **Employee** | • Review both current and past performance evaluations for clarity of:<br>o Expectations<br>o Current and future goals and objectives<br>o Agreed upon actions to be taken for development<br>o Documentation of performance | • View draft evaluation once forwarded by supervisor<br>• Add comments to the evaluation on the cover sheet<br>• Sign or Refuse to sign the evaluation<br>• View Final evaluation after evaluation is transmitted to the State Controller's office |
| **Supervisor** | • Maintain documentation in the Supervisor's Employee Folder<br>• Create and maintain performance evaluations for staff<br>• Follow routing and approval processes of the agency<br>• Utilize the four Performance Expectations as set forth by the Office of the Governor<br>• Obtain a clear understanding of the individual rating levels and apply them consistently and without bias | • Access to Electronic Employee Folder<br>• Create and delete "Draft" status evaluations<br>• Auto populate goals , objectives, and developmental objectives<br>• Review comments by reviewers and employees<br>• Add and delete documentation and attachments as necessary<br>• Print evaluation for employee<br>• Final review and approval after employee comments and signs<br>• Access to run reports for employees supervised |
| **Reviewer** | • Assist the supervisor in creating a clear, concise, specific, informative, and legally-defensible performance evaluation<br>• Check for common errors | • Review evaluations<br>• Enter comments into the review window, return to supervisor for suggested edits – return to supervisor and/ or review complete, if no changes are needed |
| **Administrator** | • Create Administrators and assign access levels<br>• Create the agency-specific routing structure within I-PERFORM<br>• Create and maintain agency specific evaluation standards, if used<br>• Input and maintain Agency Goals and Objectives<br>• Create agency appointees, if used<br>• View employee evaluations agency wide<br>• Edit PEL routing structures for employee name changes, additions, and deletions.<br>• Create/ Edit Job Templates<br>• Run agency wide reports<br>• Assist supervisors and employees with questions or issues related to I-PERFORM | • Perform Agency Administrative Functions<br>• Perform Agency HR Functions |
| **Agency Appointee** | • Agency Appointee is not required. Some Agency Directors prefer to review and sign off on all employees' evaluations. | • View/review performance evaluations<br>• Sign performance evaluations |
| **DHR** | • Provide oversight on the I-PERFORM system<br>• Provide training and support to agencies | • Perform Statewide Administrative functions<br>• Perform all Statewide HR Functions |

# Accessing 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. **Administrative** functions are for designated agency I-PERFORM administrative personnel. Allows for role assignments and system set-up.
3. **HR Functions** are for designated agency HR personnel. Allows viewing of agency evaluations and status.
4. View past evaluation dates and ratings for employees in the agency with **Performance Data**
5. Supervisors can capture notes during the review period by selecting **Supervisor Employee Folder**.
6. **Reports** allow you to get an overall view of evaluation status (draft, employee review, review complete, and transmitted) for your agency
7. All employees can access their performance evaluation by clicking on **My Evaluation**.
8. 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.

**Windows Internet Explorer 8**

Your version of Internet Explorer (IE) is important to the complete functionality of I-PERFORM. If your agency has moved to IE9 you will experience errors related to incompatibility. IE8 provides optimal performance.

When **copy and paste** is needed from one document into I-PERFORM, remove the formatting by pasting into the Notepad program first, then copy and paste again into I-PERFORM. This will remove all unwanted characters that are not always visible.

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.

Agency **security changes** typically will take 20-30 minutes to update after being made. Examples of changes:

- Updating PELs
- Access Levels
- Changing/Adding Administrators
- Routing Structures
- Job Templates
- Agency Goals and Objectives

# Administrator Role

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

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

- Creating Administrators and assign access levels
- Creating the Agency-specific routing structure (PELs)
- Editing PELs routing structures for employee name changes, additions, and deletions.
- Creating and maintaining agency specific evaluation standards, if used
- Creating Agency Appointees, if used
- Input and maintain Agency Goals and Objectives from Strategic Plan
- Creating/ Editing Job Templates
- Managing Agency employee evaluations: review evaluation, delete, and return to draft
- View employee evaluations agency wide
- Run agency wide reports
- Assist supervisors and employees with questions or issues related to I-PERFORM

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# 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 on the Division of Human Resources website dhr.idaho.gov/PDFs/I-PERFORMAdminSetUpForm.pdf Send the completed form to your designated DHR Consultant. |
| ☑ Employee information within I-PERFORM is downloaded from I-Time by DHR. Please make sure your TELs in I-TIME are up to date. This will make organizing your I-PERFORM agency routing options easier. |
| **DHR CHECKLIST** |
| ☑ Create agency system administrator based on designation by agency director. |
| ☑ Download Agency TELs from I-TIME. Note: Does not apply to agencies that do not currently use I-PERFORM. |
| ☑ Schedule training for agency system administrator. If required, schedule training for Agency supervisors. |
| ☑ Contact SCO to set up agency group and activate I-PERFORM icon on the agency personnel desktops. |

# Administrative Functions

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

From the I-PERFORM Administrative Functions page, the assigned administrator can:

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

# Maintaining User Roles and Access

Three levels of administrative access will be available. Your designated Administrator of the system will have to assign a new level if you want to change the access of a current administrator. If you do not change the access level, the user will have access to all of the following information:

Level 1: This is the highest access level. This level includes level 2 and level 3 access

- Ability to create/edit system administrators
- Ability to create/edit Appointing Authority, if applicable
- View all agency evaluations
- Ability to delete, and/or return evaluations to draft status
- Create/edit agency expectations, goals and objectives
- Ability to receive error reports specific to agency and trouble shoot internal issue

