



# North Carolina Department of Public Safety

## Human Resources

Pat McCrory, Governor  
Frank L. Perry, Secretary

Nancy C. Lipscomb, Director  
Human Resources

July 14, 2015

**ADMINISTRATIVE MEMORANDUM: 07-2015**

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

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

**SUBJECT:** DPS NCVIP Implementation Schedule

The Department of Public Safety has finalized the implementation schedule for the NCVIP transition. The NCVIP transition will include three phases that coincide with the Performance Management Process:

- Phase I) Work Planning Task Launch;
- Phase II) Interim Review Task Launch; and
- Phase III) Final Evaluation Task Launch.

Key dates for the 2015-2016 transition include:

- July 20, 2015-December 1, 2015      Work Plan Task Launch (staggered implementation)
- January 2016-February 2016      Interim Review Task Launch
- May 2016-June 2016      Final Evaluation Task Launch
- July 2016-August 2016      Work Plan Task Launch for FY 2016-2017

Beginning July 20, 2015 through December 1, 2015, a Performance Work Planning Task will be assigned to DPS staff incrementally according to the attached schedule. When the work plan task is launched for each respective Division/Section/Unit, system automated emails will be deployed notifying staff they need to log in. All DPS employees, supervisors and managers will be required to log into the new system through the BEACON Portal by clicking on the LMS/NCVIP tab to view and sign work plans. Once the work plans are signed electronically, employees, supervisors and managers will begin tracking performance in the new system by recording comments on goal and task progress.

**REQUIRED CLASSROOM TRAINING FOR SUPERVISORS - LEADING AT ALL LEVELS (LAAL:S)**

On June 29, 2015 in Administrative Memorandum 05-2015, entitled "NCVIP Transition Update", you were notified that Performance Management soft skills training is imbedded in a new Office of State Human Resources Program called Leading at All Levels (LAAL). All new supervisors (front-line supervisors) promoted on or after January 1, 2014 or supervisors that have never attended Performance Management Training are required to attend the courses listed below:

**MAILING ADDRESS:**  
4203 Mail Service Center  
Raleigh, NC 27699-4203

[www.ncdps.gov](http://www.ncdps.gov)



An Equal Opportunity Employer

**OFFICE LOCATION:**  
214 W. Jones Street  
Raleigh, NC 27603  
Telephone: (919) 716-3800  
Fax: (919) 582-6126

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- LAAL:S Supervisory Foundations
- LAAL:S Managing Work
- LAAL:S Leading Teams

Sessions of LAAL are in the LMS and supervisors and managers may register for these courses in the LMS. The LAAL:S Foundations course must be completed first. Divisions/Sections/Units may also choose to send other supervisors/managers to the courses at their discretion. Supervisors should strive to complete the required modules within 12 months of their promotion into a supervisory role.

### **ON-LINE TRAINING MODULES**

DPS HR began deploying NCVIP online training to all DPS staff through the LMS March 16, 2015. Specifically, the modules below were assigned with a 60 day completion requirement:

- NCVIP PM Policy Overview
- NCVIP Philosophy for Employees
- NCVIP Philosophy for Managers/Supervisors

On June 10, 2015, the DPS PM Core Team decided that additional NCVIP modules should be deployed in the LMS, therefore beginning July 16, 2015 DPS HR will deploy the following courses:

Supervisors will be assigned the following Training Modules:

**DPS - NCVIP Planning for Supervisors and Managers**  
**DPS - NCVIP Managing Performance for Managers and Supervisors**  
**DPS - NCVIP Interim Feedback Review for Supervisors and Managers**  
**DPS – NCVIP Annual Evaluation for Managers and Supervisors**

Non-Supervisory Employees will be assigned the following Training Modules:

**DPS - NCVIP Planning for Employees**  
**DPS - NCVIP Managing Performance for Employees**  
**DPS - NCVIP Interim Feedback Review for Employees**  
**DPS - NCVIP Annual Evaluation for Employees**

There will be an email from the LMS sent for each training module assigned. The modules contain a combination of online classes and quick reference guides. The description in each course includes instructions on how to complete the modules. It is important to note that they must be completed in sequential order. Due to the staggered implementation of the technology tool within DPS, the due dates for completion of these modules will be very broad during this fiscal year. There will be an additional notification from the respective division/section regarding the deadline for completion based on the system go-live date. Once the training modules have been completed, they will appear on the COMPLETED tab of the employee LMS transcript and can be re-launched if needed for review.

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Since training modules must be completed in sequential order, if any of the previously assigned modules are past due, employees will be unable to launch newly assigned modules. Each Division/Section/Unit is accountable for ensuring that all NCVIP training assigned to the transcript in the LMS is completed as required. It is recognized that there are groups of individuals in DPS who do not have a computer and/or email address. A group classroom session review of the online modules is an alternative available for these individuals. If a group classroom session review is used, a roster must be signed by the attendees and entered by the LMS Instructor Led Administrator (ILT) at the work location. ILT's will receive further instructions on this process.

### **DPS BUSINESS PROCESSES AND SYSTEM FUNCTION**

With any new program initiative or technology solution, there will be impacts to business processes. An NCVIP business process sub-committee has been appointed to assess the impact of existing DPS business processes connected to Performance Management. This committee is currently working to identify solutions for the following areas:

- How to Track Values
- How to Address Poor Performance
- How to manage PM for Personnel Actions

Additional information will be shared regarding specific agency procedures for these areas. It is imperative while these business processes are being defined and implemented by DPS that staff NOT launch any action in the PM System other than the Work Plan task and updating goal comments and progress. Tasks that should NOT be launched in the system include: Performance Improvement Plan, Documented Coaching Session and the Individual Development Plan.

### **PROTOCOL FOR ADDRESSING NCVIP ISSUES**

In November 2014, DPS Leadership identified staff in various Divisions/Sections/Units to serve as members of the DPS PM Core Team with responsibility for guiding and leading the NCVIP transition. Attached is a spreadsheet identifying the PM Core Team Representatives for each Division/Section/Unit and the specific contact information. All NCVIP issues should be submitted to the PM Core Team Member for your respective Division/Section/Unit. PM Core team members will assist with trouble-shooting problems and issues.

A DPS NCVIP Support Request Form has been developed and is attached. Divisions/Sections/Units should use the form when the work plan task is launched to request assistance, trouble-shooting and for resolution of issues related to NCVIP. The form should be submitted to your Division/Section/Unit Contact 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 and Phase III of the NCVIP transition. 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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**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
Natalie Crookston:	Mountain Region	828-368-4422
Mary Stephenson:	HR Policy Administrator (NCVIP Business Processes)	919-457-1204
Penney Mizell-Brooks:	HRIS Manager (LMS & NCVIP Systems)	919-457-1180
Kathy Reitzel:	HR Deputy	919-457-1195

The DPS PM Core Team has done a tremendous job guiding and leading the NCVIP change and transition and we truly appreciate the work that these individuals have done and continue to do as we move forward. We further appreciate all of the support given to HR as we work toward a successful NCVIP implementation.

NCL:KR:MKS

Attachments: DPS NCVIP Implementation Schedule for Work Plan Task Launch  
DPS NCVIP Support Request Form  
DPS NCVIP Core Team Roster with contact information

Cc: Secretary Frank L. Perry  
Lorrie L. Dollar, Chief Operating Officer  
Commissioner W. David Guice  
Commissioner Gregory K. Baker  
Commissioner William A. Crews, Jr  
HR Management Team