State of Ohio
HCM 9.1 Upgrade
Change Agent Q&A

February 25, 2013

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HCM Upgrade Project Overview Q&A

1. **What if we have more than one Change Agent from our Agency? Who reports on the status?**
   - Several Agencies have appointed multiple representatives within their Agency to act as Change Agents. It is expected that Agencies who have multiple Change Agents will appoint one Change Agent to coordinate and collect the status for the entire Agency and report it to the OAKS HCM Upgrade Team each month.

2. **When employees from my Agency have questions regarding the information I've presented that I cannot answer, whom can I contact for answers?**
   - All questions/feedback regarding the information given should be directed to oakshcm.upgrade@oaks.state.oh.us. The Project Communication Lead will get the e-mail and will direct it to the appropriate person to respond. After February 22, 2013, please contact the HRD Customer Service Line.

3. **Employees from my Agency have feedback to give to the OAKS HCM Upgrade Team – to whom do I provide that feedback?**
   - All questions/feedback regarding the information given should be directed to oakshcm.upgrade@oaks.state.oh.us. The Project Communication Lead will get the e-mail and will direct it to the appropriate person to respond. After February 22, 2013, please contact the HRD Customer Service Line.

4. **Where do I get the presentations to share with my Agency? Will the presentations be available throughout the project?**
   - A folder has been set up specifically for HCM 9.1 Upgrade information on the myOhio Portal.
   - The HCM 9.1 Upgrade folder is located on the right of the webpage towards the bottom of the screen.
   - Throughout the project, all information/presentations will be stored on the myOhio Portal at https://myohio.oaks.ohio.gov/psp/PAPRD/EMPLOYEE/EMPL/h/?tab=OH_HCM_HOME.

5. **Are the Change Agent Tasks & FAQs handouts available electronically?**
   - A folder has been set up specifically for HCM 9.1 Upgrade information on the myOhio Portal.
   - The HCM 9.1 Upgrade folder is located on the right of the webpage towards the bottom of the screen.
   - Throughout the project, all information/presentations will be stored on the myOhio Portal at https://myohio.oaks.ohio.gov/psp/PAPRD/EMPLOYEE/EMPL/h/?tab=OH_HCM_HOME.

6. **Are resources from the agencies participating in User Acceptance Test (UAT) to test the new system?**
   - Cross sections of Agencies participated in User Acceptance Test (UAT). Updates on the UAT were cascaded throughout the Change Agent communications, however, if you have specific questions, please reach out to oakshcm.upgrade@oaks.state.oh.us.

7. **What is the go-live date for the HCM 9.1 Upgrade project?**
   - The go-live date for all modules associated with the HCM 9.1 Upgrade Project was January 28, 2013.

8. **Will any of the existing file interfaces for HCM data to or from agencies be affected with the 9.1 Upgrade?**
   - The expectation is that no interface file formats will be changing.

9. **How is the "appearance" or "look and feel" of the new HCM Upgrade being trained (realigned menu's etc.)?**
   - No formal training is being created for the new "look and feel" of the upgraded system. Our current job aids will be updated with new screen shots to help users navigate through the system.

10. **Will online W-2s be ready for employees to print via self-service for CY2012 earnings?**
    - The 2012 W-2 will be available for employees to print in the PDF format beginning February 20, 2013. At that time, the printed W-2 will be considered a reprint, as DAS will be printing and mailing the 2012 W-2 by the IRS required January 31st deadline.

11. **What site do I go to in order to view my ePerformance?**
    - The ePerformance module is available via myOhio.gov as of January 28, 2013. Your Human Resources staff can provide additional information to you as needed.

ePerformance Q&A

1 Performance Management Cycle

12. How will the Anniversary Date vs. Annual Cycle for step date activation work?

- Steps will continue according to code/contract as it is today, on step/anniversary date.

13. How are exempt employees 'assigned' a Performance Management Cycle for ePerformance? Is it at the Division, Department or employee level?

- Task 6 requested the Agency level. However, the Agency can drive it down to the division, department and/or employee level. However each Agency will need to provide us with a spreadsheet that identifies cycle start periods, along with individual Employee ID's to be 'assigned' to that cycle start period. Reference Task 6 for additional clarifying information at myOhio.gov.

14. How are evaluation dates going to be determined? Will employees need an evaluation at the new date if they have already had an evaluation within the year based on our existing review schedule? Will there be an initial grace period for employees?

- There will be a transition period for both the implementation of ePerformance and at the end of probation as exempt employees move to the annual performance cycle.
- The parameters are not yet finalized for the length of time required before syncing up with the annual performance evaluation cycle(s) (e.g. 9-15 months). More information to follow.

15. Will agencies have the option to change their selected cycle post implementation in the event the cycle(s) selected are not the most appropriate fit with our business needs?

- Yes. A process will be made available. More information to follow.

16. Will agencies have the option to add an additional cycle should we determine one cycle is not enough time to manage exempt performance evaluations?

- Yes. The Agency can have up to 2 cycles for exempt employees at this time. A process will be made available.

17. Is the review for exempts (still receiving their steps if not stepped out) done at the annual performance cycle chosen by the Agency, and not affect any money at this time?

- At the current time, there is not a direct tie between the review cycle and an employee's step cycle date. The employee will continue to receive their step, if eligible, on the step/anniversary date unless the step is to be denied. Further Policy guidance will be provided at a later date around step denial.

18. When will "submission" of performance evaluations begin with ePerformance?

- It is anticipated that ePerformance will begin to be used at go-live. Agencies have an opportunity to begin converting current, in-progress paper evaluations into OAKS/ePerformance as soon as ePerformance is implemented regardless of being a bargaining unit or non-bargaining unit employee.

19. How are contract specific evaluation dates identified in OAKS?

- Contract specific evaluation dates are linked to the salary plan.

20. There is a probation date in Job Data under the Employment tab, which is incorrect for many employees. How is that field corrected? Will that date drive the evaluation process?

- The probation date in Job Data under the Employment tab will drive the bargaining unit employee annual evaluation date. If the agency would like to receive a report or report query to determine where there are blank or incorrect fields, contact the DAS-HRD Applications and Reporting Team (ART) for further discussion by e-mailing (preferred method) Rodney.Clifton@das.state.oh.us or by phone at 614-466-0819.

21. Will the bargaining unit annual review dates be in ePerformance? Or, are we still using the paper form for bargaining unit folks?

- Evaluations for bargaining unit members will occur in ePerformance. Job Data currently updates the probation date field for Promotions, Hires and Rehires. Agencies will be responsible for manually updating the probation field date to accurately reflect their bargaining unit employees' evaluation date for all other events that would necessitate a change to their review date, such as a reassignment.

22. If a January cycle date was chosen, will we be required to submit evaluations immediately following Go-Live?

- For those that have selected January 1st as your ePerformance cycle date your evaluations will not be due via ePerformance until January 2014 as the HCM Upgrade Go-Live is on January 28, 2013. Based on the current January 1st selection, your exempt employees' evaluations for the current calendar year will be over twelve months apart depending on when your most recent evaluation cycle was. In subsequent years, the exempt employee's evaluation will be every twelve months.

