Online PEP Process FAQ

1. The Mid and Annual PEPs have the same template. Is the process the same regardless of Mid vs. Annual?

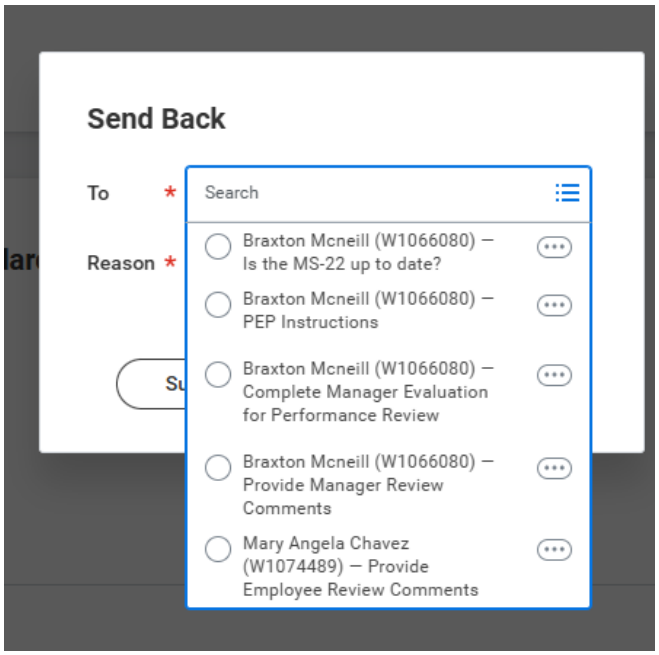
   The templates and questions to complete for both the Mid and Annual are the same, just as they are in the paper process. The difference is the approval steps: the Mid PEP is approved by the Manager's Manager and the Annual is approved by the Appointing Authority Partner/Appointing Authority Partner PEP.

2. Can we send back the PEP and where should it go?

   Yes, the PEP can be sent back to be corrected. You select the specific step in the process you send it back to depending on what needs to be corrected:

   - If the MS-22 needs to be corrected or the question was answered wrong.
   - If the completing manager/supervisor needs to review the PEP instructions given before starting the online process.
   - If data about the employee is incorrectly entered, such as service category or Overall rating.
   - If manager or employee comments need to be modified or corrected.

   To complete the send back step, Click the Send Back button, then you must select the correct reason from the dropdown list (shown below):



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3. If the MS-22 is incorrect, does it need to be corrected before we finalize the PEP evaluation, or will we have to correct it next cycle?

   The MS-22 is not being updated for the current cycle being rated, it is being updated for the following cycle.

   The current PEP should be completed. If selecting No to the question "*Is the MS-22 up to date?"* The manager will receive a To-Do task in Workday after the PEP is completed, reminding them to update the MS-22 in time for the next PEP cycle.

4. When the appointing authority partner makes changes and sends the PEP back, what step does it go back to?

   The AAP should choose the step for the PEP to restart from by selecting from the "To" drop down menu. (see item 2 for more detail on send back)

5. Are employee comments seen by the Manager before it goes to HR?

   The system will route the PEP to the next approver after the employee submits the acknowledgement and/or comments, however the manager is able to view the in-progress PEP including details such as employee comments, after they have submitted their evaluation. This can be seen in Workday, under the **Performance** tab on the worker's profile in the *In Progress* section.

6. When the supervisor "saves for later" can the appointing authority partner pull it up in workday to review before it is sent to the employee?

   The Annual PEP will be routed to the AAP for review/approval **after** the employee reviews/acknowledges it and HR approves it. The AAP can view the in-progress PEP of the employee in the Performance tab of the worker's profile, but that is not a substitution for reviewing and approving the final PEP.

7. How are PEPs completed for employees on extended leave? What if the extended leave is during signature time?

   If the employee was absent from work during the entire rating period (e.g.: *did not work at all during the period*), **Absent Entire Rating Period** should be selected for the ratings from the drop-down menu. Guidance should be sought from HR if using this rating.

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8. What if the employee is unavailable to complete the employee comments and acknowledgement or refuses to do so?

