# Using Profile Management to Feed ePerformance – Performance Reviews are FUN for Everyone But HR



Session #26277 March 23, 2009



Anaheim, California



#### Your Presenter

- Leslie Fennell
   Florida State University, ERP Analyst
  - 6 years PeopleSoft HCM
  - 12 years HR/Payroll/Reporting
  - 11 years University Budgeting and Accounting



### Florida State University

...is a premier, comprehensive, graduate research university, with both law and medical schools.



- > Over 39,000 students
- > Over 14,000 employees
- Over 13,000 biweekly paychecks
- > Over \$18 million in biweekly payroll



#### Where we are...



Located in Tallahassee, Florida, the state capitol; 20 miles south of the Georgia state line and less than 70 miles from the beach.



#### FSU and Oracle

- Financials 8.9 (upgrading to 9.0 in April 2009)
- HCM 9.0
- Enterprise Portal
- Enterprise Performance Management (Data Warehouse)
  - Live on FIN 8.4 in July, 2004; upgraded to FIN 8.9 November, 2006
  - Live on HR 8.8 in December, 2004; upgraded to HCM 8.9 in April, 2006; upgraded to 9.0 September 2008



#### Overview

FSU is using job code competencies (KSA's) and position duties and responsibilities from the position profiles in the Profile Management module to feed the individual performance documents for each non-faculty employee in ePerformance. This results in reviews that are more closely aligned with position descriptions and helps ensure that those items are kept up to date. It also allows HR to define behavioral expectations for all employees.



### Did You Know?

March is.....

## National Performance Review Month



### Agenda/Contents

- Set Up Building Blocks
  - Profile Management
  - ePerformance
- Our ePerformance Task Force
- HR Home Team Set Up and Prep Work
  - Update Position Descriptions with essential functions
  - Assign proficiency levels to competencies (job codes are all at 'basic')



#### Our Building Blocks – Set Up

- Profile Management Piece
  - Content Types for ePerformance
    - FSU Behavioral Expectations
    - Competencies
    - Responsibilities
    - Goals and Objectives
      - Evaluate for Current Year
      - Establish Goals and Objectives for Next Year
  - Content Items for ePerformance



#### Our Building Blocks – Set Up

- Profile Management Piece, (cont'd)
  - Rating Models
  - Profile Types
    - Job code (delivered ROLE)
    - Position (delivered JOB)
    - Person
  - Profile Identity Options link a profile to a "something"
  - Instance Qualifiers did the evaluation come from employee (self) or manager?



#### Our Building Blocks – Set Up

- ePerformance Piece
  - Section Definitions
  - Document Roles
  - Document Types
  - Template Definition
  - Clone Template Definition
  - Language Checker



#### How We Got Here...

- Summer of 2007
  - Established an Evaluation Task Force
  - Picked a Pilot Group (50) to establish new criteria
  - Realized Position Descriptions needed lots of updating
- Decided to wait for 9.0 ePerformance
- Summer 2008 Pilot Group was evaluated on paper using the new criteria



#### Coming This Summer...

- Original 50 will be done totally in ePerfomance August 2009
- Wave 2 (170+) will be introduced to the new process
  - Traditional Paper Evaluation for 2008-09
  - Review FSU Behavioral Expectations
  - Review responsibilities, competencies and competency levels
  - Establish goals for 2009-10



### Task Force Criteria

	Framework Components	Criteria Addressed
	Universal Behavioral Expectations: Value based behavioral competencies expected of everyone at FSU	<ul> <li>Clear expectations of FSU values</li> <li>Accountability for behaviors</li> <li>Chance to adjust, correct, and prevent behavior that doesn't align with FSU values</li> </ul>
•	Position Duties: Essential Functions of the Job as described in Position Description	<ul> <li>Performance evaluation is aligned with Position Description</li> <li>Clear expectations of Job Duties</li> <li>Assuring Job Duties are up-to-date</li> </ul>
	Competencies: Essential technical, behavioral, and conceptual skills, ability and experience needed to effectively perform position duties at the desired level	<ul> <li>Identifies work skills that must be maintaine</li> <li>Chance to adjust skills for technical or knowledge change for job performed</li> <li>Identifies individuals with advanced skills or those who need improvement</li> </ul>
	<ul> <li>Goals and Objectives (Business &amp; Career):</li> <li>Business: Goal expectations for the upcoming year based on projects, program outcomes, strategic plans, initiatives</li> <li>Career: Progress on career development</li> </ul>	<ul> <li>Identifies major tasks that contribute to organizational/career success</li> <li>Identifies major accomplishments towards the tasks mentioned above</li> <li>Can be used to support reward for the employee</li> </ul>



