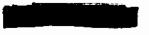
Maintain Performance Document



Performance Document

Document Type: Performance Management Document ID:

Template ID: EPPES

Owner:

Begin Date: End Date:

Document Status: Process Completed

Name:

Office Symbols/Organization:

Pay Plan/Series/Grade:

It Specialist

SSN:

/ CIO, OIT, OFFIC

OFFIC

Pay Plan/Series/Grade:

It Specialist

Appraisal Detail

Reason for Appraisal:

Annual Rating of Record

Expand All Sections Collapse All Sections Status Tracking Performance Notes

Performance Measures

Critical Element 1

Critical Element Description

Complete Office Automation Upgrade by 4QFY07 - Ensure successful migration of Department's messaging system to MS exchange platform.

Outstanding Performance Standard

Communication

Announce 30 days prior to rollout

95% distribution of marketing material (Posters, brochures, etc.

Weekly reports throughout office migration

Training

Daily reporting against vendor project plan for completion statistics

95% of staff offered training (hands-on, CBTs, etc.)
Offer additional technical clinics to customers as required (minimum of 6)

Surveys

At completion of each office migration, encourage staff to complete surveys to maximize rate.

Service Desk Tickets:

Review customer concerns weekly

Track patterns and report out so that 75% do not occur in future rollouts

Fully Successful Performance Standards

Communication

Announce 15 days prior to rollout

80% distribution of marketing material (Posters, brochures, etc.)

Progress

Weekly reports throughout office migration submitted 80% of the time

Daily reporting against vendor project plan for completion statistics submitted 80% of the time

Training

80% of staff offered training (hands-on, CBTs, etc.)

Offer additional technical clinics to customers as required (minimum of 4)

Service Desk Tickets:

Review customer concerns weekly provided 80% of the time

Track patterns and report out so that 50% do not occur in future rollouts.

Unacceptable Performance Standards

Communication

Announce less than 10 days prior to rollout

Less than 75% distribution of marketing material (Posters, brochures, etc.)

Progress

Weekly reports throughout office migration submitted less than 75% of the time

Daily reporting against vendor project plan for completion statistics less than 75% of the time

Training

Less than 75% of staff offered training (hands-on, CBTs, etc.)

No additional technical clinics to customers as required (minimum of 6)

Service Desk Tickets:

Review customer concerns weekly provided less than 75% of the time

Track patterns and report out so that less than 50% do not occur in future rollouts.

Actual Accomplishments

Rating:

Critical Element 2

Critical Element Description

Ensure all go live project plans include infrastructure and that agreed upon deadlines are

... 5/24/2007

met.

Outstanding Performance Standard

Communication

Monthly meetings with stakeholders if applicable

Collaborate with HUD OCIO staff and contractors to resolve issues with go live systems. As assigned special projects associated with go live systems are completed to time and quality standards at least 90% of the time.

Schedule

Future requirements associated with go live systems are monitored via CA Service Desk to identify and schedule changes weekly.

Reporting

Weekly status reporting of requirements to senior OCIO staff Weekly reporting of problems based on service desk tickets.

Training

New technology training offered to 95% of involved customers for go live systems.

Fully Successful Performance Standards

Communication

Monthly meetings with stakeholders if applicable held 80% of the time

Collaborate with HUD OCIO staff and contractors to resolve issues with go live systems. As assigned special projects associated with go live systems are completed to time and quality standards at least 75of the time.

Schedule

Future requirements associated with go live systems are monitored via CA Service Desk to identify and schedule changes weekly, provided 80% of the time.

Reporting

Weekly status reporting of requirements to senior OCIO staff provided 80% of the time Weekly reporting of problems based on service desk tickets provided 80% of the time

Training

New technology training offered to 80% of involved customers for go live systems.

Unacceptable Performance Standards

Communication

Monthly meetings with stakeholders if applicable held less than 75% of the time Collaborate with HUD OCIO staff and contractors to resolve issues with go live systems. As assigned special projects associated with go live systems are completed to time and quality standards less than 75% of the time.