23. How do you get from an anniversary date to one universal evaluation period in the first year?

- There will be a transition period for both the implementation of ePerformance and at the end of probation as exempt employees move to the annual performance cycle. The parameters are not yet finalized yet for the length of time required before syncing up with the annual performance evaluation cycle, but it is anticipated to be 9 to 15 months. For example, if an employee's most recent performance evaluation is completed in December 2012 and an agency selected

September as the month when all evaluations will be due, that particular employee will have his/her next evaluation in September 2013 via the ePerformance tool, or nine months after his/her previous evaluation. In subsequent years following 2013, the employee's evaluation will be every twelve months.

24. When Exempts employees move to annual cycle dates, what is the cut off for the last annual review step date?

- The ePerformance policy will address this topic and will be distributed shortly. Look for more on this.

2 ePerformance Evaluation Process

25. Does the protocol for ePerformance require the supervisor to meet with staff member(s) being evaluated to discuss the content of the evaluation before the signed document is handed to them?

- Yes. As it is today, the supervisor will have 30 days before and after the due date to meet with staff member(s) to discuss the content of the evaluation.

26. Does the person being evaluated have the right to attach clarifying information to the evaluation document?

- Both the supervisor and employee can attach documents at various points in the process.

27. How can the employee being evaluated confirm that clarifying information has been attached in an evaluation?

- The employee being evaluated can go in and 'view' the attachment once an attachment is uploaded.

28. If the protocol for ePerformance has not been followed, what procedure can an employee follow?

- As is the case today, the employee will follow Agency policy or may reference the State Performance Management manual and/or website for additional information.

29. How are probationary evaluations going to be performed?

- The process of probationary evaluations will remain the same, however, will be completed using the ePerformance system. The probationary evaluation is a template to select in the system.

30. If the probationary evaluation occurs around the same time as the annual review cycle, is an annual evaluation necessary?

- We anticipate that as employees successfully complete probation there will be an adjustment period to transition over to the annual cycle. In that first annual cycle for an employee ending probation, their cycle may be only 9 months or up to 15 months. More information will be provided as we continue testing the system and working with Policy.

31. When and how is the employee given the option for self-evaluation and how does it fit in the system?

- The employee self-evaluation process can begin after performance criteria are established and before the manager has completed the final performance input into the employee's evaluation. The self-evaluation is considered optional in the overall performance management process and is made available to those agencies currently obtaining employee input as part of their performance management process and/or to agencies that wish to include this process in the future. Reference Task 5, Communicate to Agency: ePerformance Overview on the myOhio Portal for more information.

32. Regarding mid probation, final probation and annual review dates in general, will the "from" and "to" dates for the evaluation period be automatically populated as a result of Job Data and/or PA transactions or either the job entry date, step date or another date field in OAKS?

- The "from" and "to" fields in ePerformance will not be automatically populated, at least at Go-Live. It has been identified as a potential future enhancement. In the meantime, if supervisors don't know the dates, they should work with their agency human resources staff to obtain them.

33. Will there be a mechanism within ePerformance Management that will calculate the mid probationary and final probationary review periods as a result of the promotion/new hire job data entry?

- The program for ePerformance will use the appointment date and probation date to determine the date for the mid probation and send the notification 30 days in advance. The program will send notification 30 days prior to the end of the probationary period.

34. How do we handle people on disability who have an evaluation that comes due? Are they going to keep showing up on the late or missing reports? If so, how do we adjust dates in OAKS to fix this?

- Depending on where in the cycle the employee goes out, they may show up on either report continuously, but adjusting dates will not fix this and the reports should be used to capture such occurrences until such time as the employee returns.

3 Reporting Capabilities in ePerformance

35. Will there be reporting capabilities in Business Intelligence (BI), in addition to the reporting functionality in ePerformance?

- Yes, there are reporting capabilities in BI. Currently there are two reports delivered with ePerformance. In addition to those, we are working to create a folder with more reports on ePerformance data in BI.

36. Will agencies and DAS be able to run reports from the system?

- Yes, agencies and DAS will be able to run reports from the system. There are two delivered reports in the ePerformance system. In addition to those, we are working to create a folder with more reports on ePerformance data in BI.

4 Goals and Competencies

37. Where are goals (SMART goals) entered in the system?

- Within the performance document, there is a section called Goals & Performance Expectations to place specific goals and expectations. The manager will be able to add goals and performance expectations based on the identified employee's position responsibilities and agency goals and business objectives.

38. How do goals tie into the competencies?

- Goals and competencies are not tied together. Goals and competencies stand alone as sections on the evaluation. Competencies are designed to reflect the <u>behaviors</u> in how an employee completes their goals (i.e., the combination of using knowledge, skills and abilities). Completed goals reflect the actual business outcomes achieved by the employee.

39. Are goals and the Statewide Competency, "Customer Focus" the only items to initially be reviewed in the system?

- The Statewide Competency of "Customer Focus" as well as Goals and Performance Expectations will be the “required” performance criteria elements to initially be reviewed in the system. In addition, the option to include both Agency-specific and Classification-specific competencies from the pre-defined competency catalog is available.

40. When HR and supervisors are transferring paper goals/objectives into the system starting in January, will they be transferring old evaluations?

- Historical evaluations will not be transferred into the new ePerformance system. It is intended that in January supervisors will begin to convert any current, in-progress paper evaluations (and goals within) into OAKS/ePerformance.

41. When will the competency catalog be released to the agencies?

- The terms and definitions were sent to the Change Agents on January 22, 2013 and they are pre-loaded in the system.

42. Why is there only one statewide competency when many agencies have more? Can agencies add their own competencies?

- The option is available to include both agency-specific and classification-specific competencies from the pre-defined competency catalog. For clarification purposes, “agency-specific competencies” are those that are also selected from the pre-loaded competency catalog built into the ePerformance module. While it will not be possible to add an agency’s existing competencies, there will be numerous competencies an agency can select which will be comparable to what they are already using.

43. How do we reflect Goals and Dimensions from the paper evaluation in the new system?

- Goals will transfer over to Section 6 – Goals and Performance Expectations
- Dimensions will crosswalk to the competency sections. For example, Customer Service will crosswalk to Section 2 - Statewide Competencies as Customer Focus. However, for purposes of transitioning to the new tool, the agency could also advise supervisors to use Section 6 – Goals and Performance Expectations to document the dimensions until the remaining dimensions are crosswalked into either Section 3 – Agency Competencies or Section 4 – Classification Competencies.

5 ePerformance System Questions

44. Do guidelines need to be made to limit or define appropriate attachments?

- Guidelines will be established to define appropriate attachments, but as of now there are no size limitations.

45. How will employees and managers access ePerformance from myOhio.gov?

- There will be links to ePerformance on the myOhio Portal home page for employees and supervisors/managers to access.

46. Will non-state supervisors have access to the ePerformance system?

- Yes. This is dependent on the contingent worker enhancement currently being developed and tested.

47. Have you tested bulk e-mail through agency firewalls? Will analytics be available to know when e-mails are successful or failed?

- No, we have not tested bulk e-mail. System generated email(s) will be monitored upon failure by DAS. A process to communicate with agencies will be made available.

48. Will current OAKS "favorites" still work?

- Yes, the implementation of ePerformance will not impact your current identified OAKS "favorites".

49. Will the bargaining unit forms be completed through ePerformance?

- Yes, both non-bargaining and bargaining unit employees will have performance evaluation documents completed through ePerformance.

50. Should supervisors/managers begin transferring over previous evaluations following go-live?

- Previously-completed evaluations will not be transferred or uploaded into ePerformance. However, if an evaluation is being developed at the point ePerformance becomes available, we encourage agencies and their employees to complete the evaluation in ePerformance.

