

State Personnel Administration

Frequently Asked Questions

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HR Administrator FAQs e-Performance System (EPS)

- EPS Q1** Will all of the agencies be able to generate evaluations at the same time? *Yes. All agencies will be able to generate documents at the same time..*
- EPS Q2** Will the approval process require handwritten signatures? *No. The ePerformance system allows for all approving parties to approve each phase of the process electronically.*
- EPS Q3** Will the system automatically transfer information from the annual performance evaluation into the mid-year and/or next year evaluation? *No. The information will need to be transferred by copying and pasting from one document to another.*
- EPS Q4** Who does the manager or employee call regarding questions with the ePerformance process or system? *The HR administrator within your agency is your point of contact with questions related to the ePerformance process and system.*
- EPS Q5** If the HR Administrator has a question regarding the ePerformance process, who does s/he call? *The HR Administrator should call or e-mail the Talent Management group.*
- EPS Q6** If the HR Administrator has a problem with a screen that turns blue, who does s/he call? *This could be an internal IT problem so call your internal IT support group.*
- EPS Q7** What is the recommended date that the HR Administrator should start generating the annual evaluation document? *SPA recommends that this activity should start in May so that Managers will be ready in June to begin the planning process.*
- EPS Q8** When should the employee start the self-evaluation process for the mid-year review? *The recommended start day is December 1st and finished no later than December 15th.*
- EPS Q9** When is the annual planning document final approval process due? *The recommended completion date is July 31st.*

HR Administrator FAQs e-Performance System (EPS)

EPS Q10 When should the mid-year review document final approval process be completed?
January 21st.

EPS Q11 What type of training will be provided to the employees? *Employees will have access to a Webcast that will give them an overview of the process and navigation of the ePerformance system.*

EPS Q12 Does the manager have to complete each step of the approval & review process for the evaluation to be completed? *Yes. The manager has to follow each assigned step.*

EPS Q13 Will the HR Administrators, managers and employees have user manuals? *Yes.*

EPS Q14 What is the expected turnaround time to receive help from the help desk?
24 business hours

EPS Q15 Will there be PeopleSoft training for HR Administrators? *SPA will provide ongoing training specifically for HR Administrators on a monthly basis.*

EPS Q16 Who does the HR Administrator call for a technical problem with the PeopleSoft application? *Please call the State Accounting Office (SAO).*

Performance Management Program (PMP) FAQ's

PMP Q1 Why is Performance Management Important in the state of Georgia?

- The Georgia PMP is a systematic, integrated approach that drives individual and organizational performance
- Promotes and supports the Governor's vision for Georgia being the "Best Managed State" by providing a uniform PMP approach enterprise-wide
- Translates organizational goals to individual performance expectations
- Links an employee's performance expectations to the mission, vision, and goals of the agency and the State
- Articulates WHAT an employee needs to accomplish and HOW to accomplish these objectives

PMP Q2 What are the components of the Performance Management Program?

Performance Planning/Goal Setting – describe fully successful performance

Performance Execution – do the job, achieve goals, get results

Coaching and Development – on-going

Performance Assessment – evaluate performance, strengths and Weaknesses

Performance Review – document and discuss performance assessment

Performance Reward – Monetary or non-monetary

<http://www.spa.ga.gov/employees/eperformance.asp>

PMP Q3 What are the key changes to the Performance Management Program?

- Focus on goals and competencies
- Statewide Core competencies
- Statewide Leadership competencies
- Goals linked to agency goals (cascaded)
- Five Point Rating Scale
- Employee self-evaluation
- Software integrates with other functions
- Better technology
- Employee access to PMF

Performance Management Program (PMP) FAQ's

PMP Q4 When will the Performance Management program be implemented?

The Performance Management program will be rolled out in two phases. In July of 2008, nine Phase I agencies will implement the new performance management program in PeopleSoft. In July of 2009, the new program and system will be rolled out to the remaining state agencies.

PMP Q5 Which state agencies are involved in the Phase I pilot and implementation?

State Accounting Office
Department of Economic Development
Georgia Bureau of Investigation
Department of Revenue
Department of Corrections
Department of Human Resources HR Department
Department of Administrative Services
Department of Transportation
State Personnel Administration

PMP Q6 Will all state agencies be required to implement the new Performance Management Program?

Yes, the state performance management program is applicable to all employees of executive branch agencies. (OCGA 45-21-1 and SPB13.300).

PMP Q7 Will the performance management cycle dates change?

No. The annual process will begin on July 1st and end on June 30th. The annual performance cycle will continue to run on the state fiscal year.

PMP Q8 When should I receive a new performance plan?

A new plan should be established at the beginning of each performance plan year (July 1st). In addition, an employee should receive a performance plan within 45 days of entering into a new job (i.e., new hire, promotion, demotion etc.). SPB Reference 13.302.1 and 13.302.2

PMP Q9 Will employees receive a midpoint review?

Yes, Supervisors should meet with each subordinate employee to discuss the employee's performance to date at least once during each performance period. A performance plan may be modified at any time during a performance period and should be modified when new or different responsibilities and/or expectations are added to a position. (SPB 13.303)

Performance Management Program (PMP) FAQ's

PMP Q10 What are the elements of the Individual Performance Plan (IPP)

- Statewide Core Competencies
- Individual Goals and Competencies
- Job Responsibilities
- Individual Development Plan

PMP Q11 What is a Individual Development Plan (IDP)?