Level 2: This level includes level 3 Access

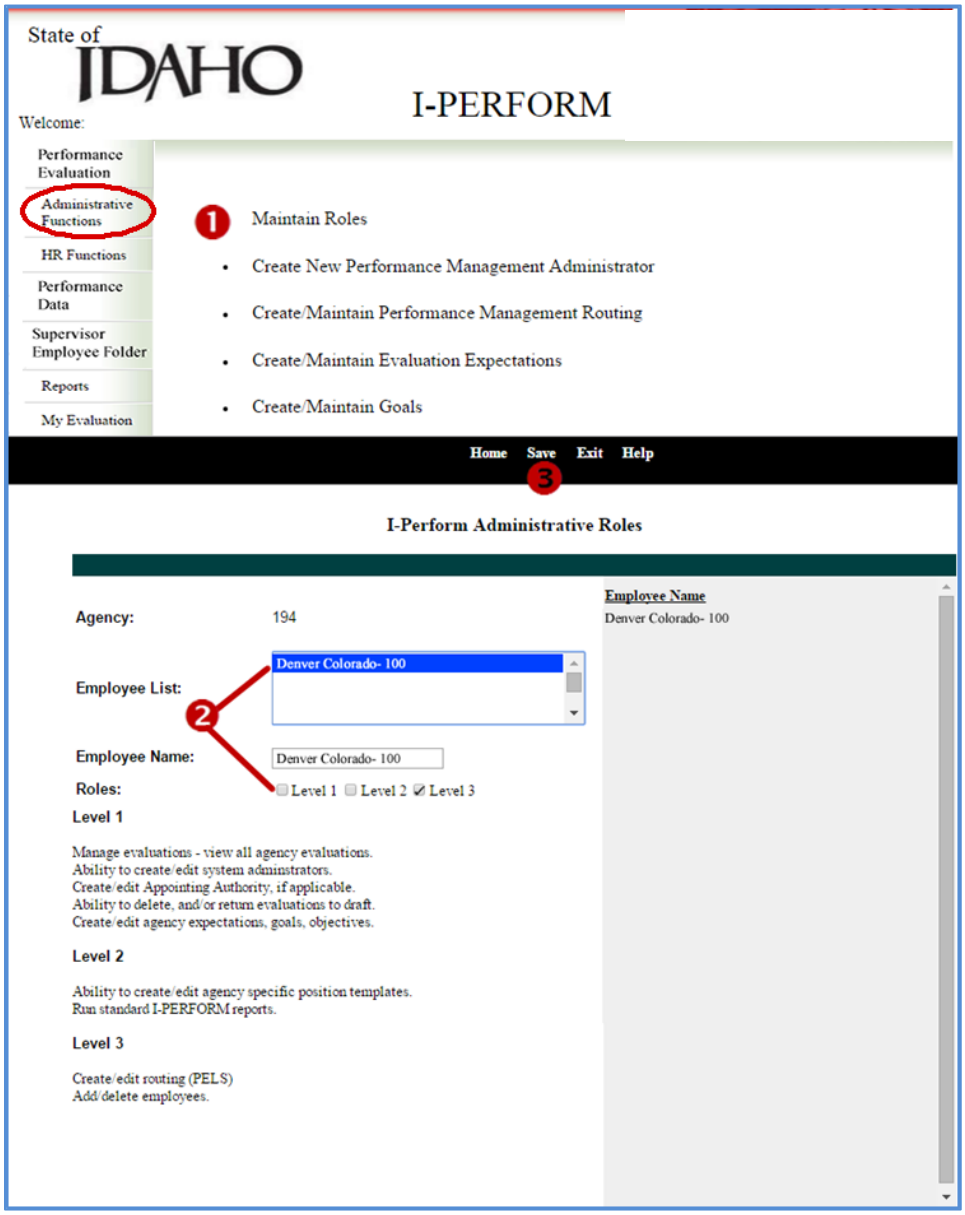
- Ability to create/edit agency specific job templates
- Run standard IPERFORM reports

Level 3: This is the lowest access level

- Create/edit routing PELs
- Add/delete employees

## Maintain Roles

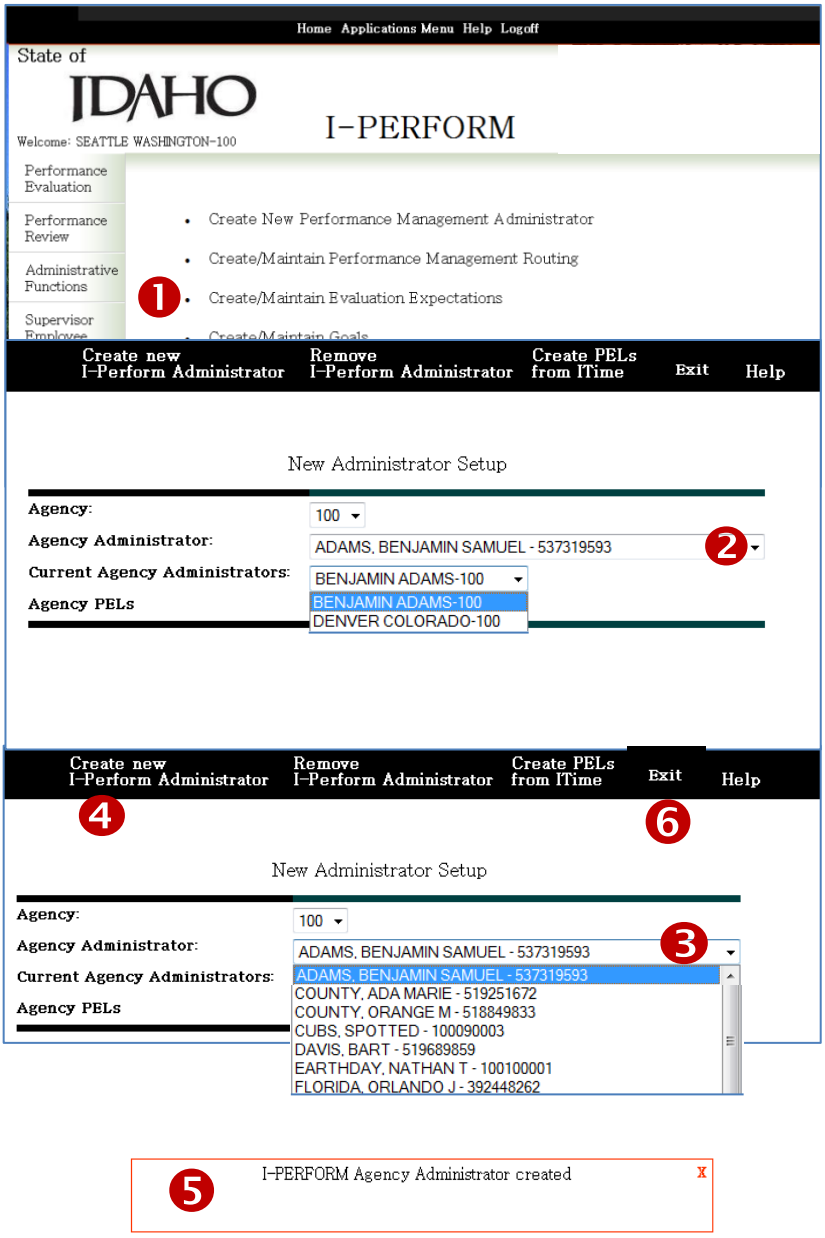
1. Click **Administrative Functions** from the left hand menu bar, and then click **Maintain Roles**
2. **Select the employee** you wish to edit, then **check the access level** needed for that employee
3. Click **Save**