51. In 3rd party nominations, can the employee see the comments provided by the person selected as the nominee?

- The current system is set up such that the employee is not able to view the comments completed on the Nominator Evaluation; however, with the Writing Tool functionality the supervisor / manager (rater) can select those comments from the Nominee's Evaluation to include on the employees performance document.

6 Reports-To Structure and Approval Process

52. How many approval levels are there?

- There are either 3 or 4 approval levels depending on Agency practice.
  - Rater -> Reviewer -> HR System Admin. In this instance the Appointing Authority approval is delegated to the HR System Admin, though the signature process will continue to show 4 levels on the signature screen/page.
  - Rater -> Reviewer -> HR System Admin and Appointing Authority. In this instance Appointing Authority approval is not delegated.

53. If changes are made to the evaluation following the employee review, will the document need to flow back through Manager/Reviewer and HR Administrator for approval?

- Yes, the evaluation will need to flow back through the approval process if changes are made to the document after the employee reviews and provides input to their supervisor.

54. Is there a "View Only" role where staff can review evaluations?

- There is not a "View Only" type of role at this time. You can, however, assign multiple individuals to the ePerformance System Administrator security role. Please keep in mind that all of those individuals will receive all system-related e-mail messages sent to your "primary" ePerformance System Administrator(s).

55. Can someone be both the Appointing Authority and the ePerformance System Administrator?

- You can have both the Appointing Authority role and the System Administrator role but one person cannot approve the same document under both roles. For example, if a person approves a document as the System Administrator, someone else designated with the Appointing Authority role will need to do the Appointing Authority approval on the document.

56. Does the workflow for approvers (Rater> Reviewer ->System Administrator-> Appointing Authority) get routed automatically if they've identified an appointing authority for their agency?

- The ePerformance System Administrator will use the Ad-Hoc feature to move the evaluation to the Appointing Authority.

57. What is the workflow approval process when a Board evaluates the Executive Director?

- The current Performance Documents and associated approval processes are based on the business requirements outlined for Classified employees. A Performance Document with one-level of approval will be made available to Unclassified employees. Look for more information on this when it becomes available.

58. What is the workflow approval process when the ePerformance System Administrator and/or Appointing Authority are the rater and/or reviewer?

- When the ePerformance System Administrator is the Rater/Reviewer, he/she cannot act as the HR System Administrator Approver for his/her direct reports. The Agency would need to assign an alternate ePerformance System Administrator to act as the Approver.
- In the case of the Appointing Authority, a Performance Document with one-level of approval will be made available to agencies that will also record evaluations in ePerformance for Unclassified employees. Look for more information on this when it becomes available. Having said that, when the Appointing Authority is the Rater/Reviewer, he/she would need to assign an Approver to complete the process (e.g., support staff, HR).

59. If the supervisor / manager (rater) completes an evaluation and starts it through the workflow process for review and approval, but then the supervisor / manager (rater) goes out on leave before the process is finished, can someone else complete the process?

- No, the supervisor / manager (rater) must be the one to complete it unless the ePerformance System Administrator Cancels the document then reopens it and assigns it to a different supervisor / manager (rater) to complete the process.

60. How do we handle a situation utilizing ePerformance where the supervisor's position is vacant, a bargaining unit employee's evaluation is due, but that bargaining unit employee is serving in a TWL to cover the vacant supervisor's position?

- The system is set up so that the 'Reports To' Manager will receive notifications based on the employees' Probation end date and has access to the employee record to initiate and complete the performance evaluation. In the case of a vacant manager position, the manager over that vacant manager role has access to create a performance evaluation and complete the process for that bargaining unit employee.

7 Reminders and Notifications

61. Will there be notifications on mid and final probationary evaluations?

- There will be an email notification sent out 60 days prior to the due date of the employee's annual review, along with a 30 day notification for mid-probation end date and 30 day notification for final probation end date.

62. Will there be reminders for managers who haven't completed evaluations?

- There will be an email notification sent out 60 days prior to the due date of the employee's annual review, along with a 30 day notification for mid-probation end date and 30 day notification for final probation end date.

63. Are reminders generated if a certain period of time passes or before the next person approves?

- No. There are no flags or reminders at this point. There is a date field that shows when and where the evaluation is in the workflow.

64. Will the system recognize that an employee is on disability and won't need to be evaluated?

- No. The reminders will be based upon the probation/cycle dates. Reports can be modified to exclude employees in certain statuses when trying to calculate stats or analytics following implementation.

65. Can we have a notification sent to multiple people in ePerformance?

- Multiple notifications will be sent to the ePerformance System Administrators and/or Appointing Authority roles during workflow approval.

66. If an employee who is due for an evaluation is reporting to a vacant supervisor, will the HR admin (or someone) receive a notice?

- In the event there is an employee reporting to a vacant manager position, there will be an email sent to a general ePerformance mailbox to track and follow up on these notifications. ePerformance System Administrators will be asked to review reporting hierarchies at the beginning of a performance cycle to identify potential manager vacancies and assign managers to employees reporting to a vacant manager role.

67. Are reminders generated if a certain period of time passes or before the next person approves?

- No. However, there a Status link for ePerformance administrators, supervisors and employees alike to check throughout the evaluation period.

68. Is there a way to adjust evaluation dates (e.g., in Job Data) for someone who is on a disability so that the notifications through ePerformance are more accurate? We understand exempt

employees will retain their same cycle date following the disability, but what about bargaining unit employees?

- Depending upon business requirements around adjusting dates due to disability leave such as this, the bargaining unit employee would still have his/her date based on the most current probation date in the system. The only way to adjust the probation date would be to change the Probation Date field.

8 ePerformance Demo

69. How can people in my agency get a demo of ePerformance?

- The ePerformance Overview PowerPoint shared in the September 19 Change Agent Meeting is available on the myOhio Portal.

9 ePerformance Training

70. Will DAS be conducting the training for Bargaining Unit employees, will DAS offer on-line computer-based training for staff, or is each agency responsible for training all of their employees?

- DAS will not be conducting face-to-face training for bargaining unit employees. However, we have loaded courses into ELM which are available to employees. There are also numerous job aids and quick reference guides available to help employees, supervisors, and ePerformance system administrators learn how to use ePerformance. As each agency is different, ultimately it is up to each agency to decide how best to train its respective employees on ePerformance. http://das.ohio.gov/Eperftoolkit.aspx

71. Will there be any alternate dates for Soft Skills Train-the-Trainer sessions?

- Alternate dates for Train-the-Trainer sessions will depend on need and how many total people want to attend the sessions. Contact Lisa Springer directly (614-995-1200) to learn more about the soft skill Train-the-Trainer sessions and/or discuss any scheduling conflicts.

72. What will be the ePerformance type of training, (i.e. instructor led or web based)? How long is the training?

- For participating agencies, ePerformance web-based training (WBT) courses are currently available in OAKS ELM for both supervisors who have at least one direct report and for non-supervisors. These courses can be accessed by navigating to myOhio.gov and logging in, then clicking Career Resources > All Learning. Job aids about finding and participating in ePerformance courses in ELM, as well as much more information about ePerformance, can be found at: http://das.ohio.gov/ePerfToolkit.

  Additionally, some agencies may elect to utilize ELM for instructor-led training (ILT) in their agencies. Human resources staff in such agencies can contact ePerformance@das.ohio.gov for more information.

