Continuous Performance Management (CPM)

Guide For

Agency Adminstrators

STATE CIVIL SERVICE

SAP SuccessFactors

Contents

Overview

About this Guide

The Continuous Performance Management (CPM) Guide for Agency Administrators is a comprehensive resource designed to assist in the effective implementation and administration of the Continuous Performance Management process in SuccessFactors.

The goals of this guide are to:

- **How-To Manual**
  Detailed step-by-step instructions for executing essential CPM tasks to help you with launching forms, routing forms, managing goal plans, and utilizing SuccessFactors tools.

- **Quick Reference Tool**
  Organized for ease of navigation, enabling you to swiftly find answers to common administrative queries or troubleshooting issues in real-time.

- **Workshop Companion**
  Offers in-depth follow-up support and detailed explanations of system processes, after completing the training provided during State Civil Service CPM workshops.

This guide is structured to align with the real-time processes and decisions that Agency Administrators encounter throughout each phase of the performance cycle—from planning and evaluation to reporting. Each section includes practical examples, typical scenarios, and reminders to aid in maintaining compliance with Civil Service Chapter 10 Rules as well as internal CPM policies.

By utilizing this guide, Agency Administrators can confidently oversee the technical and procedural aspects of performance management, fostering a culture of continuous improvement and accountability within their agencies.

SCS Chapter 10 Rules: Continuous Performance Management

Continuous Performance Management is a tool used to measure performance and to continuously develop individuals into high-performing employees.

Continuous Performance Management is effective January 1, 2025, and applies to all classified employees except those serving in a classified When Actually Employed (WAE) appointment. The performance evaluation year shall be January 1 through December 31 of each year.

More information for the Rule-by-Rule Review for Chapter 10 can be found in CPM Resources (Chapter 10) CPM Resources (Chapter 10) or scan the QR code.

PES to CPM Changes

PES: Performance Evaluation System	CPM: Continuous Performance Management
Paper-based system	Electronic cloud-based (for agencies in LaGov), paper-based option
3 rating system: 1. Exceptional 2. Successful 3. Needs Improvement/Unsuccessful	5 rating system: 1. Exceptional 2. Exceeds Expectations 3. Successful 4. Needs Improvement 5. Unsuccessful
Timeframe: Fiscal year	Timeframe: Calendar year
Planning period: July 1 – September 30	Planning period: January 1 – March 1
Evaluation period: July 1 – August 31 (Sept 30 for Universities)	Evaluation period: January 1 – March 1
Evaluation rating effective date: July 1	Evaluation rating effective date: January 1
Employees who receive a "Needs Improvement/Unsuccessful" rating have until September 15 to request an Agency Review (Oct 15 for Universities)	Employees who receive an "Unsuccessful" rating have until March 16 to request an Agency Review
An Agency Review can be made up of an individual or panel	An Agency Review must be composed of at least 3 reviewers
Agency Review panel shall provide written notice of the results no later than October 15 (Nov 15 for Universities)	Agency Review panel shall provide written notice of the results no later than April 16
Director Review available	No Director Review
Employees who receive a rating of "Needs Improvement/Unsuccessful" are not eligible for: promotion, permanent status, detail to higher-level position(unless Director approved), market adjustment, or placement on the DPRL	Employees who receive a rating of "Needs Improvement" are not eligible for: promotion, permanent status, detail to higher-level position, reallocation, or placement on the DPRL
NEW TO CPM	Employees who receive a rating of "Unsuccessful" are not eligible for: promotion, permanent status, detail to higher-level position, reallocation, market adjustment, or placement on the DPRL
NEW TO CPM	If an employee receives 2 consecutive "Unsuccessful" ratings, they will be subject to a non-disciplinary removal per 12.6(a)6.

SAP SuccessFactors

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Agency Administrator Calendar 2025 - 2026

Date	Action
October 1	Any employee appointed on or after October 1 shall be rated 'Not Evaluated' for the next evaluation period.
November 1	CPM Planning and Evaluation forms are available to launch. (Forms cannot be edited until January 1.)
December 31	“Exceptional” Payments: Last date to make payments for “Exceptional” based on CPM in the Previous year's Performance rating.
January 1	CPM Evaluation Period for the previous year begins. CPM Planning Period for the current begins.
March 1	CPM Evaluation Period for the previous year ends. CPM Planning Period for the current year ends. Earliest date to make “Exceptional” Payments based on CPM “Previous Year” Performance Year rating.
March 16	Deadline for employees to request Agency Review for “Unsuccessful” ratings only.
April 16	Deadline to issue Agency Review Results for “Unsuccessful” ratings.
April 30	Deadline to render Performance Improvement Plan for “Unsuccessful” ratings only.
July 15	Market Adjustment: Based on CPM 2025 Performance Year Rating.

Agency Administrator

Your Role as Agency Administrator

This guide contains the processes you will use in your role as the Agency Administrator. As an Agency Administrator, you have the following responsibilities:

- **Serve as your agency's top performance management individual.**
  You are the lead authority responsible for implementing and supporting the CPM process within your agency.

- **Collaborate with agency leadership to determine performance management system parameters.** Work with HR leadership and agency executives to set expectations, deadlines, and priorities related to planning and evaluation.

- **Facilitate the performance management process at your agency.** Coordinate the launch, routing, completion, and follow-up of performance forms across departments.

- **Serve as the first point of contact and be responsible for investigating issues.** Respond to system, access, or form-related concerns from supervisors and employees, escalating only as needed.

- **Track the progression and timely completion of all planning and evaluation forms.** Use available SuccessFactors reports to monitor which forms are launched, where they are in the workflow, and ensure deadlines are met.

SuccessFactors Access

As an Agency Administrator, you have been granted specialized access in SuccessFactors, the system utilized for managing the state's Continuous Performance Management (CPM) process. Your access is more extensive than that of typical employees or supervisors, allowing you to effectively launch, monitor, manage, and troubleshoot performance planning and evaluation forms within your assigned personnel areas.

Your access includes the following features:

- Admin Center navigation
- The ability to launch various forms (Planning, Evaluation, Alternative, Not Evaluated, Rating Replacement)
- Options to route, delete, and restore forms
- Capability to transfer forms to new supervisors
- Access to view reporting dashboards
- Visibility into all goal plans within your assigned personnel area
- Authority to "Unapprove" goal plans as necessary

Key responsibilities include:

- Ensuring the appropriate form template and routing map are selected when launching forms.
- Providing guidance to supervisors and staff on system usage and process timelines.
- Monitoring the status and timely progression of all CPM forms.
- Collaborating with HR and agency leadership to resolve routing issues or correct data.
- Utilizing system reports to track form completion and ensure compliance with SCS Chapter 10 Rules.

By maintaining an accurate workflow of forms and staying informed about updates to CPM policies and procedures, your role significantly contributes to ensuring that performance management is conducted fairly, consistently, and punctually throughout your agency.

Organization Management Requirements

Each form has a Route Map, which outlines the workflow steps that a form must undergo—from its initiation to the final signature—specifying the role (supervisor, second-level evaluator, employee) responsible at each stage.

Please note: Employees CANNOT have a form launched until the day after they are entered into LAGov.

For the performance management forms to route properly, supervisory relationships must be correct in LaGov. If these relationships are correct, forms will advance in the Route Map as required.

If the supervisory relationships are not correct, several issues may arise:

- Forms could bypass essential approval steps.
- Tasks may be assigned to the wrong individuals.
- Goal plans may remain "Unapproved" and inaccessible to employees.
- Completion statuses could be inaccurate or non-compliant.
- Evaluation deadlines might be missed due to routing delays.

Before launching any performance planning or evaluation forms, Agency Administrators must ensure that their agency's organization management is up to date and aligns with the agency's organizational structure.

Exceptions

The State Civil Service Director has granted two exceptions to Civil Service Rule 10.4 (Second Level Evaluator). These exceptions provide that Second Level Evaluators are not required for two employee groups:

1. Agencies that have classified positions that report directly to an unclassified Executive Director, Agency Head unclassified Department Head, unclassified Agency Head, Board, or Commission are not required to have Second Level Evaluator approval on their official CPM planning or evaluation.

2. Agencies that have employees for whom the Second Level Evaluator is an unclassified Executive Director, unclassified Department Head, unclassified Agency Head, Board, or Commission.

Both situations allow you to skip the 2nd Level Evaluator step on a Route Map. They do not need to provide documentation. Requests for exceptions not covered by this exception must be approved by the Director of State Civil Service.

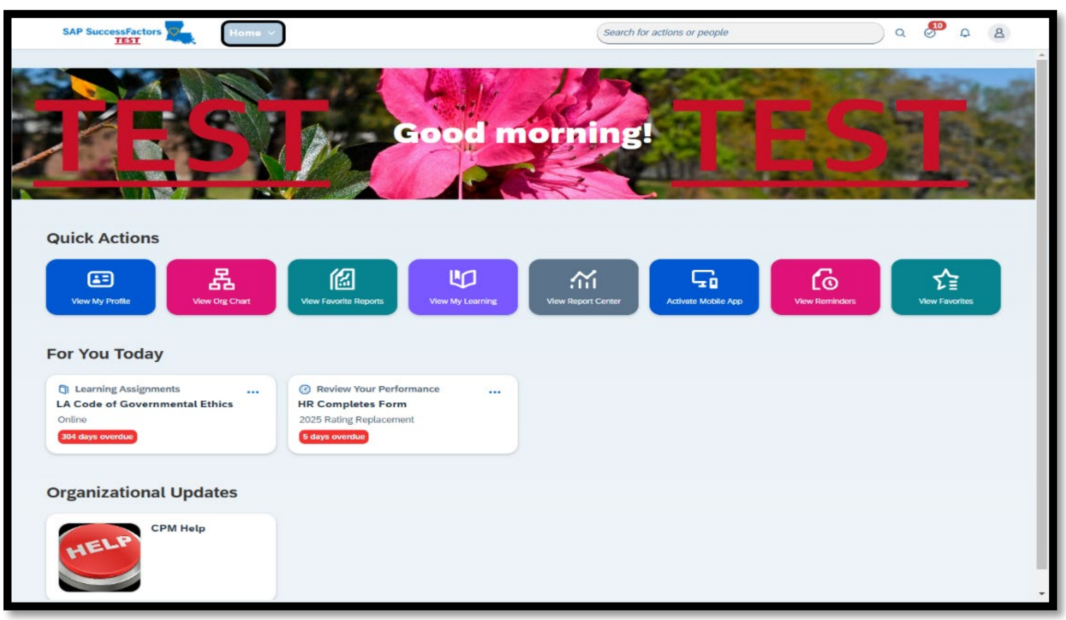
**See SCS General Circular 2025-12 for more information.

Agency Administrator’s Tools in SuccessFactors

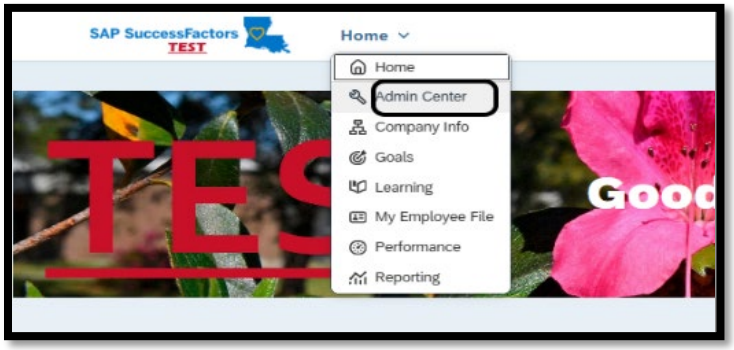
To access the **Agency Admin Tools**, navigate by hovering over **"Home,"** selecting **"Admin Center,"** and then clicking **"See All"** from the menu on the left-hand side. The system will then display a full list of administrative tools, tailored to your role and assigned permissions.

How to Access the Admin Center

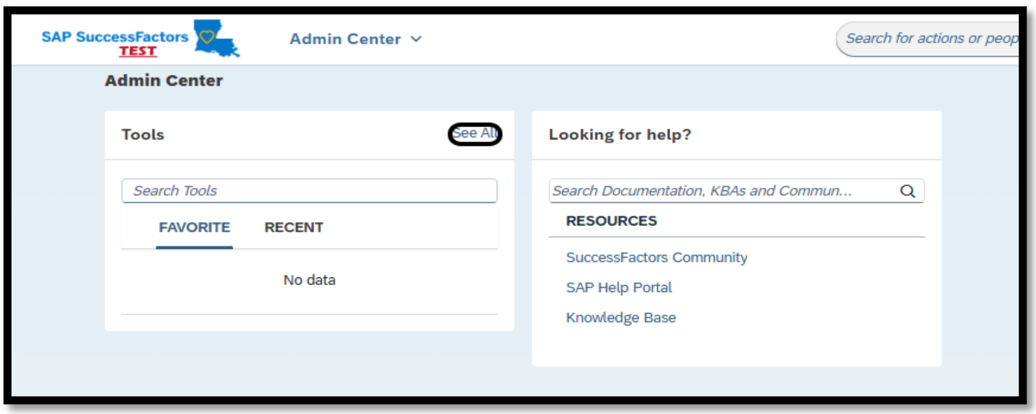
1. From the SuccessFactors dashboard, click the drop-down “Home” menu at the top of the screen.



2. **Click "Admin Center."**

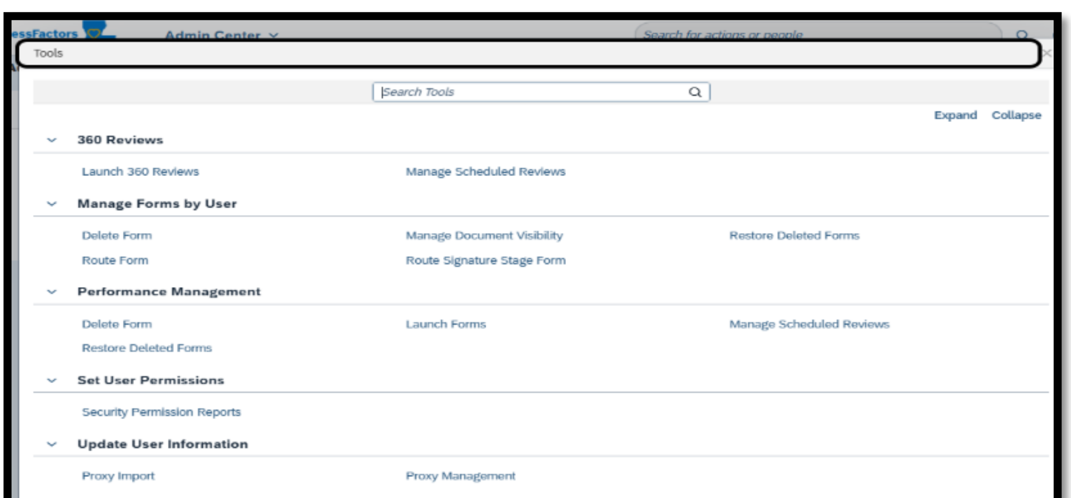


3. **On the tools section, click "See All."**



4. **Displayed are the actions to which you may have access.**

Note: The options displayed in your Admin Center may vary depending on your assigned access and permissions. To understand the purpose of the tools, when to use the forms, and key considerations, please review the "Tool Identification" section.



Summary of Admin Center Tools

This section provides a summary of tools listed in the Admin Center, explaining their purpose and appropriate use to help you understand when and why each function should be utilized.

The tools described below are available in SuccessFactors and are presented here as they apply to the Continuous Performance Management (CPM) process.

NOTE: Not all tools are available for use in SuccessFactors, even though they may appear under Tools. The following tools are not available or used in CPM processes:

- **Launch 360 Reviews**
- **Manage Scheduled Reviews**
- **Proxy Import**
- **Proxy Management**

Manage Scheduled Reviews

This function is designed to schedule the launching of forms (such as planning or evaluation forms) in advance to ensure compliance with SCS Chapter 10 Rules**.**

- **Purpose:** To preschedule forms to launch on a future date and time.
- **When to Use:** When the CPM Schedule mandates forms to be launched over the weekend or vacation dates.
- **Key Considerations:** Agency Administrators control the timing and launches to maintain compliance.

Delete Form

In SuccessFactors, Agency Administrators can delete performance forms from the system. This action is typically used when a form has been launched in error, contains incorrect information, or is no longer required.

- **Purpose:** Deletes a form from the system.
- **When to Use:** If a form is launched in error, contains incorrect data, or is not required.
- **Key Considerations:**

    - Restricted to administrators with deletion rights.
    - Deleted forms may be recovered using the **Restore Deleted Forms** tool.

Important: After deleting a form, any attachments included in that form are not removed from the system. They remain in the *Deleted* section of the Manage Documents admin tool. To permanently remove attachments, they must be deleted directly from the forms before deletion.

Route Form

This tool enables Agency Administrators to modify the workflow path of a performance form manually. This tool can be used to move a form forward or backward within its Route Map or, in some cases, to skip a step entirely.

- **Purpose:** Allows administrators to adjust a form's workflow in the route map.
- **When to Use:** Typical uses include fixing errors (such as a form being advanced too soon) or managing exceptions (for example, when a supervisor or second-level evaluator is unavailable).
- **Key Considerations:**
    - Agency Administrators must document the reason for the adjustment to ensure accountability and compliance.
    - All adjustments must be documented for compliance with Louisiana Civil Service policy.

Route Signature Stage Form

The Route Signature Stage Form function allows Agency Administrators to adjust or reroute performance forms that are at the signature stage of the workflow.

- **Purpose:** Allows Agency Administrators to enforce the correct sequence of sign-offs required in the route map and prevents bottlenecks at the final stage of the process.
- **When to Use:**
    1. If a form is mistakenly advanced to the signature step too early, administrators can redirect it back to the appropriate step.

    2. If a form is at the final step of the Route Map and signatures are missing, misrouted, or assigned incorrectly.
- **Key Considerations:** All official form routing for Planning and Evaluation should be managed through the Route Form tool, not the Route Signature Stage Form.

Manage Document Visibility

This function allows Agency Administrators to control which users can view or access specific performance management forms. Visibility settings can be adjusted to hide or reveal forms for employees, supervisors, or other roles within the route map. By managing visibility, administrators maintain confidentiality and prevent errors in form processing.

- **Purpose:** Controls which users can view specific performance forms.
- **When to Use:**
    1. When a form has been routed incorrectly
    2. When a supervisor change requires restricting access
    3. When forms need to be withheld from view until a correction is made.
- **Key Considerations:** Supports confidentiality and compliance.

Restore Deleted Forms

Allows Agency Administrators to recover forms that were previously removed from the system. This feature is especially valuable when a form is deleted in error or needs to be reactivated for compliance or auditing purposes.

- **Purpose:** Recovers forms previously deleted.
- **When to Use:** When a form is deleted in error or needs to be reinstated for compliance/audit purposes.
- **Key Considerations:**
    - Access is permission-based and limited to agency administrators.
    - Verify Form ID and details before restoring to avoid duplication.

Transfer to New Supervisor

This tool allows Agency Administrators to reassign an employee's performance management forms to a different supervisor when organizational changes occur, such as promotions, reassignments, or staff turnover. This tool ensures that planning and evaluation forms remain active and properly routed without disruption to the performance management cycle.

- **Purpose:** Reassigns an employee's forms to a different supervisor.
- **When to Use:** Following promotions, reassignments, or supervisor turnover.
- **Key Considerations:**
    - Ensure Org Management is correct in LaGov.

Launch Forms

The **Launch Forms** tool initiates performance management processes by generating forms for employees and assigning them to the correct workflow. Administrators can launch forms individually, in bulk using a CSV file, or through alternative templates for new appointments or "Not Evaluated" cases. This function ensures supervisors and employees have the necessary forms in their inboxes to complete the planning and evaluation cycle.

- **Purpose:** Generates Planning or Evaluation forms for employees.
- **When to Use:**
    1. At the start of the Planning or Evaluation cycle.
    2. For new appointments.
    3. For "Not Evaluated" cases.
    4. When a Rating Replacement form is needed.
- **Key Considerations:**
    - Org Management must be correct in LaGov.
    - Accuracy in selecting form type and employee is critical.
    - Forms may be launched individually or in bulk via CSV upload.
    - Louisiana agencies must comply with timelines in State Civil Service Chapter 10 Rules.

Security Permission Reports

The Security Permission Reports function provides Agency Administrators with visibility into the roles, permissions, and system access assigned to users within SuccessFactors. These reports allow Agency Administrators to verify that employees, supervisors, and reviewers have the correct access to view, edit, or route performance forms.

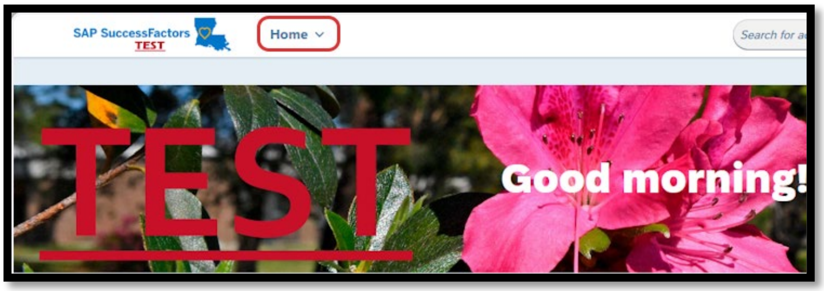
They are essential for troubleshooting issues such as missing forms, restricted visibility, or workflow interruptions caused by incorrect permissions. By regularly reviewing Security Permission Reports, administrators can maintain system integrity and ensure that performance management processes function smoothly across the agency.

- **Purpose:** Displays system roles, permissions, and access for users.
- **When to Use:** To troubleshoot visibility issues, missing forms, or routing errors.
- **Key Considerations:** Regular review ensures system integrity.

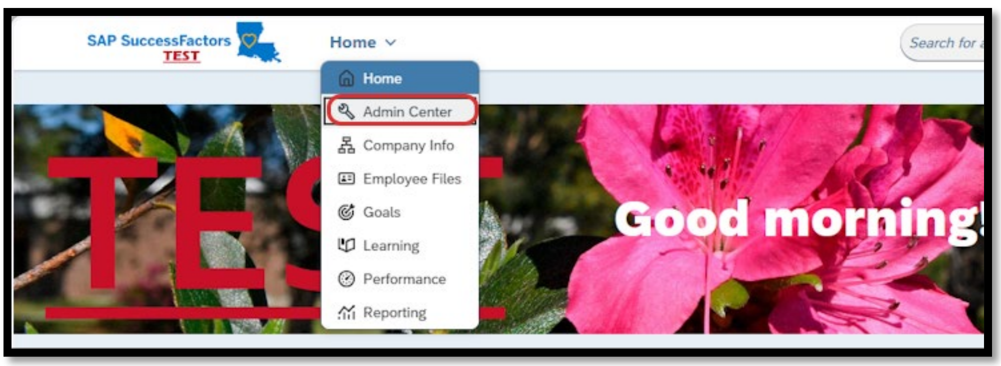
Tools and Favorites

Agency Admins may want to favorite tools to create a personalized shortcut list, saving time on routine tasks (like managing users, running reports, or updating curricula) and reducing the chance of errors from navigating multiple menus.

