



Connecting Employees to the Enterprise with PeopleSoft ePerformance

Aligning individual employee goals with workforce strategy

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Human resource management and industry experts agree on this point – a well-informed and highly-skilled workforce has a significantly greater chance of achieving its strategic purpose.

The leap in sophisticated and broadly accessible technology is a boon for executives charged with improving employee productivity and ensuring capital invested in staff is well spent.

How are these trends impacting your HR performance processes? Clearly, best practice means implementing web-based tools that align strategic goals, business unit objectives, and individual performance targets – all on a real-time basis.

A paper-based, once-a-year performance evaluation process can leave an organization essentially stuck in strategy mode.

Improving Performance Management Processes with Technology

Your organization has just announced a major restructuring of its performance management program. Key changes include improvements in employee communication, alignment between divisional and individual goals, and management of skills inventory and succession planning.

If you are like many organizations, this will be a tremendous task requiring significant changes to existing business processes. This is especially true if current HR policies are being administered via standalone systems using non-standardized evaluation practices.

Performance management programs are designed to measure results by business units or staff teams – and adapt as external influences dictate.

The graphic on the right shows how organizations using performance management technology consistently uncover useful trends and provide point-in-time reporting to senior management on incremental progress. These are huge selling points to HR professionals looking to build a business case for purchasing ePerformance technology.

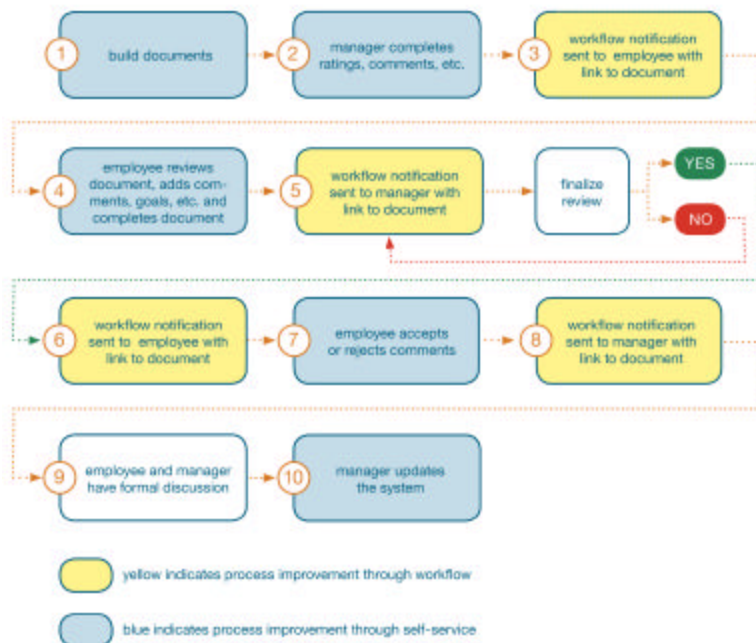


ePerformance Implementation Tips

When surveyed, many HR executives state process improvement as a key driver for adopting web-based performance management technology. They are looking for both short-term returns (speed and standardization) and long-term benefits (improved productivity and accountability). The PeopleSoft ePerformance application can be used to dramatically improve the performance management process.

Performance management technology projects almost always involve breaking down corporate philosophies and core values into quantifiable goals and objectives – and even further into job-related targets and competencies. Conducting process and plan analysis up front will ease the strain on the project team – and the budget.

Most organizations share the following goals when contemplating the implementation of PeopleSoft’s ePerformance:



- Improve communication
- Increase evaluation efficiency (speed, accuracy, and process enablers)
- Monitor top and low performers, and development / coaching plans
- Create an inventory of skills and design succession plans
- Transfer knowledge gained to other HR functions (recruiting and training)
- Generate executive level data analysis (performance analytics)
- Analyze gathered data against industry averages or expert benchmarks
- Track competencies throughout the organization and compare to future business demands

In fact, many implementation techniques stress the use of “conference room” sessions with functional users and stakeholders. This is especially true for customers contemplating ePerformance.

While ePerformance delivers extensive flexibility to administrators and the human resources team, the unique aspects of your culture will drive direction, scope, and schedule.

Implementing PeopleSoft's ePerformance application is a three-step initiative:

1. **Strategy & Process Improvement** – analysis of HR's strategic vision for performance management and review of the existing plan design
2. **Table Configuration & Customization** – mapping and configuration of your organization's performance management process to the ePerformance application
3. **Training & Change Management** – workforce preparation through training and change management support for human resources staff, management, and employees

Configuring the Building Blocks

As strategies evolve from conceptual design into executable plans, the real quantitative data needs to be organized, measured, and presented in an intuitive fashion prior to implementation. These performance plan building blocks may consist of internally developed metrics, 3rd party industry benchmarks, or both. Some examples include specialized leadership and succession plans, market-based job competencies, and industry-related compensation-reward models.

In addition, support for complex program design and sophisticated communication vehicles (i.e. self-service) should also be considered prior to choosing a software application partner.

PeopleSoft ePerformance, for instance, allows users to tailor processes and online documents for virtually all of your performance needs: annual reviews, transfer/promotion assessments, career development and succession planning, peer reviews, and multi-rater scenarios.

Improving workforce productivity means aligning strategy, processes, and people. PeopleSoft ePerformance technology promotes best practices through tools that enable continuous improvement and communication.



About WorkStrategy

WorkStrategy is an HR technology management firm providing strategic planning, vendor selection, ROI analysis, process improvement, outsourcing feasibility, and application implementation services. We specialize in performance management, learning management, compensation modeling, benefits administration, knowledge management, recruitment, and self-service and portal deployment.

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