



# North Carolina Department of Public Safety

## Human Resources

Pat McCrory, Governor  
Frank L. Perry, Secretary

Nancy Lipscomb, Director  
Human Resources

December 2, 2015

**ADMINISTRATIVE MEMORANDUM: 12-2015**

**TO:** DPS Division Directors and Section Heads

**FROM:** Nancy Lipscomb, Human Resources Director 

**SUBJECT:** NCVIP Phase I Work Plan and Phase II Interim Review

Beginning July 20, 2015, the Department has been launching the Performance Work Planning task in the NCVIP with the last group to launch December 1, 2015. Overall, it has been a very successful operation, but not entirely without issues though, most have been quickly resolved. We are now preparing for the next formal step in the process: the Interim Review.

**Phase I - Performance Plans**

Employees and managers should **not** change any of the goals or tasks. Errors should be reported to the PM Core Team member for your respective Division/ Section/Unit using DPS NCVIP Support Request Form. If changes are needed and authorized, the DPS Human Resources, Performance and Organizational Development Section staff will make the changes.

Do **not** launch any Performance Improvement Plans, Individual Development Plans, or Documented Coaching Sessions as management has decided not to use these features of NCVIP at this time. This will be revisited later in the 2015-2016 performance cycle and notification will be provided as additional system functionality is released and/or authorized for use.

The PM Core Team members will continue to assist with trouble-shooting problems and issues. Continue to use the DPS NCVIP Support Request Form to request assistance or resolve issues related to NCVIP. The form should be submitted to your PM Core Team member for review. PM Core Team members will review the form and if needed, submit the form to: [DPS\\_NCVIPHELP@ncdps.gov](mailto:DPS_NCVIPHELP@ncdps.gov). This protocol will remain in place as future tasks are launched in Phase II *Interim Feedback* and Phase III *Final Evaluation*. This form is also posted on the DPS Performance Management webpage: <http://www.ncdps.gov/Index2.cfm?a=000002,001545,001119>.

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## **Phase II – Performance Feedback (Interim Review Task)**

The Interim Review Task will be launched January 11, 2016 and will run for forty-five (45) days through February 24, 2016. In preparation, employees and managers should go into the work plan and update the progress on goals and tasks, providing regular feedback in the way of comments on each goal, and documenting progress for the values using the Values Documentation Worksheet previously distributed and also available on the DPS website at <https://www.ncdps.gov/index2.cfm?a=000002,001545,001119>

If nothing is time and/or date sensitive on a goal or task, the percentage for completion will likely be fifty (50%) percent at the Interim Review. If there is a specific time frame and/or date for the completion of a task, the percentage may vary. For example, if a task must be completed by December 31, 2015 and it is completed on schedule, the percentage for the task would be one hundred (100%) percent.

It is extremely important to update progress on each goal/task, add any attachments, and request any necessary changes to goals and tasks (through your PM Core Team member) between now and January 10, 2016 prior to the launch of the Interim Review Task. Once the Interim Review Task is launched, any progress updates or comments will not be reflected in the Interim Review document. Changes made prior to the Interim Review Task launch will be captured in the work plan and will be visible at the Interim Review. The job aids for updating progress, adding comments, etc. can be found at <https://www.ncdps.gov/Index2.cfm?a=000002,001545,001119,003271>

The Interim Review has a two-step workflow. This means that the Indirect Manager is not included in the review and approval process within the system. Therefore, if the Indirect Manager wishes to provide comments on the goals, tasks and values, (s)he will need to do so prior to the Interim Review Task launch on January 11, 2016.

Once the Interim Review Task is launched, there will be an *Attachments* feature available (see attached 2015-16 Interim Review Task Job Aid). This feature may be used to add performance logs and/or other documents that have been maintained outside of the NCVIP system during the feedback stage. The system limits the number of attachments as well as the size of the attachments. Therefore, the document may need to be saved as a PDF prior to uploading.

The Office of State Human Resources (OSHR) Performance Management Policy, Section 10, page 15, requires a minimum of three (3) formal performance discussions annually: at the Work Planning phase, the Interim Review and the Final Evaluation. There may be additional division/section specific requirements established by management. This includes an interim review at the performance cycle mid-point. Therefore, all managers are required to conduct a formal discussion and address any changes in organizational priorities or goals, review progress and, if necessary, address performance problems and needed improvements. The interim discussion shall occur prior to the final employee and manager sign off in the NCVIP system.

### **Rating an Interim Review is the Exception to the Rule**

The OSHR Performance Management Policy does not require an overall rating at the Interim Review; however, some divisions and sections have elected to assign ratings at the mid-point of the performance cycle. If Does Not Meet Expectations (DNME) is assigned as an overall rating or to individual goals and/or values, the Indirect Manager shall be consulted and must be included in the meeting with the employee.

### **Ongoing Maintenance**

Please continue to monitor supervisor/employee relationships in BEACON. When changes occur, notify the appropriate staff at the work unit and/or in DPS Human Resources so the necessary actions can be taken to make the corrections in SAP/BEACON. The NCVIP system feeds from the SAP/BEACON system nightly, so any changes will be visible the following workday.

### **Training**

The Regional Trainers will be providing informational sessions for managers and supervisors. Registration will be through the Learning Management System (LMS). The event is entitled **HR - Introduction to the Interim Review Process for Managers and Supervisors**. Managers and supervisors may search for sessions and register in the LMS.

### **Policy, Performance and Organizational Development Team**

The Policy, Performance and Organizational Development Unit of the DPS HR Office is responsible for the NCVIP Administration. Should you have questions or need assistance you may contact:

Barbara Revels:	HR Training Manager	919-457-1195
Robin Becker:	Coastal Region	252-756-5501, ext. 226
Kay Fowler:	Central Region	910-944-2359, ext. 241
Natalie Crookston:	Mountain Region	828-368-4422
Mary Stephenson:	HR Policy (NCVIP Business Processes)	919-457-1204
Penney Mizell-Brooks:	HRIS Manager (LMS & NCVIP Systems)	919-457-1180
Kathy Reitzel:	HR Deputy	919-457-1194

Your continued support and cooperation is greatly appreciated as we continue the transition to NCVIP.

NL:MKS

Attachment: 2015-16 Interim Review Task Job Aid

Cc: Secretary Frank L. Perry  
Commissioner Gregory K. Baker  
Gregory A. Lusk, Adjutant General  
Deborah L. McSwain, General Counsel  
James C. Gardner, Chairman, ABC Comm.  
Renee Robinson, Director of OSI  
HR Management Team

Commissioner W. David Guice  
Colonel William J. Grey, Commander of the SHP  
B.W. Collier, Director of SBI  
Pamela Walker, Communications Director  
James R. Gorham, Director of Special Projects