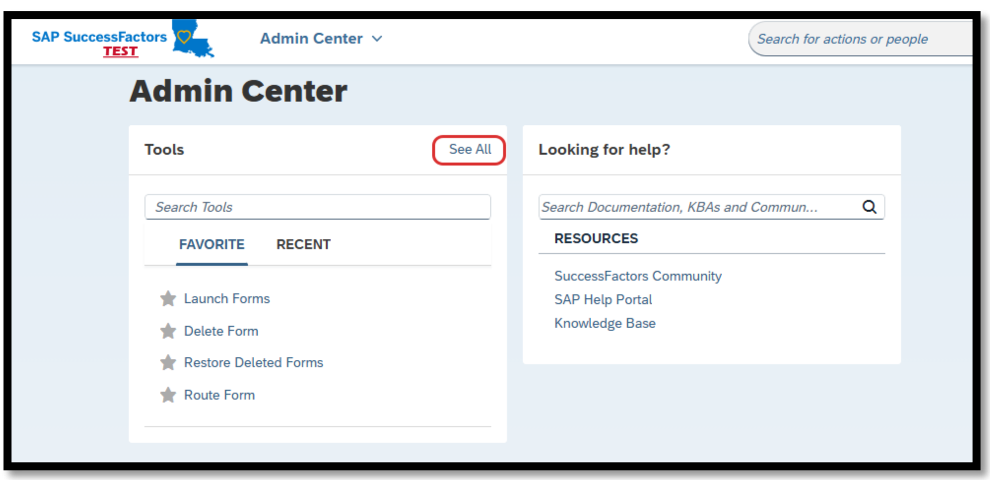
1. **From the SuccessFactors dashboard, click the "Home" drop-down menu at the top of the screen.**



2. **Click "Admin Center."**

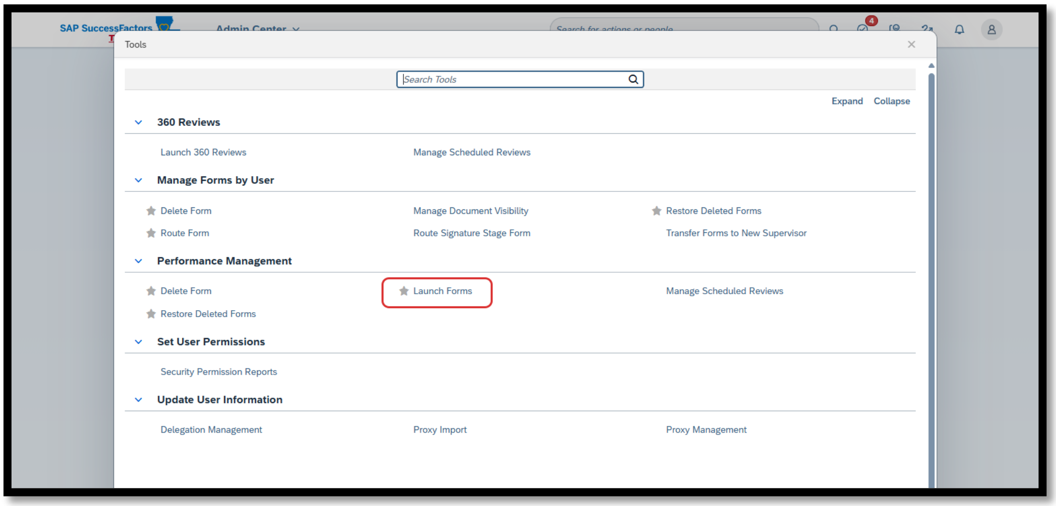


3. **In the Tools section, click "See All."**



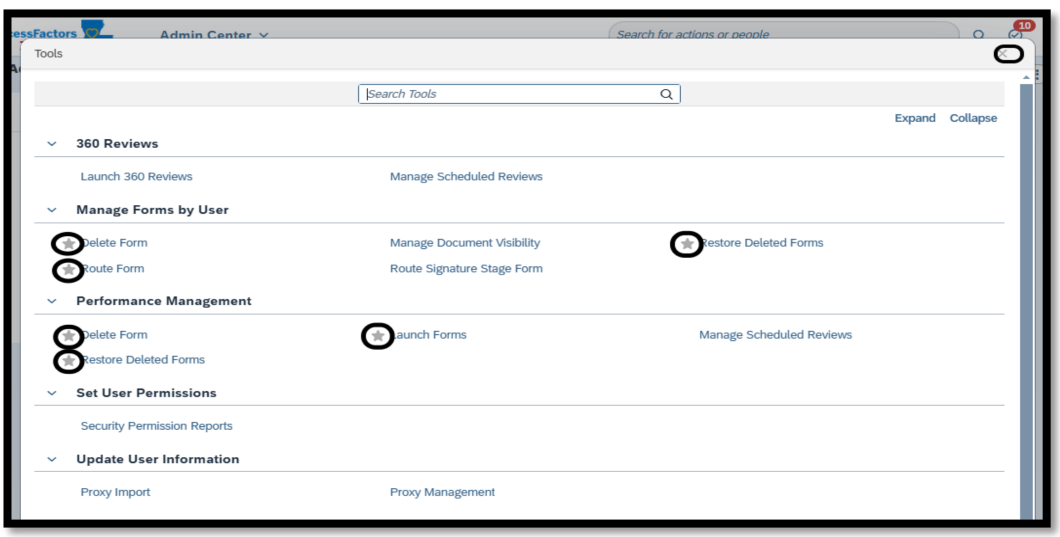
4. **Displayed are the actions to which you may have access.**

Note: The options displayed in your Admin Center may vary depending on your assigned access and permissions. To understand the purpose of the tools, when to use the forms, and key considerations, please review the "Tool Identification" section.



5. **Hover over the following actions, and the star will appear. Click the star to add to your Favorites.**

Note: Add these tools as a favorite: Delete Form, Route Form, Restore Deleted Forms, and Launch Forms.



Types of Forms

Performance Planning Form

When to Use:

- At the beginning of each performance year during the **Planning Period** (January 1 – March 1).
- Within 30 days of a new hire, promotion, or reassignment that requires a new planning form.

Why to Use:

- Establishes performance expectations, goals, and development objectives for the employee.
- Provides a clear foundation for evaluating performance at the end of the cycle.
- Maintains compliance with State Civil Service Chapter 10 Rules.

What It Does:

- Creates a structured form for employees and supervisors to document agreed-upon goals.
- Routes the form through the evaluating supervisor and 2nd level evaluator for approval.
- Locks goals once approved, preventing changes unless formally unapproved by the Agency Administrator.

Performance Evaluation Form

When to Use:

- After the performance year ends during the **Evaluation Period** (January 1 – March 1).
- After the performance year has closed, supervisors must evaluate employees on the goals and expectations established in their Planning Form.

Why to Use:

- Provides a formal assessment of the employee's performance of the goals documented in the Planning Form.

- Ensures employees receive feedback, ratings, and—if necessary—development plans or performance improvement plans.
- Maintains compliance with State Civil Service Chapter 10 Rules and supports eligibility for merit increases or other personnel actions tied to performance.

What It Does:

- Creates a structured form for evaluating supervisors to rate employees on performance expectations.
- Routes through the supervisor, 2nd level evaluator, and employee for acknowledgement.
- Records the final performance rating in SuccessFactors, which may be used for pay decisions, disciplinary actions, or development planning.

Alternative Performance Planning Form

When to Use:

- For employees who begin employment after the start of the performance year.
- When employees are reassigned, promoted, or reallocated into a new role that requires different expectations/goals.
- Anytime a new planning document is required outside of the standard planning period.

Why to Use:

- Ensures new or newly assigned employees receive clear, documented performance expectations, even if they join after the standard planning period.
- Provides fairness and consistency by aligning all employees with the CPM process, regardless of the start date or personnel changes.
- Maintains compliance with State Civil Service Chapter 10 Rules, which requires planning within the first two calendar months of an appointment or reassignment.

What It Does:

- Creates a planning form for the new employee or reassigned employee that mirrors the standard Planning Form.
- Establishes goals and performance expectations for the remainder of the performance year.
- Ensures the form is launched, completed, and routed through the same workflow as standard Planning Forms, but within an adjusted timeline (launched within 30 days, completed within 60 days).

Rating Replacement Form

When to Use:

- When an original evaluation rating must be corrected or overturned, such as:
    - Upon review at the conclusion of the rating period, agency Human Resources determine a rule violation has occurred, and the employee's rating shall be Unrated.
    - Upon the conclusion of the Agency Review process, an employee's rating is overturned to "Needs Improvement."

Why to Use:

- Provides a formal and system-approved method to correct ratings without leaving duplicate or inaccurate records in the system.
- Ensures the employee's official performance record reflects the accurate, final rating in alignment with State Civil Service Chapter 10 Rules.
- Maintains transparency and fairness by clearly documenting rating corrections.

What It Does:

- Replaces the existing performance evaluation form with a new form that includes the corrected rating.
- Updates the employee's record while preserving the integrity of the performance management workflow.
- Ensures corrected ratings are reflected in reports, audits, and personnel actions (e.g., merit increases, performance improvement plans).

Not Evaluated Rating Form

When to Use:

- When an employee is not eligible for evaluation during the performance year, such as:
    - Employees who are appointed on or after October 1 of the performance evaluation year
    - Employees who transfer between January 1 and March 1,
    - Employees on extended leave (medical, military, or other approved leave).
    - Employees who separate from service before the evaluation period.
- When required under State Civil Service Rule 10.6 exceptions.

Why to Use:

- Provides a formal method to document that an employee is “Not Evaluated” for the performance year.
- Ensures accurate reporting in SuccessFactors so the employee’s record is not flagged as missing a required evaluation.
- Maintains compliance with State Civil Service Chapter 10 Rules while accounting for legitimate exceptions.

What It Does:

- Generates a form that flows through the system like other CPM documents but is marked as Not Evaluated.
- Updates records to reflect the employee’s status, ensuring data integrity in performance reporting.
- Prevents errors in agency reporting and State Civil Service audits by showing the employee was accounted for under the rules, even without a rating.

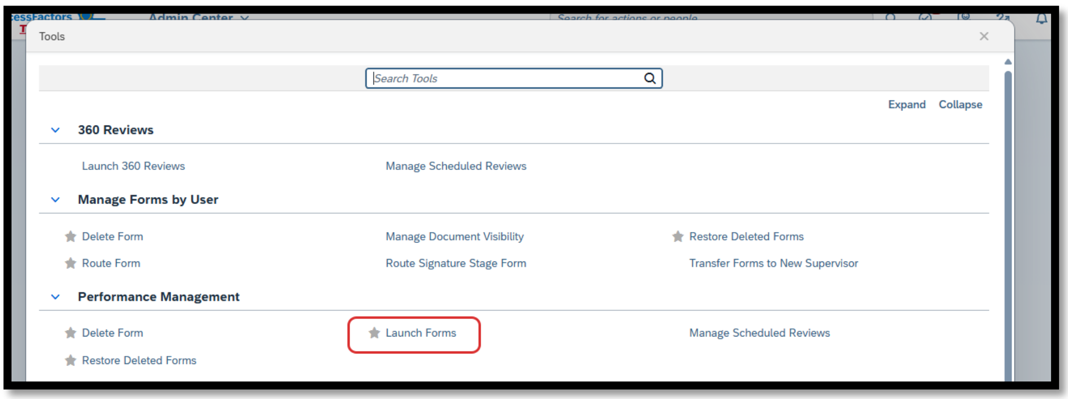
Launching Forms

Launching Forms for Individual Employees

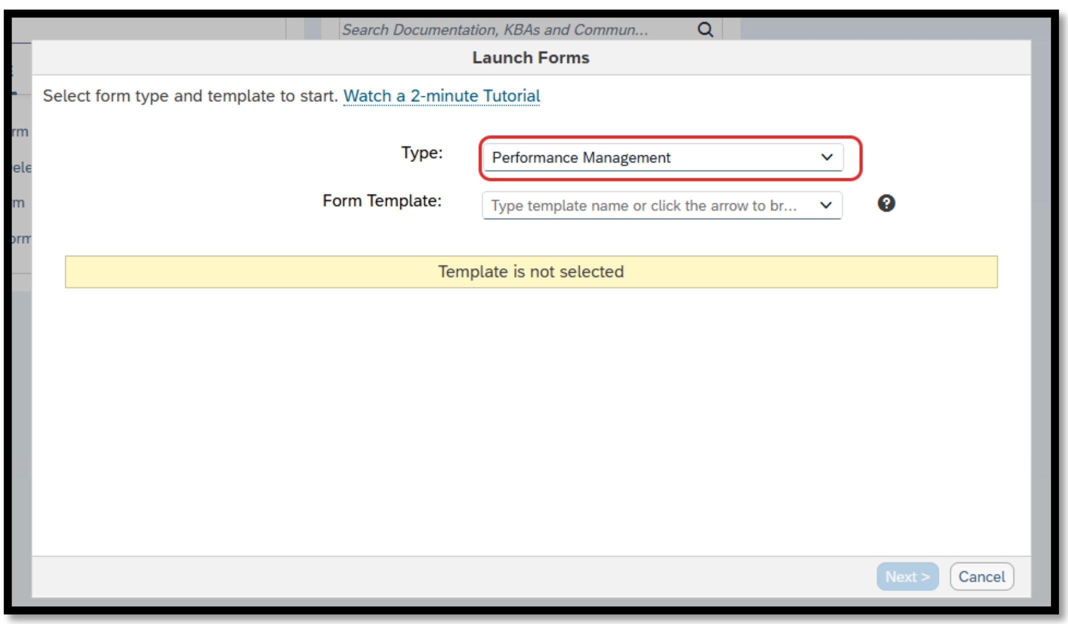
The navigation steps and actions described below apply to any forms, unless otherwise noted within the instructions.

The process outlined below for launching any form needed for individual employees.

1. Select "Launch Forms" from the Admin Center Tools menu.

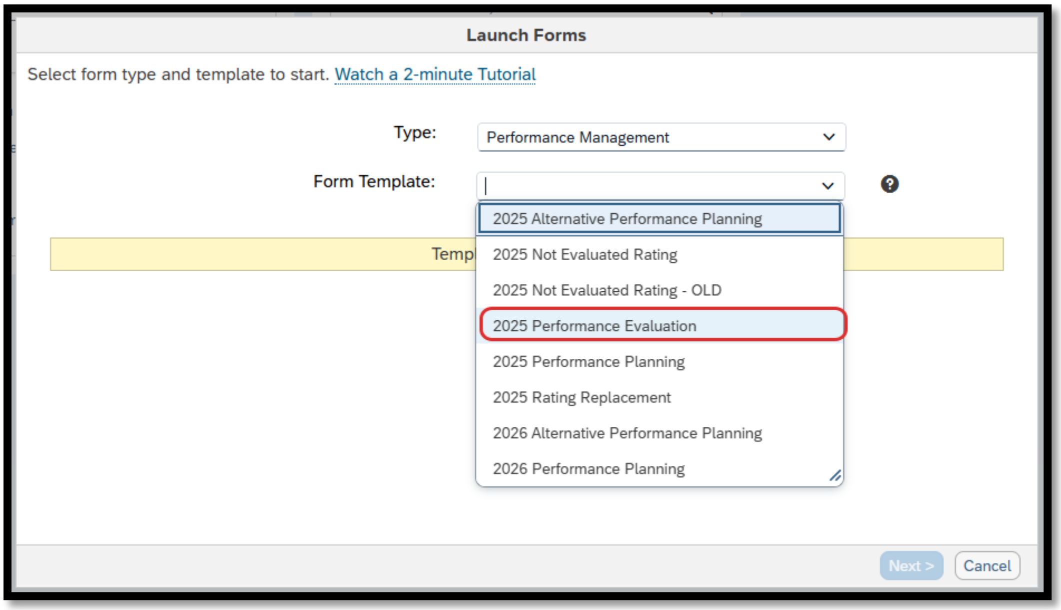


2. Click the drop-down menu for "Type" and select "Performance Management."

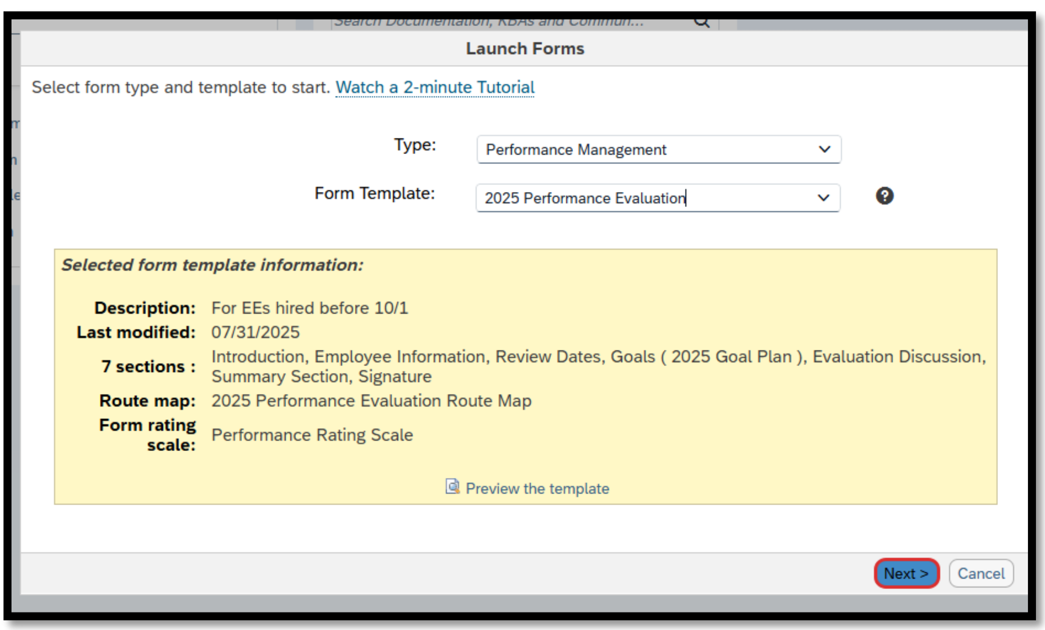


3. Select the appropriate form for the current year and/or situation.

Note: When preparing to launch CPM forms, it is critical to select the correct form template. Follow State Civil Service Chapter 10 Rules to ensure you are launching the correct form. For example, use the correct Performance Planning form when launching forms during the Planning Period, and the correct Performance Evaluation form when launching forms during the Evaluation Period. See Types of Forms for more information.

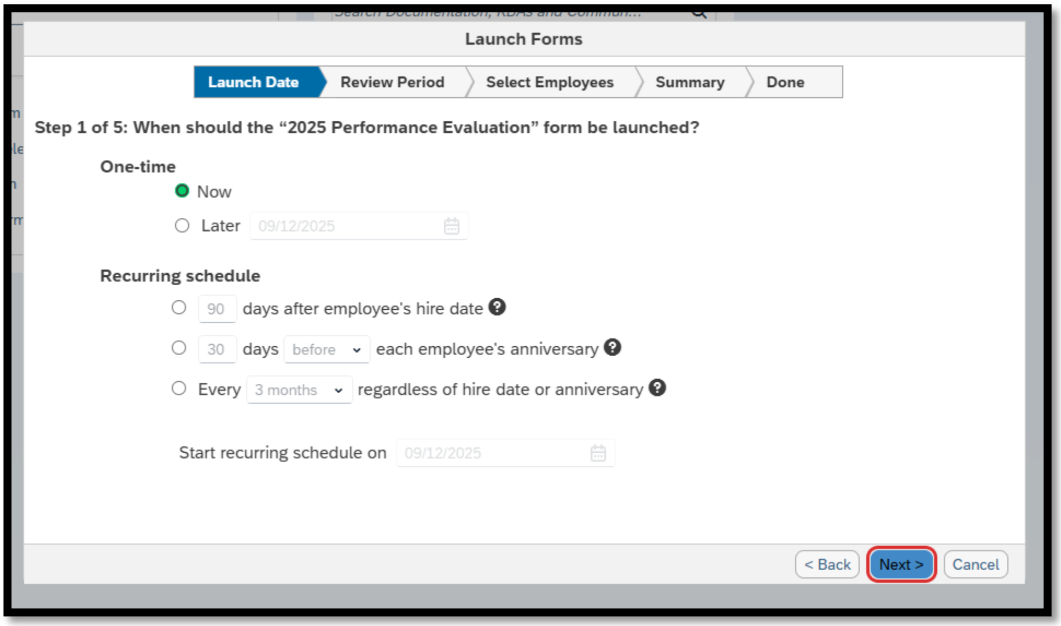


4. Click "Next."

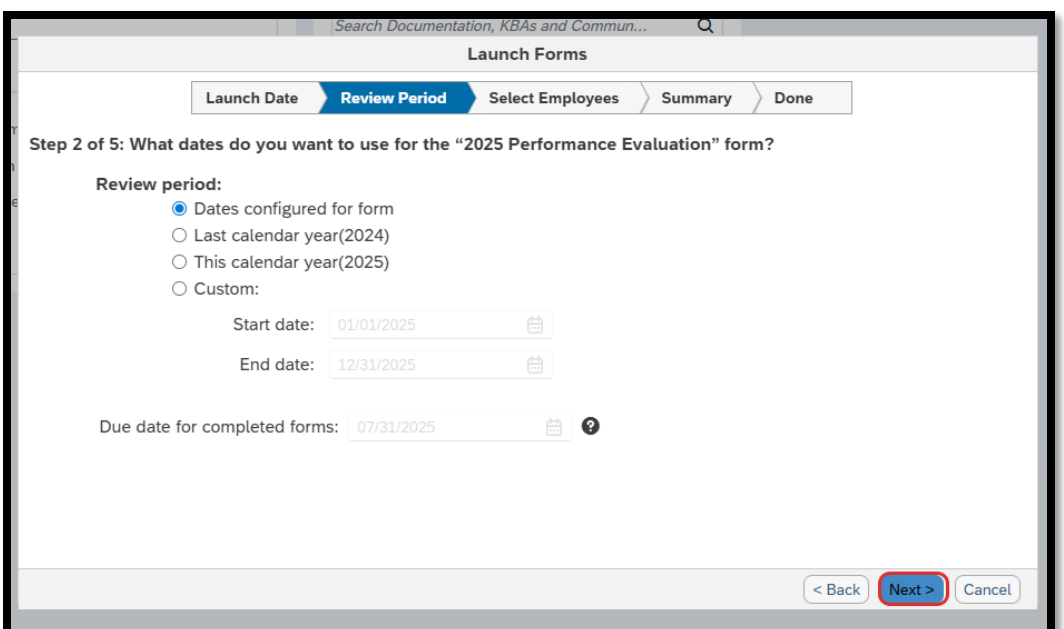


5. In the launch date section, select “Now” and then click “Next.”

Note: Scheduling a launch for a later date may occur for various reasons, but it is acceptable provided the agency meets Civil Service deadlines and ensures forms are routed correctly.

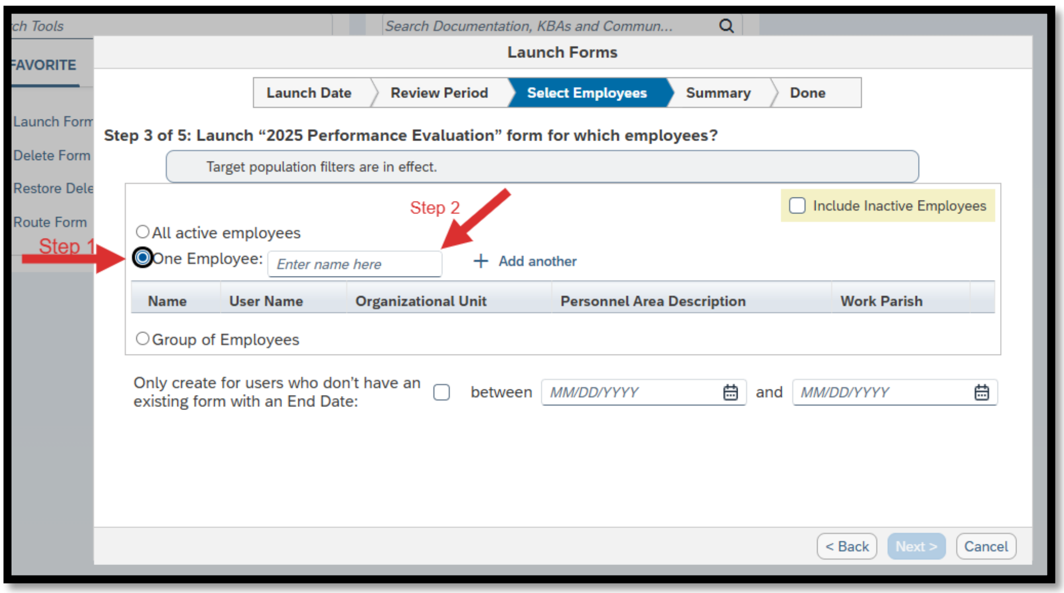


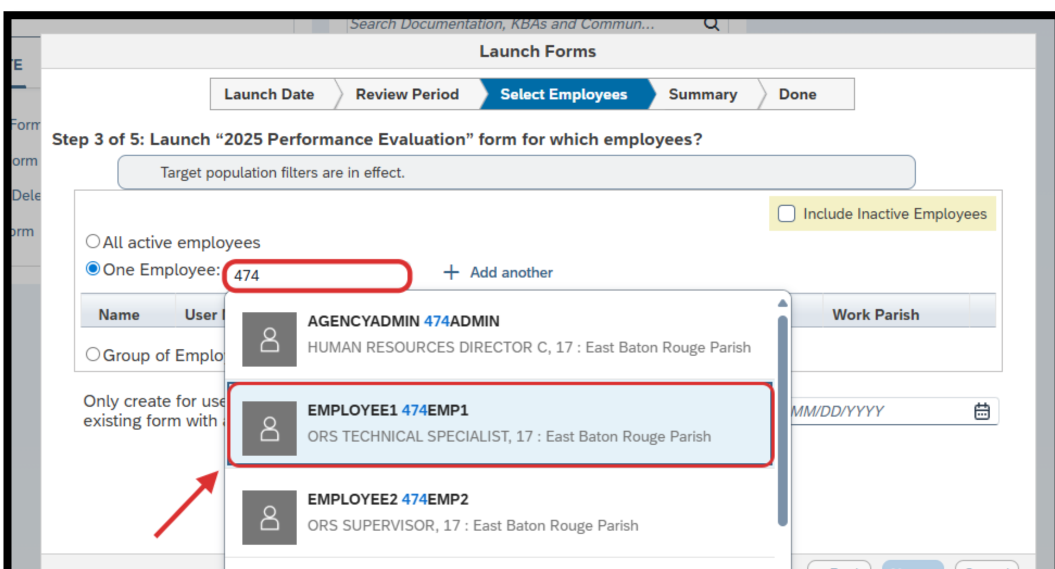
6. Select “Dates configured for form.” Click "Next.”