73. Can our E-Learning staff develop a web-based training for our agency?

- DAS-HRD is currently developing technical training content and material(s) to support both instructor-led and web-based trainings, please plan to use these as they are delivered to assure compatibility to ELM and ADA compliance considerations.
- OLPD soft skill training is currently available in an instructor led format. We would encourage you to use this material in its original format if at all possible.

74. Will the ePerformance System Train-the-Trainer training be held in December?

- The Train-the-Trainer sessions were held in January. Agencies were then able to schedule training. Note that the OLPD soft skill Train-the-Trainer is available in October for "Goal Setting" and in November for "Writing and Giving a Performance Evaluation."

75. What timeframe does the agency have for offering training (i.e. supervisor exempt, non-supervisor exempt and bargaining unit) if the roll out is planned for late January?

- It is suggested that supervisors and managers receive training first as they can begin transferring evaluations following go-live, regardless of the cycle start date for exempt employees.
- The recommendation is to train supervisors December-February, providing 3 months to deliver instructor led material while employees can utilize the eLearning content as an overview of ePerformance.
- Beginning in February and continuing through the spring, employees would then receive instructor led training.
- Supervisors and managers will have access to eLearning, job-aids and/or quick reference guides after their initial training.

76. What are the projected in-class hours for the general Goal Setting and Performance Review courses?

- The "in-class" hours for the train-the-trainer would be two days, depending on experience. If a more experienced trainer is nominated, you may decide to bypass the train-the-trainer session and:
    1. Attend a regularly scheduled session to see how the session is conducted
    2. Receive the material and train
- The in-class hours for employees attending the soft skills sessions are 7 ½ hours (one day from 8:30am – 4:00pm). The schedule for next quarter's soft skills classes are posted to the myOhio portal (the OLPD Core and OLPD ePerformance PDF files). However, if your agency has needs beyond the sessions listed, please contact Lisa Springer at 614-995-1200.

77. Does the agency have an option to decide what will work best for our agency? For large agencies, should there be an ePerformance system trainer for each site if there are multiple?

- It is certainly best left decided by the agency how to get all employees trained. Clarification from the most recent change agent meeting is listed below to help facilitate the decision making process for the ePerformance system and process training.
    - Prior to go-live, DAS will have provided instructor led Train-the-Trainer sessions. These trainers will provide technical training for using the new tool. The training from the Train-the-Trainer will be delivered as instructor led back to your agency employees.
    - DAS provides the following recommendations for training agency employees:
        - Supervisors and managers receive priority training as they can begin transferring evaluations following go-live, regardless of the cycle start date for exempt employees.

   - Supervisors should be trained December-February, providing 3 months to deliver instructor led material while employees can utilize the eLearning content to receive an overview of the new tool. Supervisors and managers receive eLearning, job-aids and/or quick reference guides to refer back to after their initial training.
   - Employees receive instructor led training February through the spring.
   - Agencies can minimize internal efforts and leverage DAS resources by encouraging supervisors/managers to attend the soft skill training that is already being offered (e.g., Goal Writing). The Office of Learning and Professional Development has added classes to support such efforts.

78. How will ePerformance system training be handled (i.e. in person or by webinar)?

- Prior to go-live, DAS will have provided instructor led Train-the-Trainer sessions. These trainers will provide technical training for using ePerformance. The training from the Train-the-Trainer will be delivered as instructor led back to your agency employees.
- The training content is currently in development. It should also be mentioned that when training is delivered in preparation for go-live, the training will cover 'Core' (strongly recommended) content vs. 'Advanced'. Please reference the training paths outlined in the presentation during the September Change Agent meeting for additional information. Some training has been developed to enhance the management skills of staff long term.

79. How should the ePerformance system Trainers for Train-the-Trainer be identified?

- Regarding the technical content, it is advised to consider selecting someone with experience in OAKS, for example, in position data. This person may be a current performance evaluation coordinator or have similar qualifications. It is best to consider someone who has both the subject matter expertise on performance evaluations and the performance management process in addition to considering the level of technical skill in navigating OAKS and/or understanding the connection between the data on one page (job) to another (ePerformance). The agency might also consider having two experts as co-trainers (technical and subject matter) if resources allow, in order to have the two sets of knowledge available.

80. Are the training courses listed on my training path in ELM so that the system needs for me to "officially" complete it before moving forward?

- None of the ePerformance trainings in ELM are mandatory, but we highly encourage employee participation.

81. Can soft skills courses be provided via ELM or online training?

- Currently the courses are not available in ELM or online. The concept is being explored.

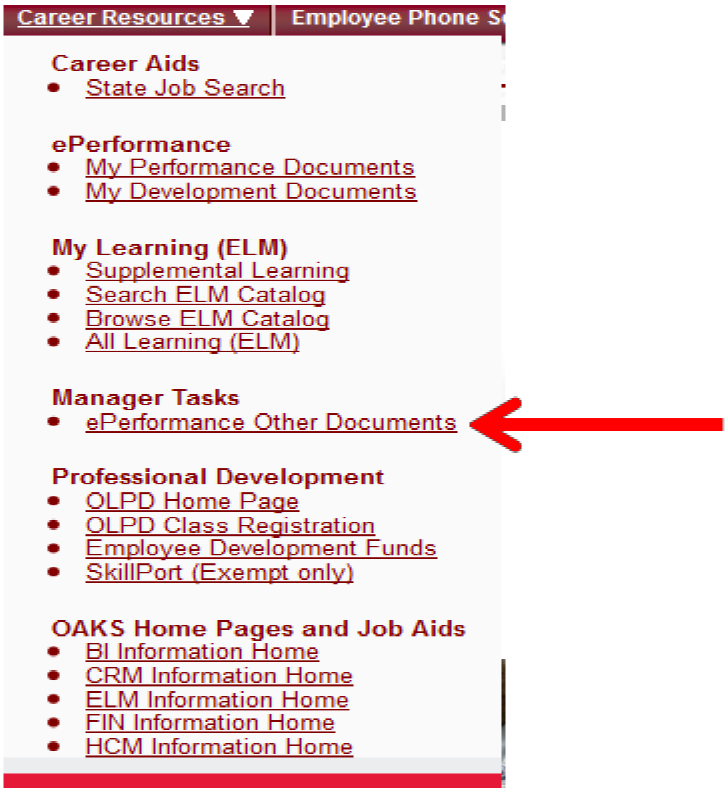
10 Q&A from ePerformance Train-the-Trainer Courses

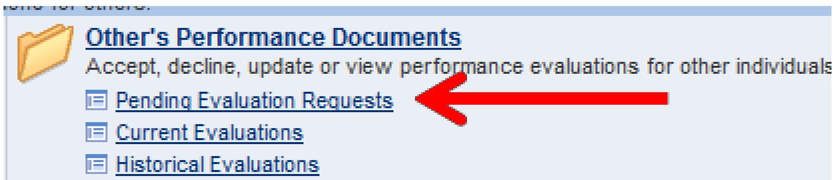
82. When employee X transfers into my agency can I, the ePerformance system administrator in the employee's new agency, see their historical performance evaluations or just those created in my agency moving forward?

- You will be able to view those that are created and completed in your agency. As for when an employee leaves (either supervisor or employee), the evaluation will travel with either employee role (supervisor or employee). However, the agency or system administrator can view those historical documents until the employee does leave and/or can download into a pdf. file electronically for storage or attaching to an email if requested by a supervisor. Also, the files are available to print.