# Create New Performance Management Administrator

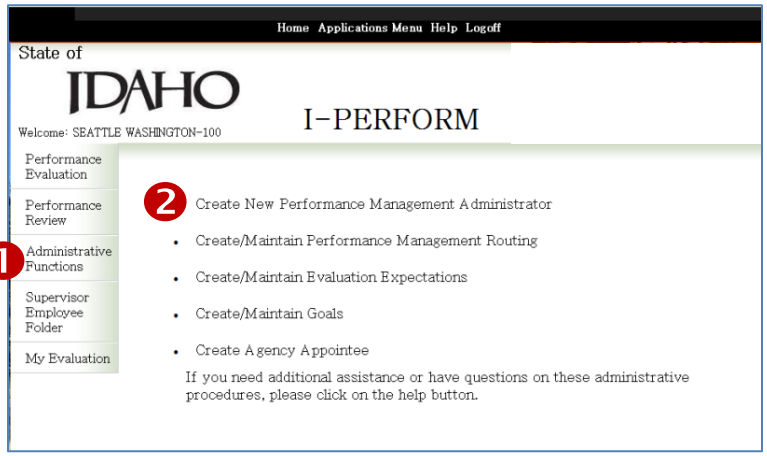
- This function allows a current system administrator to create additional system administrators.
- The role of Administrator is selected and approved by the Agency Director.
- A current system administrator may create additional system administrators in the agency. This may be helpful for the initial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

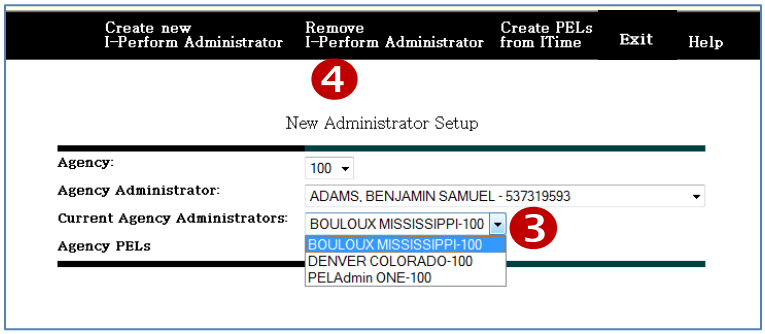
1. Click **Create New Performance Management Administrator** from the I-PERFORM Administrative Functions page.
2. Click the **list box** to show current administrators, checking for the employee you are trying to add.
3. If they're not already an administrator, click on the **Agency Administrator** list 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 see a message at the top of the page letting you know the action is complete.
6. Click **Exit** to return to the I-PERFORM main screen.

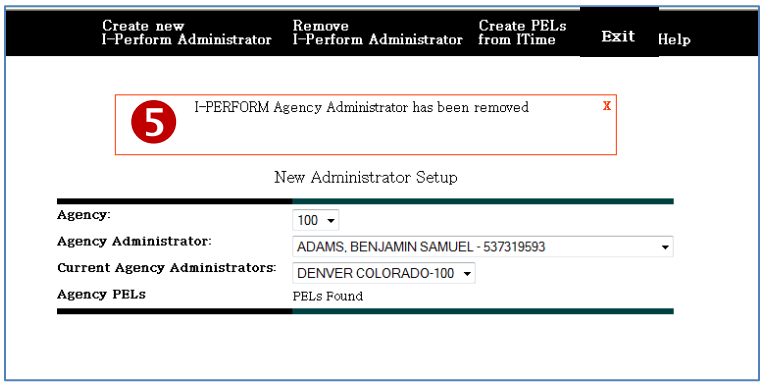


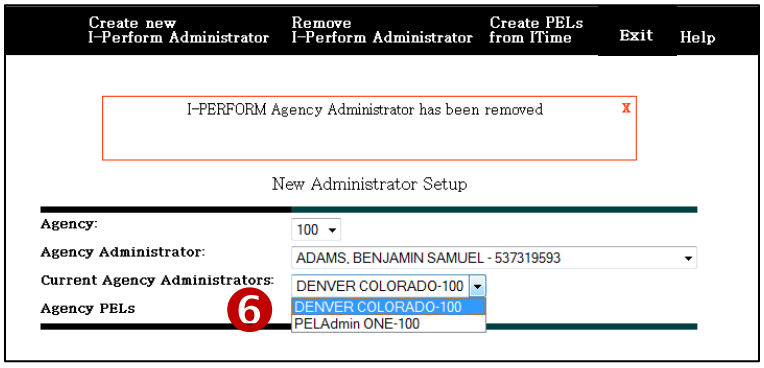
## Remove an Administrator

1. From the Home Page, select **Administrative Functions.**
2. Select **Create New Performance Management Administrator**.
3. Click on 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.