#### Task Force Criteria (Continued)

#### **Usability/Reporting**

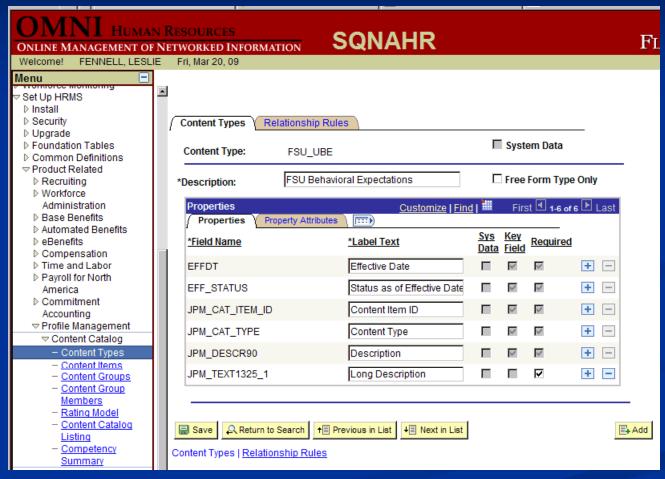
- Responsibilities and duties and competencies loaded automatically
- Goals and Objectives accessible to employee
- Reduction in preparing for a performance evaluation
- Ease of use
- Definitions provided
- Reporting ensures data integrity

#### Criteria addressed

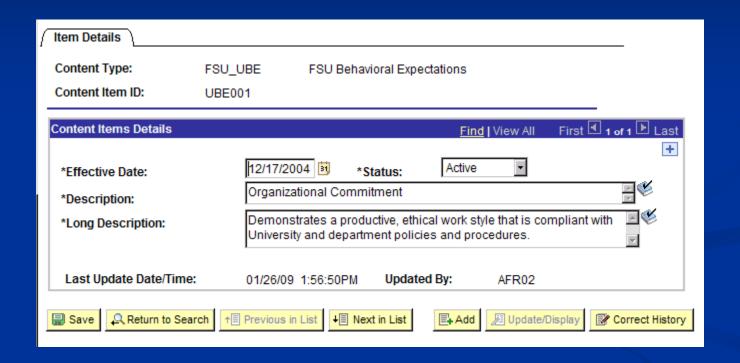
- Auto loaded from position profile
- Upcoming goals are stored in person profile (accessible to employee) and automatically uploaded to following year's performance evaluation
- Saves time in pulling materials (position description, evaluation form etc.)
- Intuitively designed-screen rolls downward with drop downs. Comment Box at the end of each section.
- Definitions are provided for scales
- Will help monitor the number of returns resulting in increased completion rates