   If after 5 days, the employee has not completed the acknowledgement step, the supervisor should print a copy of the PEP and deliver it to the employee. The supervisor should remind the employee to complete the step and if necessary, also point out to the employee there is an option for them (employee) that simply states “Employee Only - I have reviewed my performance evaluation (PEP) and I refuse to sign it”.

   If the employee still refuses to complete the acknowledgement step or is unavailable to do so, please submit a ticket to the SPS Help Center explaining the situation. Also include if the Manager or HR will be completing the step in lieu of the employee (including the specific name of this person). This step can then be reassigned to either the manager, an HR Coordinator, or HR Partner for the employee’s supervisory organization.

   When completing the step, the appropriate acknowledgement option should be used:

   Employee Refuses to Acknowledge
   Employee Unavailable to Acknowledge

   Example of SPS Support Ticket Submission:

   Subject of Support Ticket: Reassign Online PEP

   Employee name and W#, that is not available or refuses to acknowledge the PEP online

   Employee was given 5 days or more to acknowledge the online PEP, and was given a printed copy of the PEP document.

   Name and W# of the person that will be reassigned the online PEP step (select one):

   Manager:

   HR Coordinator:

   HR Partner:

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9. What if the Manager's Manager is not available to complete the final review/approval of the full process mid PEP before the end of the cycle?

   The PEP templates remain accessible after the deadline, and an updated due date will be given from DBM. Supervisors may also be given further instructions by their Agency HR office.

   However, if the Manager's Manager will be unavailable for an extended period of time, please submit a ticket to the SPS Help Center explaining the situation. This step can then be reassigned to either an Appointing Authority, HR Coordinator, or HR Partner for the employee's supervisory organization.

   Example of SPS Support Ticket Submission:

   Subject of Support Ticket: Reassign Online PEP

   Employee name and W#, that is not available to approve

   Name and W# of the person that will be reassigned the online PEP step (select one):

   Appointing Authority/PEP Appointing Authority:

   HR Coordinator:

   HR Partner:

10. Is the appointing authority partner our central office or would PEPs be routed to the local Director/AD?

    Annual PEPs are routed to the system assigned role of Appointing Authority Partner or Appointing Authority Partner PEP, for approval. These roles are assigned to an employee that has been designated and assigned by your agency to review and sign Annual PEPs. Staff can check with their Central Agency HR office to determine the correct assignments.

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11. How do we designate someone to approve PEPs as an appointing authority in Workday?

    If your agency has assigned other employees to review and sign PEPs on behalf of the Appointing Authority or have only certain Appointing Authorities for PEP review and approve PEPs, we will need to assign a new role to these **PEP Appointing Authority Partners**.

    An OPSB Security Request form is used to request security roles. The form should be completed and sent to OPSB.Security@maryland.gov, however, this role is specifically assigned based on guidelines, not the PEP process. For assignments specific to the PEP Process the Appointing Authority Partner PEP role should be used. *For questions on this, please contact your agency HR office.*

    If the PEP Appointing Authority is assigned for the worker's organization, then the PEP will only route to workers in that role (and not to the Appointing Authority Partner).

12. How is **SPMS Next PEP Due** report run?

    Type the name of the report in the Workday Search bar, then select the report from the results. Complete and enter the prompted information and click *OK*.

    **See the link below for more information on Workday reports:*
    https://dbm.maryland.gov/sps/Pages/Reports_HelpCenter.aspx

13. The online PEP process provides space for up to 10 position specific performance standards. If we have more, is there a way to add more fields?

    No, the guidelines suggest that 10 position specific performance standards are sufficient and the supervisors cannot go beyond that number. We suggest that supervisors may want to review and consolidate similar performance standards if this occurs.

14. What if we have less than 10 position specific performance standards?

    You should enter all the standards that you have and then leave the rest empty. If the standard prompt is empty, the completing manager needs to give a rating of **Not Applicable**, for each blank performance standard field.

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15. Error message reads, *"You have rated both "Overall Work Quality" and at least one individual Performance Standards. You should rate either Overall Work Quality OR the individual performance measures, not both,"* How do I fix this?