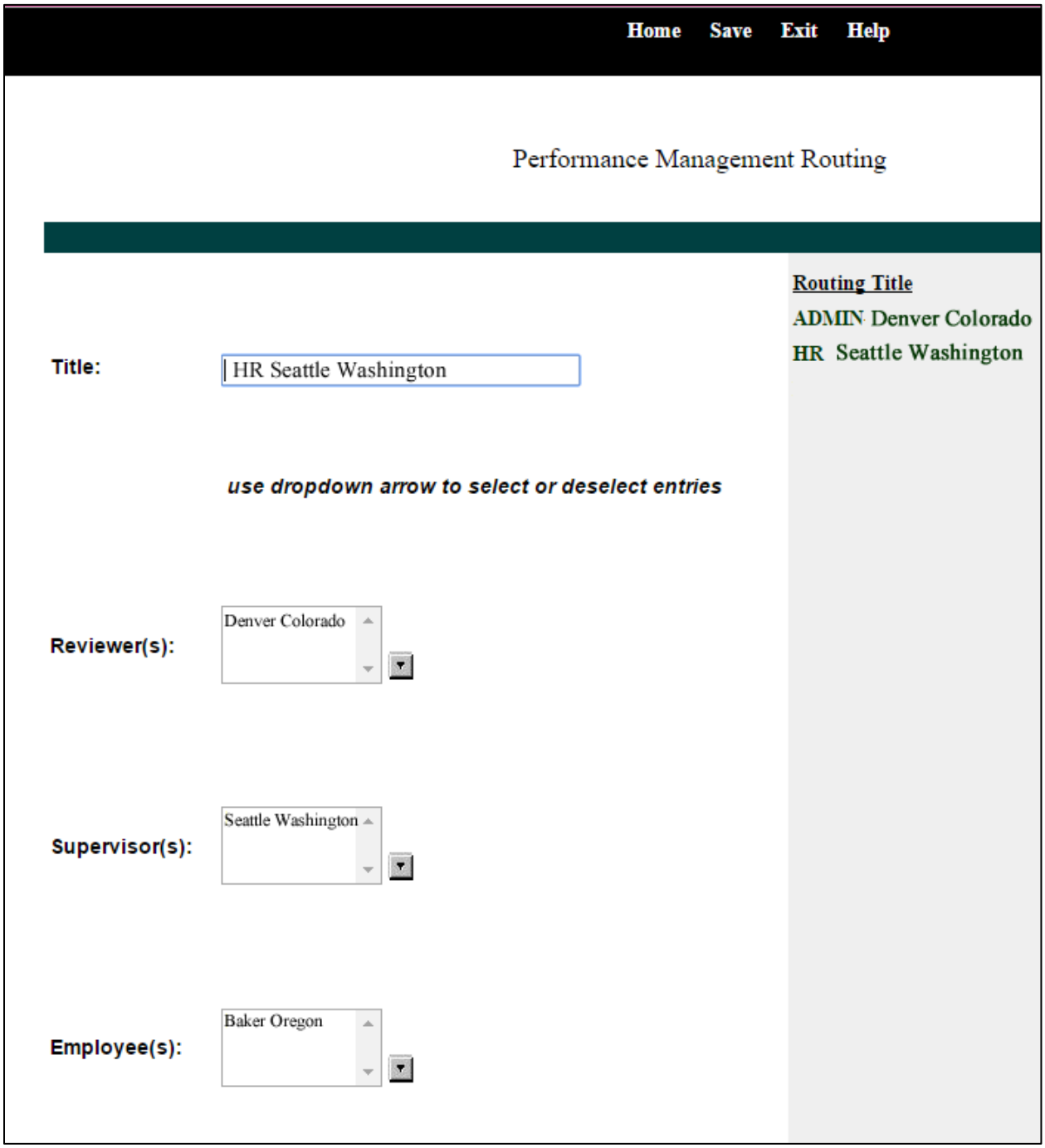



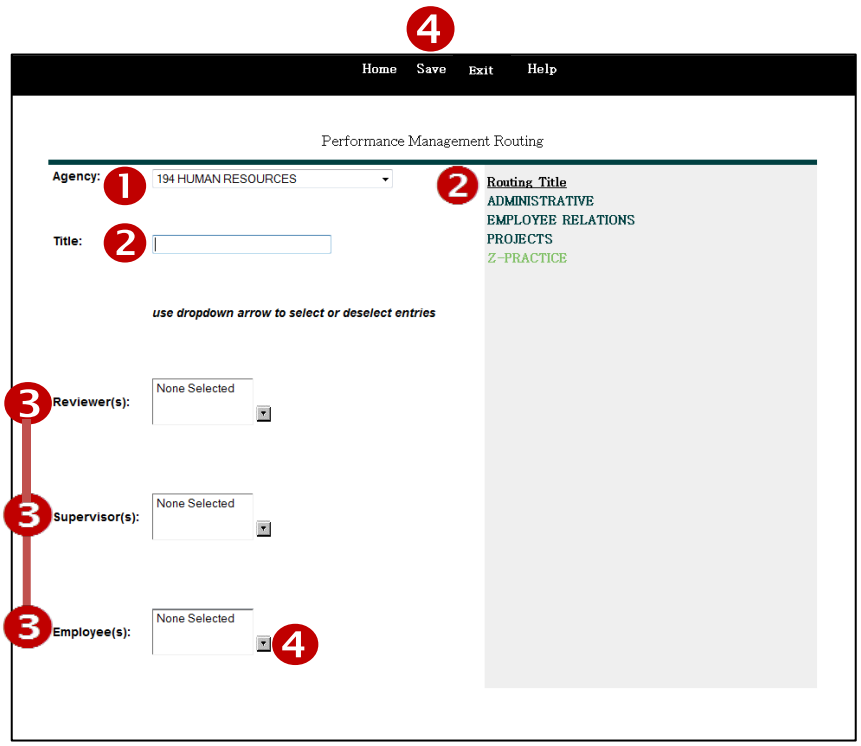
# Create/Maintain Performance Management Routing

- 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.

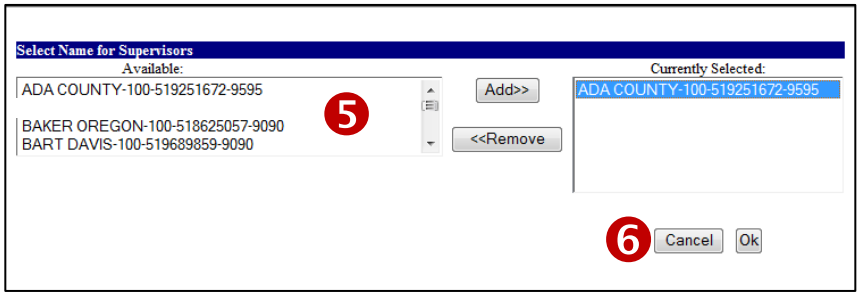


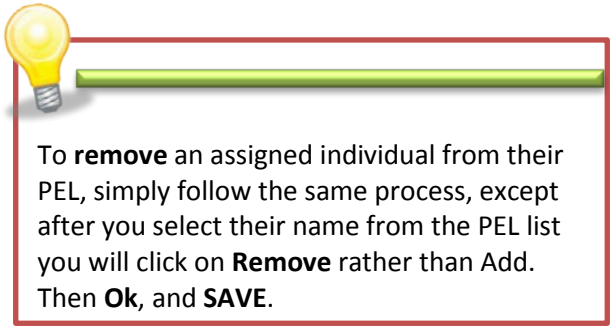
Assigning Routing Roles

1. Click **Create/Maintain Performance Management Routing** from the Administrative Functions page for revisions. Your agency will be populated in the agency box.
2. The **Routing Titles** should reflect the supervising units within your agency. The routing title is commonly referred to as the "PEL". 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)**. Typically, the reviewer will be the supervisor's supervisor. You may have multiple reviewers, and supervisors, but employees will only be allowed in one routing title area.