### Create Content Type



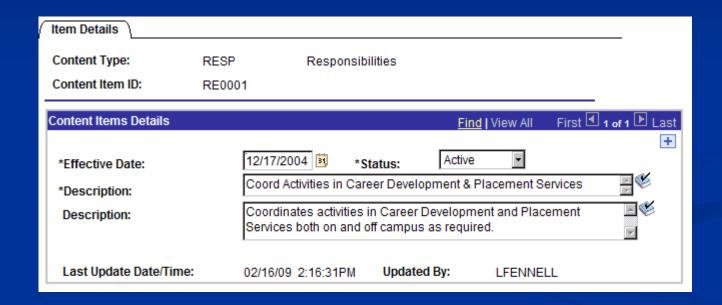










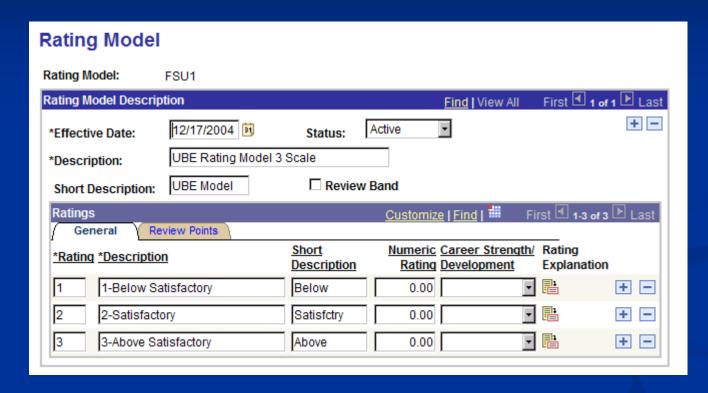




Item Details	
Content Type:	GOAL Goals and Objectives
Content Item ID:	G00001
Content Items Details	<u>Find</u>   View All First
*Effective Date:	01/01/2008 *Status: Active   Exceed state average job placement numbers
*Description:	
Long Description:	by placing at least 85% of all FSU graduates you assist in high
Measurement:	by placing at least 85% of all FSU graduates you assist in high paying jobs.
Last Update Date/Time:	03/11/09 4:02:48PM Updated By: LFENNELL



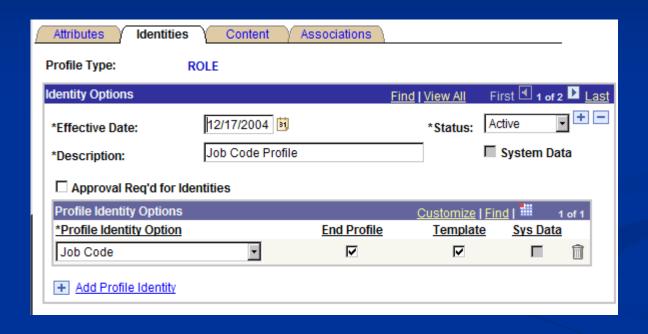
### **Create Rating Models**





Attributes Identities	Content Associations			
Profile Type:	ROLE			
Profile Type Attributes	<u>Find</u>	<u>View All</u>	First 1 of 2	<u>Last</u>
*Effective Date:	12/17/2004	*Status:	Active	+ -
*Description:	Job Code Profile		System Data	
Summary:	Adding a row to delivered role profile for Setup in this way to support integration v JOB profile for Position Profile.			×
Transaction Name:		Q		
Definition ID:		Q		
Profile Type Usage:	Non-Person			







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		-	
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C Compliance Requireme	<u>ents</u>	Summary	20
C Pay Additive Eligibility		Summary	30
+ Add Content Section	+ Add Sub-section		
Summary	<u>Qualifications</u>		



Profile Type			
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JPM_CAT_ITEM_ID	Summary	Catalog	
EFFDT	Effective Date	Catalog	
EFF_STATUS	Status as of Effective Date	Catalog	
JPM_CAT_TYPE	Content Type	Catalog	_
JPM_TEXT1325_1 <b>▼</b>	Description	Profile	Î
+ Add Property			
Security			
*Role		Allow Update	
Administrator	v	V	Î
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Attributes Identities	Content Associations	
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*Tab Name: Qualifications  *Tab Order: 20		Add Tab  Delete Tab  View All Sections
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C Education/Experience		Qualifications 10 🗎
C <u>Degrees</u>		Qualifications 20 î
C Licenses & Certification	<u>s</u>	Qualifications 30
C Tests/Examinations		Qualifications 40 🗊
C Competencies		Qualifications 50
C <u>Memberships</u>		☐ Qualifications
+ Add Content Section	+ Add Sub-section	
Summary	Qualifications	







Attributes Identities	Content Associations		
Profile Type:	JOB		
Profile Type Attributes	<u>Find</u>	View All	First 1 of 2 Last
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*Description:	Position Profile		System Data
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Transaction Name:		Q	
Definition ID:		Q	
Profile Type Usage:	Non-Person		







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C Compliance Requirements		Summary	20
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+ Add Content Section +	Add Sub-section		
Summary <u>Responsibilities</u>	Competencies	Qualifications	TEST - GO



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*Tab Order: 20			View All Sections
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<u>Summary</u> Responsibil	ities <u>Competenci</u>	es Qualifications	TEST - GO