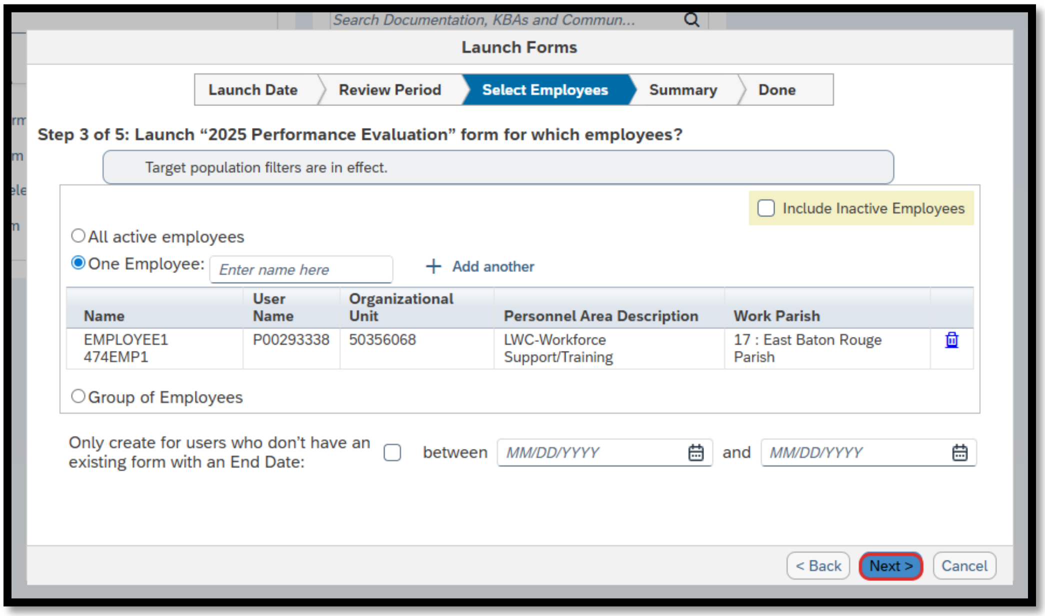
7. Select “One Employee” and enter the employee’s name to locate the individual.

Note: Use the full first and last name for the most accurate results. To launch the same type of form for another employee, click “+ Add another” and follow the same process before clicking “Next.”



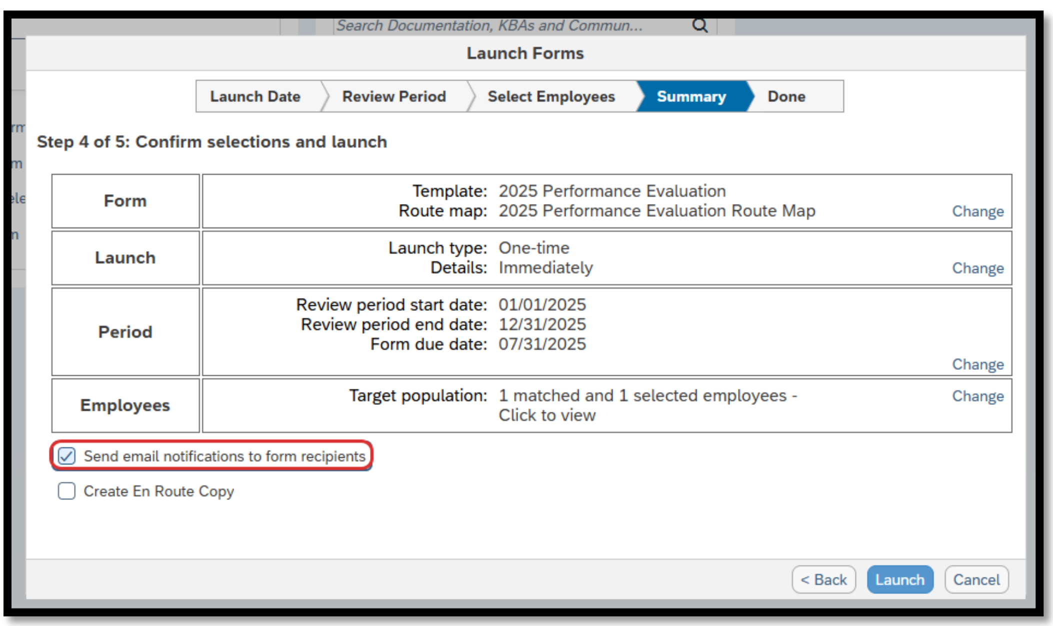


8. **Click "Next."**

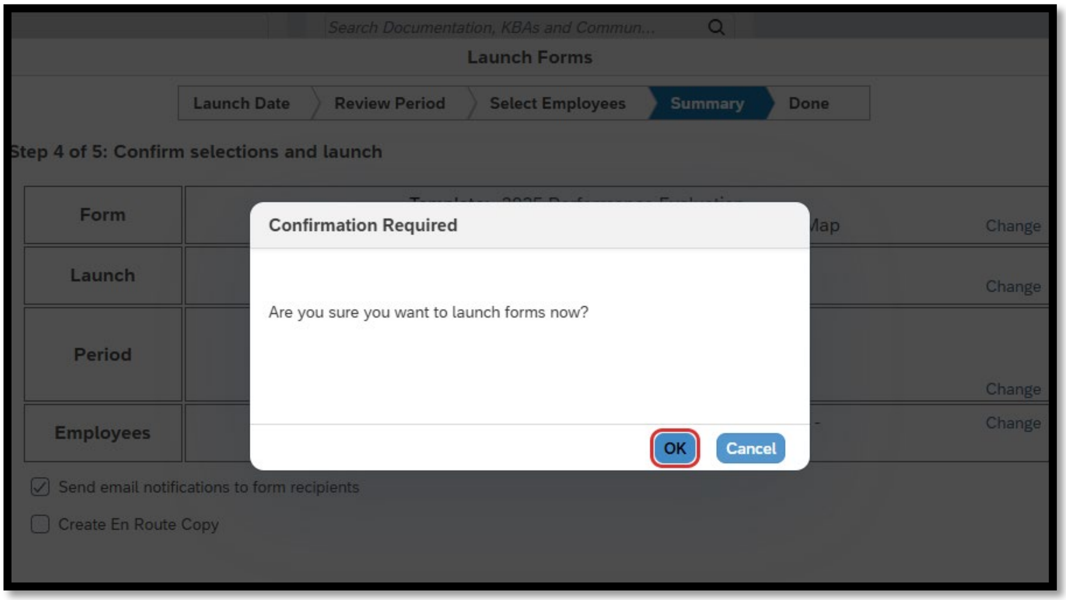


9. **Once you confirm all information is correct, check the "Send email notifications to form recipients" box and then click "Launch."**

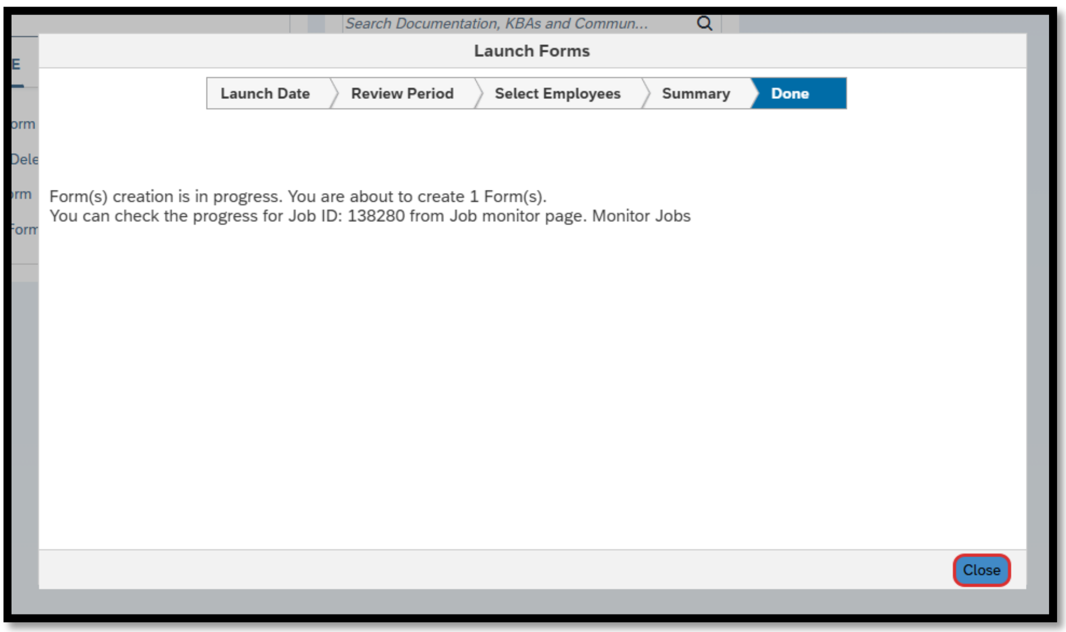
NOTE: IF NECESSARY, on the summary page, you have the option to change any of the information. If you click change, the system brings you back to that step and you will change the information and click next until you get back to the summary tab. Confirm all information is correct and click "launch."



10. Confirm you want to launch forms now by clicking "OK."

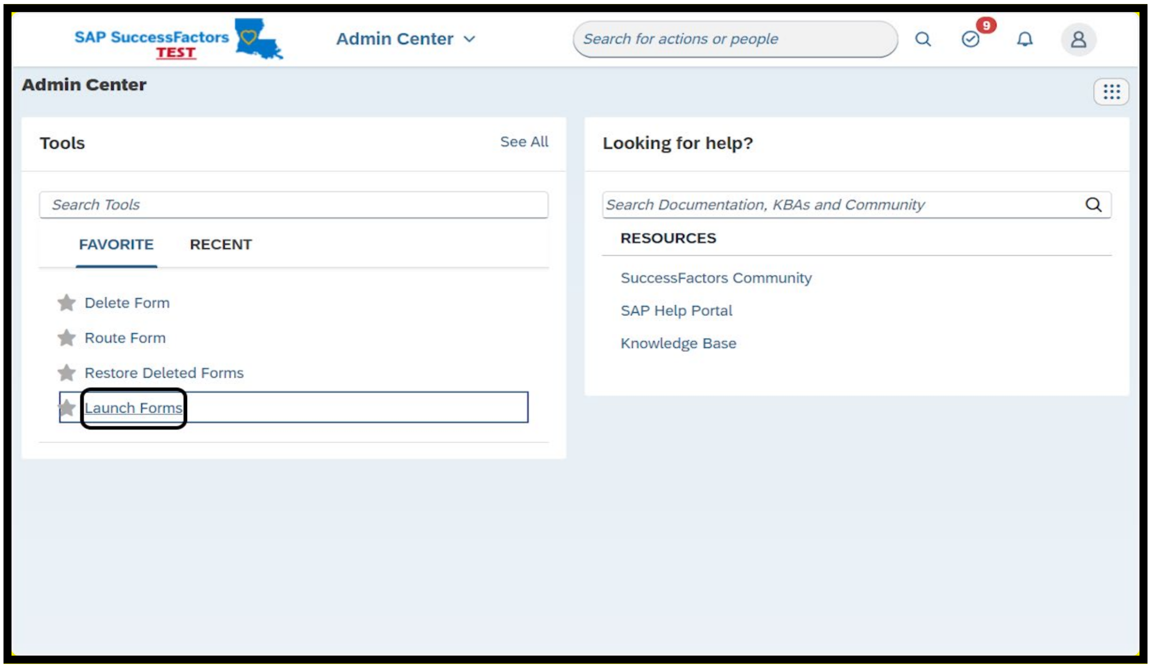


11. You will see "Form(s) creation is in progress." Click "Close."

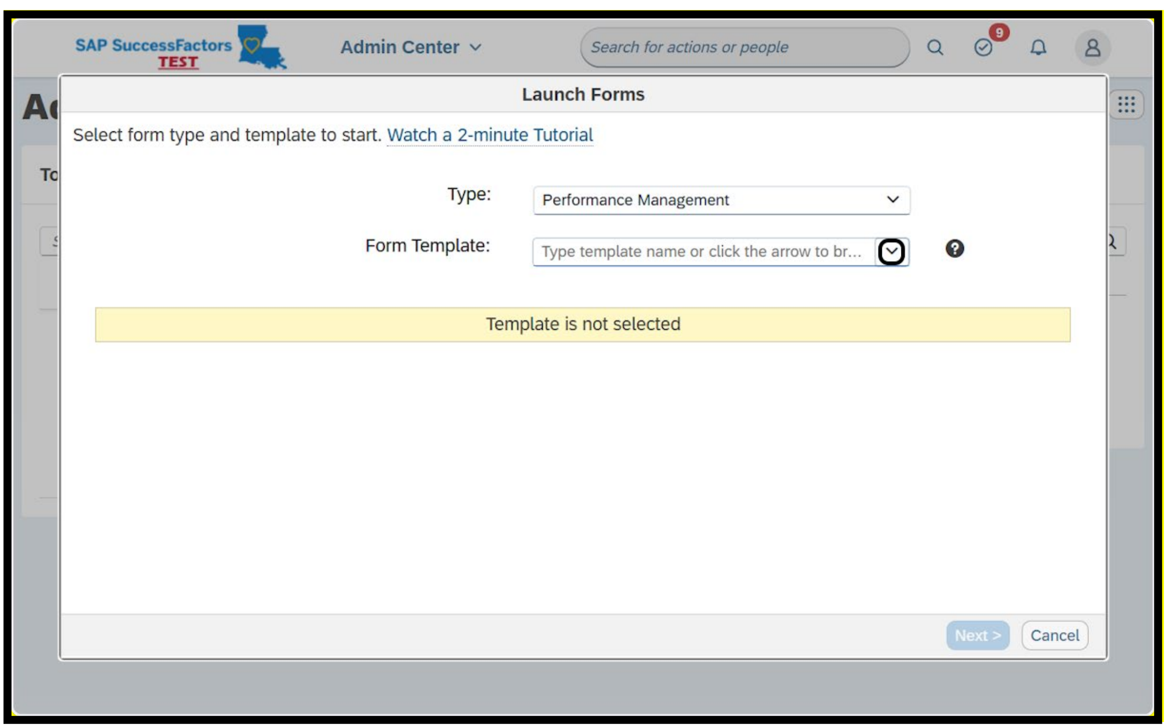


Using Filters to Launch Evaluation

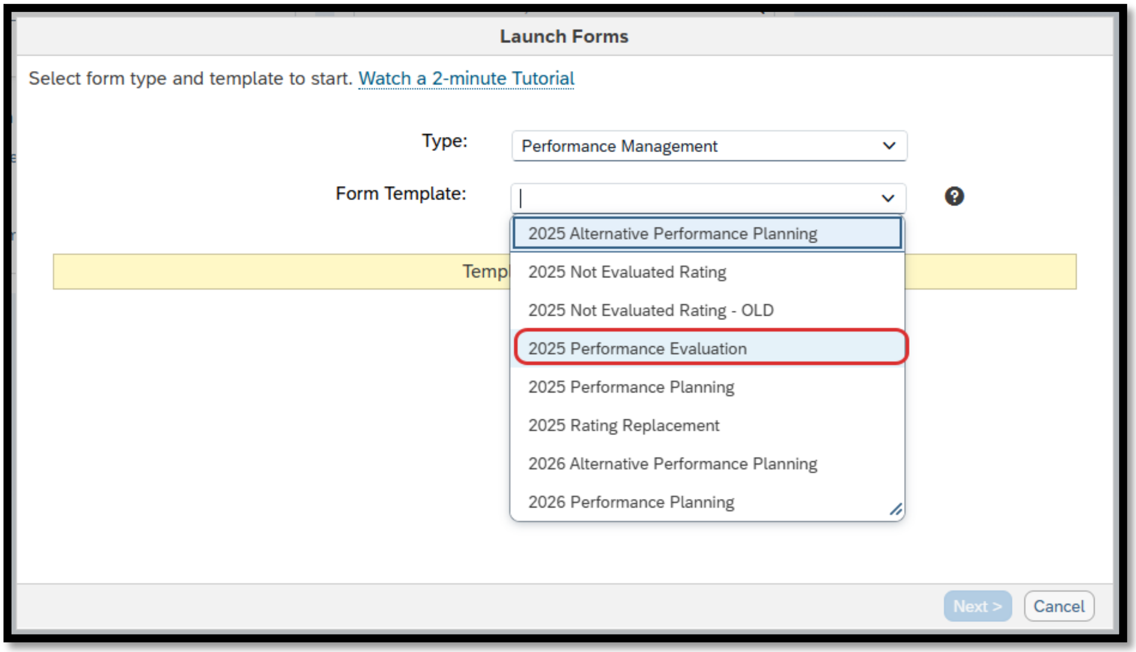
1. **Under Favorites, click "Launch Forms."**



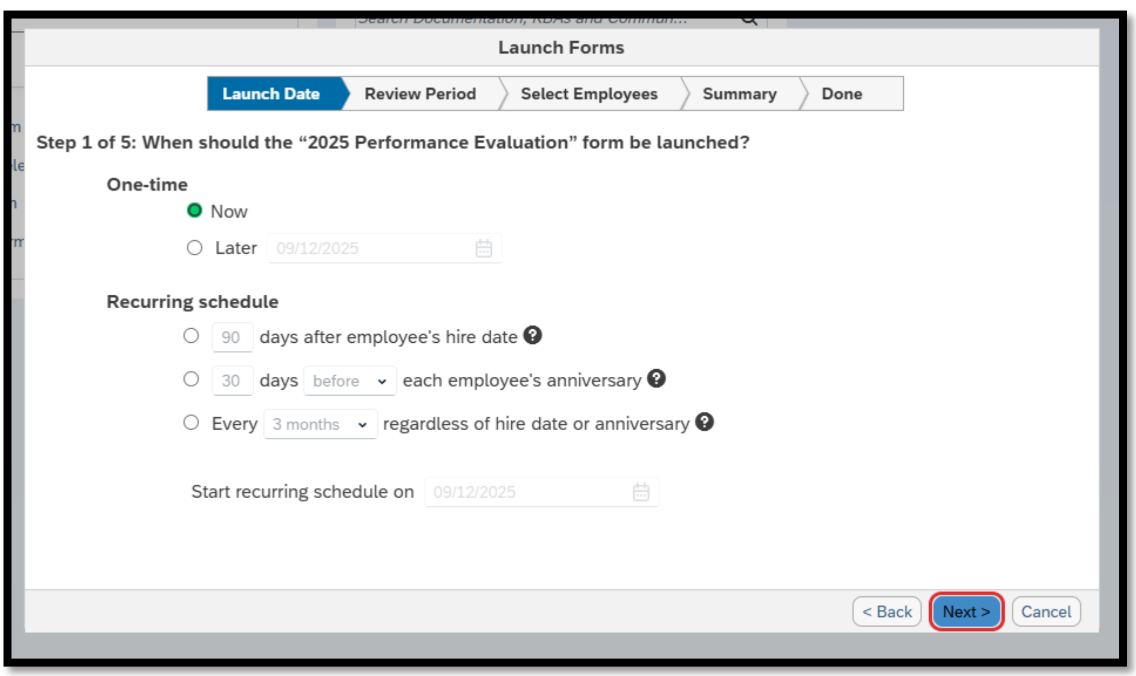
2. **Select "performance management" as the type. Click on Launch Forms.**



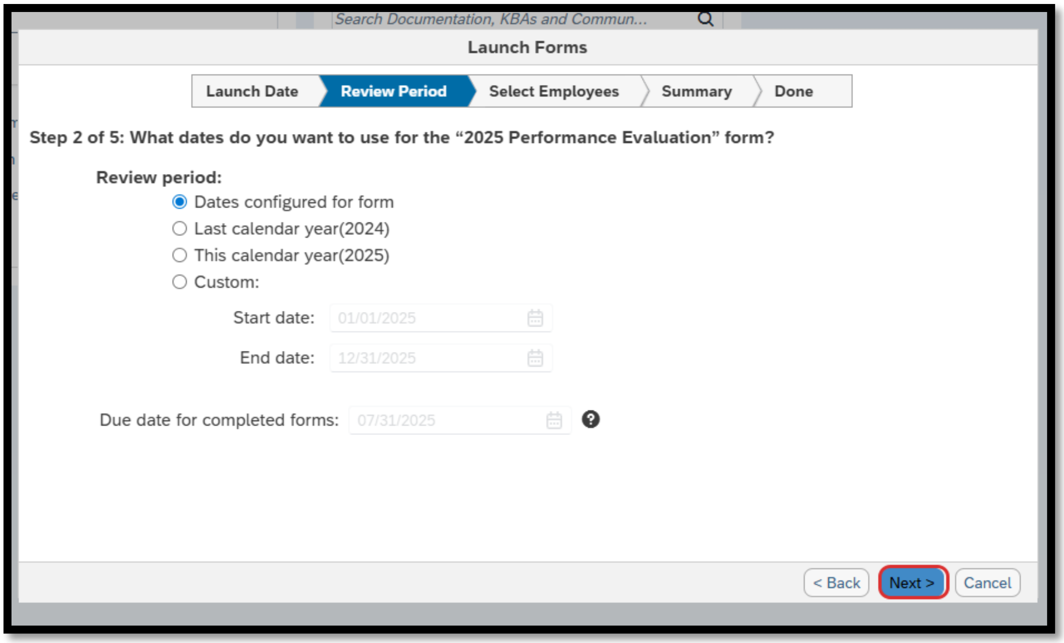
3. **For the "form template," click the drop-down menu and select "2025 Performance Planning" form. Click “next”.**



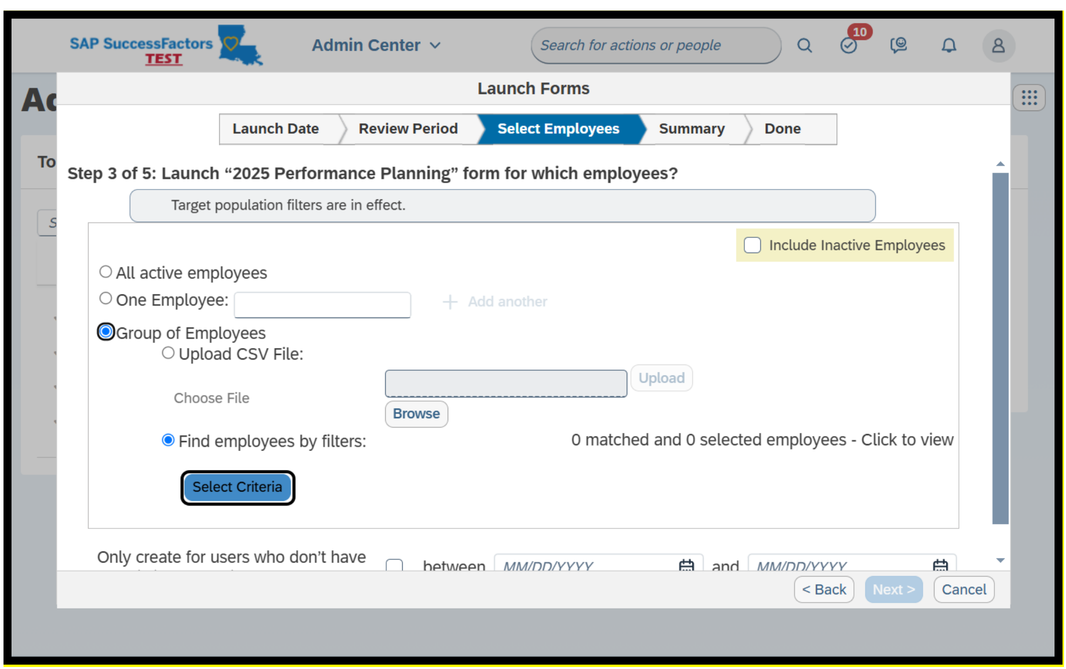
4. **Click on "Next."**



5. **Click on "Next."**



6. **Select "Group of Employees", "Find employees by filters," and then select "Select Criteria."**



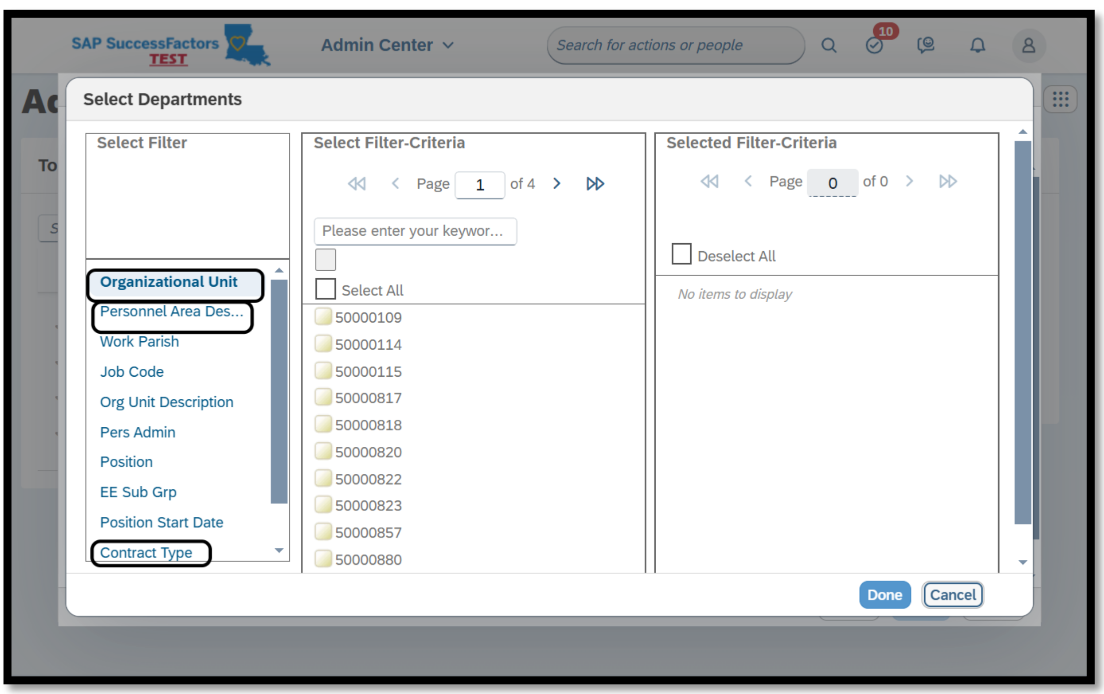
7. **The Select Departments menu will open. You will select which categories to filter employees under the Select Filters section. Some common categories are:**

<u>Organizational Unit</u> – Displays the description of the employee's organizational unit.