4. If you are assigning someone to a new PEL, click on the list box by the **appropriate area** you are assigning (Reviewer, supervisor, employee). A new window will open, displaying all employees available to be assigned.
5. Select the individual(s) you wish to assign to the PEL from the left , click on **ADD**.
6. Then click **OK** or **Cancel**.
7. Click **SAVE**.



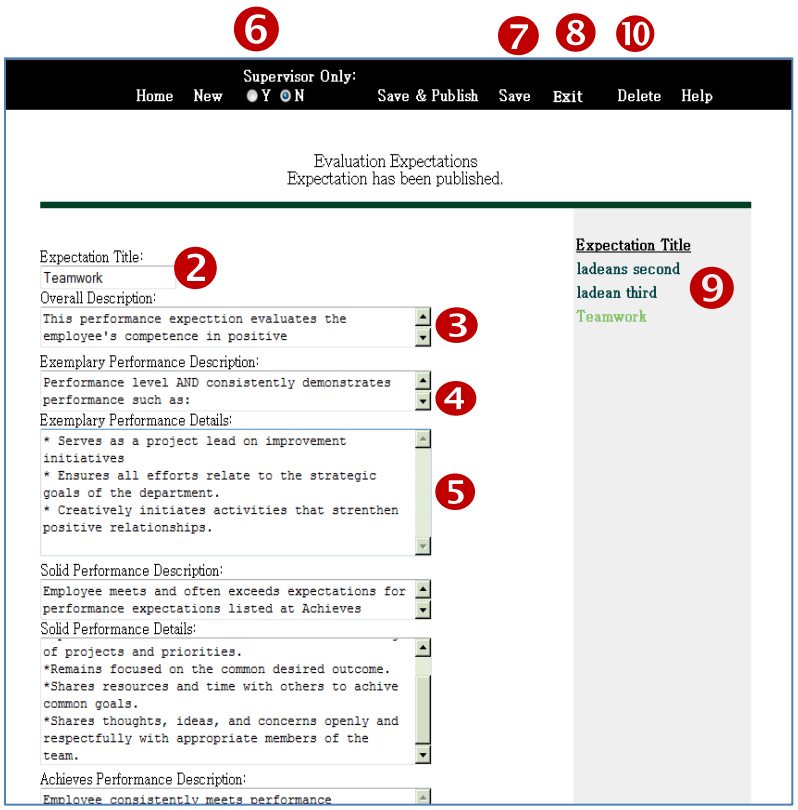
To **remove** an assigned individual from their PEL, simply follow the same process, except after you select their name from the PEL list you will click on **Remove** rather than Add. Then **Ok**, and **SAVE**.

# 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. **If your agency does not use additional Evaluation Expectations, this area does not apply.**

## Create a New Expectation

1. Click on **Create/Maintain Evaluation Expectations** from the Administrative Functions 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 **Exit** from the top menu bar to return to the Administrative Functions Menu.




## Delete an Existing Expectation

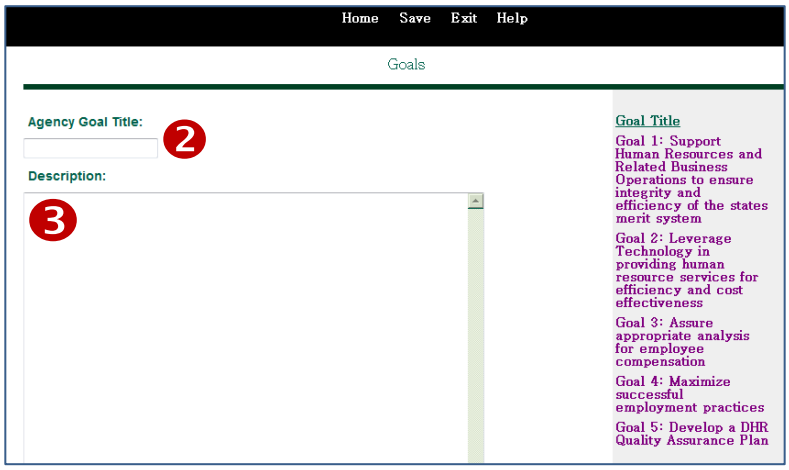
9. To **DELETE** an expectation, simply select the **Expectation Title** you wish to delete.
10. Click **Delete** at the top of the screen on the menu bar.

# Create/Maintain Goals

This function will allow the system administrator to incorporate the agency's strategic plan goals and description of goals into the employee's evaluation. The intent of this component is to ensure goal alignment from the agency's overall goals to the contributor level. The system admin may add, delete, or modify agency goals and descriptions.

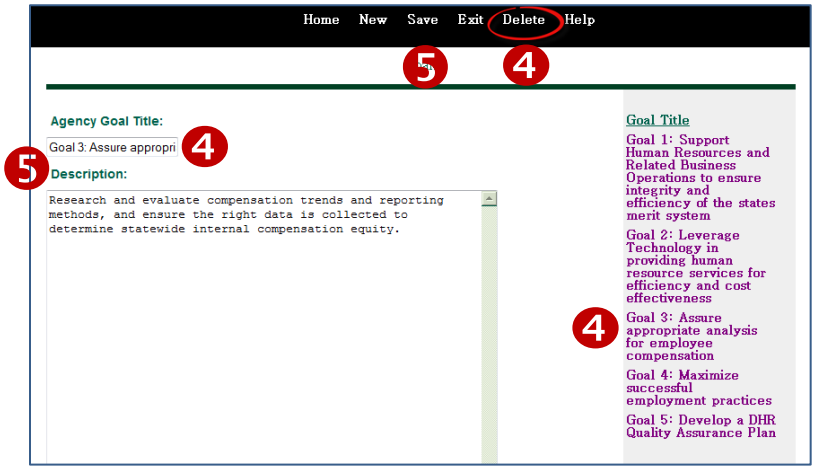
## Creating a New Goal

1. Click on **Create/Maintain Goals** from the **Administrative Functions 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 **Objective** 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.