Attributes   Identities	Content Association	s	
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Summary Responsibility	ties Competencies	Qualifications	TEST - GO



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EFFDT	Effective Date	Catalog	_
EFF_STATUS	Status	Catalog	_
JPM_CAT_TYPE	Content Type	Catalog	_
RATING_MODEL	Rating Model	Catalog	_
JPM_RATING1 ▼	Proficiency Lvl	Profile	î
JPM_TEXT1325_1	Description	Catalog	_
LASTUPDDTTM	Last Update Date/Time	Profile	î
LASTUPDOPRID	Last Update OprID	Profile	Î
JPM_SOURCE_ID2	Source Profile	Profile	î
JPM_WF_STATUS	Workflow Status	Profile	Î
+ Add Property			



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*Effective Date:	12/16/2004	*Status: Active	e • • -		
*Description:	Position Profile	□ Sy	stem Data		
		Reorg	der Content		
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*Tab Name: TEST - GO  *Tab Order: 50		Add Ta	Delete Tab  View All Sections		
Content Sections		Find   <b>##</b> Firs			
Section Name	Parent Section Name	Required *Move To Tab	Order		
C Goals and Objectives		☐ TEST - GO	10		
+ Add Content Section	+ Add Sub-section				
Summary Responsibilit	ies <u>Competencies</u>	<u>Qualifications</u>	TEST - GO		



Profile Type			
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Properties Property Att			
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EFFDT	Effective Date	Catalog	_
EFF_STATUS	Status	Catalog	
JPM_CAT_TYPE	Content Type	Catalog	_
JPM_DATE_1 ▼	Due Date	Profile	â
JPM_TEXT1325_1	Description	Catalog	
JPM_TEXT1325_2	Measurement	Catalog	
+ Add Property			
Security			
*Role		Allow Update	
Administrator	v	哮	Î
Manager	•	V	î
+ Add Role			



#### Position Profile





#### ePerformance Section Defns

Section Type: FSU UBE	
Section Definition Detail	<u>Find</u>   View All First
Effective Date: 12/17/20	04 *Status: Active + -
*Description: FSU Beh	avioral Expectations
Section	
✓ Rate	Calculation Method: Average
☐ Preliminary Rating	Rating Model: FSU1 Q
□ Weight	Minimum Weight: 0 Weight: 0
	*Special Processing: None
Items	
☑ Enable Items	Prompt Table: EP_J_CAT_ITEM_I Q
☐ Free-Form Allowed	Content Type: FSU Behavioral Expectations
✓ Rate	☐ Target Rating
✓ Use Section Rating Mo	del 🗆 Add Items - Establish Criteria
□ Weight	Minimum Weight
✓ Mandatory	☐ Critical
Description	□ Measures
☐ Due Date	Reminder Date
☐ Supports	Link:
Ownership	☐ Status
☐ Percentage Completed	1
Sub-Items	
☐ Enable Sub-Items	Prompt Table:
Free-Form Allowed	Content Type:
☐ Description	
Profile Management	
☐ Initialize from Profile	Profile Type:



## ePerformance Document Type

<b>Document Types</b>			
Document Type:	A&P PERF		
Document Type Detail		Find   View All	First 1 of 1 Last
Effective Date:	01/01/2009	*Status: Active	+ -
*Description:	A&P Performace Eva	aluation	
Short Description:	A&P PERF	☐ Official Revie	ew
*Document Usage:	Performance	•	
Initiate Process:	☐ Employee	✓ Manager	
	Employee can Se	elect Manager	
Clone Existing Document:	Employee	✓ Manager	
Template Source:	• User Specified		
	C Profile Managen	nent	
Profile Type:		v	
Default Template:			
Definition ID:	ManagerOnly		Q



Template Definition					
Find an Existing Value Add a New Value					
Document Type:	A&P PERF Q				
Document Template ID:					
Effective Date:	01012009				
Add					



General Process	Structure	Content		_		
Document Type: ANPPERF ANP Performance Evaluation  Template ID: ANPPERF Effective Date: 01/01/2009						
*Description: ANP Performance Evaluation  *Status: Active   Official Review  Establish Criteria						
	ate Participa	ants				
Participation						
Employee		45	After Period End Date	+ -		
Manager	M	30	After Period End Date	+ -		