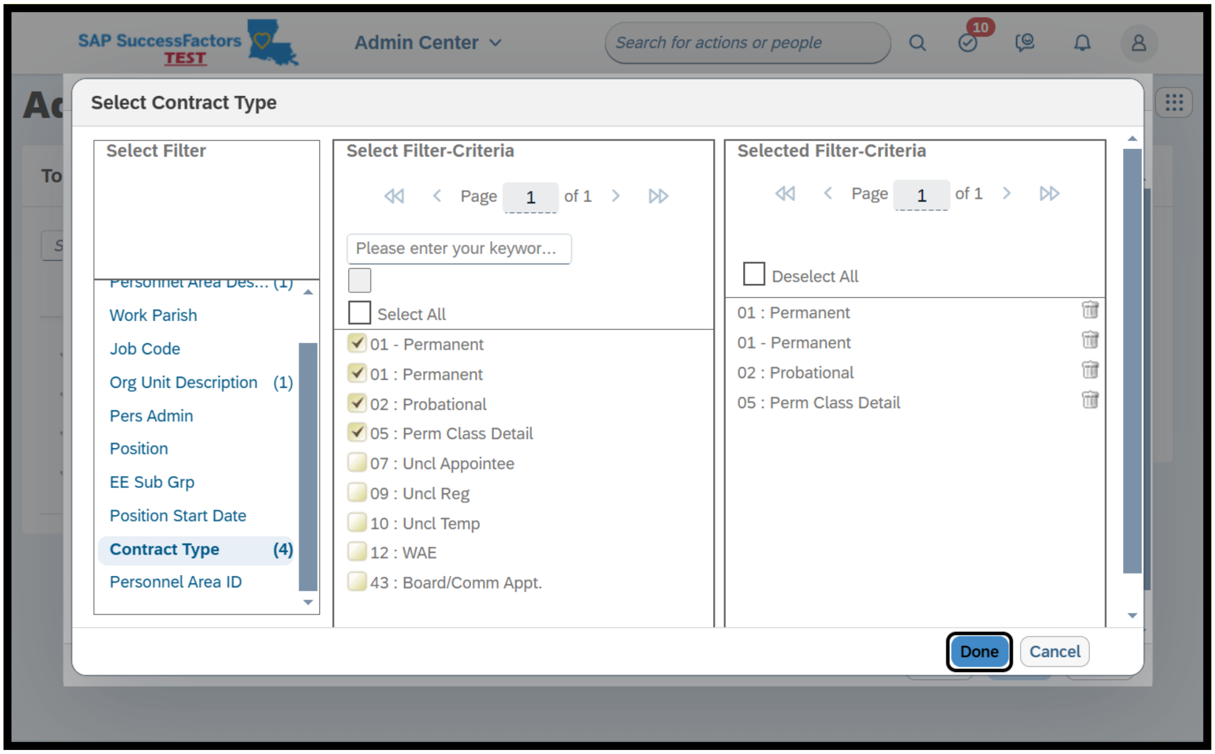
<u>Personnel Area Description</u> – Description of the agency personnel area the employee is assigned to

<u>Contract Type</u> - Denote appointment types designated by State Civil Service. The contract types generally associated with the hiring of Program Support Agency employees are: CLASSIFIED EMPLOYEES – Probational, Permanent, Permanent Class Detail UNCLASSIFIED EMPLOYEES – Unclassified Appointee, Unclassified Regular, Unclassified Temporary, Board/Commission Appointment or Student Worker.

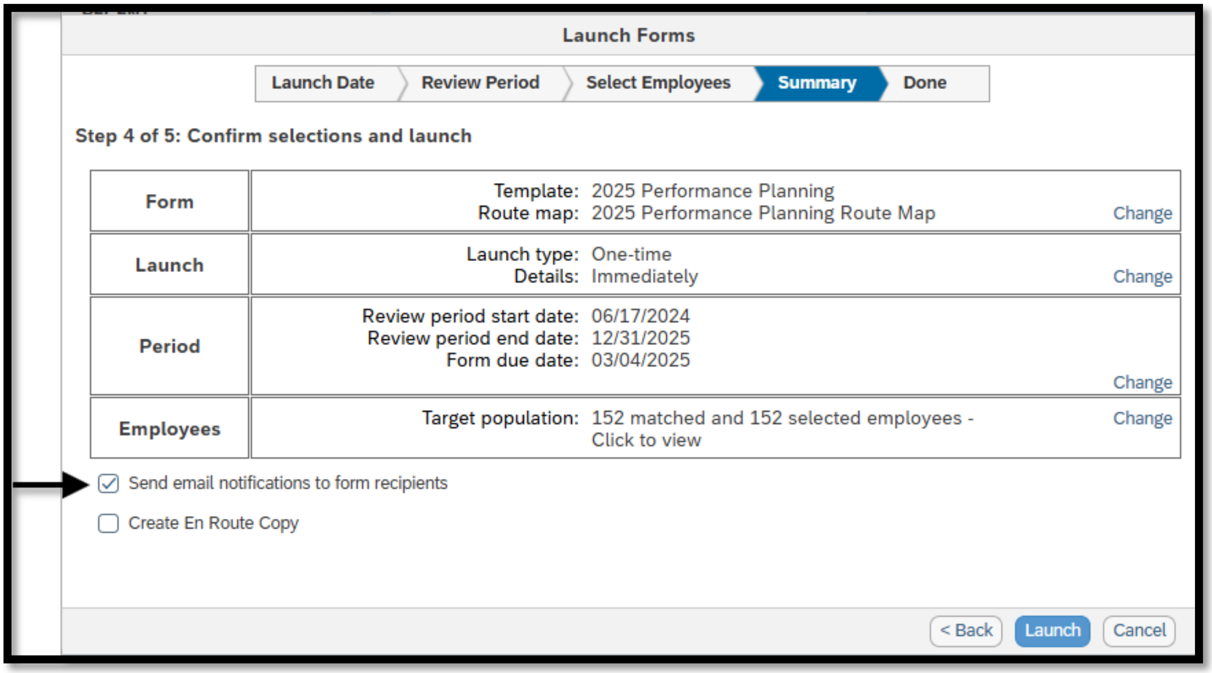
<u>Personnel Area ID</u>- Agency identification created by LaGov (HCM) for all state agencies.



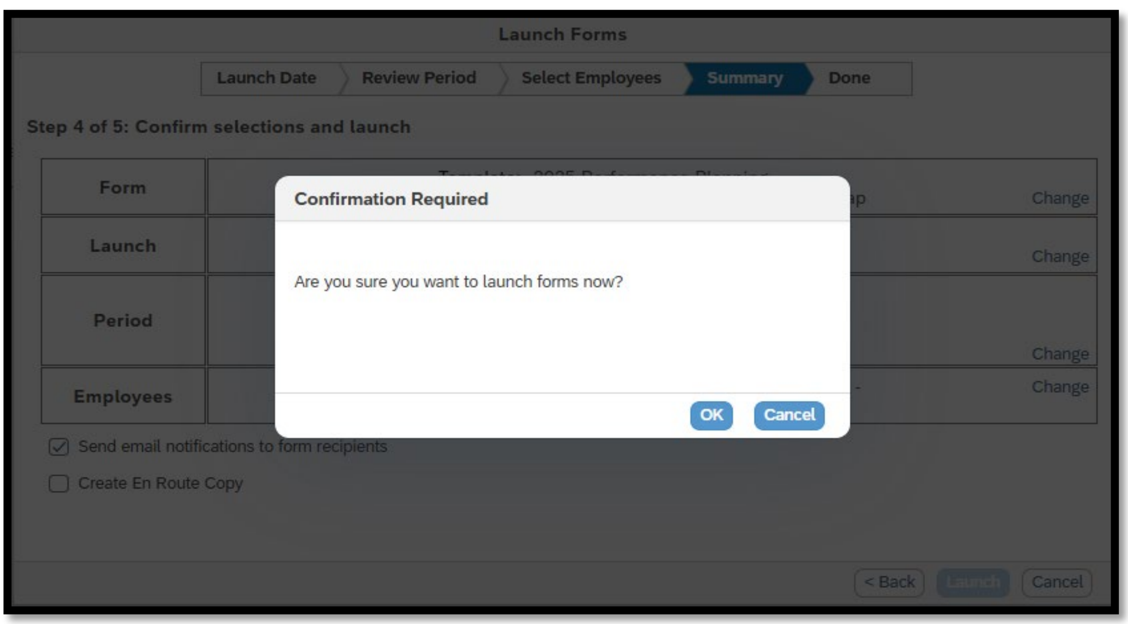
8. **Once you make your selection, select "Done"**



9. **Ensure that you check the “Send email notifications to form recipients” box. Click on "Launch Forms."**



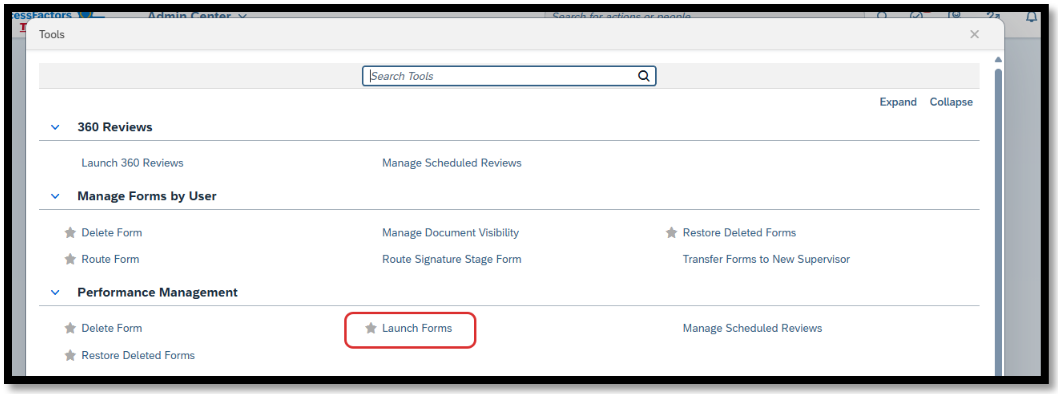
10. **Confirm you want to launch forms now by clicking "ok." Next you will see "Form(s) creation is in progress." Click "close."**



Group of Employees

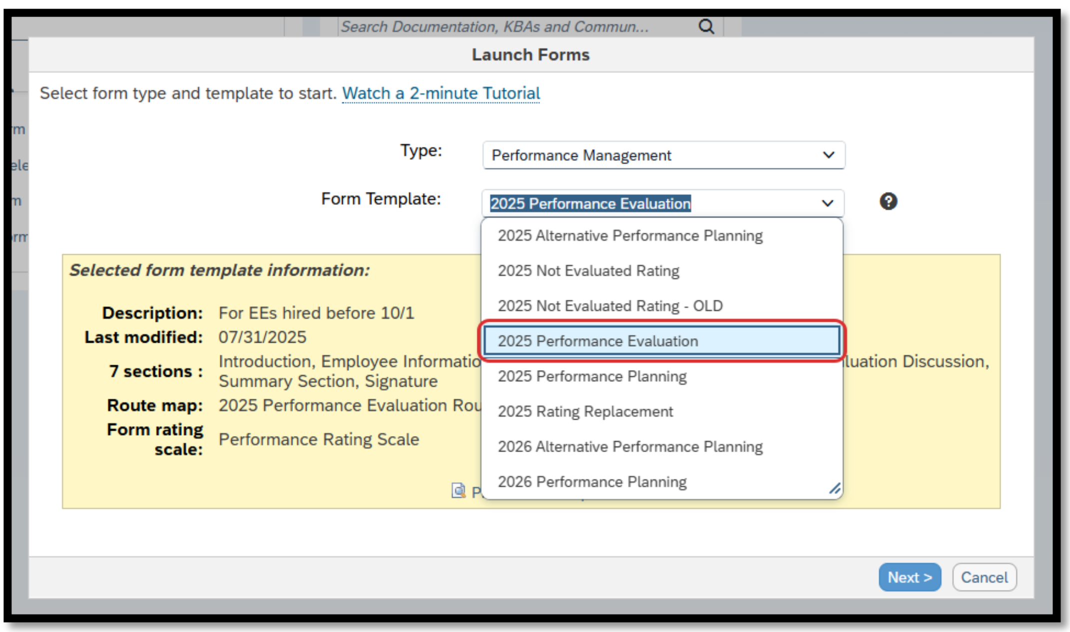
The process outlined below for launching any form needed for a group of employees using an CSV spreadsheet.

1. From Admin Center, select “Launch Forms.”

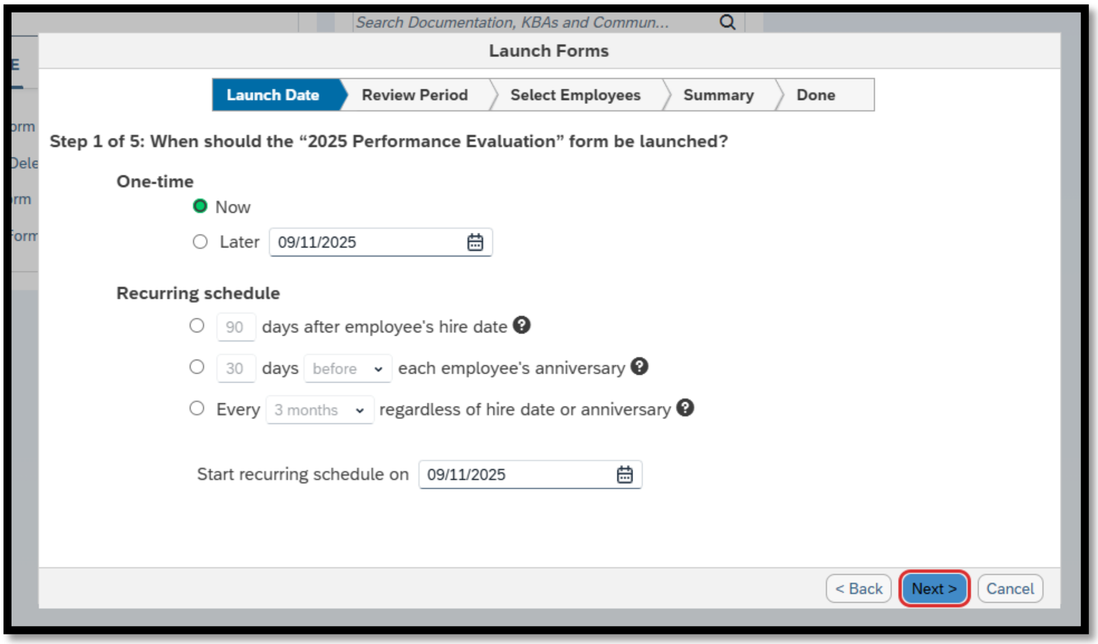


2. Choose the correct form template.

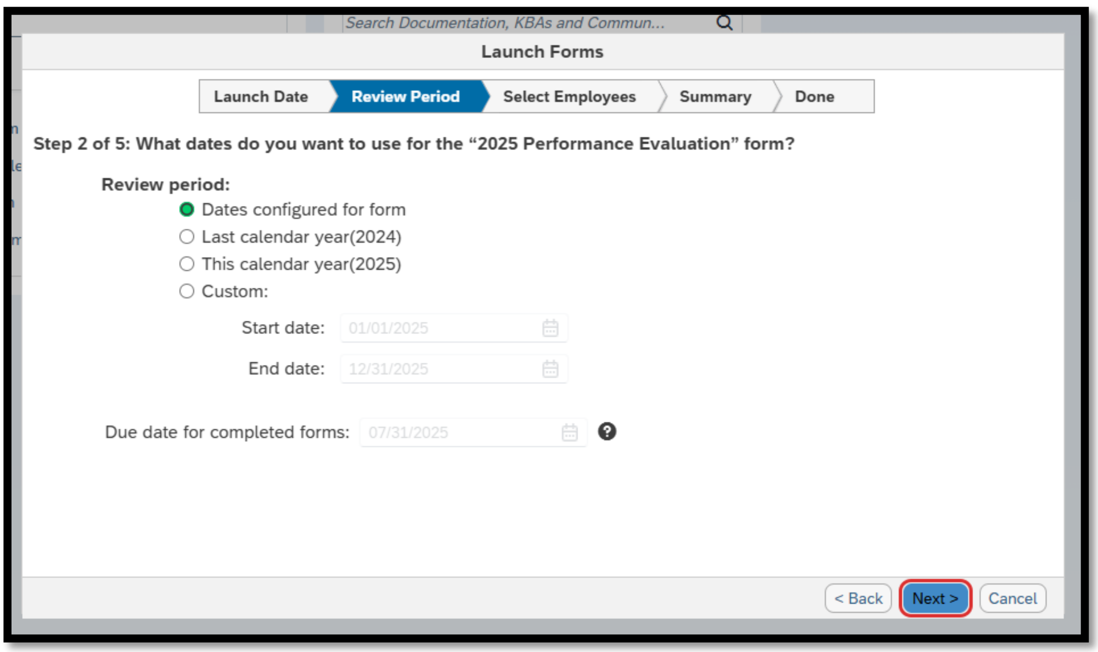
Note: This example will use the 2025 Performance Evaluation form template.



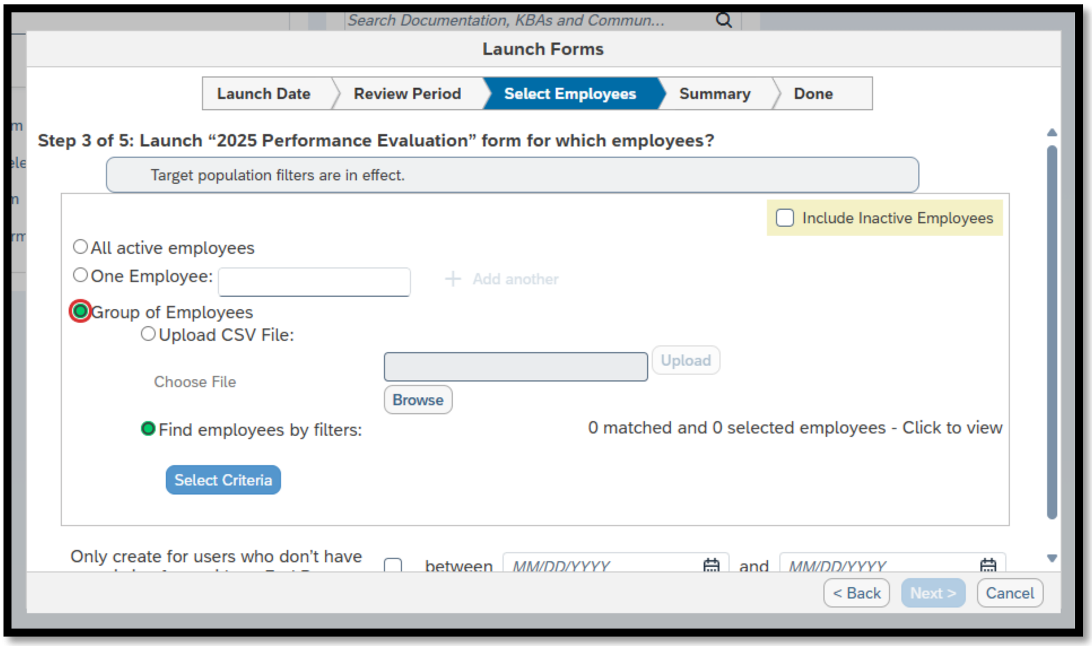
3. Use the “One-time – Now” default setting. Select “Next.”



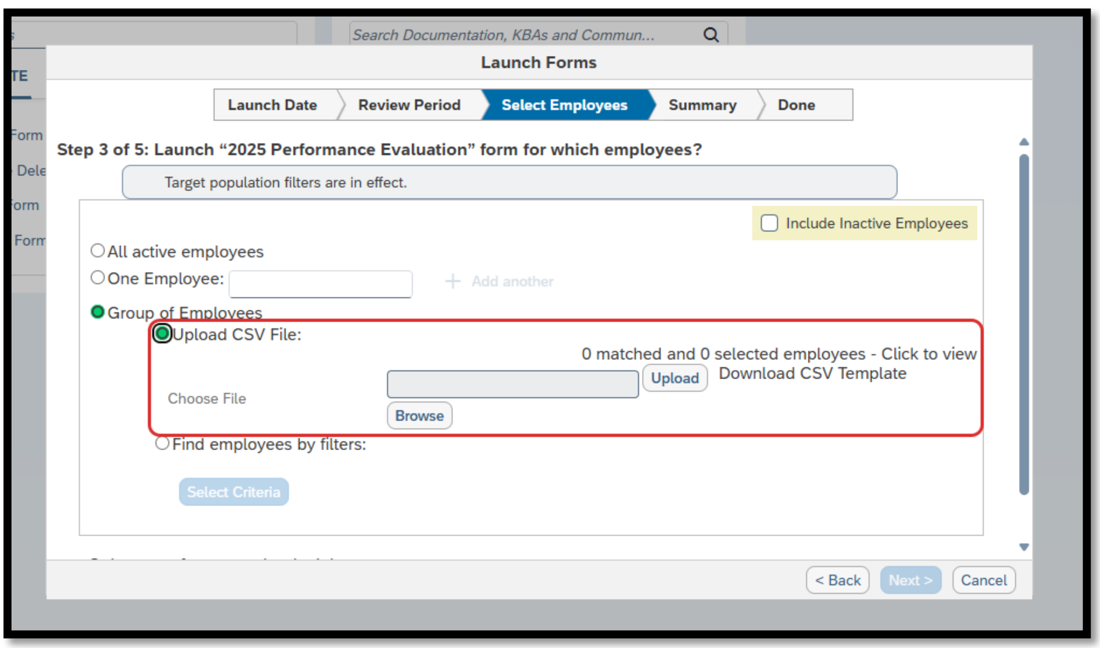
4. Use the “Dates configured for form” default setting. Select “Next.”



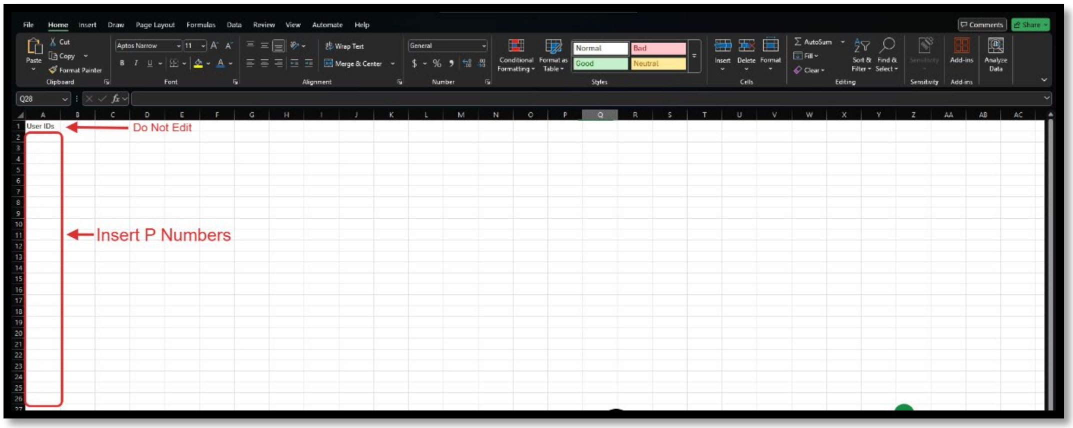
5. Select "Group of Employees."



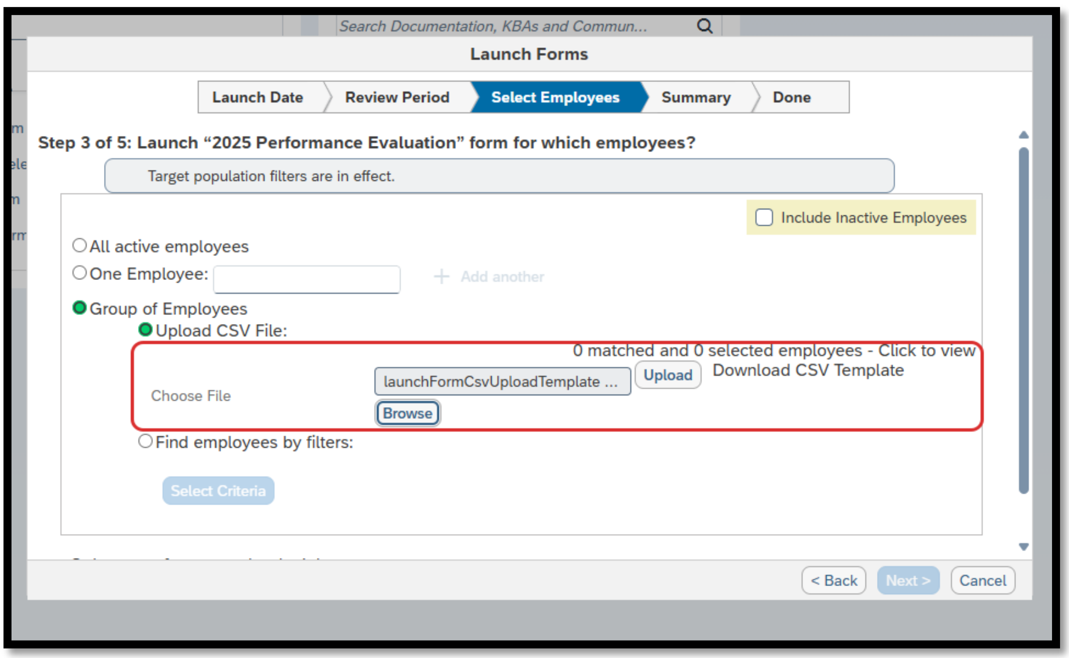
6. Download the CSV Template. Do not change the format of this template.