Schedule

Future requirements associated with go live systems are monitored via CA Service Desk to identify and schedule changes weekly provided less than 75% of the time

Reporting

Weekly status reporting of requirements to senior OCIO staff provided less than 75% of the time

Weekly reporting of problems based on service desk tickets provided less than 75% of the time

Training

New technology training offered to less than 75% of involved customers for go live systems.

Actual Accomplishments

Rating:

Critical Element 3

Critical Element Description

Ensure HUD customer satisfaction surveys average at least 70%

Outstanding Performance Standard

Communication

Problem tracking and reporting provided weekly

<20% of repeat customer problems for HUD controlled issues

Assistance

Daily contact with customers for problem resolution

Weekly reporting of any unsolved issues

Scheduling

Regular meetings with Regional Director and or his/her direct reports to discuss upcoming changes and schedules $\underline{\iota}$ if applicable

<25% of customers adversely impacted by changes (Service Desk, surveys)

Fully Successful Performance Standards

Communication

Problem tracking and reporting provided weekly 80% of the time <40% of repeat customer problems for HUD controlled issues

Assistance

Daily contact with customers for problem resolution 80% of the time Weekly reporting of any unsolved issues provided 80% of the time

Scheduling

Regular meetings with Regional Director and or his/her direct reports to discuss upcoming changes and schedules provided 80% of the time ¿ if applicable

<40% of customers adversely impacted by changes (Service Desk, surveys)

Unacceptable Performance Standards

Communication

Problem tracking and reporting provided weekly less than 75% of the time <40% of repeat customer problems for HUD controlled issues

Assistance

Daily contact with customers for problem resolution less than 75% of the time Weekly reporting of any unsolved issues provided less than 75% of the time

Actual Accomplishments

Rating:

Critical Element 4

Critical Element Description

Support and endorse goals and objectives in OCIO FY2007 plan, Vision 2010 and implement plan (including iManage, Portal, IDIS)

Outstanding Performance Standard

New Initiatives/Future Requirements

Monthly meeting with Regional staff to identify upcoming requirements from Program Areas & report to OCIO ¿ if applicable

Identify any infrastructure impacts 60 days prior to scheduled release

Identify sufficient training for the effected customers 60 days prior to scheduled release Include in weekly reports any bottlenecks or issues

On-going Initiatives

Weekly status reporting on Vision 2010 initiatives if applicable

Fully Successful Performance Standards

New Initiatives/Future Requirements

Monthly meeting with Regional staff to identify upcoming requirements from Program Areas & report to OCIO held 80% of the time ¿ if applicable

Identify any infrastructure impacts 45 days prior to scheduled release

Identify sufficient training for the effected customers 45 days prior to scheduled release Include in weekly reports any bottlenecks or issues provided 80% of the time

On-going Initiatives

Weekly status reporting on Vision 2010 initiatives provided 80% of the time if applicable

Unacceptable Performance Standards

New Initiatives/Future Requirements

Monthly meeting with Regional staff to identify upcoming requirements from Program Areas & report to OCIO held less than 75% of the time ¿ if applicable

Identify any infrastructure impacts less than 30 days prior to scheduled release

Identify sufficient training for the effected customers less than 30 days prior to scheduled release

Include in weekly reports any bottlenecks or issues provided less than 75% of the time

Actual Accomplishments

Rating:

Critical Element Description

Provided effective communications, written and otherwise to customers and internally with OCIO

Outstanding Performance Standard

Staff meetings

Attendance of staff meetings 90% of the time

Reports

At lease 95% of all reports meet quality and timeliness standards

Market and Outreach

Establish regular meetings with program office managers in the Region and Field office to identify requirements and to ensure ongoing quality of services and products and to solicit feedback. ¿ if applicable

Fully Successful Performance Standards

Staff meetings

Attendance of staff meetings 80% of the time

Reports

At lease 75% of all reports meet quality and timeliness standards

Market and Outreach

Establish regular meetings with program office managers in the Region and Field office to identify requirements and to ensure ongoing quality of services and products and to solicit feedback. Held 80% of the time. ¿ if applicable

Unacceptable Performance Standards

Staff meetings

Attendance of staff meetings less than 75% of the time

Reports

Less than 70% of all reports meet quality and timeliness standards

Market and Outreach

Establish regular meetings with program office managers in the Region and Field office to identify requirements and to ensure ongoing quality of services and products and to solicit feedback. Held less than 75% of the time. ¿ if applicable