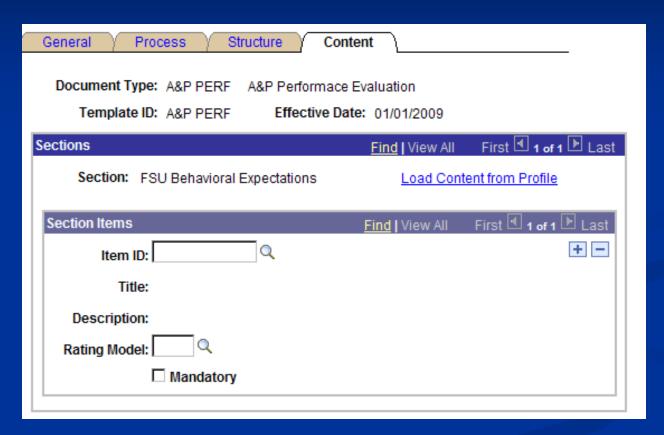


General Process Structure Content
Document Type: A&P PERF A&P Performace Evaluation  Template ID: A&P PERF Effective Date: 01/01/2009
Manager Evaluation
*Review Process: No Approval, EE Review Held
Definition ID:
View Average Rating: ☐ Manager ☐ Employee
Cancel Outstanding Evaluations
Evaluation Rules
*Rounding Rule: Standard Decimal Places: 0
☐ Calculate Ratings *Map Method: Nearest ▼
✓ Language Checker



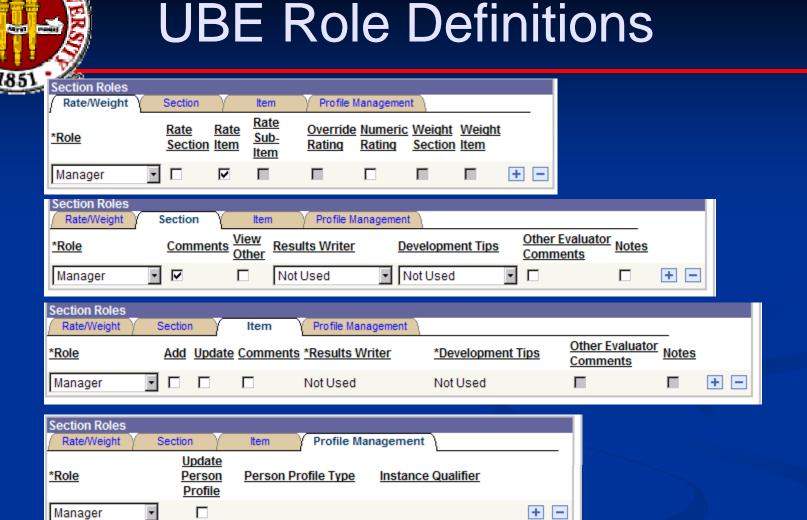
Document Type: A&P PE	RF A&P Performace Evaluation
Template ID: A&P PE	ERF Effective Date: 01/01/2009
Sections	<u>Find</u>   View All First
*Section: FSU Behaviora	al Expectations *Display Order 10 + =
Section	
✓ Rate	Calculation Method: Average
☐ Preliminary Rating	Rating Model: FSU1 Q
☐ Weight	Minimum Weight: 0 Weight: 0
	*Special Processing: None
Items	
☑ Enable Items	Prompt Table: EP_J_CAT_ITEM_I Q
☐ Free-Form Allowed	Content Type: FSU Behavioral Expectations
✓ Rate	☐ Target Rating
✓ Use Section Rating Mo	del 🗆 Add Items - Establish Criteria
☐ Weight	☐ Minimum Weight
✓ Mandatory	☐ Critical
✓ Description	☐ Measures
☐ Due Date	☐ Reminder Date
☐ Supports	Link:
☐ Ownership	☐ Status
Percentage Completed	1
Sub-Items	
☐ Enable Sub-Items	Prompt Table:
Free-Form Allowed	Content Type:
☐ Description	
Profile Management	
☐ Initialize from Profile	Profile Type:
Section Roles	
Rate/Weight Section	Y Item Y Profile Management
*Role Rate Section	Rate Sub- Numeric Weight Weight Numeric Weight Weight Rating Rating Section Item
Manager 🔽 🗆	
Save Notify Refre	
neral   Process   Structure   C	ontent











