



North Carolina Department of Public Safety

Human Resources

Pat McCrory, Governor
Frank L. Perry, Secretary

Nancy C. Lipscomb, Director
Human Resources

June 29, 2015

ADMINISTRATIVE MEMORANDUM: 05-2015

TO: DPS Division Directors and Section Heads

FROM: Nancy Lipscomb, Human Resources Director *NCL*

SUBJECT: DPS NCVIP Transition Update

The Department of Public Safety is continuing to move forward in preparing for implementation of the new performance management program, Valuing Individual Performance (NCVIP). Divisions have completed their work on goals and tasks for job classes. The Human Resources Performance and Organizational Development Team began entering Goals and Tasks into the new technology production environment in March with a June completion target. Twenty Thousand two hundred and twenty employees have goals and tasks in the production environment and seven thousand seven hundred and fourteen goals have been entered into production.

Key project milestones:

- DPS Division Teams developed goals and tasks for all job classes and positions
- Goals and Tasks have been entered into the NCVIP production environment
- NCVIP e-learning modules for Overview and Philosophy were deployed in March with a 60 day completion requirement
- Directions for the performance cycle 27 closeout were distributed via Administrative Memorandum in February 2015 and posted on the DPS website.
- All Divisions engaged in closing performance cycle 27 and entering final performance ratings into Beacon SAP on or before June 12
- NCVIP Work Plans were launched at four (4) pilot locations including Pender Correctional Institution; New Hanover Detention Center; NCSHP Professional Standards; and Office of Staff Development and Training in May.
- PM Core Team members were provided information regarding how to start Cycle 28 work plans and charged with sharing the information within their respective Divisions/Sections/Units.
- DPS collaborated with OSHR to discuss an NCVIP implementation plan on June 4
- PM Core Team members are working with Division/Section/Unit to develop a draft implementation plan due on June 30

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Key Dates for DPS NCVIP Implementation:

- June 2015-July 2015: Division/Section/Unit Implementation plans are developed and DPS implementation schedule is finalized.
- July 2015-December 2015: Performance Planning Task is assigned incrementally per organization unit according to predetermined schedule and is due via the system.
- January 2016-February 2016: Interim Review Task is assigned and is due via the system
- May 2016-June 2016: Final Evaluation Task is assigned and is due via the system
- July 2016-August 2016: Performance Planning Task for FY16-17 is assigned and due via the system

****Interim and Final Evaluation Tasks will be deployed earlier for pilot locations identified above.**

CYCLE 28 WORK PLANS

All DPS staff should be issued new work plans containing the goals and tasks developed for their job class and/or position. The new goals and tasks have been entered into the New NCVIP production environment. When employee's log into the new system, they should have a hard copy of the goals and tasks for the Cycle 28 work plan. Cycle 28 work plans will have two (2) components:

Goals and Tasks: Each employee work plan will contain 3-5 goals and corresponding tasks. Goals will account for 50% of the weight for the overall rating

Values: All DPS employees will be assigned values. The Office of State Human Resources and DPS Executive Leadership have selected the Values that will be a part of each employee's work plan for cycle 28. Values represent 50% of the rating an employee will receive. The DPS values for employees and supervisors are attached. These values will be automatically deployed in the NCVIP system.

NEW PM POLICY

The PM policy passed the Office of State Human Resources Commission in April. The new policy has been posted on the NCVIP website and can be reviewed by signing into the NCLMS. On the homepage for each employee, there is a box labeled NCVIP, click on the link and click on the policy to view the new Performance Management Policy.

ADDRESSING POOR PERFORMANCE & DISCIPLINE IN NCVIP

The new performance management program will impact business processes for how supervisors address poor performance including issuing disciplinary action. There are specific actions that will be entered into the NCVIP system including coaching, and performance improvement plans which will be required when a disciplinary letter is issued. Additional information will be shared regarding the DPS business process for Addressing Poor Performance.

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NCVIP TRAINING

There are 2 primary training components: 1) On-going soft skills training and 2) E-learning technology modules. Performance Management soft skills training is imbedded in a new program called Leading at All Levels (LAAL). Sessions of LAAL will be in the LMS and supervisors and managers may register for these courses in the LMS. All new supervisors (front-line supervisors) promoted on or after January 1, 2014 or supervisors that have never attended Performance Management Training should register for LAAL courses. All DPS staff should complete the online NCVIP training modules as quickly as possible when assigned. Training modules must be completed in sequential order so if previous assigned modules are past due, employees will be unable to launch newly assigned modules.

NCVIP REGIONAL INFORMATIONAL SESSIONS

The Performance and Organization Development Team began delivering regional information sessions in May and will continue to offer sessions based on interest and need. HR – Introduction to NCVIP for Managers and Supervisors. The informational sessions are available to provide information to managers, supervisors and administrative staff responsible for assisting with the NCVIP implementation.

NCID AND ORGANIZATIONAL UNIT REPORTING RELATIONSHIPS

It is essential that all Divisions/Sections/Units ensure that each employee has an active NCID and password prior to the launch of the work plan task to avoid having excessive password resets on the day of implementation. It is also critical that all Divisions/Sections/Units take action to ensure that supervisory reporting relationships are accurate and/or corrected prior to the work plan launch. Additional information will be forthcoming to establish a communication protocol for addressing system issues.

We appreciate all of the support we have been given as we work toward a successful implementation.

NCL:KAR:mks

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