Welcome to Performance Enhancement Process

Goal Setting & Performance Appraisal Process
What is Goal Setting?

Goal Setting is the process of defining SMART goals to help in achievement of Individual and Organizational objectives.

S - Specific
M - Measurable
A - Attainable
R - Reviewable
T - Timelines
How to Login to the PEP system?

- Log on to www.itgipep.com

- Enter the User ID & Password

- Click on “Go”

- User ID is your 5 digit ‘Employee Code’

- First time password is “0000”

- In case you forget your password, enter your 5 digit Employee code in User Name & click on “Login Problem”, system will send you your password in your Lotus mail ID.
Features of Home Page

- To change the password, click on “option”
- Employee Details with photograph
- Birthdays (-5 & +10 days)
- News & Events
- HR Forms
- Self Reminder functionality
- Send message to employees
Goal Setting / KRA Setting

- Click either on the “Goal Sheet” icon or click on the link message received in “Your Message” for writing the KRA’s / Goals.
Goal Setting - Objective

- Overall KRA weightage is 70%
- Goal sheet Form is divided into four parts.
- First Part – Objective, Corporate objective and Department Objective

  - Corporate Objective – To be filled by the Administrator (HR)
  - Department Objective - To be filled by the Heads of Departments/SBU’s/ CSC’s/ Uw Hubs
Goal Setting – Goal Sheet Form

- Second Part – Goal Sheet Form
- Click on “Add Goal” for writing KRA’s.
- Total KRA Weightage should be 100%.
- Individual KRA weightage should not be less than 15% and not more than 40%.
- Description column may be used for writing KRA’s in detail (Optional).
- For every additional KRA, click on “Add Goal”
Goal Setting - Competency

- Third Part - Six competencies – reflect automatically.

- Competencies have been identified on the basis of grade / department.

- Overall 30% weightage of competencies in PEP evaluation.
Goal Setting - Submit

- After completion of KRA’s and viewing competencies click on “Submit”

- After submission, goal sheet will go to the Appraiser / Reporting Manager for approval
After Submitting the Goal sheet, status will be shown as “Submitted to Appraiser”
After submission of KRA’s by the employee, it will go to the "Appraiser" for approval. The Appraiser may view goal sheet by clicking the “the goal sheet has been submitted by employee for the period”.

By clicking either on “Team” or in the link in the message box, the appraiser can see the goal sheet of the respective subordinate.
Goal Setting Approval - Appraiser

- Appraiser can only view the details of the appraisee on the first part of the form.
Goal Setting Approval - Appraiser

- By clicking on “Goal Sheet Form” appraiser can view the KRA’s of subordinate.

- In case, the Appraiser want to edit /delete the Goals, he may click on “Edit Goal” / “Delete Goal”
Competencies of the subordinate can be view by clicking on “Competency”.

1. **Customer Orientation**
   - Service orientation.
   - Customer communications.
   - Relationship building and customer sensitivity.
   - Organizational culture and values focus.

2. **System Orientation**
   - System Awareness.
   - Will to uphold importance of the systems.
   - System Conception, implementation & improvement.

3. **Eye For Detail**
   - Knowledge of whereabouts of data.
   - Will to analyze data and seek clarification.
   - Interpret data for decision process and shares transparency.
   - Clarity in prioritizing tasks given dynamic situations.

4. **Domain Knowledge**
   - Practical knowledge & its relevance to the areas of operation.
Goal Setting Approval - Appraiser

- In case of changes in KRA, the appraiser may click on “Submit to Employee”.

- In case of no changes in KRA, the Appraiser may click on “Submit to Accepting Officer” (Reporting Manager’s Manager) for final approval.
On submission of the form to the Accepting Officer, the Goal sheet status will be shown as “submitted to Accepting Officer”.
Goal Setting Approval – Accepting Officer

- Accepting officer may view all the pages of the form but cannot edit.