83. When I am nominated, do I log in to portal via manager tasks?

- First, you log in through the myohio.gov portal. Then, follow the navigation in the screenshots below.





84. Can managers transfer documents to other managers or can only the ePerformance system administrator do it?

- Only ePerformance system administrator can transfer performance and/or development documents.

85. If an employee transfers to a new agency, can the old agency still see their ePerformance evaluations after the transfer occurs? Who do we contact then if we need access to the old records - either paper or in ePerformance - to look something up?

- You will be able to view those that are created and completed in your agency. As for when an employee leaves (either supervisor or employee), the evaluation will travel with either employee role (supervisor or employee). However, the agency or system administrator can view those historical documents until the employee does leave and/or can download into a pdf. file electronically for storage or attaching to an email if requested by a supervisor. Also, the files are available to print.

86. Under the current paper system, as the evaluation is routed up the chain, each higher level of approver might write something like "great job," "thanks for all you do," etc., in ePerformance where the approvers can make notes on the approval page. At what point can the employee see all of those comments?

- Comments can be made by all approving parties, but they won't be available to the employee until the evaluation is marked as "Available for Review." The only place that the Reviewer makes comments that the employee can review is on the actual performance document. The other place comments are made is in the approval comments associated with the approval workflow, but those are not seen by the employee and this section is available to help facilitate communications in the workflow process (e.g., to explain requested changes to verbiage in the document).

87. After the manager/rater submits an evaluation for approval, can people in the approval chain edit the comments made by others if they think those comments need to be modified?

- No. The document will need to be rejected back to be modified. The comments associated with the approval workflow which are not seen by the employee can be used to explain requested edits/changes to the document).

88. **What are all of the date fields we need to think about that drive the 60 day reminders, probationary reminders, etc.? In reviewing the information that recently went out to agency change agents regarding blank dates in the system we think all of the fields are:**
    - The Probation Date field - used to prompt notifications within the agency for ePerformance after go-live for bargaining unit employees.
    - Professional Experience Date field - All non-bargaining (exempt) employees are on newly assigned cycle start dates and will be located in the Professional Experience Date field.
    - Grade Entry Date field - Following go-live the Probation Date field will populate from the Grade Entry Date field (as promoted, demoted) and/or may require manual entry (as reassigned).

89. **If an agency extends a probationary period, will the system automatically adjust dates for notifications?**
    - There is an action / reason code in the system for probationary extensions and it should update the necessary fields to trigger appropriate notifications in ePerformance. Once the personnel action is completed and approved, t**he supervisor / manager (rater) will need to go in and 'clone' the current probation document, insert the new date range and cancel the original probationary document with the old dates.**

90. **If someone is placed in a TWL, who (which supervisor / manager (rater) will get the notifications?**
    - Whoever has the "reports to" PN for the position will get the notifications. If the field is blank it will kickback to a 'system' inbox which will be monitored by DAS. DAS will contact agencies to work on a solution to assure the document is tracked until such time as the "report to" is a populated field again.

91. **If an employee has a poor probationary evaluation and the agency chooses to do a probationary removal, under the current paper system, the employee doesn't see the evaluation until the "last minute," and then the employee is removed. How should the agency handle such a situation in ePerformance?**
    - The current practice can be affected through the system in conjunction with the supervisor / manager (rater). The supervisor makes the evaluation available for viewing and the employee logs in to view before being removed. Accessing the document can be done from any computer equipped with the internet or the document can be printed if a computer is not available.

92. **ePerformance is tied to employee IDs, but how does this impact travel in OAKS if travel is tied to a PN rather than an employee ID?**
    - Travel has no effect on ePerformance or vice versa as the two have no dependencies on each other.

93. **If an employee is reporting to two levels of vacant positions, supervisor / manager (rater) and manager (reviewer), who will receive the ePerformance notifications? Does it keep rolling up?**

- Whoever has the “reports to” PN for the position will get the notifications. If the field is blank it will kick back to a ‘system’ inbox which will be monitored by DAS. DAS will contact agencies to work on a solution to assure the document is tracked until such time as the “report to” is a populated field again.

94. Who can acknowledge an evaluation on behalf of an employee, just the supervisor /manger (rater) or the manager (reviewer) and/or ePerformance system administrator?

- Only the supervisor /manger (rater) can ‘override’ when an employee refuses to acknowledge the evaluation document. However, an exempt employee should recognize via email for the record that they witnessed the employee refusal as was advised under the OPRS process.

95. Has the issue with department IDs been resolved? Who can see an agency’s department IDs, the ePerformance administrator and the appointing authority, or others too?

- Yes. Department level/row level security has been added and works the same as Job Data security.

96. If someone involved in a review approval process permanently leaves the agency during the process, should we add another approver or let things roll up?

- Whoever has the “reports to” PN for the position (or up the approval chain) will get the notifications. If a field is blank in the hierarchical structure, it will kickback to a ‘system’ inbox at the point it reaches that blank field in the workflow process which will be monitored by DAS. DAS will contact agencies to work on a solution to assure the document is tracked until such time as the “report to” is a populated field again.

97. What if we want other people to review the performance information but not be involved in the approval process? Could/should the ad hoc process be used for this?

- If what is being requested is not to obtain 3rd party input through the nomination feature, then the evaluation document can be saved as a .pdf electronic file by clicking on the printer icon and forwarding the electronic file to others via an attachment to email (e.g., HR staff before it goes through the workflow approval process).

98. When it's necessary to extend probation, why does an ad hoc evaluation need to be created?

- An Ad hoc evaluation template, distinguishes itself from the two (2) expected probationary templates with date ranges for mid- and/or final- probationary documents. It also provides a means for auditing so when reports are run, ePerformance system administrators can “compare the action/reason for extending probation to the number of Ad hoc templates created/completed.

99. Is there a way to set up a view-only profile in ePerformance, so someone in HR, for example, who's not involved in the approval process, could assist with viewing documentation but would not be able to edit or act on anything?

- The current supervisor / manager (rater), manager (reviewer), and or ePerformance system administrator can select the print icon from the document page, save it as .pdf electronic file and forward it to others for review by attaching the file to an email.

100. My agency uses PIPs when we want or need someone to increase their knowledge on a particular topic, so for us PIPs are not necessarily negative. Can we continue to do this in ePerformance?

- Yes. The agency can create a Performance Improvement Plan (PIP) in ePerformance at any point. However, because PIPs are required when the Overall Rating is below Meet Expectations, it is advisable for the agency to consider using the Career Development Plan (CDP) in ePerformance rather than a PIP.

101. Should we use ePerformance for college interns?

- College interns are unclassified, so it is up to the agency through your agency policy whether to include evaluations for unclassified employees in ePerformance. The code only requires that classified employees receive performance evaluations.

102. If we have several employees in the Program Administrator 2 classification, for example, and they all do different tasks, can we develop our own classification competencies by using the competency catalog in ePerformance, until such a time that DAS develops classification-specific competencies?

- Yes as they relate to the duties outlined in the position description.

103. If an employee transfers from one institution to another in the same agency (e.g., DRC), does the new manager in the new institution have access to the historical documents? Or is it just like if a person is transferred to a new agency altogether, in which case the new manager in the new institution could not access the historical documents for the employee?

- Historical documents in ePerformance can be viewed by the employee and the supervisor / manager (rater) who completed the document(s). The supervisor / manger (rater) in a different institution will not be able to view the documents, but the ePerformance system administrator in the new institution can.

104. How does a manager know what begin and end dates to enter on an evaluation? Will the ePerformance system automatically populate that?