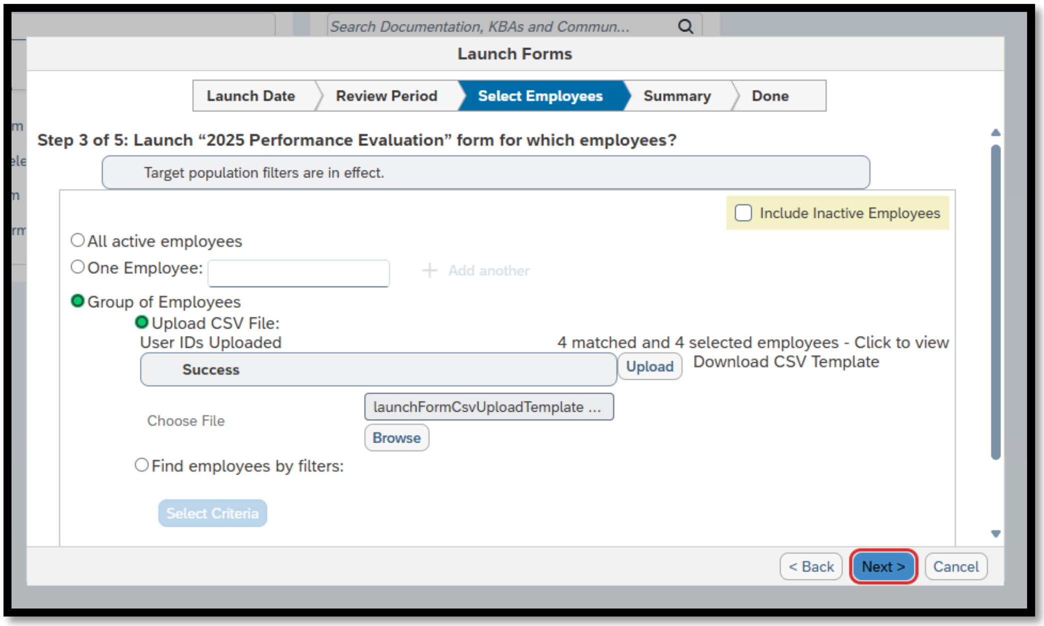
7. Insert the P numbers and save the form.



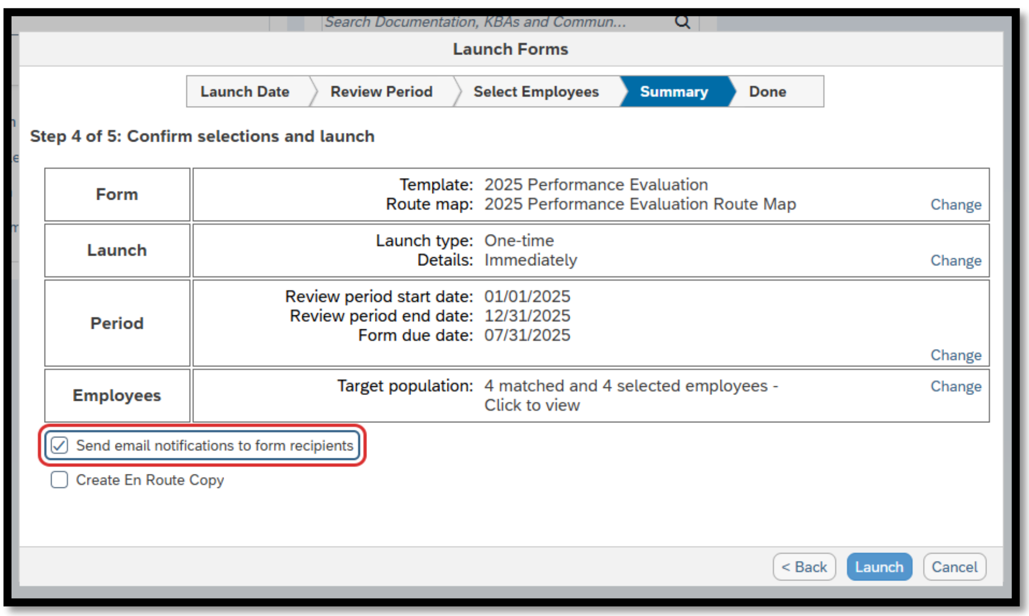
8. Upload the CSV Template.



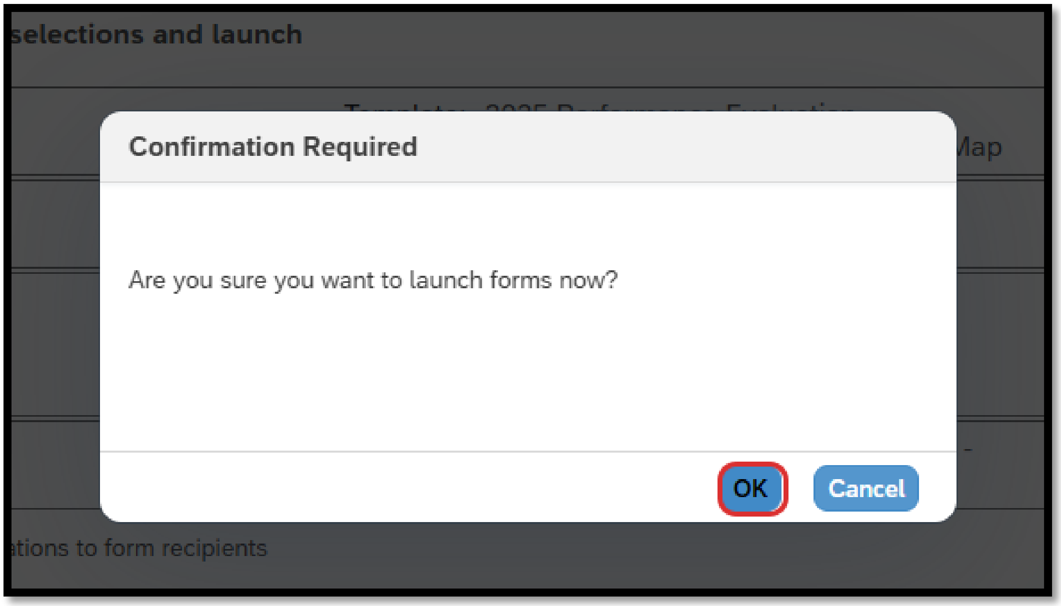
9. **Select “Next.”**



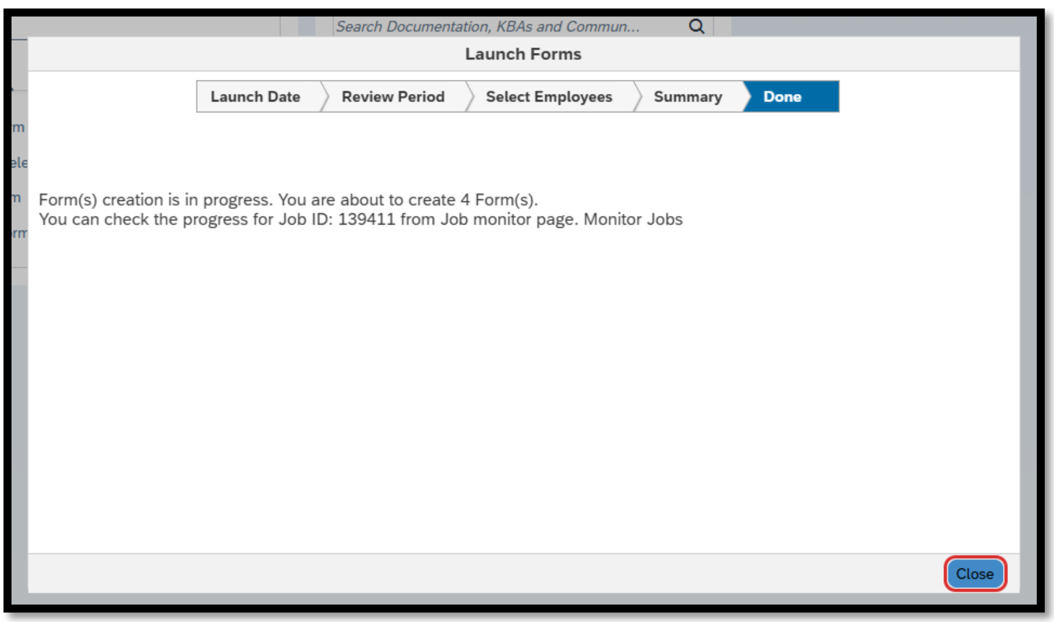
10. **Make sure the "Send email notifications to form recipients" box is checked and now “Launch” the form.**



11. Confirm by selecting "OK."



12. Click "Close."

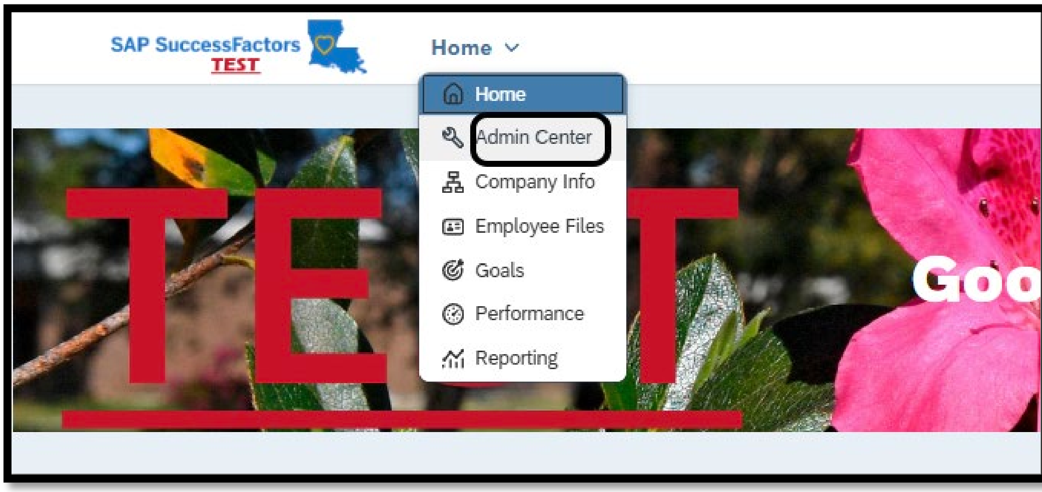


STATECIVILSERVICE

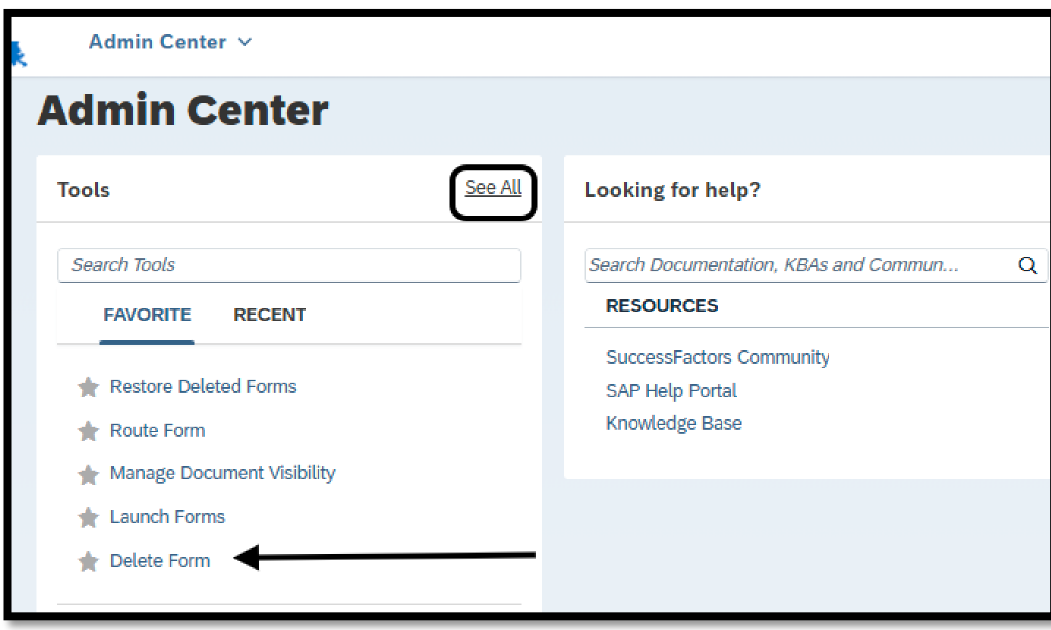
Form Management

How to Delete a Form in SuccessFactors

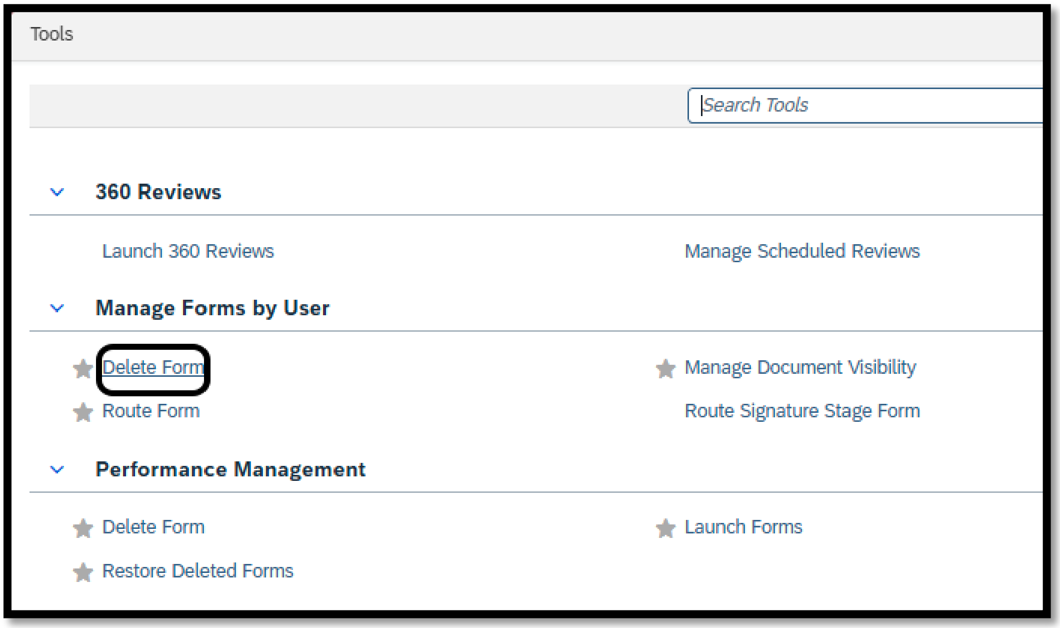
1. **From the "Home" menu, go to the "Admin Center."**



2. **If you have not added this as a "Favorite," click "See All."**

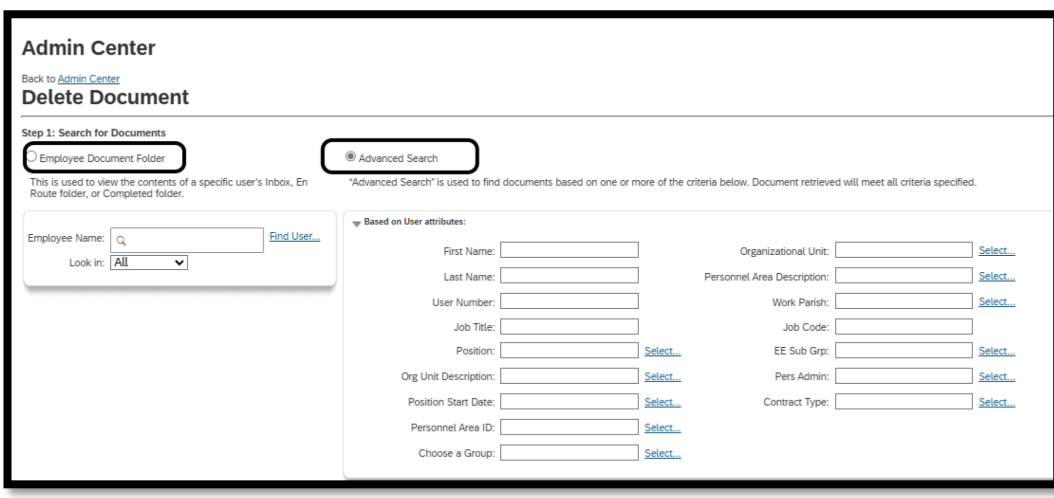


3. Select "Delete Form" from the Tools menu.

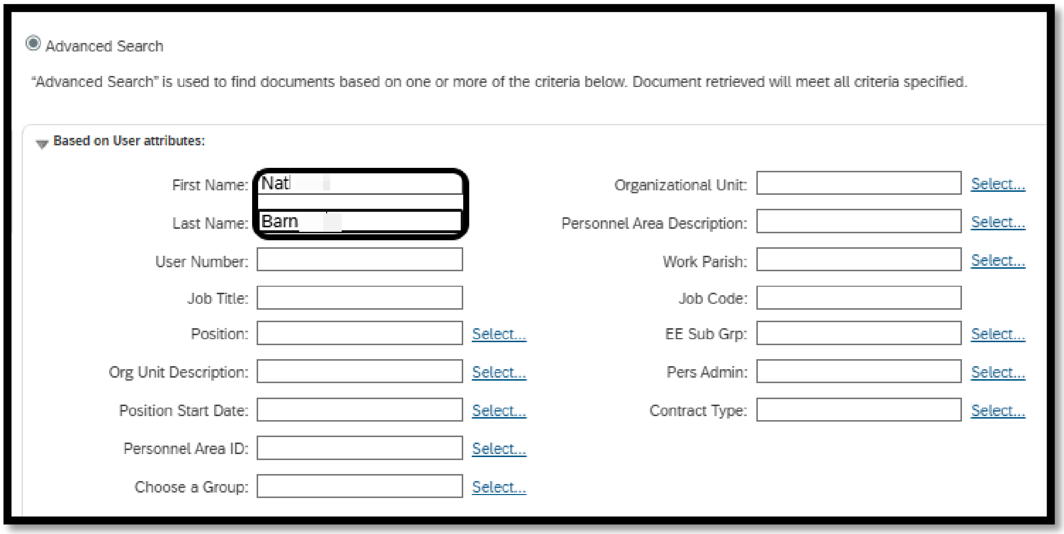


4. To search, you can use either the "Employee Document Folder" or "Advanced Search." (This example uses the "Advanced Search" method.)

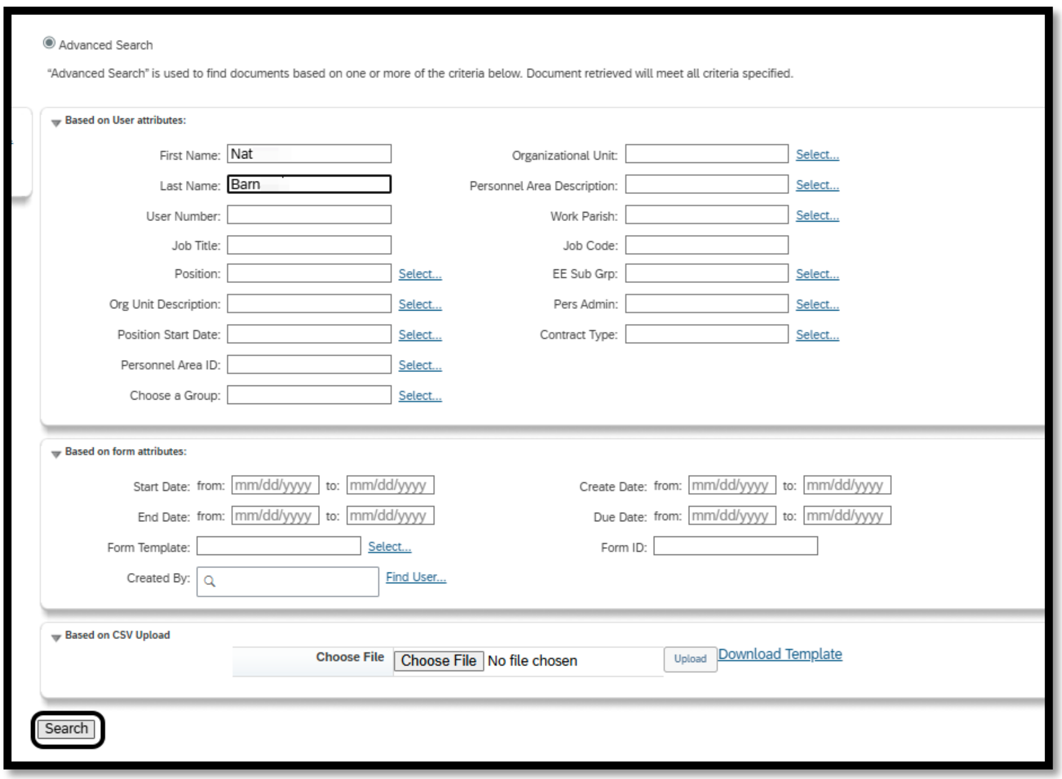
Note: Either method is acceptable. The information you have for the search criteria will help you decide which method to use. The Advanced Search allows you to search based on "User Attributes," "Form Attributes," or "Based on CSV Upload."



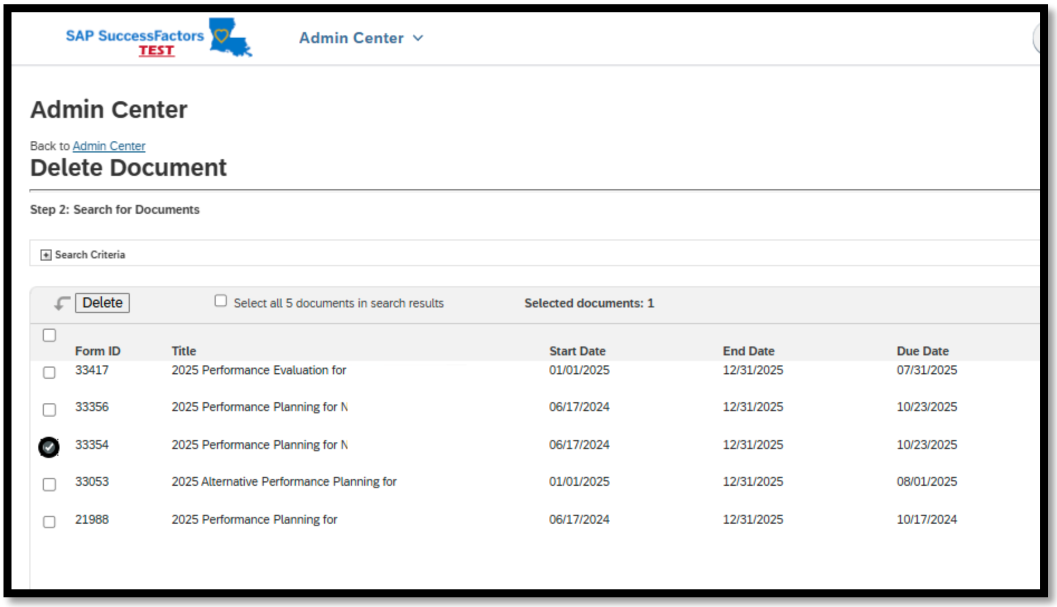
5. **Enter the employee's "First Name" and "Last Name" in the search fields.**



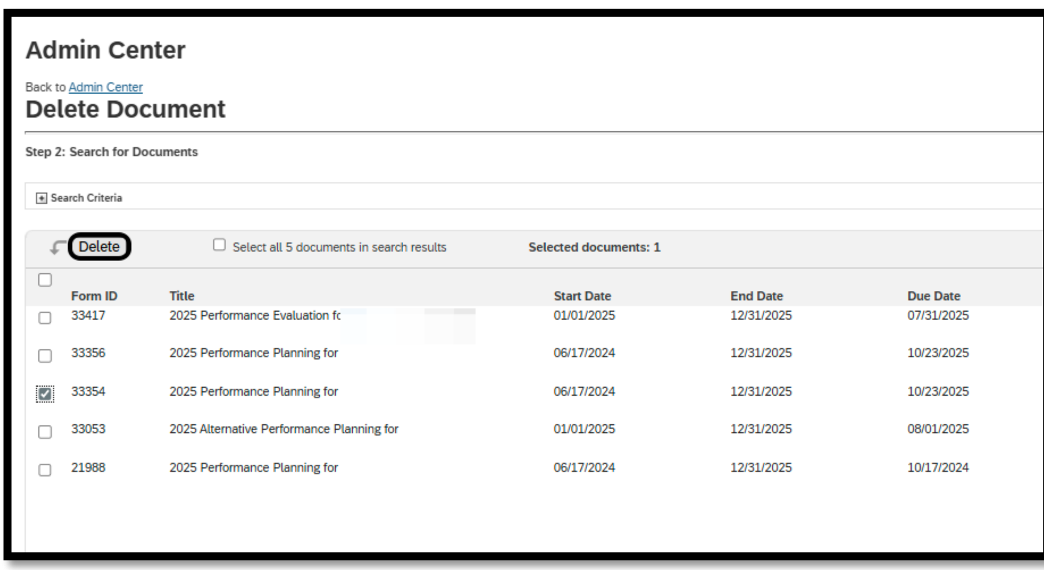
6. **Select "Search" to display all forms associated with the employee.**