    The issue is that the "Overall Work Quality" **AND** at least one of the Performance Standards were rated. Per the PEP Guidelines, the completing manager/supervisor must choose to do one or the other, not both.

    To fix this, rate either Overall Work Quality OR the individual performance standards. If Overall Work Quality is rated (Satisfactory or Outstanding) then all of the Performance Standards should be rated with Not Applicable.

    See the instructions at the top of the Position Specific Performance Standards page of the online PEP for details.

16. What is the reason for the "recommended training" item for managers to complete?

    This process is designed to mirror the paper form. Please refer to the PEP Guidelines for more information. The supervisor should consider if training is needed for the next rating period, based on the employee's performance during the current period. If the supervisor determines that training is needed before the next rating period to address the employees' strengths and weaknesses, recommendations should be entered into the Training Recommendations answer box.

17. Can you go through an Unsatisfactory rating? Does it prompt the manager to do a PIP if rating is Unsatisfactory?

    The PEP and the PIP are two separate processes. The online process does not include the PIP. An Unsatisfactory rating can be completed through the online PEP process. If this is done, all guidelines and steps should be followed outside of Workday just as before to complete the PIP. The SPS system does not prompt the manager to complete a Performance Improvement Plan when rating an employee unsatisfactory in the online PEP, but please continue to follow all guidelines of standard PEP evaluation processes. For the ratings of outstanding or unsatisfactory, do we still need to provide justification? If so, where should these comments be added?

    Yes, justification is still required. The process is not changing and what was required in the paper process still applies to the online process. During the Provide Manager Comments step, the manager can type or copy & paste comments in the comment box.

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18. Can a manager's manager access a PEP that has been started but not yet submitted?

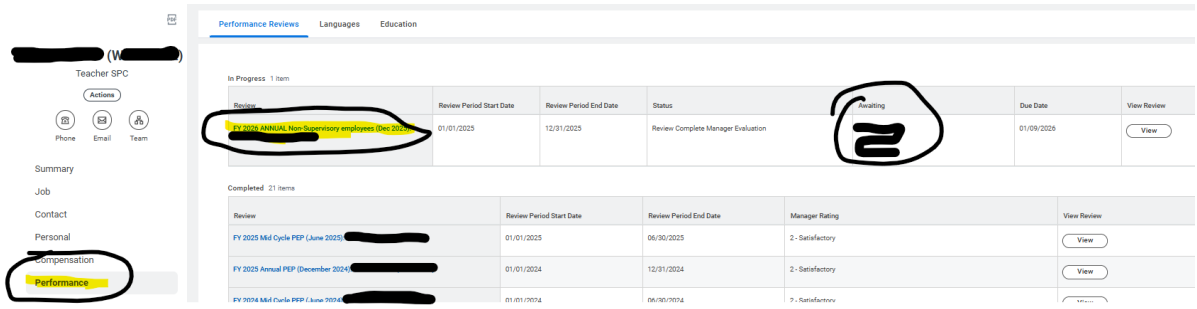
    The employee's manager's manager can view both in-progress and completed PEPs in the Performance menu for the employee. The Manager's manager cannot make any changes to the in-progress PEP.

19. How do we add justification or comments on the behavioral elements.

    During the Provide Manager Comments step, the manager can type or copy/paste comments in the comment box.

20. During the PEP process how can the manager track its progress through the routing for approvals by other individuals?

    The manager can view the status of the PEP and who it is currently assigned to from the **Performance tab** on the worker's profile. Navigate to the employee's worker profile and select the *Performance* tab located on the left-hand side. The current PEP will be found in the *In Progress* section at the top of this page. This will show if the PEP is awaiting action and what employee it is awaiting. Click on the current PEP event to open the event for more details.



21. How is the employee being evaluated notified that their PEP is available for review?

    The PEP will show up on the employee's SPS/Workday Home page in Awaiting Tasks list. At the end of the process, the completed PEP will be available on the Performance tab in the worker's profile. There is no Workday notification, however managers should notify the employee the PEP is complete.

22. Are managers able to add attachments for comments?

    For the current "rating only" process the completed paper form can still be attached/uploaded. For the new Online process, the template is designed to include all required information and no attachment is needed.

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