- The supervisor / manager (rater) who is responsible for creating the document should check with his/her human resources office for the correct dates. The system will not automatically populate the start and end dates for the evaluation period.

105. **How does a manager know what the probationary end date is? Will the ePerformance system automatically populate that?**

- If this information is not communicated upon hire to the supervisor / manger (rater) responsible for creating the document, the manager should check with his/her human resources office' for the correct dates. The system will not automatically populate start and end dates for the evaluation period.

106. **What if an evaluation is due but any manager in the approval chain, or even the employee, fail to sign their parts of the evaluation?**

- The evaluation cannot be fully routed through the approval process if a manager involved in the approval fails to complete his/her part. If the employee fails to sign the evaluation, the supervisor / manager (rater) can have an exempt employee witness and recognize this by email for the file before conducting an "override" in the system which signifies the employee's refusal to acknowledge the documents.

107. **What do we do if an employee is in a discipline "mode" and our Labor Relations Officer requested that the manager not complete the employee's performance evaluation until after the disciplinary matter is settled, which can take months if the case makes it all the way to arbitration?**

- From an ePerformance perspective, the evaluation stay in que and will appear on the Late Documents report until the supervisor / manager (rater) is advised to complete the evaluation. From a labor relations perspective, please ensure you work with the Office of Collective Bargaining and/or DAS HRD/OCB Policy.

108. **If we promote someone internally and we mutually agree with the employee that there will be a trial period for the promotion to make sure both parties remain interested in it, do we utilize an Ad Hoc evaluation or a Probationary evaluation?**

- For promotions to classified positions, employees shall serve a probationary period. In that situation, the Probationary evaluation is the correct one to use. Please refer to Ohio Administrative Code (OAC) Chapter 123:1-19 for more information. For unclassified positions, if it's a promotion that's been approved through all appropriate channels (e.g., Governor's Office), a probationary evaluation would still be appropriate. However, there is not a requirement that ePerformance be utilized for employees in unclassified positions. If the movement is an internal lateral and does not necessitate a probation period, but the employees agrees to a similar 'trial' period, the Ad hoc would be the correct document template to use in place of a Special evaluation under OPRS.

109. Does the ePerformance System Administrator get an e-mail message when an evaluation is completely done? If not, is there a way to turn on this feature so we can properly track evaluations?

- No, the ePeformance System Administrator will not receive such a notification. The ePerformance system administrator should be establishing updated procedures to include logging in to ePerformance each day to track evaluations as well as use system reports and those that will become available through Business Intelligence (BI) in the coming months.

110. We have managers who are reluctant to give ratings below "meets." The PIP warning that displays in red font with yellow highlighting will make them even more reluctant to give ratings below "meets," let alone PIPs. The PIP warning is too harsh; can it be softened?

- If an employee's overall rating is below "meets expectations," the system will generate the PIP warning message. The message is a reminder to the supervisor / manager (rater) to create the document since it is not automatically generated. Please work with your managers so that they understand the intent of the message.

111. If attachments are uploaded into ePerformance and are included as part of a performance evaluation, will they automatically print when we select the print option to print the evaluation, or will we have to go back and find them in the system and print them?

- No, attachments will not automatically print with the evaluation document. Attachments will need to be printed separately from the ePerformance evaluation view page.

112. Can employees attach documents?

- No, only managers and ePerformance system administrators can attach documents. Employees should give the documents they want to attach to their immediate supervisor for review and to attach as appropriate.

113. If an employee gives a document to a supervisor to attach it to the evaluation and the supervisor doesn't attach it, what can the employee do?

- The employee should contact his/her human resources department for assistance.

114. When will the competencies be available? This rolls out in less than two weeks and we have not seen any competencies yet other than customer focus. If DAS wants us to start using ePerformance at Go-Live, it would be very helpful to have DAS' competencies as soon as possible so we can start cross-walking our existing competencies with the ones DAS created.

- The Competency Catalog terms and definitions were shared on January 22, 2013.

115. What is the date that the use of ePerformance becomes mandatory?

- The use of ePerformance is not mandatory at this time. DAS will ,however, be tracking usage starting in February.

116. On the current paper evaluation form, the performance log, goals and dimensions pages are very easy to use. Can these be included in ePeformance, particularly the performance log, with date fields for tracking?

- The performance log will not be a unique section on performance or development templates. Now since ePerformance is easily accessible for the supervisor, s/he can access 24/7 to document performance observations or milestones directly on the performance evaluation throughout the year. The Goals section translates to Goals and Performance Expectations, Section 6 whereas the Dimensions are transferrable to the Agency or Classification Competencies, Sections 3 or 4. Any of the sections are early to use, simply click the + button to add new or Edit to revise and Save.

117. Can you explain the process for editing an evaluation if it's already been sent to an approver? If the supervisor / manager (rater) edits it after it's sent, will the manager (reviewer) get a new notification? Or does the supervisor / manager (rater) even have access to edit unless the manager (reviewer) or ePerformance system administrator reject it and sends it back?

- No, the supervisor / manager (rater) cannot access to edit once it is moved to the next step in the workflow approval process unless the manager (reviewer), ePerformance system administrator, or Appointing Authority, where applicable, reject the document and send it back for editing.

118. After mass enrollment in ELM, how do we know which employees and supervisors have taken their respective classes if we're not doing instructor-led training?

- Contact ePerformance@das.ohio.gov. DAS-HRD will work with ELM staff to query agency specific reports.

11 ELM Mass Enrollment

119. How was agency participation determined for the ELM mass enrollment?

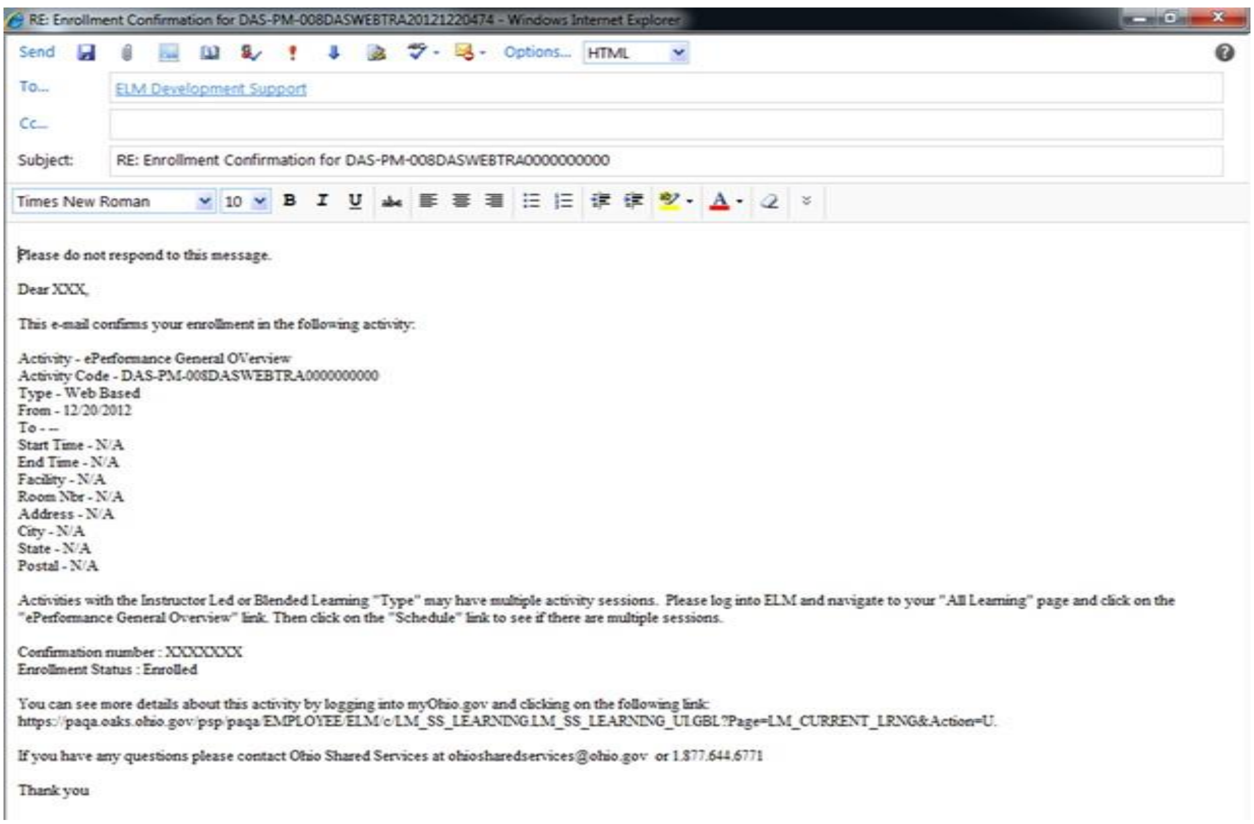
- An email was sent to agency HR Directors/Administrators back in December asking about agency preference to be included in the mass enrollment and to take the burden off the agency to coordinate, plan, and report at go-live.