Actual Accomplishments

Rating:

Critical Element Description

		1
000 TO TO TO THE PROPERTY OF T	Outstanding Performance Standard	
	Fully Successful Performance Standards	
	Unacceptable Performance Standards	
00000000000	Actual Accomplishments	
00000000 1 - 100 000000000 - 1 - 100000000	Rating:	
	▽ Critical Element 7	ا ا
The second secon	Critical Element Description	
00000000000000000000000000000000000000	Outstanding Performance Standard	
	Fully Successful Performance Standards	

**************************************	Unacceptable Performance Standards	C. THE TRANSPORT OF THE PROPERTY OF THE PROPER
and the second s	Actual Accomplishments	7
	Rating:	
	▽ Critical Element 8	
	Critical Element Description	At at (2000)
	Outstanding Performance Standard	
	Fully Successful Performance Standards	- 1980 - 1980 - 1980 - 1980 - 1980 - 1980 - 1980 - 1980 - 1980 - 1980 - 1980 - 1980 - 1980 - 1980 - 1980 - 1980
	Unacceptable Performance Standards	
, [

Actual Accomplishments	
Dating	
Rating:	
✓ Critical Element 9	
Critical Element Description	
Outstanding Performance Standard	
Fully Successful Performance Standards	
Unacceptable Performance Standards	
Actual Accomplishments	
Rating:	
Critical Element 10	

	Critical Element Description	
	Outstanding Performance Standard	
	Fully Successful Performance Standards	
B. co/2 6/8 furnit	Unacceptable Performance Standards	
	Actual Accomplishments	
	Rating:	
Ī	Midyear Review	
	▽ Comments	
	▼ Comments Employee	T 1

Rating Official has received several compliments on his excellent Customer Service so far this rating
has received several compliments on his excellent Customer Service so far this rating period. His work is delivered on time and of high quality. The service is responsive to customer
requests and goes the extra mile to be able to satisfy the two offices he is responsible for.
▽ Fìnal Comments
▽ Final Comments
Employee
Rating Official
Poviousing Official
Reviewing Official
▽ Overall Final Ratings
Overall Final Ratings Summary
Summary Rating:
Comments /
Accomplishments:
The state of the s

Printable Performance Document

Show Ratings

Print Progress Review

Return to Performance Document Selection

Go To: Performance Management Home

Rating Official Comments: Employee: The has received several compliments on his excellent Customer Service so far this rating period. His work is delivered on time and of high quality. The is responsive to customer requests and goes the extra mile to be able to satisfy the two offices he is responsible for.

Progress Review Record

U.S. Department of Housing and Urban Development

Employee Name	Critical						
	Element Number	Outstanding	Excellent	Fully Successful	Minimally Satisfactory	Unsatisfactory	
Social Second number	1						
It Specialist	2						
Series and Grade					1		
GS/2210/12	3						
Organization CIO, OIT, FIELD OFFIC	4						
Date of Meeting	5						
See Attachment	8						
	7						
	8						
	9						
	10						
Reviewing Official	Reviewing Official (Signature signifies	Signature that Reviewing Offici	al reviewed this for	m)			
N/A	x N/A						
Rating Official	Rating Official Signature (Signature signifies that Progress Review Meeting was held with employee)						
	Total come of the season states and the season and substates						
Employee Signature (Signature signifies that content of this form was discussed with employee at Progress Review meeting. It does not signify agreement or disagreement with what is recorded here)	Employ.						
was discussed with employee at Progress Review meeting. It does not signify agreement or disagreement with what is recorded here) Employee Comments:	x						

Sensitive Information: The information collected on this form is considered sensitive and is protected by the Privacy Act. The Privacy Act requires that these records to be maintained with appropriate administrative, technical, and physical safeguards to ensure their security and confidentiality. In addition, these records should be protected against any anticipated threats or hazards to their security or integrity which could result in substantial harm, embarrassment, or unfairness to any individual on whom the information is maintained.

Previous edition is obsolete

form HUD-25002 (12/97) HUD/AFGE Agreement