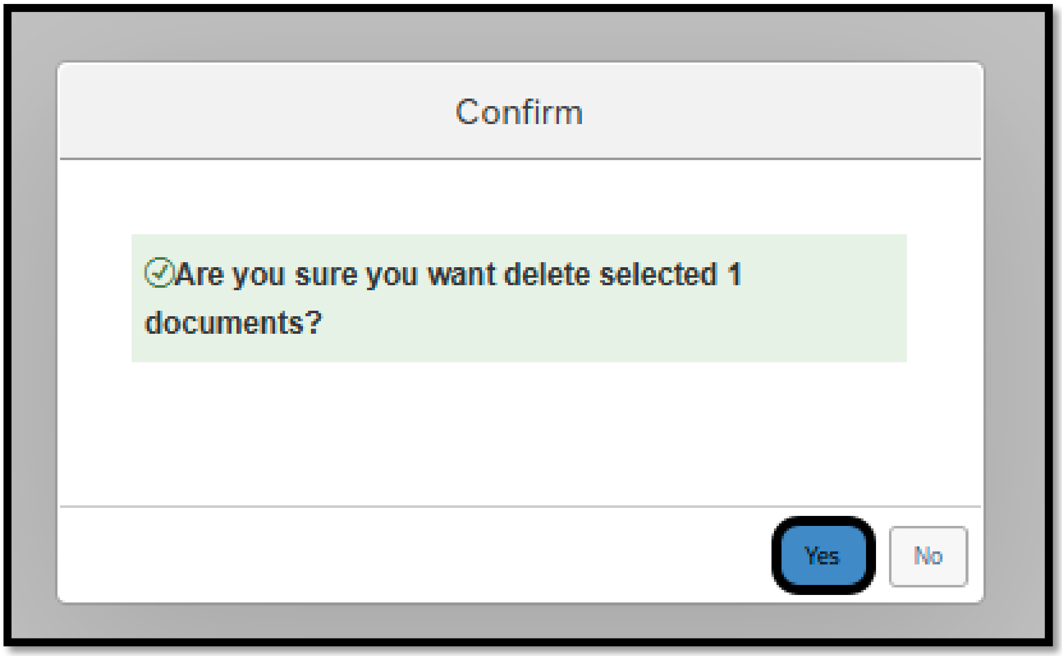
7. **Locate the correct form in the results and confirm the Form ID matches the file you want to delete. Check the box next to the correct form.**



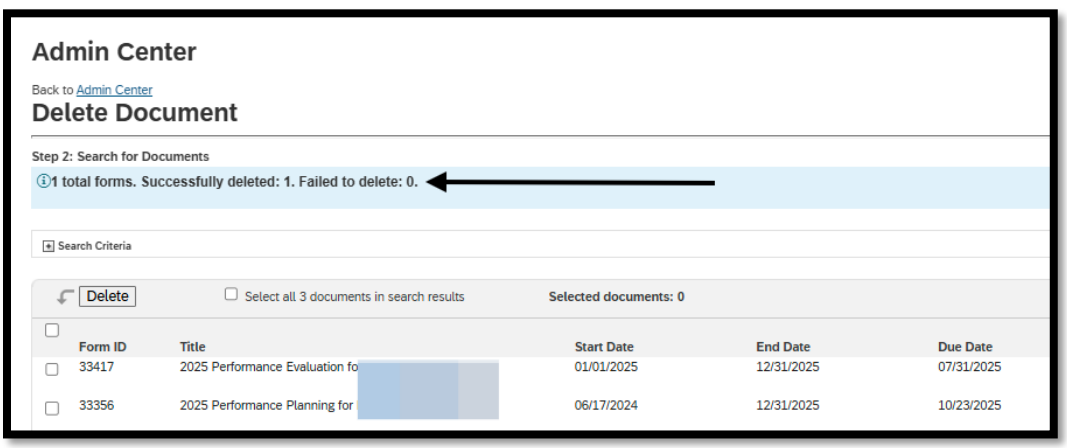
8. **Click "Delete."**



9. **Confirm your deletion by selecting "Yes" when prompted.**

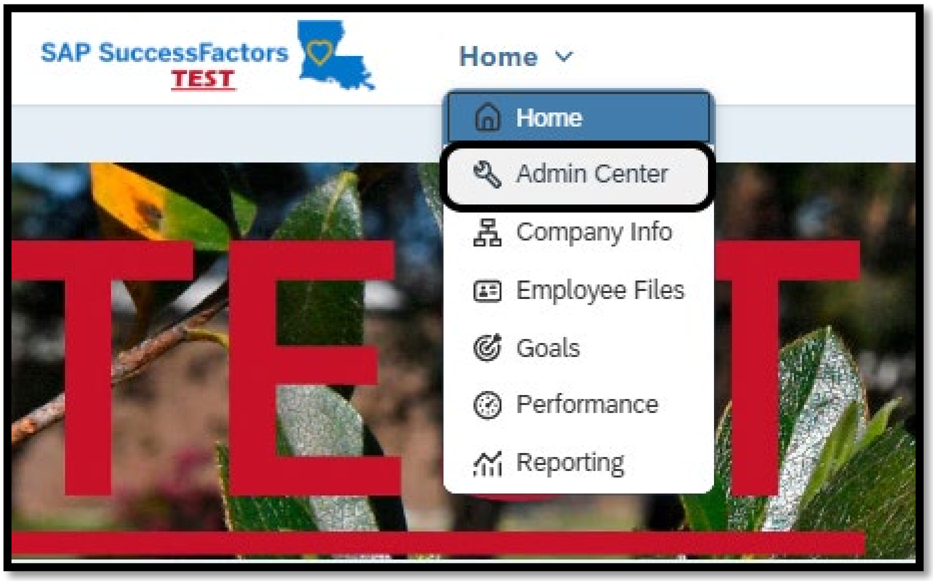


10. **A confirmation message will display, showing the number of forms successfully deleted (and any that failed).**

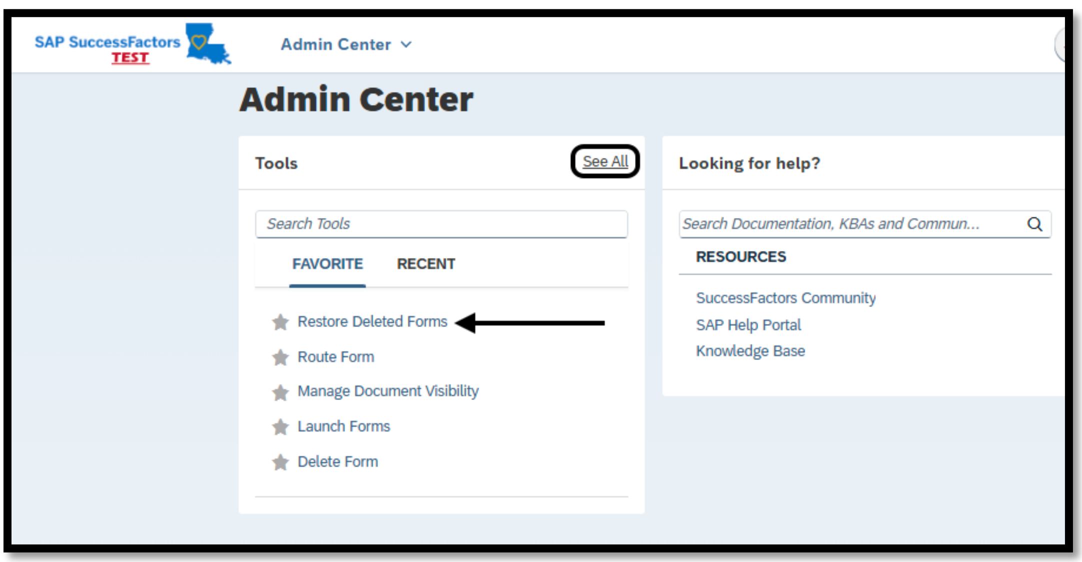


How to Restore a Deleted Form

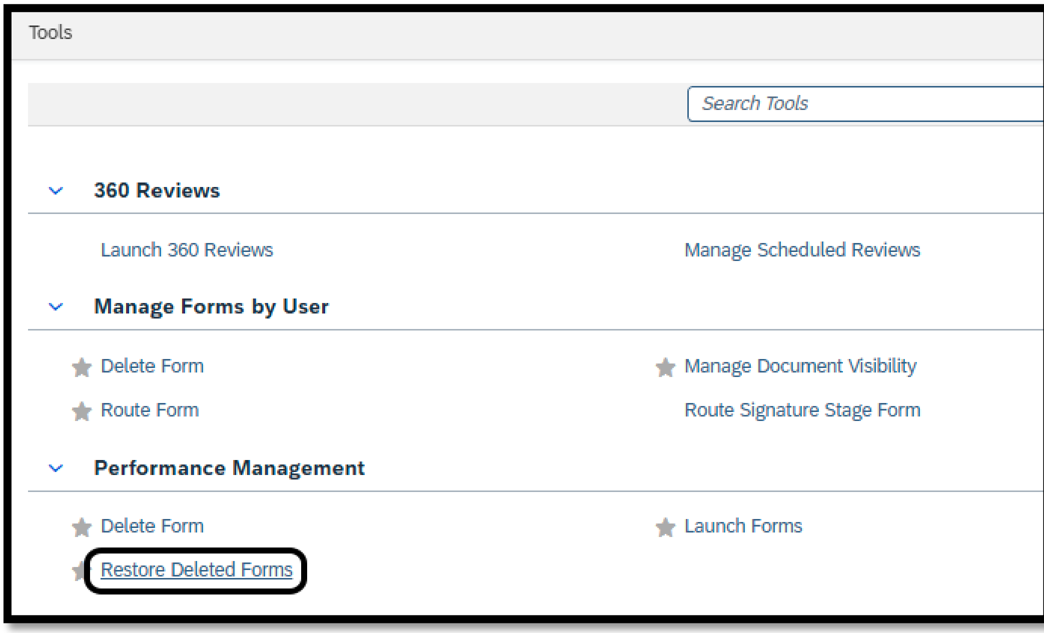
1. **From the "Home" menu, go to the "Admin Center."**



2. **Click on "Restore Deleted Forms," if it has been added as a "Favorite." If you have not added this as a "Favorite," click "See All."**

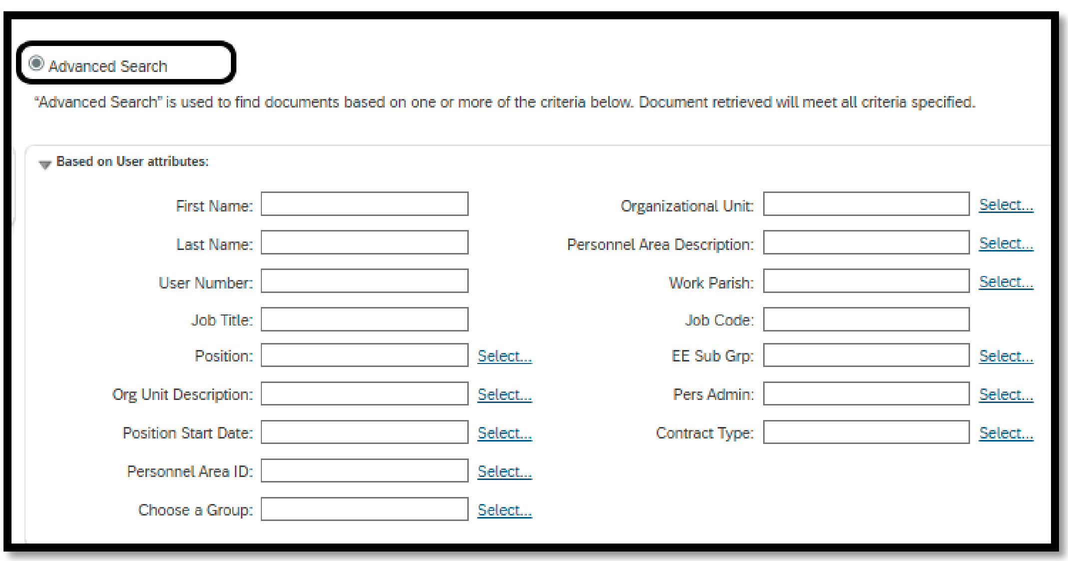


3. **Select "Restore Deleted Form" from the Tools menu.**

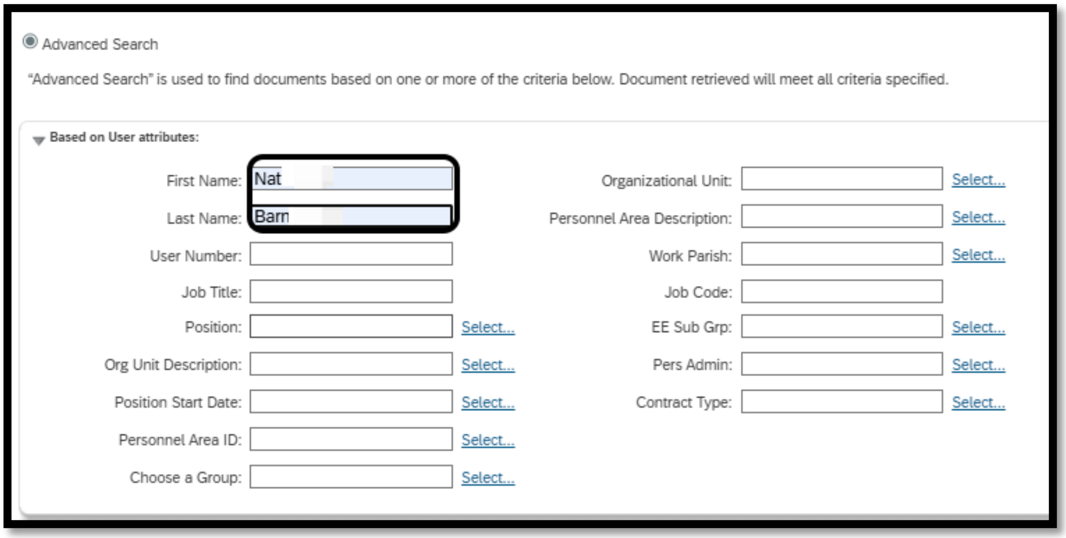


4. **To search, you can use either the "Employee Document Folder" or "Advanced Search." (This example uses the "Advanced Search" method.)**

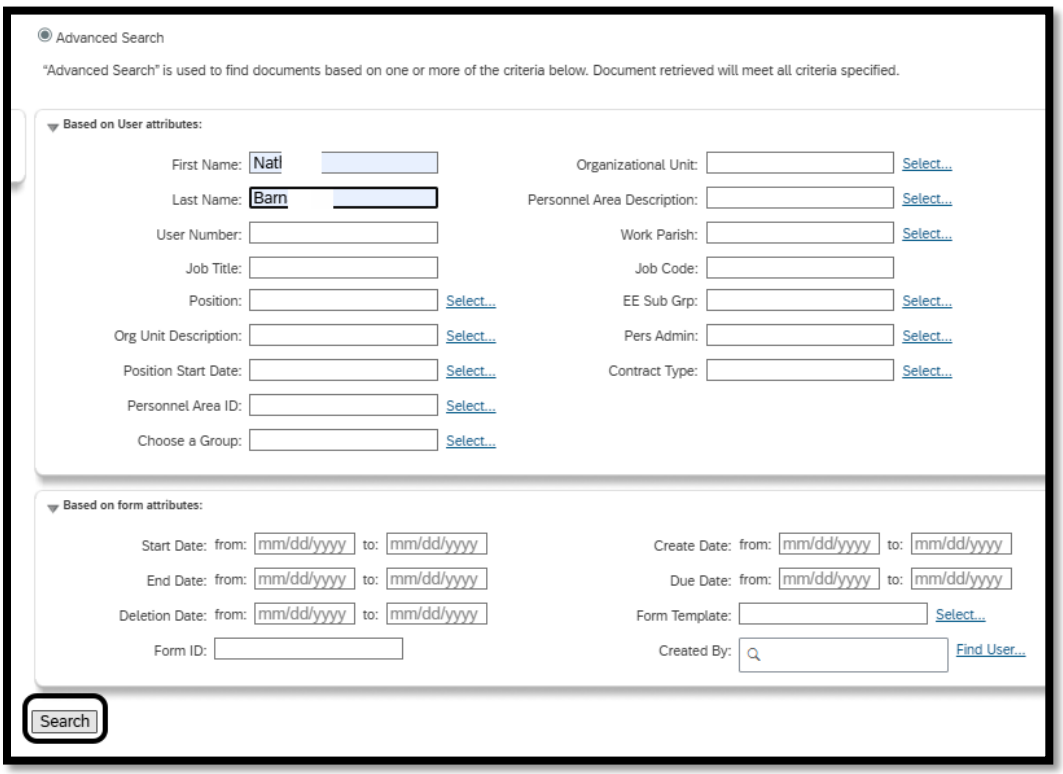
Note: Either method is acceptable. The information you have for the search criteria will help you decide which method to use. The Advanced Search allows you to search based on "User Attributes" or "Form Attributes."



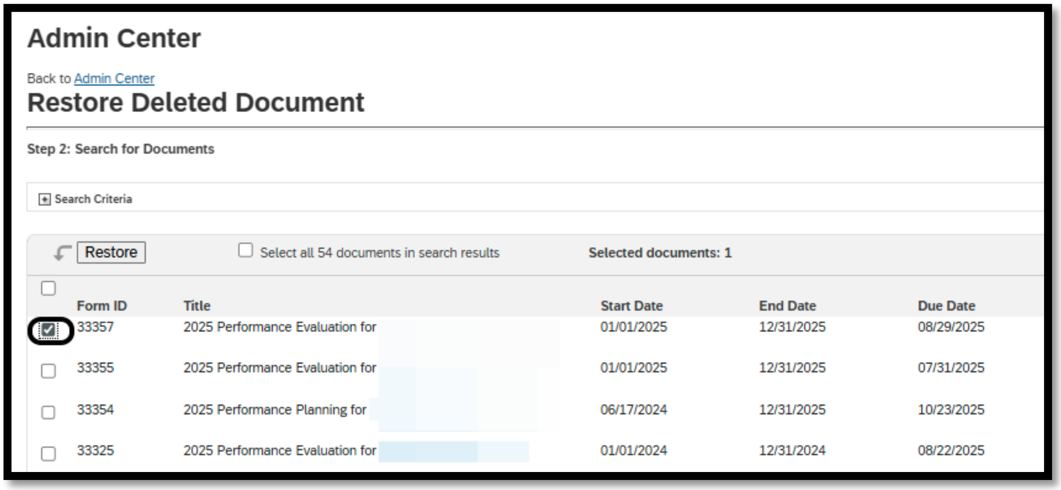
5. **Enter the employee's "First Name" and "Last Name" in the search fields.**



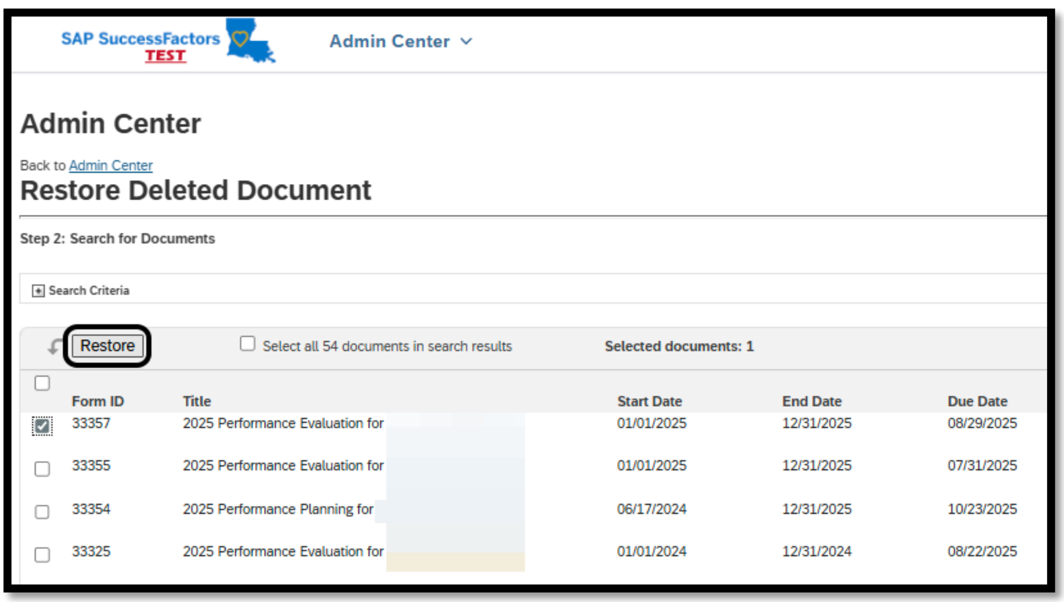
6. **Select "Search" to display all deleted forms associated with the employee.**



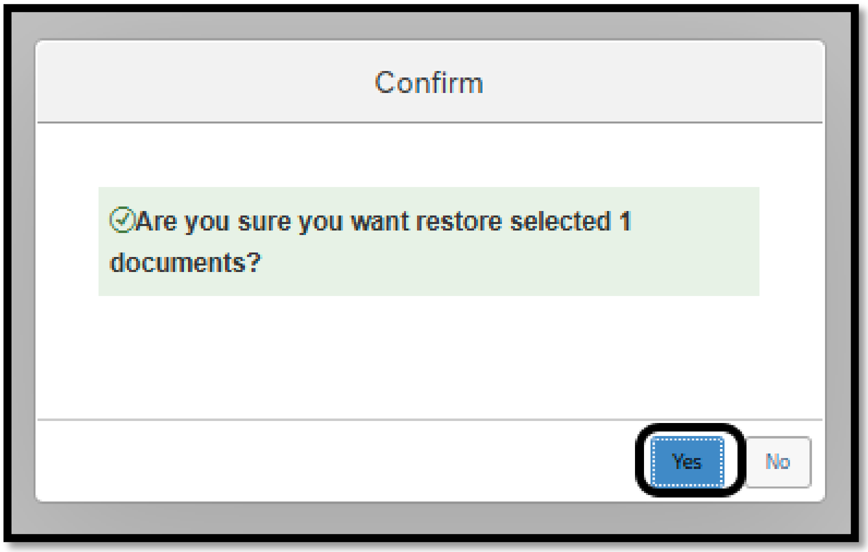
7. **Locate the correct form in the results and click the "Form ID" to confirm it matches the file you want to restore. Check the box next to the correct form.**