120. How can I find out if my agency will be included in the ELM mass enrollment?

- Please send your question to oakshcm.upgrade@oaks.state.oh.us or ePerformance@das.ohio.gov with the subject "Mass Enrollment" to find out if your agency will be included in the ELM mass enrollment.

121. What will ELM notifications look like?

- ELM notifications will look similar to the screenshot below.


RE: Enrollment Confirmation for DAS-PM-008DASWEBTRA20121220474 - Windows Internet Explorer

Send | Options... | HTML

To... ELM Development Support

Cc...

Subject: RE: Enrollment Confirmation for DAS-PM-008DASWEBTRA0000000000

Times New Roman | 10

Please do not respond to this message.

Dear XXX,

This e-mail confirms your enrollment in the following activity:

Activity - ePerformance General OVerview
Activity Code - DAS-PM-008DASWEBTRA0000000000
Type - Web Based
From - 12/20/2012
To - --
Start Time - N/A
End Time - N/A
Facility - N/A
Room Nbr - N/A
Address - N/A
City - N/A
State - N/A
Postal - N/A

Activities with the Instructor Led or Blended Learning "Type" may have multiple activity sessions. Please log into ELM and navigate to your "All Learning" page and click on the "ePerformance General Overview" link. Then click on the "Schedule" link to see if there are multiple sessions.

Confirmation number : XXXXXXXX
Enrollment Status : Enrolled

You can see more details about this activity by logging into myOhio.gov and clicking on the following link:
https://paqa.oaks.ohio.gov/psp/paqa/EMPLOYEE/ELM/c/LM_SS_LEARNING.LM_SS_LEARNING_UI.GBL?Page=LM_CURRENT_LRNG&Action=U.

If you have any questions please contact Ohio Shared Services at ohiosharedservices@ohio.gov or 1.877.644.6771

Thank you

122. What support and resources are available to find out more about the ELM mass enrollment for ePerformance?

- Job aids for employees to access the learning are located at http://das.ohio.gov/ePerfToolkit
- Statewide Program Support questions should be directed to DAS HRD Office of Talent Management at ePerformance@das.ohio.gov
- ELM Specific Questions should be directed to Ohio Shared Services at ohiosharedservices@ohio.gov or 1.877.644.6771
- myOhio password resets or ELM account lockout issues should be directed to the OAKS Help Desk at 614-644-6625 Option 1 or 1-888-644-6625 Option 1.

123. When will competencies be sent?

- The list of terms and their definitions available to choose from was shared in the ePerformance Next Steps communication with more on this and other topics.

124. Where is the PowerPoint deck from the ELM Mass Enrollment webinar and draft internal communication for agencies located?

- Due to the volume of requests for the document during the webinar, the draft was sent as an attachment with the follow-up email to attendees along with the PowerPoint slides.

125. Approximately how much time is necessary to complete each of the web-based training (WBT) courses discussed during this webinar?

- The three (3) courses mentioned in the webinar were ePerformance Overview (WBT), ePerformance Tool for Supervisors (WBT) and ePerformance Tool for Everyone (WBT). The ePerformance Overview (WBT) can be reviewed in approximately two (2) hours. Both the ePerformance Tool for Supervisors (WBT) and ePerformance Tool for Everyone (WBT) can be completed in approximately two (2) to four (4) hours. Understand also that for each of these courses there are individual lessons contained within each so a supervisor or employee can login to complete individual lessons one a day for several days until the courses are complete. The course does not need to be completed in one seating and if the learner logs out and returns, the lesson will return them to where they left off. An individual lesson may only take between ten (10) to twenty (20) minutes depending on the learner.

126. Is there a way in ELM to get a report of who has taken the web-based trainings (WBT)?

- Yes. Until such time as your agency has been trained by ELM staff and has an agency ELM administrator, please send requests for ELM course reports to the ePerformance@das.ohio.gov inbox.

127. Can courses be taken now?

- The web-based courses for the supervisors and employees will be made available per the schedule noted during the webinar and as follows: Supervisors the week of January 21st and all other non-supervisory employees the week of January 28th. Go-live is January 28th.

128. Is training available for HR management?

- Training was made available for agency identified ePerformance system administrators the weeks of January 7 and January 14th. However, HR staffs will still be enrolled into the two (2) learner groups as either a supervisor or employee via mass enrollment.

129. If training has not been completed and a review is due, should we continue to complete the performance evaluation on paper?

- This will need to be determined at the agency level and communicated to supervisors for agency transition. The system will be available for use beginning January 28th and DAS will be tracking transitions across the enterprise as well as continuing to provide program, policy and technical support where needed/requested.

130. Will the ELM notification for mass enrollment tell those receiving the email where or how to login to take the training?

- Unfortunately, the template for the notification cannot be changed and while it will include the link to ELM and other contact information necessary to reset passwords, it will not give detailed instructions. Job aids will be posted for the employees to access at http://das.ohio.gov/ePerfToolkit

131. If we have vacant supervisor positions in ELM will the employees under that vacancy show up under the supervisor's manager?

- Currently learners who do not have a manager but need approval in ELM are instructed to contact the course owner for approval. The agency (ex., OBM & DRC) that owns the course communicates to their learners to contact them if they are unable to obtain approval from their Supervisor because it's vacant.
- The ePerformance courses currently do not require approval, so there is no approval needed from Managers for ePerformance training. At this point there is no approval action needed from Managers for any ePerformance training offerings in ELM. ELM is currently working on an enhancement that will enable learners who have a vacant manager to roll up their training approval requests to the Senior Manager, but it has not yet been released.