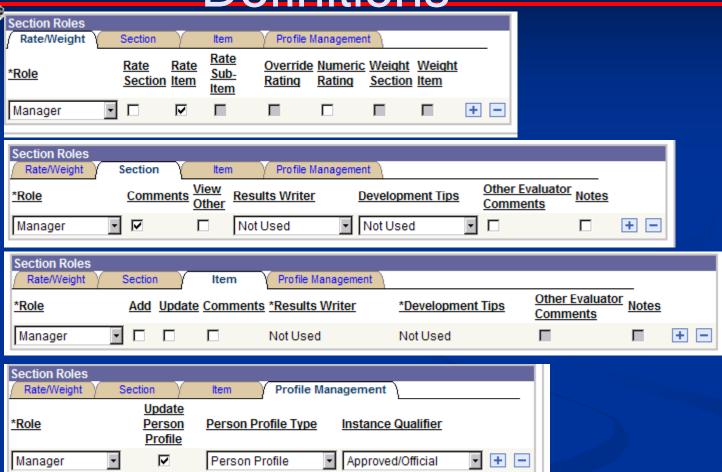


# Competency Section Definitions

Sections	<u>Find   View All</u> First	La
*Section: Competency		
Section	_	
<b>☑</b> Rate	Calculation Method: Average	
☐ Preliminary Rating	Rating Model: FSU3 Q	
☐ Weight	Minimum Weight: 0 Weight: 0	
	*Special Processing: None	
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✓ Rate	✓ Target Rating	
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☐ Weight	☐ Minimum Weight	
✓ Mandatory	☐ Critical	
✓ Description	☐ Measures	
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☑ Initialize from Profile	Profile Type: Position Profile	

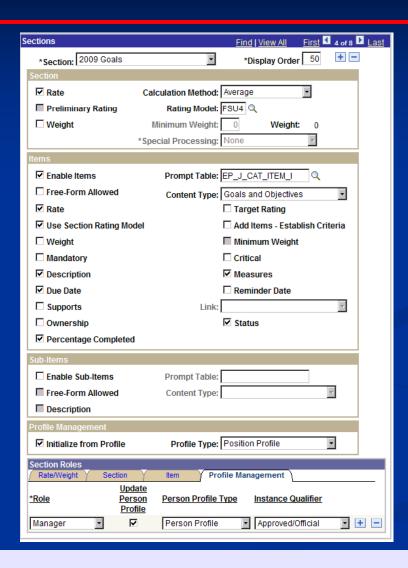
Competency Role Definitions

Atric Preside



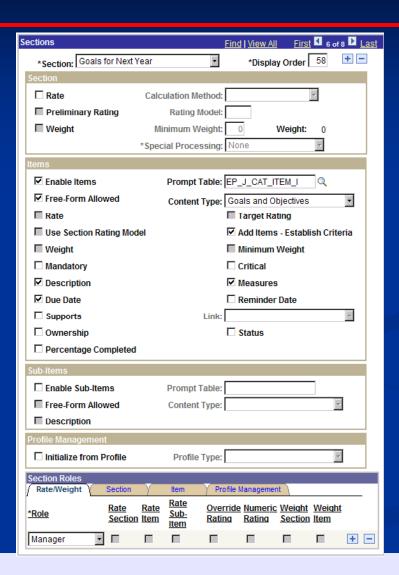


#### 2009 Goals Section



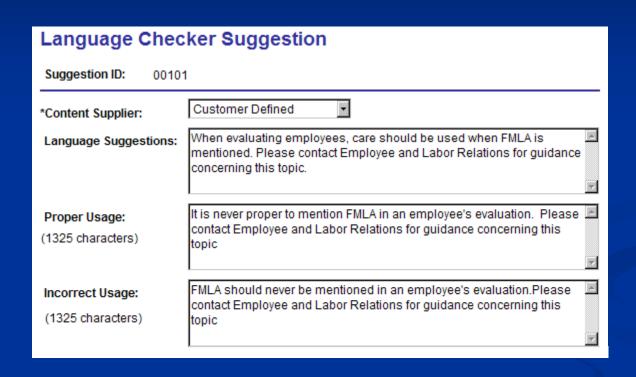


#### Goals for Next Year





#### Language Checker





## Language Checker

Language Checker Word						
Language Check ID: 00	Language Check ID: 00101					
*Content Supplier:	Customer Defined  00101  When evaluating employees, care should be used when FMLA is mentioned. Please contact Employee and Labor Relations for guidance concerning this topic.					