An IDP is a common tool that can be used in conjunction with the performance management program to help guide discussions about development in the context of employee's career goals. They are action plans created by the manager and employee to identify goals, activities, projects, classes, assignments, and other activities.

- Focuses on: Development in current role; Expanding skill set and knowledge areas; Preparing for future roles
- The IDP is not rated

PMP Q12 What is a competency?

Competencies are attributes, knowledge, skills, abilities that contribute to successful performance.

- Behavioral Competency: Employee behaviors, knowledge, skills, abilities, and other characteristics that contribute to individual success in the organization. (e.g., teamwork and cooperation, communication, etc.)
- Technical Competency: Job Specific knowledge, skills, and abilities necessary for successful performance on the job. (e.g., knowledge of accounting principles, knowledge of human resource law and practice)

PMP Q13 Will I be evaluated on competencies?

Yes. As part of the performance management program all employees will be evaluated on Core behavioral competencies. All managers and supervisors will be evaluated on the Leadership competencies.

Core: Customer Service, Teamwork and Cooperation, Results Orientation, Accountability, Judgment and Decision Making.

Leadership: Talent Management and Transformers of Government

Performance Management Program (PMP) FAQ's

PMP Q14 Which sections of the Individual Performance Plan (IPP) will I be rated on?

1. Statewide Core Competencies
2. Individual Goals and Competencies
3. Job Responsibilities

PMP Q15 Do I have to input data into the Performance Document?

Statewide Core Competencies and Job responsibilities will automatically be pre-populated. Managers will have to input Goals and Competencies.

PMP Q16 How is each section weighted?

- Section 1: Statewide Core Competencies
 - Minimum (default) weight = 25%
 - Can be weighted up to 100%
- Section 2: Individual goals and competencies
 - Default = 50%
 - Can be weighted from 0% to 75%
- Section 3: Job responsibilities
 - Default = 25%
 - Can be weighted from 0% to 75%
- The sum of all sections must = 100%

PMP Q 17 Who determines the weighting and when?

The minimum weighting for Core Competencies must be 25%.

Goals/Competencies and Responsibility ratings are at the discretion of each agency.

Performance Management Program (PMP) FAQ's

PMP Q18 What scale will I be evaluated on? **Note: Revise SPB 13.304.1 to reflect new scale.**



The State will use a 5-point scale for evaluating performance

LABEL	DESCRIPTION
Exceptional Performer	Employee exceeded all performance expectations. Employee was an exceptional contributor to the success of his/her department and the State of Georgia. He/she demonstrated role model behaviors. (Tier 5)
Successful Performer - Plus	Employee met all and exceeded most of the established performance expectations. (Tier 4)
Successful Performer	Employee met all performance expectations and may have exceeded some. Employee was a solid contributor to the success of his/her department and the State of Georgia. (Tier 3)
Successful Performer - Minus	Employee met most, but failed to meet some performance expectations. Employee needs to further improve in one or more areas of expected job results or behavioral competencies. (Tier 2)
Unsatisfactory Performer	Employee did not meet all or most of the established performance expectations. Employee needs significant improvement in critical areas of expected job results or behavioral competencies. (Tier 1)
Not Rated	New hire or transfer within five months of end of performance period

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PMP Q19 Will I be eligible for an increase based on my performance evaluation rating?

Yes, employees who meet or succeed performance expectations are eligible to receive a performance based increase as funded in the FY budget.

SPB PAR. 17.401.1. OCGA 45-21(3)

PMP Q20 What if I receive a summary rating of “Unsatisfactory Performer”?

Employees with questions regarding performance evaluation reviews should contact the HR Office of the Hiring Authority. (SPB 13.304.3)

PMP Q21 Who is the designated review official for my agency?

Employees with questions regarding performance evaluation reviews should contact the HR Office of the Hiring Authority. (SPB 13.305.1)

Job Redesign (JRD) FAQ's

JRD Q1: What is the purpose of the new job system?

The purpose of the new job system is to update and streamline the state's classification structure, reduce the number of duplicate and redundant jobs, and make job descriptions more consistent with industry standards.

JRD Q2: Who does the new job system affect?

The new job system affects all State of Georgia employees on the statewide salary plan.

JRD Q3: How does it affect me?

You will see a change in your state classified job title and job description. You will not see a change in your pay. Agencies may continue to use "working" titles for business reasons if they so choose.

JRD Q4: When will the new job system be implemented?

The new job system will be implemented June 1, 2008.

JRD Q5: What is the new job system comprised of?

The new job system is comprised of job descriptions specifically designed to enhance employee performance, training, employee development and advancement.

JRD Q6: How were the new job descriptions developed?

The new job descriptions were developed by the State Personnel Administration and individual state agency Human Resource Personnel in group sessions.

JRD Q7: What does the new job descriptions include?

The new job descriptions include three components: entry qualifications, technical competencies and career development criteria.

JRD Q8: What are entry qualifications?

Entry qualifications are the legal minimum education and/or experience needed upon entry to a job.

JRD Q9: What are technical competencies?

Technical competencies are the specific knowledge, skills, and abilities necessary for successful performance on the job. They are acquired through previous job related experience as well as can be developed with on the job training.

JRD Q10: What are career development criteria?

Career development criteria are job related training, coursework and/or certifications achieved to promote professional growth in state government.