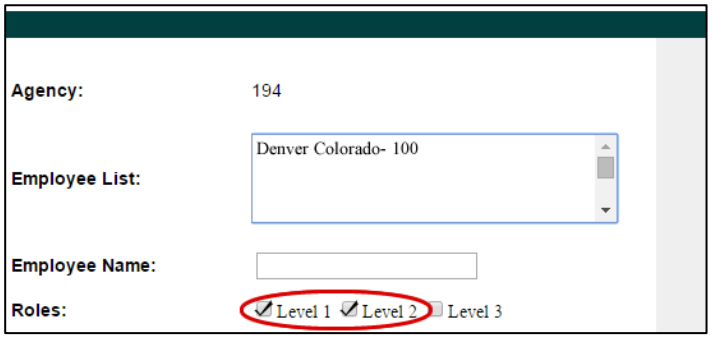

## Deleting an Existing Goal

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**
   c. Click **OK** in the pop-up box confirming deletion
5. **To Modify an existing goal:**
   a. Click on the **goa**l to be modified.
   b. Make changes needed to the title or description.
   c. Click **Save**.



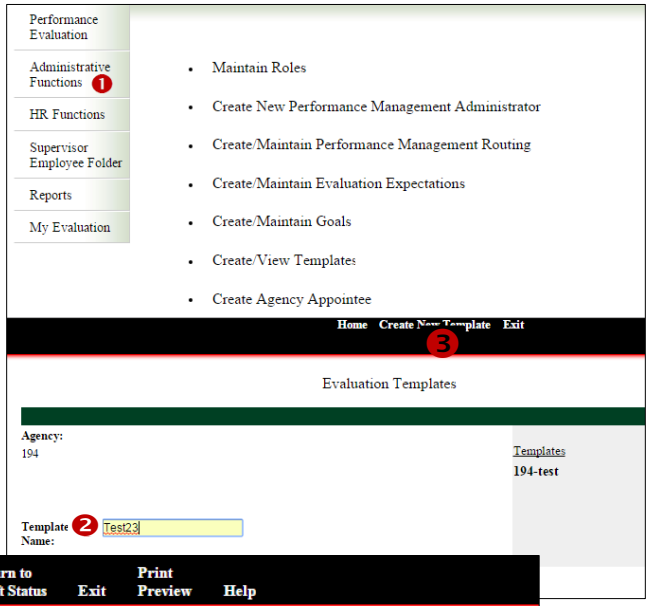

**NOTE:** If you want to be able to add general goals, not specific to your strategic plan, you may add a Goal with a description of "general", then the supervisor would be able to add specifics when they select the "general" goal option in the employee's evaluation.

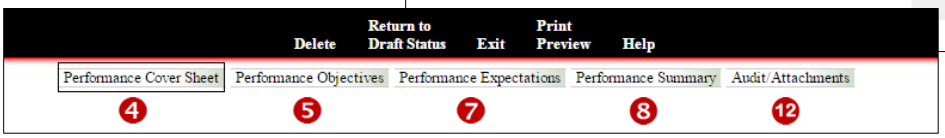
# Create/View Templates

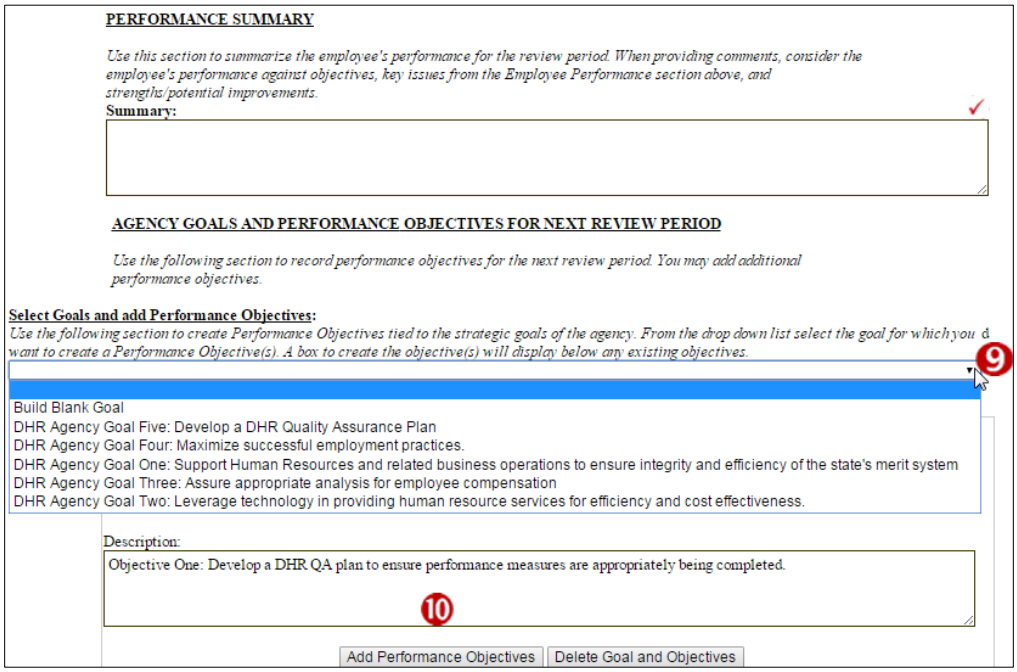



Users with level 1 and 2 access will now have the ability to create job templates for specific positions within your agency. For example, a job template could be created for all Customer Service Representatives (CSR) at your agency, or within a specific unit, that would feature the same key responsibilities, performance objectives, and/or performance expectations.