132. What do I do if we have employees that have not received their ELM mass enrollment notification?

- ELM mass enrollment for the ePerformance courses completed on Friday, February 1. If an employee has alerted you that he/she did not get a notification, there are some things to consider:
    - Is the employee who didn't get the notification a state employee or a contractor? Non-state employees such as contractors were not included in the mass enrollment process.
    - Did the notification go to the employee's spam e-mail box, if your agency has spam boxes in place?
    - Did the employee delete the notification in error? This may seem like a strange question, but we checked on the same issue with another agency and the agency determined that the employee deleted the message. See the next bullet.

- Employees and supervisors can check to see what courses they've been enrolled in and they don't need the mass enrollment notification message to do so. They should navigate to myOhio.gov and log in. Click on "Career Resources," then navigate down to "All Learning (ELM)." I've found that since Go-Live, it takes the All Learning (ELM) page a little while to load but what will eventually pop up is a list of courses the employee is enrolled in.
- Also reference the new ePerformance ELM job aid that was sent to agency change agents the week of January 28th, 2013. It also appears on the ePerformance website: http://das.ohio.gov/ePerfToolkit

12 Probation Date Field

133. How will the probation date get updated based upon changes in Job Data such as promotions, reassignments with pay increases, demotions & other miscellaneous action reason codes that will change BU performance due dates?

- Job Data currently updates the probation date field for Promotions, Hires and Rehires. Agencies will be responsible for manually updating the probation field date to accurately reflect their bargaining unit employees' evaluation date for all other events that would necessitate a change to their review date, such as a reassignment.

134. What drives the Grade Entry Date? In other words what Action/Reason entries will affect/change the Grade Entry Date?

- The Grade Entry Date is only updated when an employee enters into a new Salary Plan. It is not driven by action reason. Generally the only times you will see that change are on promotions and reclassification.

135. Will the Probation Date field be updated nightly from the Grade Entry Date after go-live?

- Once the probation dates are entered into the system (for those without a date currently) the field will updated based on rules currently in place. For any hire or promotion that results in an employee going into a new probationary period, their job record will be updated with a new probation date.

136. The OCSEA contract states in article 22 *"All non-probationary employees shall be given an employee performance evaluation during the sixty (60) day period immediately preceding the employee's next step increase. Those employees who are at top step shall be evaluated annually, thereafter."* How does the Grade Entry Date match the Step Entry Date?

- The Grade entry date is the date you went into the current salary plan. The step entry date would most closely resemble the anniversary of the end of a probationary period. Although, those who have been in their current salary plan from before OAKS went live in 2006 are likely not a true reflection.

137. Is the Grade Entry Date field something that can be changed in the agency or only by DAS?

- Grade entry date field is only editable by limited staff at DAS. It is driven off the rules built into OAKS.

138. Will the notice to supervisors be taken from the Probationary Date field or the Grade Entry Date field?

- Everything for Bargaining unit members will be driven off the probationary date field. The Grade Entry Date is an option where we can take the date to populate the currently blank Probationary date fields.

139. What data field should be used to determine the Mid Probationary due date?

- Mid probationary due dates will be based on the probationary period date. The system will look at the probation date and the salary plan to determine when the mid probation due date is. A simplistic example would be:
    - Hire 1/1/2013
    - Probationary Period 180 days
    - Probation Date 6/30/2013
    - Mid Probation due 4/1/2013 (90 days)

140. Is the Probation Date the same as their Effective Date of Hire?

No, the probation date is based on their effective date of hire and calculated out according to probation rules.

ePAR Q&A

1. **You mentioned disability will be entered through ePAR. Is there no more entry directly into the job data screen?**
   - In Spring 2013, agencies will no longer have access to make entries directly on Job Data in OAKS HCM. As agencies complete ePAR training, they will transition from entering information on Job Data in OAKS to ePAR.

2. **How early can we enter information? For example, when can we enter information for someone with a retirement date of 2/1/2013?**
   - The current rules governing submitting paper personnel actions will continue with the implementation of ePAR: Agencies should not enter an ePAR more than 30 days in advance of the effective date.

3. **How and when do we submit documentation and attachments to the PA?**
   - The Initiator will be able to scan and attach documents within ePAR. The Approver roles will also have the ability to attach documents throughout workflow. After an ePAR has completed the workflow and Job Data has been updated, the agency may no longer attach documents. At that time, if additional attachments need to be added to an ePAR, agencies will need to contact DAS State Services.

4. **If entry review is an expected Approver task, is a payroll review encouraged as part of the approval process?**
   - If your agency currently routes certain PAs to the payroll representatives and you would like to continue this process, ePAR offers multiple options. One option is that the ePAR can be emailed as a PDF at any point in the process. A second option is to print the ePAR and provide a paper copy to the payroll representatives. A third option is to add your agency payroll representative as an Ad hoc Reviewer or Approver role in the ePAR workflow.

5. **As a centralized agency, our transactions require DAS approval. In this circumstance, what documents, if any, are we required to submit to DAS?**
   - In ePAR, agencies will be required to attach all documents that are currently required when submitting a personnel action for final approval to DAS State Services.. If the required attachments are not included when the ePAR is routed to DAS for final approval, the ePAR will be returned for the attachment to be added.

6. **Considering ePAR, ePerformance, and EHOC, will traditional "personnel" files be necessary or will standards for files change as information is contained in new systems?**
   - DAS Policy Development has advised, in general, ePAR is not considered to be the agency personnel file. ePAR is currently the electronic system that we are using to generate a workflow process for submitting and processing PAs. Essentially, the system takes what used to be a paper process and makes it electronic. Furthermore, the required documentation and other requirements associated with PAs have not changed, just how we initiate and process them has. Therefore, any documents that are currently maintained in the personnel file should continue to be maintained, and any documents that are not required to be attached to personnel actions should not be attached in ePAR.

7. **Is there a mass approval function where you can pull up all pending PAs, see the action reason, and approve without opening individual actions?**
   - Agencies will be required to open each ePAR to approve. This will allow agencies to validate that the ePAR is accurate and that all required documents are attached before the ePAR leaves the workflow and updates Job Data.

8. **Do you have to enter the sequence 1 or will the system do that automatically when entering multiple actions/reasons?**
   - ePARs with multiple action/reasons will automatically have the appropriate sequence added when Job Data is updated.

9. **What is the difference between the Approver and Appointing Authority roles in ePAR?**
   - Approver Level 1, 2, and 3 must have authority to approve an ePAR on behalf of the Appointing Authority (left side of the current paper PA). At a minimum, agencies must have at least an Approver Level 1. Decentralized agencies are also required to have the Decentralized Agency Role. This role should be assigned to the person who has been designated with the decentralized agency signature authority (right side of the current paper PA). This will be the final approver in workflows for decentralized agencies.

10. **Will the training differentiate between "push back" and "disapprove" in ePAR?**
    - The EPAR training will address the difference between "push back" and "deny," which is the disapprove function in ePAR, as well as when those options will be available to an Approver in a workflow.

11. **When will a PA be disapproved?**
    - In ePAR, a disapproval is known as a "deny." Personnel Actions will be denied for the same reason(s) that existed prior to the implementation of ePAR. Examples of reasons, in accordance

with civil service laws and rules for the State of Ohio, include (but are not limited to) an applicant does not have the required licensure for a position, recall/reemployment list exist, etc.

12. If you have more than one approver, can it route to both simultaneously, or does the initiator have to pick one?

- When an Initiator submits an ePAR for approval, an e-mail will be generated to all staff assigned the Approver Level 1 role indicating an ePAR is pending approval in the ePAR Approver Inbox. The Workflow is designed to route transactions to each level of Approver one-by-one.