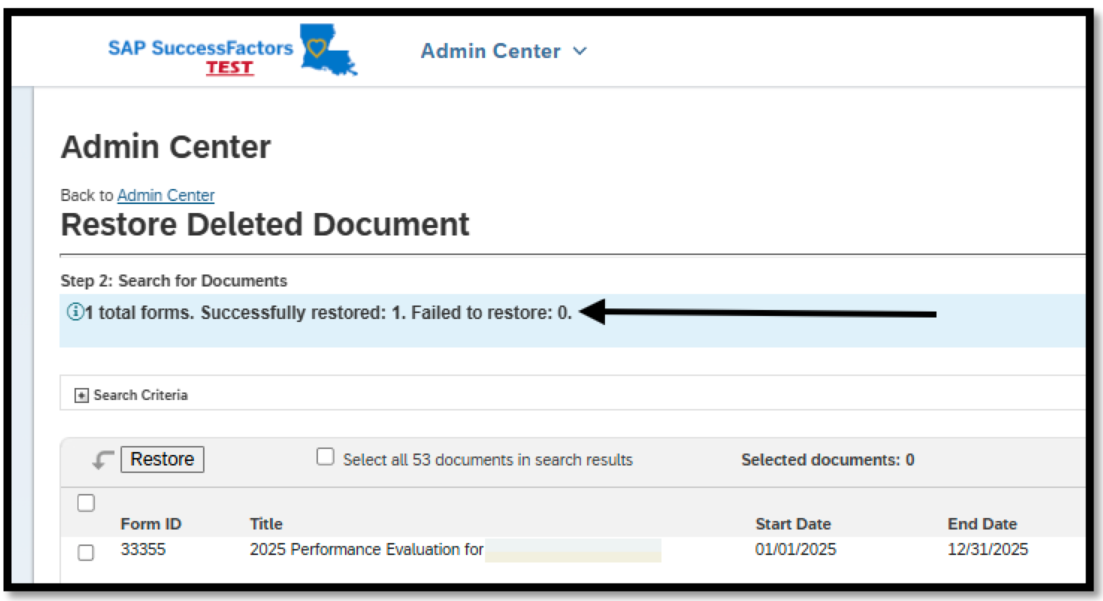
8. **Click "Restore."**



9. Confirm the action by selecting “Yes” when prompted.

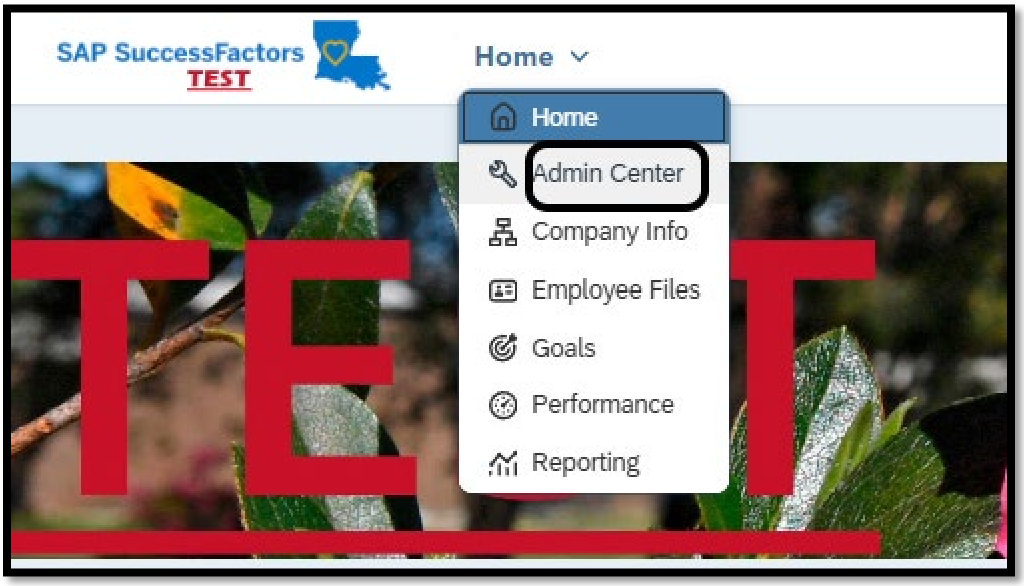


10. A confirmation message will display, showing the number of forms successfully restored (and any that failed).

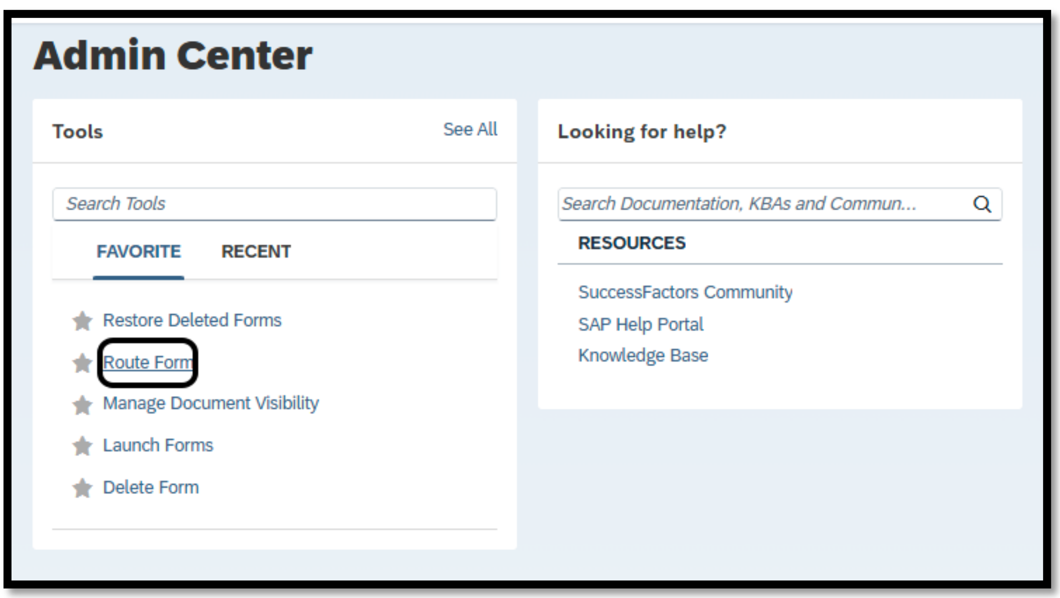


How to Route a Form

1. **From the "Home" menu, go to the "Admin Center."**



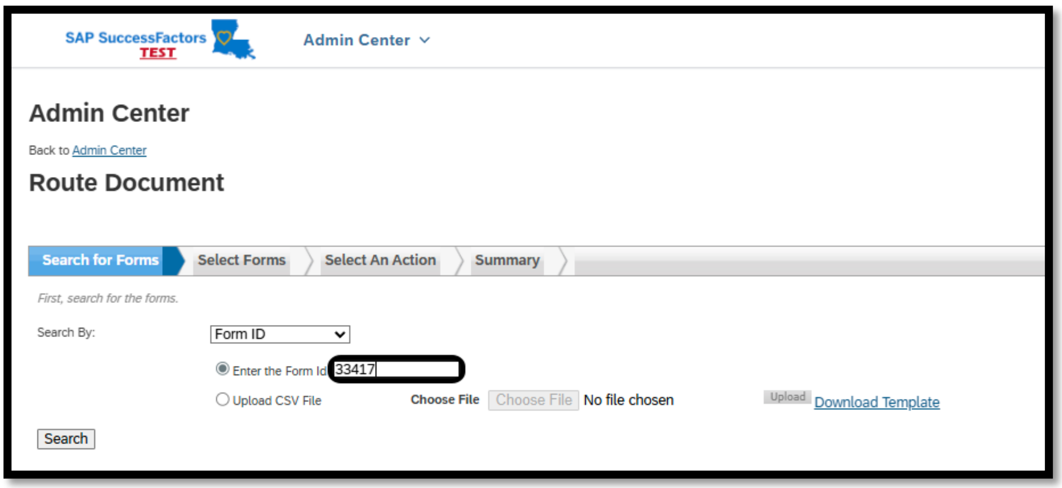
2. **Select "Route Form" from the Tools menu.**



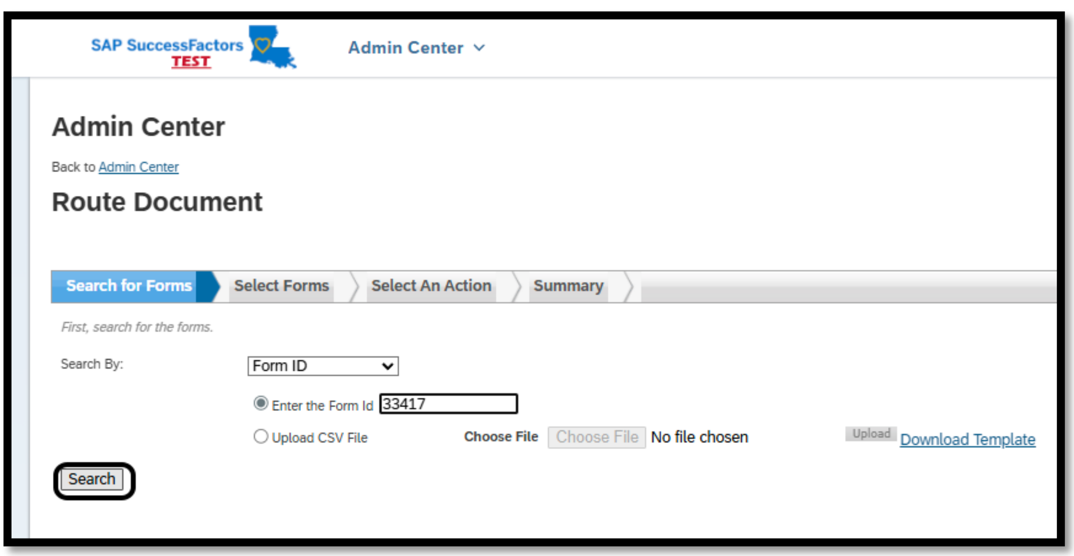
3. **You have multiple options to search for the form you want to route. This example will demonstrate using the Form ID.**
   Note: Search options include:

- **Form ID** - Allows you to search for a specific form by the Form ID.
- **Form Template** - Allows you to see all forms for the type selected. (Ex: 20XX Performance Planning, 20XX Performance Evaluation, 20XX Not Evaluated.)
- **Employee's Folder** - Allows you to see all forms in an individual's folder.
- **Subject User** - Allows you to search for all forms for one individual.

4. Enter the Form ID number. (Or search by employee or subject user or CSV).

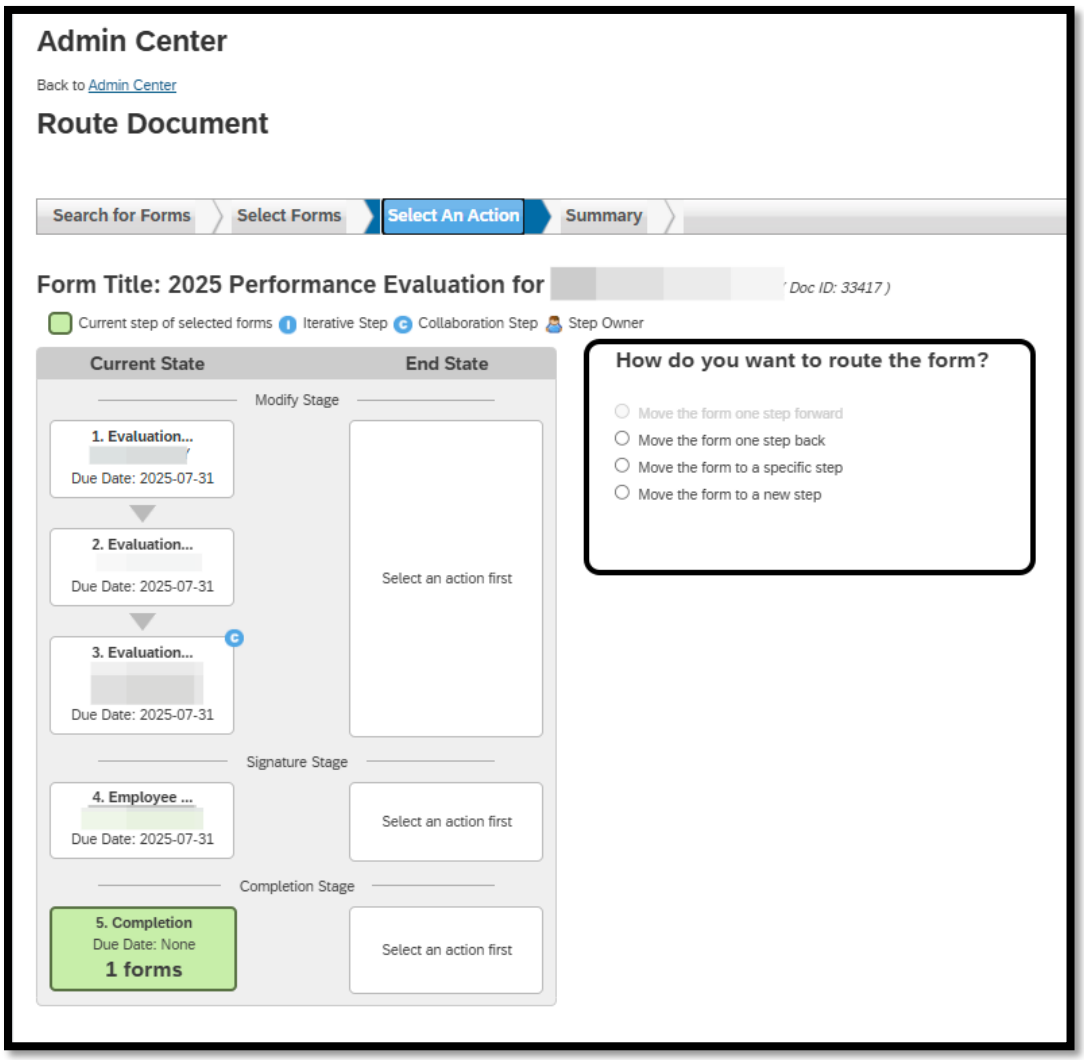


5. Click “Search.”



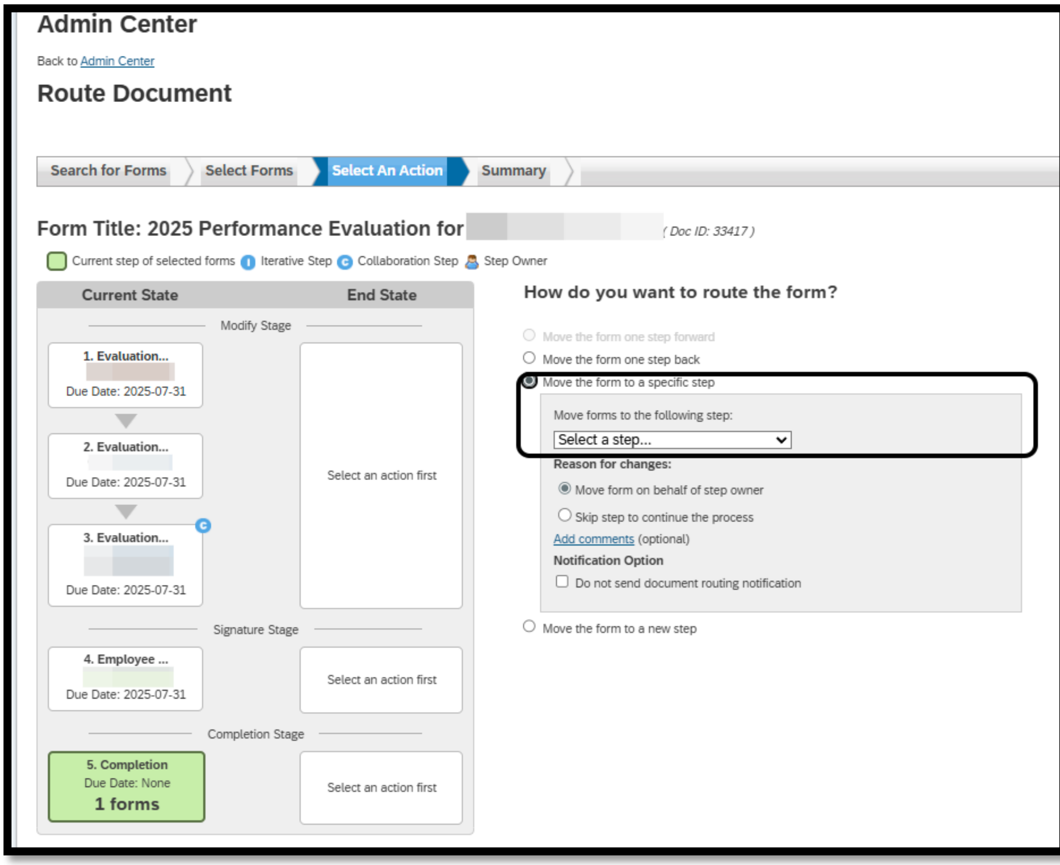
6. **Answer the question "How do you want to route the form?" by selecting one of 3 options:**
    - **Move the form one step back**
    - **Move the form to a specific step**
    - **Move the form to a new step**

NOTE: This example routes the form to a specific step. The selections are similar for all routing choices.

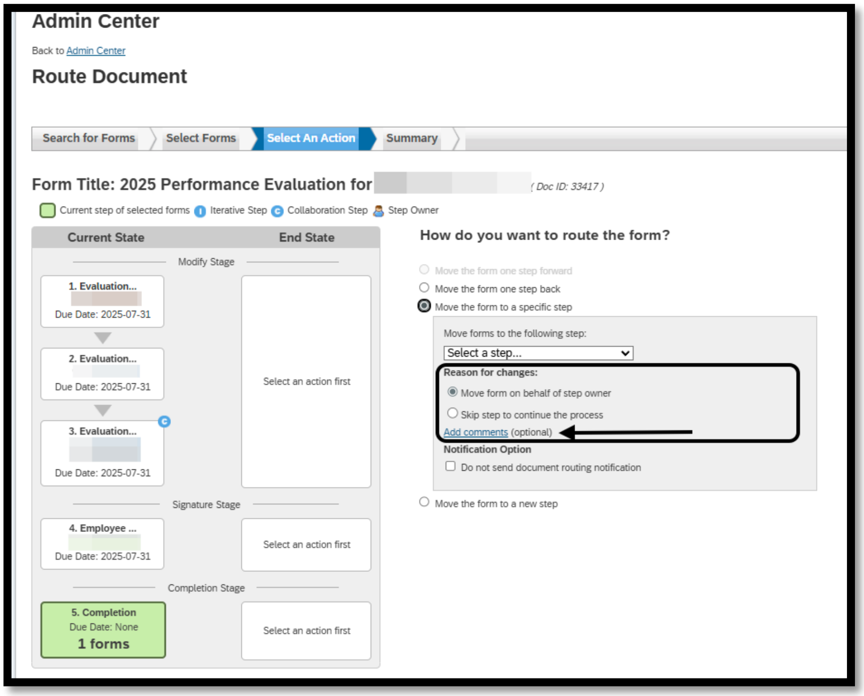


7. **Once you have selected how you want to route the form, use the drop-down menu to select the correct step.**

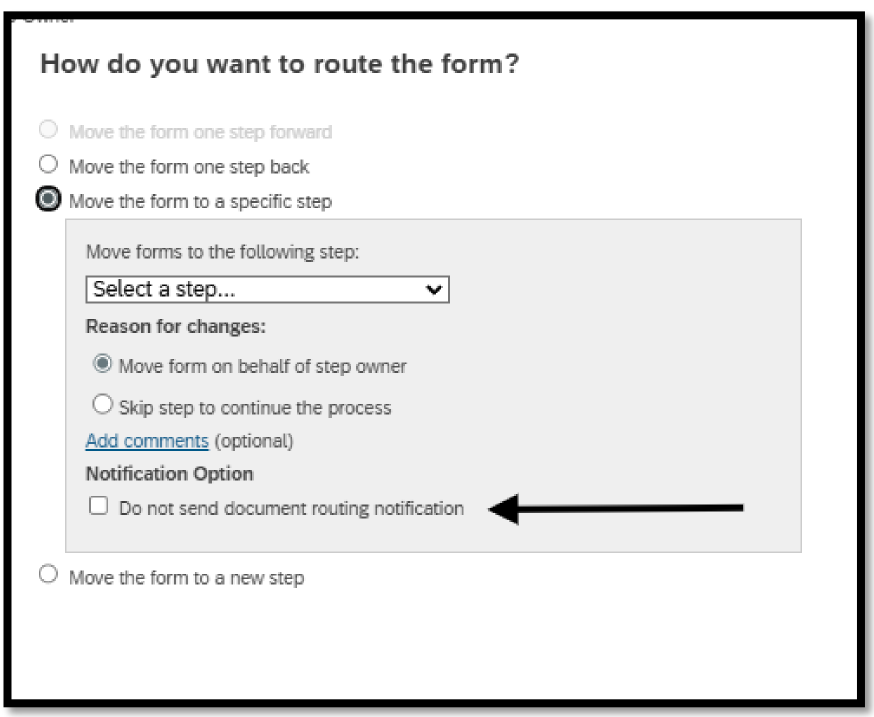
NOTE: Use the graphic on the left to help you identify the correct step in the Route Map.



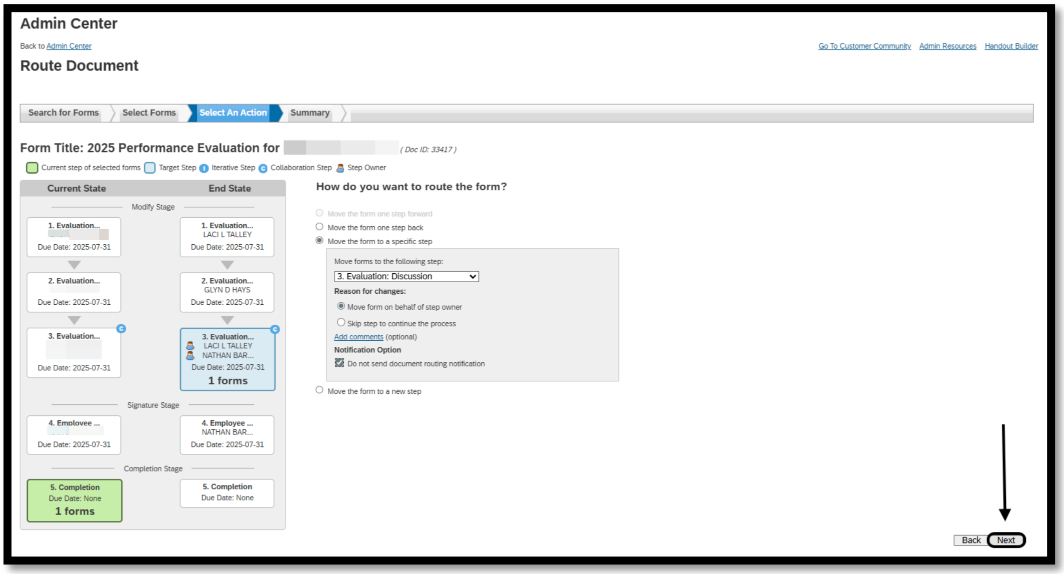
8. Select a "Reason for changes." You may want to click on "Add Comments" to enter a brief justification for the routing action.



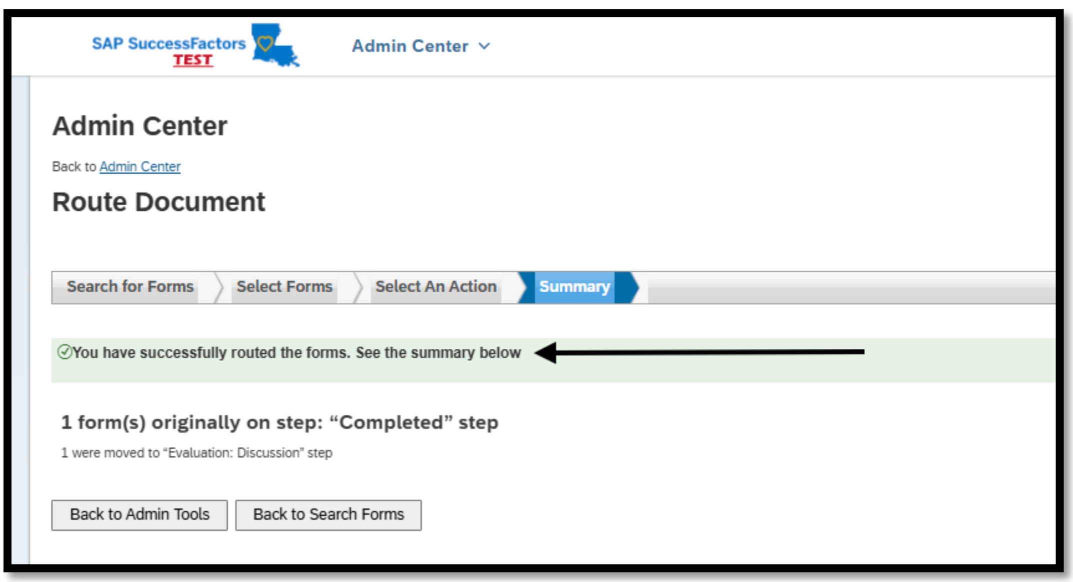
9. Select a "Notification Option." If you do not want to sent a notification, click the "Do not sent document routing notification."