1. Select **Administrative Functions** and click on **Create/View Templates**
2. Fill in **Template Name** (Position Name)
3. Click **Create New Template**
4. Select **Performance Cover Sheet Tab**
   a. Note: You will not need to add any information to the performance cover sheet. The supervisors will complete this information at evaluation time
5. Select **Performance Objectives Tab**. Type in or copy/paste the position's **Key Responsibilities.** Spell check. Then **Save**
6. Add **Prior Year Performance Objective**. For the template, this will probably not need to be filled in at this point. Next evaluation period it will auto-populate.
7. Select **Performance Expectations Tab**. In this area, you can add specific functions or tasks under the rating levels for each expectation. Spell check. Then **Save**.
8. Select **Performance Summary**. This area will be blank. The supervisor will fill in when completing the evaluation.
9. Click on the **Goals and Objectives Drop Down Menu Arrow**. The Goals and objectives for the agency's strategic plan should already be entered in order to tie the objective into the employee's work.
10. Select a **Goal**, then enter the details of the function or task



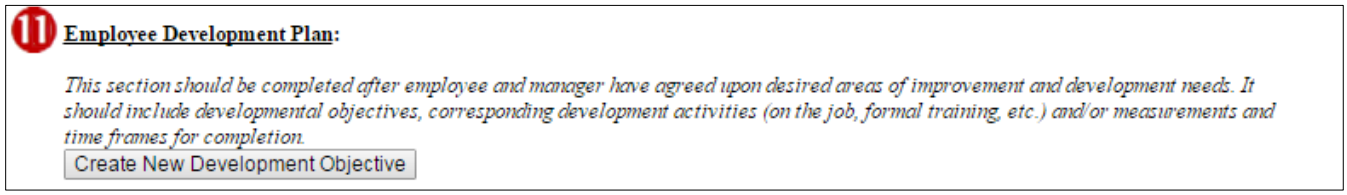



to be accomplished the next evaluation period. Then click **Add Performance Objectives**.

a. Note: The supervisor should still be able to enter additional goals and objectives if needed. The Status Update Boxes allow a supervisor to document the employee's progress throughout the year.

11. Scroll down to **Developmental Objectives**.

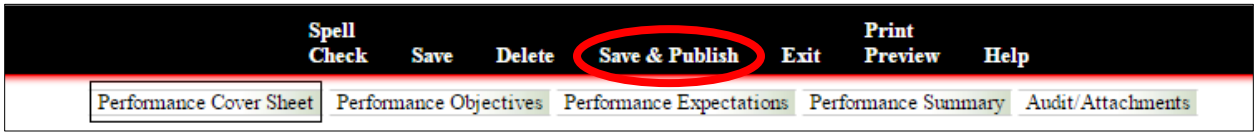
a. Note: This area identifies regular training for a specific position. If there is no required annual training, the supervisor can use this area to document training needs.




12. Select **Audit/Attachments**

a. Note: This area will allow you to attach any required documents; however, the supervisor can still attach other documents. This area also tracks who has accessed the document.

13. Once completed, **Save** & **Publish** the job template. The template will then be available in the supervisor's PEL.



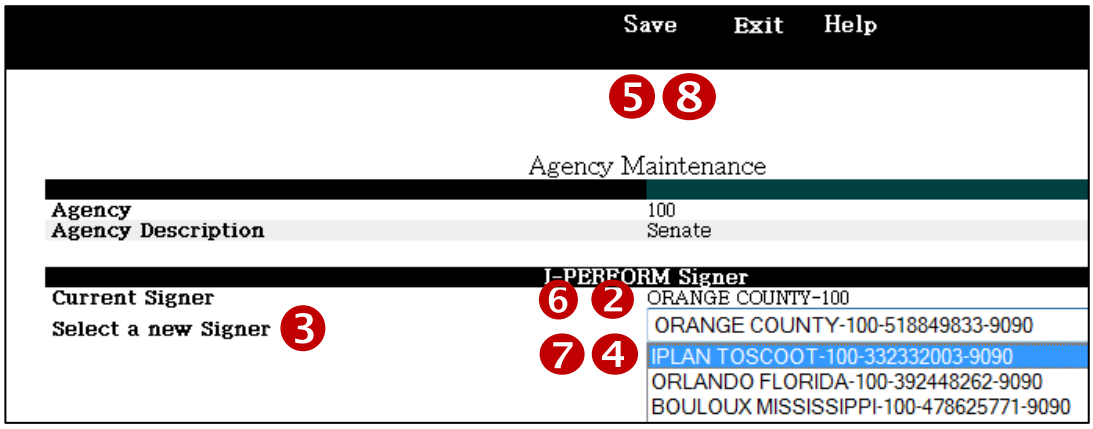

## Editing a Template

1. Select **Administrative Functions**
2. Click on **Create/View Templates** and select the **template** you need to modify
3. Click on **Return to Draft Status**. This will send you back to the template main menu, select the **Template** you want to edit again.
4. Make any necessary changes, and then click on **Save & Publish**

# Create an Agency Appointee

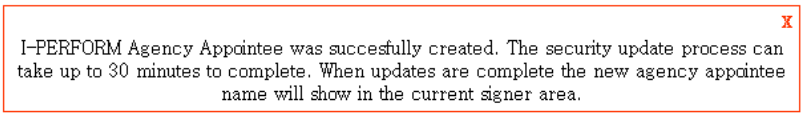
This function allows the system administrator to identify the person in the agency that has appointed authority as the final approver on every employee evaluation in the agency. This is an option, not a requirement.

- 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.




## Creating an Appointee

1. Click on **Create Agency Appointee** from the Administrative Functions 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.