- Comments are mandatory before “Sign off”.

- Click “Sign off” for final acceptance of goal sheet.

- In case of rejection, click on “Send back to appraiser”.
Goal Setting Approval – Accepting Officer

After Submission by accepting officer the Goal sheet, status will be shown as “sign off”
Click either on the “Appraisal” icon or on the link message received in “Your Message” for doing self appraisal.
Employee can only view the details by clicking on “objective”.

Appraisal - Self
By clicking on "Goal Sheet Form" employee can do self appraisal of KRA's.

You have to rate on scales mentioned in the system.

In extreme ratings, like "did not meet expectation" or "surpassed all expectation", comments are mandatory.
Appraisal - Self

- By clicking on “Competency” employee can appraise the competencies.

- Rate on scales mentioned in the system by selecting the appropriate scale.

- In extreme ratings, like “did not meet expectation” or “surpassed all expectation”, comments are mandatory.
By clicking on "Additional Information" employee has to answer two questions.
In extreme ratings, like “did not meet expectation” or “surpassed all expectation”, if comments are not mentioned, system will show error and not allow you to submit.
After completing self appraisal, click on “Submit” for submitting the appraisal to Appraiser for approval.
After clicking on "Submit" system will reconfirm "Are you sure you want to submit to Appraiser", if yes, click "OK".
On Submission of Self review, the appraisal status will be shown as “submit to Appraiser”
After submission of Appraisal by the employee, it will go to the "Appraiser" for approval. The Appraiser may view appraisal by clicking the "has been submitted appraisal by employee for your approval" link in the message box, the appraiser can see the goal sheet of the respective subordinate.
Appraiser can only view the details by clicking on “objective”.
By clicking on “Goal Sheet Form” Appraiser can appraise the KRA’s of his subordinate.

Appraiser has to rate on scales mentioned in the system.

In extreme ratings, like “did not meet expectation” or “surpassed all expectation”, comments are mandatory.
By clicking on “Competency” Appraiser can appraise the competencies of subordinate.

Rate on scales mentioned in the system.

In extreme ratings, like “did not meet expectation” or “surpassed all expectation”, comments are mandatory.
By clicking on “Additional Information” Appraiser has to answer questions given under “Appraiser”. 
Relative Grading – In case of similar rating among the team members, the appraiser may give relative grading.
Appraiser can view the score of self appraisal done by the employee.

After appraiser evaluation, pre calculated score by employee and appraiser can be viewed.

In case of difference in the overall score from the employee, Appraiser should provide comments.
After completing the review of subordinate, Appraiser may click on "Submit to Accepting Officer" for submitting the appraisal to "Accepting officer" for approval.
On Submission of subordinate appraisal by the appraiser, the appraisal status will be shown as “submit to Accepting Officer”
After submission of subordinate appraisal by the Appraiser, it will go to the "Accepting Officer" for final approval. The Accepting Officer may view appraisal by clicking the "has been submitted appraisal by Appraiser for your approval".

By clicking either on "Team" or in the link in the message box, the accepting officer can see the goal sheet of the respective subordinate.
Accepting officer may view the pages in “objective”, “Goal sheet form” of the appraisal form but can not edit.
By clicking on "Additional Information" Accepting Officer has to answer question given under "Accepting Officer".
Accepting Officer can view the score of appraisal done by the Employee and Appraiser.

"Accepting Officer" has to give the score in the "Accepting Officer Final score" for goals and Competency. Overall score will be averaged automatically.

In case of difference in the overall score from the Appraiser, Accepting Officer comments are mandatory.
After giving the score, comments and clicking the save button, Average score will be reflected.
After completing the appraisal of employee, “Accepting Officer” may click on “Sign off”. You may “tick (√)” incase you want to make the comments visible to employee.”
On Submission of employee appraisal by the Accepting Officer, the appraisal status will be shown as "Sign Off" with the final score which will be visible to employee and Appraiser.