#### Job Code Profile

Non-perso	n Profile	
Profile:  *Profile Type:  *Description: Owner: Comments:	#Status: Active  ROLE	2009 1
Profile Usage: Profile Actions:	End / Final / Job .Select Action Go	124
Import/Syndicate	Qualifications	
+ Add New Edu	perience (Approval Not Required) ucation/Experience proval Not Required)	
	grees ertifications (Approval Not Required) enses & Certifications	
▶ Tests/Examin ★ Add New Test	ations (Approval Not Required) sts/Examinations	
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★ Add New Cor     Memberships     ★ Add New Mer	(Approval Not Required)	_

Qualifications

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Job Code	01/01/2008	Search	SHARE Q	9431	Apprentice Aff Coord	Student	Approved	Î
+ Add Profile Id	lentity							

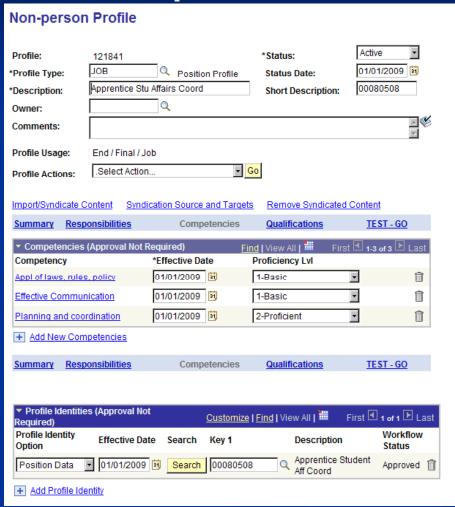


# Position Profile Responsibilities

Non-perso	n Profile			
Profile:  *Profile Type:  *Description: Owner:	Apprentice Stu Affa	Position Profile	*Status: Status Date: Short Description:	Active 01/01/2009 50 00080508
Comments:				
Profile Usage: Profile Actions:	End / Final / Job .Select Action	G		
Import/Syndicate	Content Syndication	on Source and Targets	Remove Syndicated	Content
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Responsibility		*Effective Date	% Time	e Allocation
Placement Serv	in Career Developme ices	01/01/2009 🖪	33	Î
Liaison with out placement	side employers for jo	01/01/2009	33	î
Coordinates sp	ecial events and job fa	o1/01/2009	34	Î
+ Add New Re	esponsibilities			
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# Position Profile Competencies





# Position Profile Current Year Goals

Non-persor	n Profile			
Profile: *Profile Type: *Description: Owner:	121841 JOB C Apprentice Stu Affa	irs Coord	*Status: Status Date: Short Description:	Active 01/01/2009 3
Comments:				
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Import/Syndicate C	Content Syndication	on Source and Targets	Remove Syndicated	Content
Summary Res	ponsibilities	Competencies	Qualifications	TEST - GO
▼ Goals and Obje Required) Goal/Objective	ectives (Approval No	ot <u>Fin</u>	d∥View All∥	t 1-2 of 2 Last
,	rage job placement r	numbers		â
Schedule 3 Confe	erence Presentations	<u> </u>		î
+ Add New Goa	Ils and Objectives			
Summary Res	<u>sponsibilities</u>	Competencies	Qualifications	TEST - GO
▼ Profile Identitie Required)	es (Approval Not	<u>Customize</u>	Find   View All   🛗 🔠	First 1 of 1 Last
Profile Identity Option	Effective Date	Search Key 1	Description	Workflow Status
Position Data	01/01/2009	Search 00080508	Apprentice St Aff Coord	udent Approved 🗐



#### By August 2009

Let's see an evaluation and why our managers want to be in Wave 2....



#### Questions?



#### Contacts

#### Leslie Fennell

- ERP Analyst for HR, Payroll, Commitment Accounting
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- Florida State University
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