## 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.

# Troubleshooting

## TROUBLESHOOTING CONTENTS

Copy and Paste into I-PERFORM

IE Compatibility Mode

Showing Script Errors

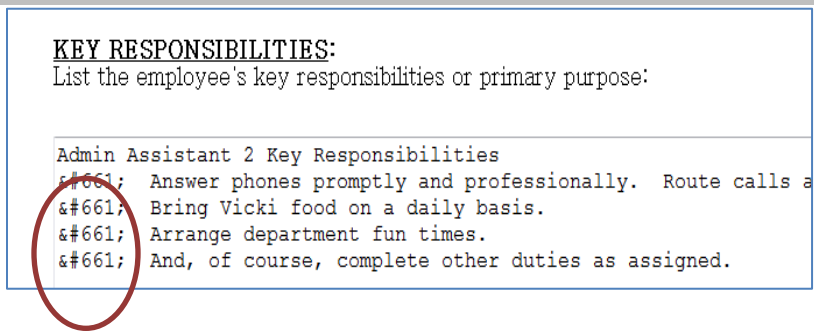
Issues and Solutions

# Topic: 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:

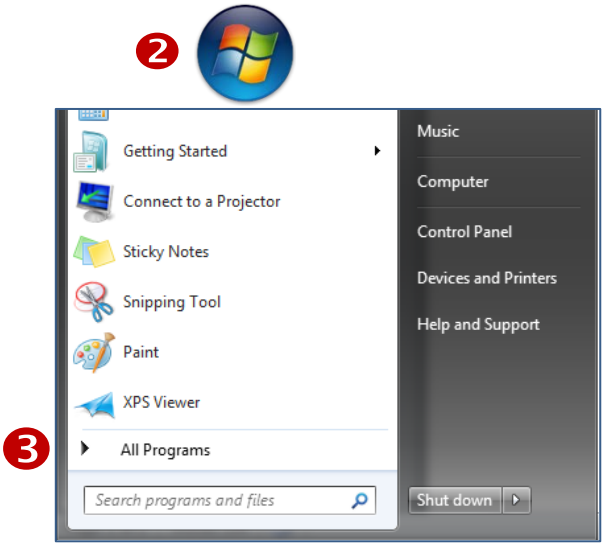
When copying and pasting directly into I-PERFORM you may see interesting characters where you did not see them before.




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.

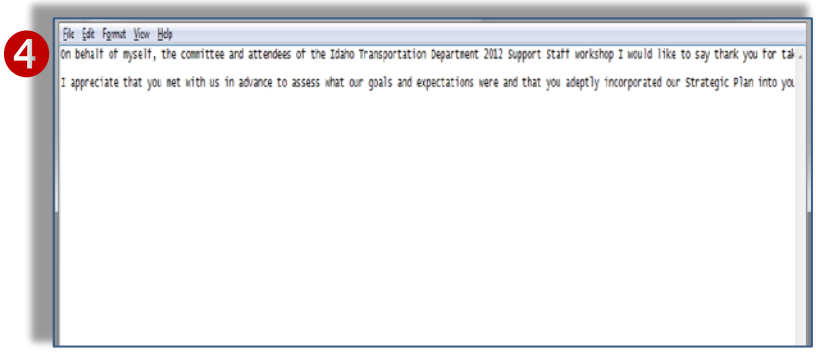
## How To:

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.**

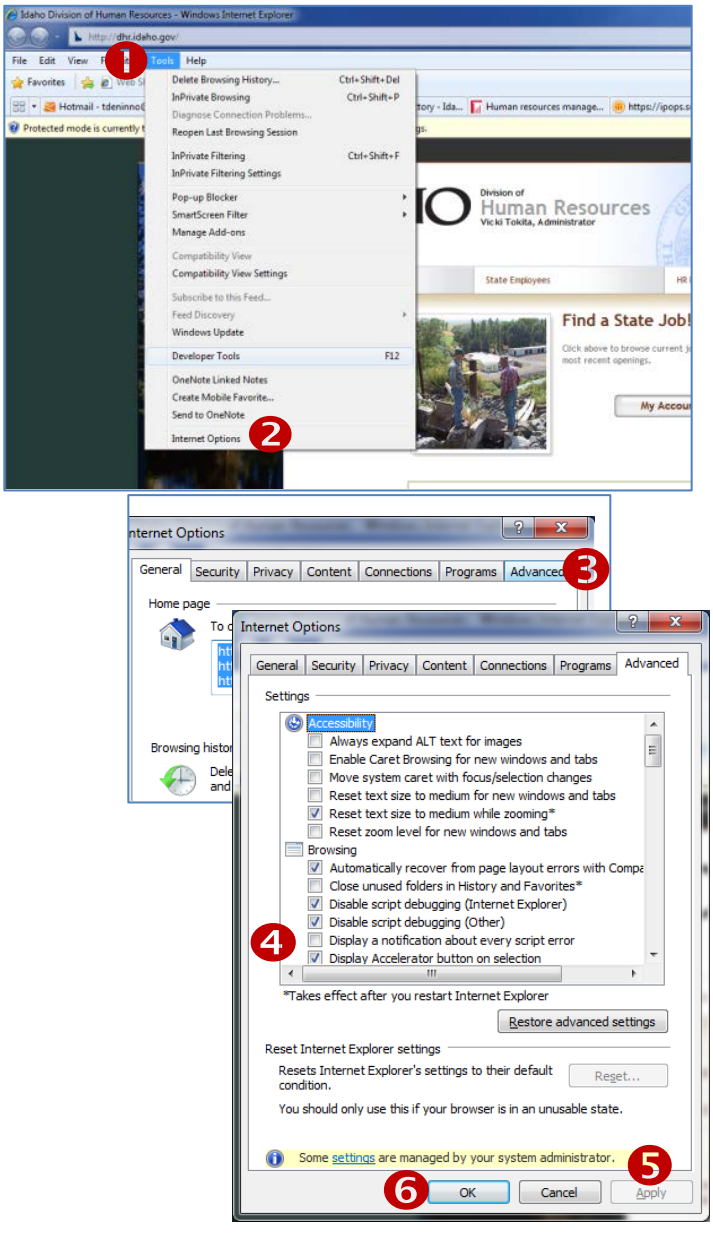
4. A new window will open, allowing you to now paste the information you copied into the open field. You will notice the lack of formatting available.
5. Now that the formatting is erased, you can again copy and paste it into I-PERFORM without carrying “junk” with it.



# Allowing/Showing Error Pop-Ups

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

To change settings to allow the errors:
Sign into Internet Explorer. Select Tools from the Menu Bar.




1. Click on Internet Options.
2. Click on the Advanced tab.
3. Click within the box labeled Display a notification about every script error.
4. Click Apply.
5. Click OK.

# 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 | Essential 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. |
| PELs | Personnel Employee Location; |
| 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). |
| Strategic Plan | A document that outlines the long range goals of an agency in support of achieving its mission and vision. |