10. Click “Next.”

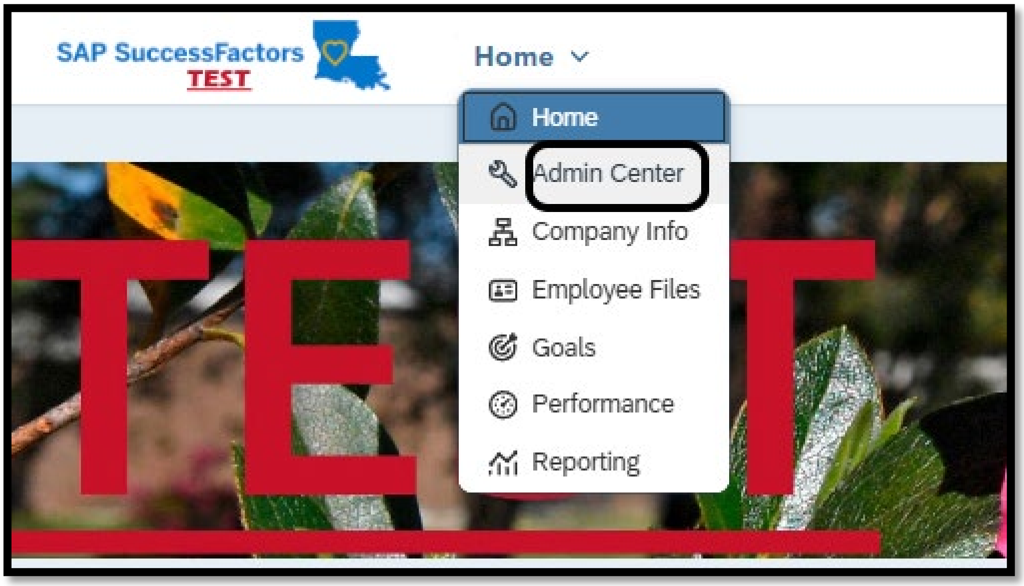


11. A confirmation message will display, showing the number of forms successfully routed (and any that failed).

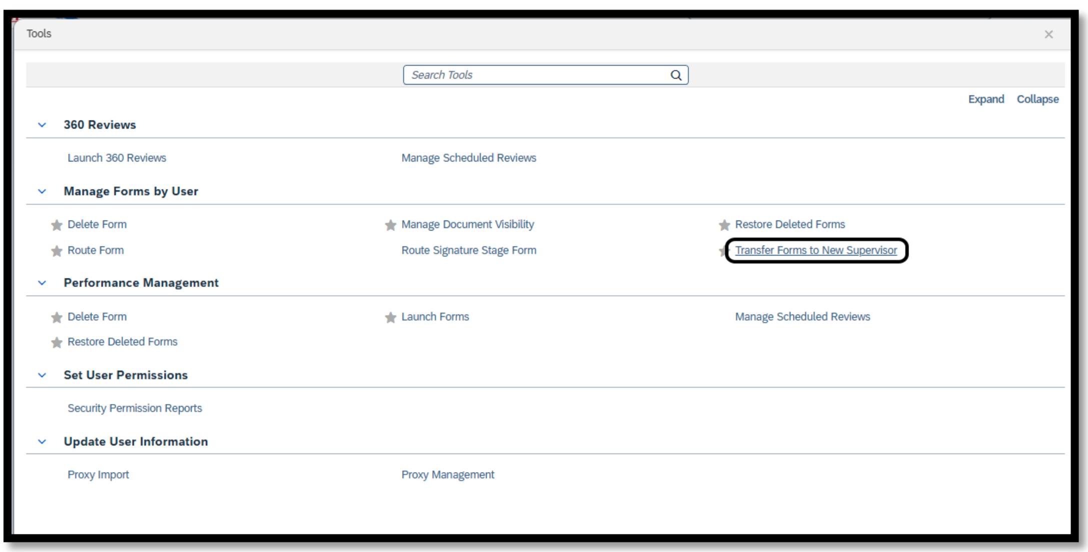


How to Transfer a Form to a New Supervisor in SuccessFactors

1. From the “Home” menu, navigate to the “Admin Center.”

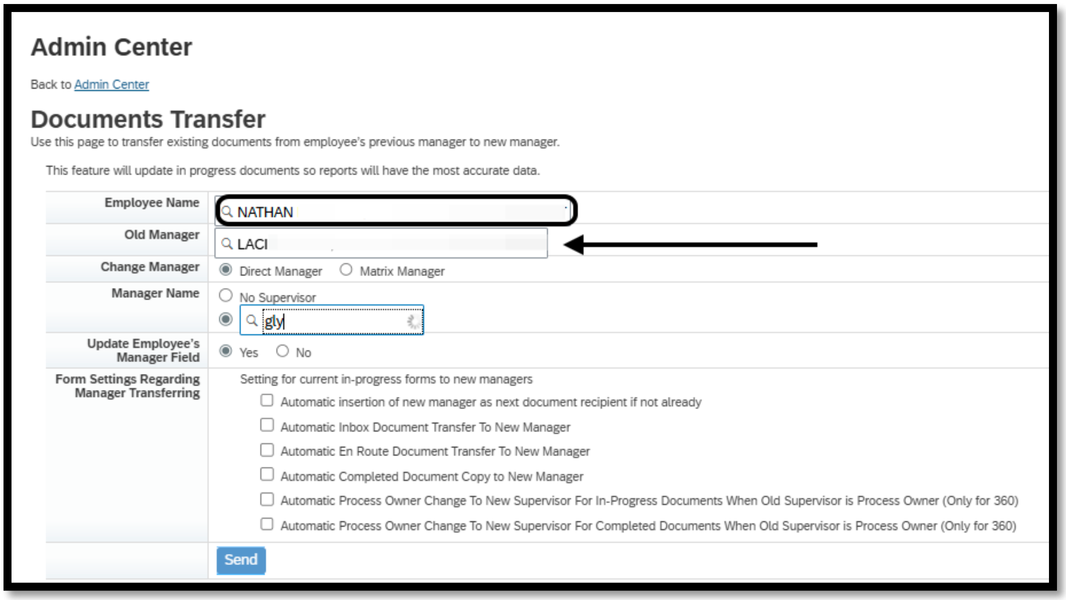


2. In the Tools menu, select “Transfer to New Supervisor.”

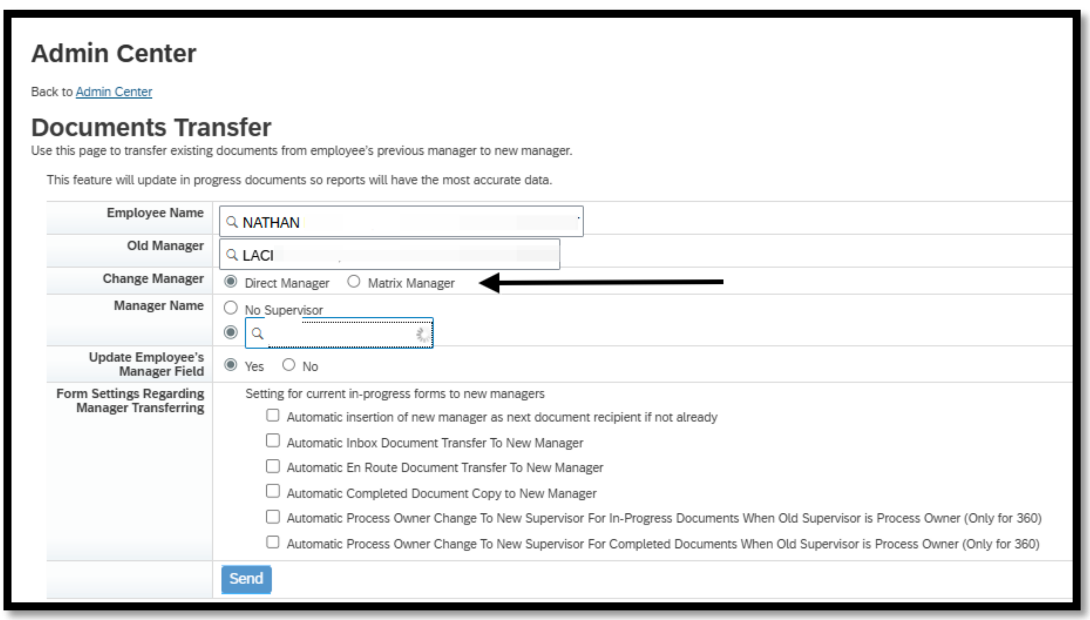


3. Enter the employee's "First Name" and "Last Name."

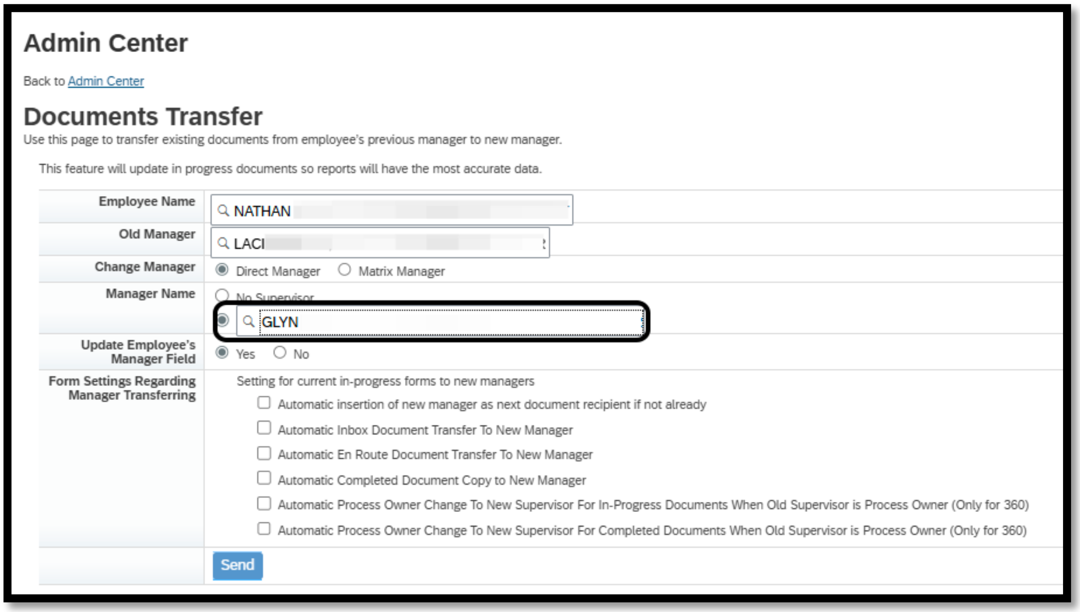
NOTE: The "Old Manager" field will auto-populate once the employee's name has been selected.



4. Change Manager- select "Direct Manager" Do NOT select Matrix Manager.

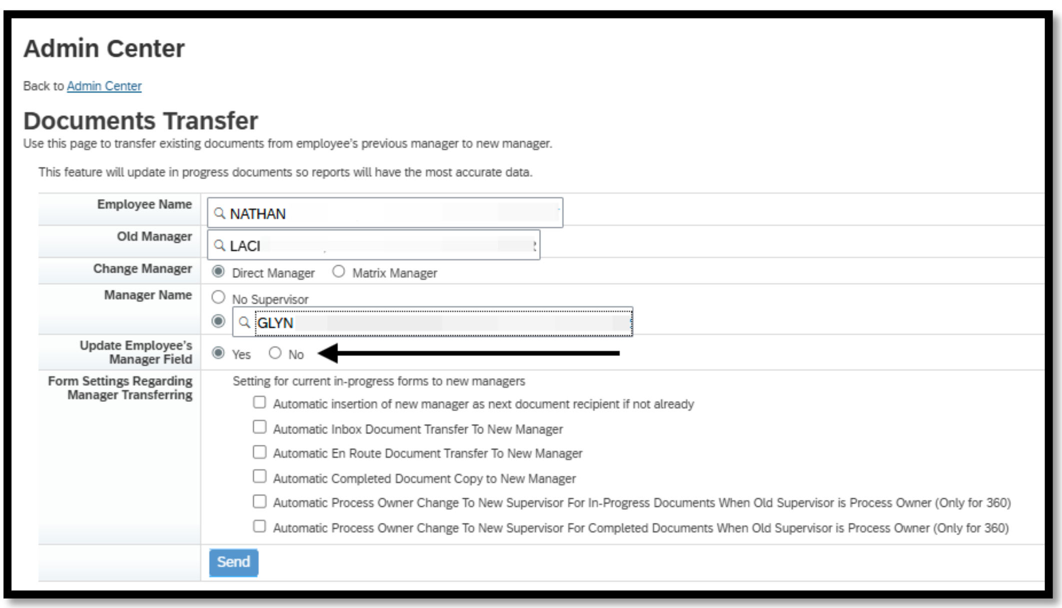


5. Enter the “Manager Name.”



6. Decide if you want to “Update Employee’s Manager Field.”

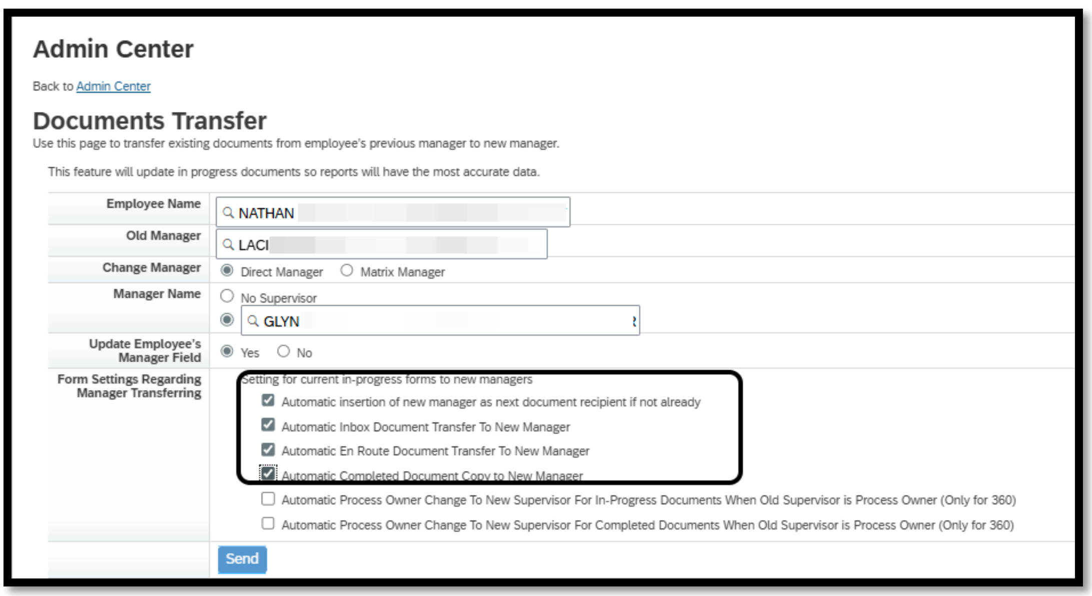
Note: Updating an employee’s manager field in SuccessFactors changes who they officially report to in the system. This triggers updates to reporting lines, workflows, and forms—so the new manager receives responsibility for performance processes, goals, and visibility going forward.



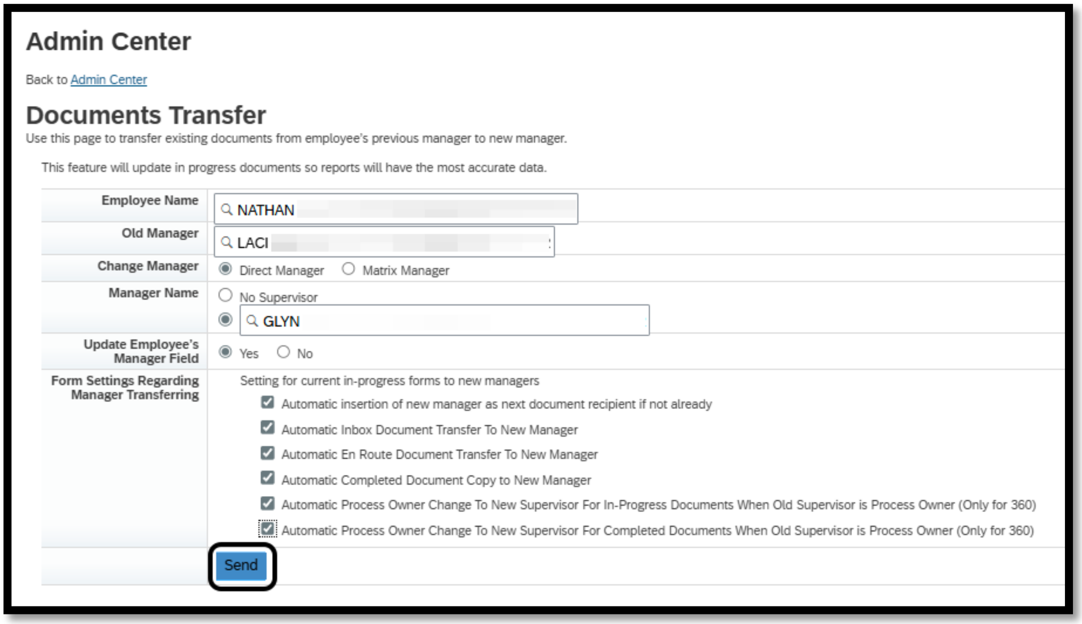
7. **Select the “Form Settings Regarding Manager Transferring.”**

NOTE: Here is what each option will do moving forward.

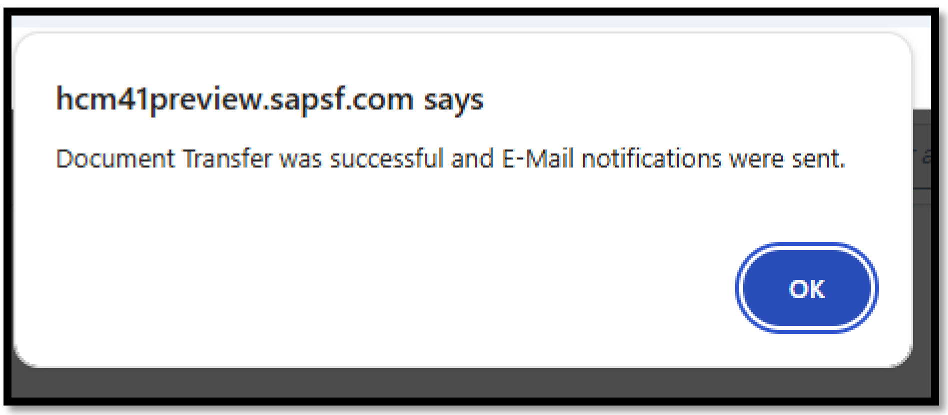
- **Setting for current in-progress forms to new managers:** Moves active forms to the new manager.
- **Automatic insertion of new manager as next document recipient if not already:** Adds new manager into routing if missing.
- **Automatic Inbox Document Transfer To New Manager:** Moves forms in old manager’s Inbox to new manager’s Inbox.
- **Automatic En Route Document Transfer To New Manager:** Replaces old manager with new one in workflows already in progress.
- **Automatic Completed Document Copy to New Manager:** Gives new manager a copy of finished forms for visibility.
- **Do not select options “Only for 360”**



8. **Confirm the transfer details to ensure the correct supervisor is selected. Click "Send."**



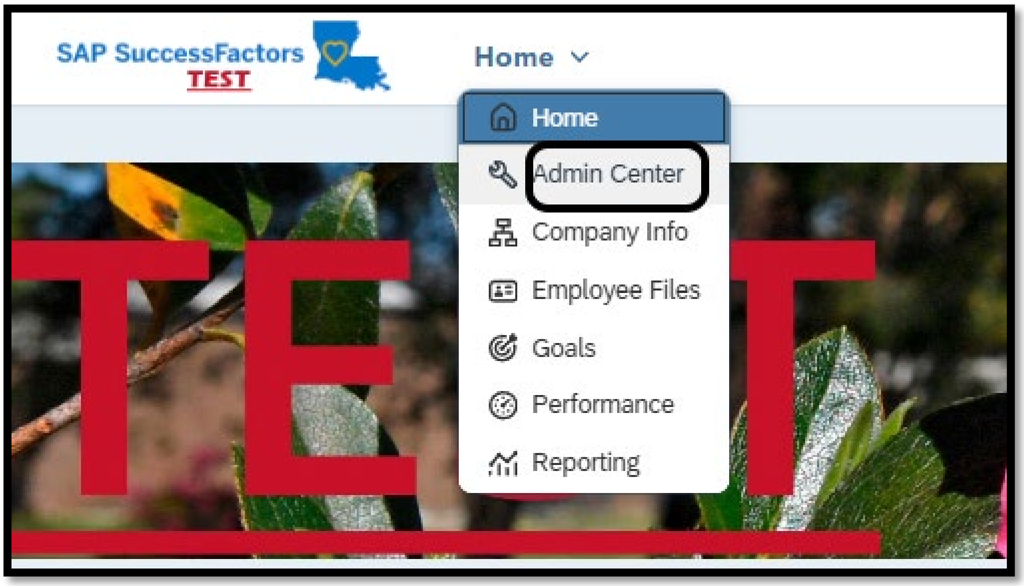
9. **A new window opens with a confirmation of the action.**



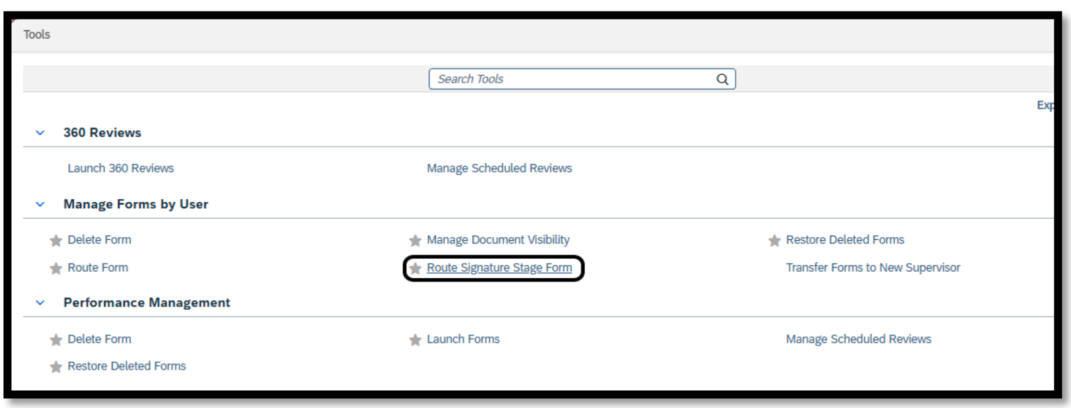
Route Signature Stage Form

You must have the Document ID number before you begin this process. You cannot search for the number within the tool.

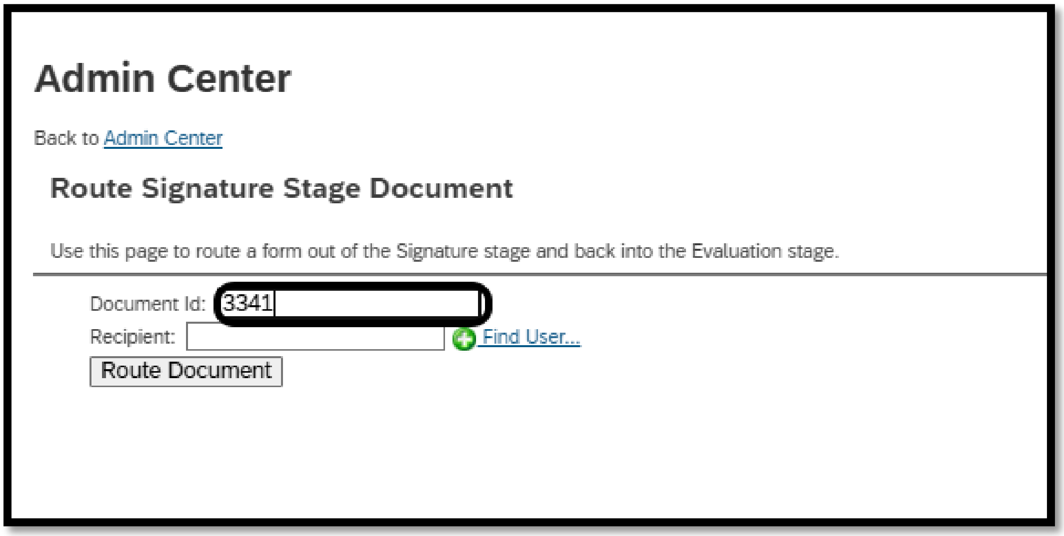
1. **From the "Home" menu, navigate to the "Admin Center."**



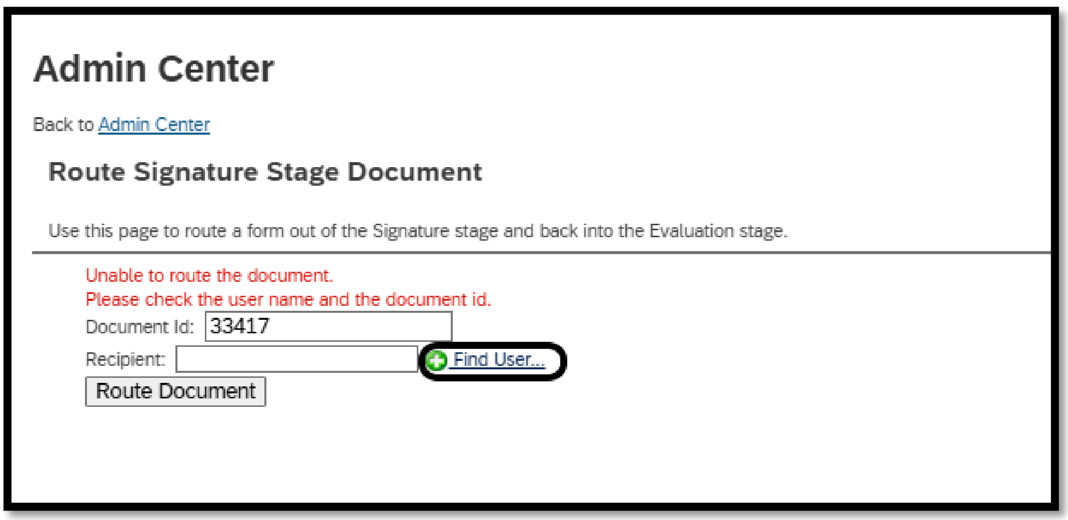
2. **In the Tools menu, select "Route Signature Stage Form."**



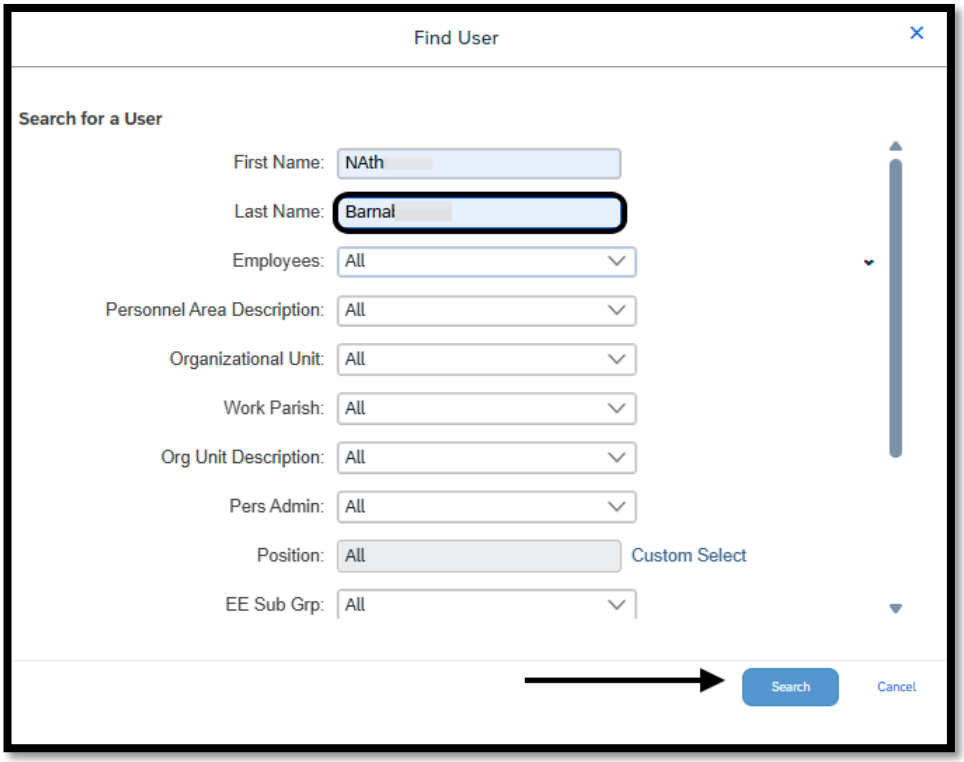
3. **Enter the "Document ID" number.**



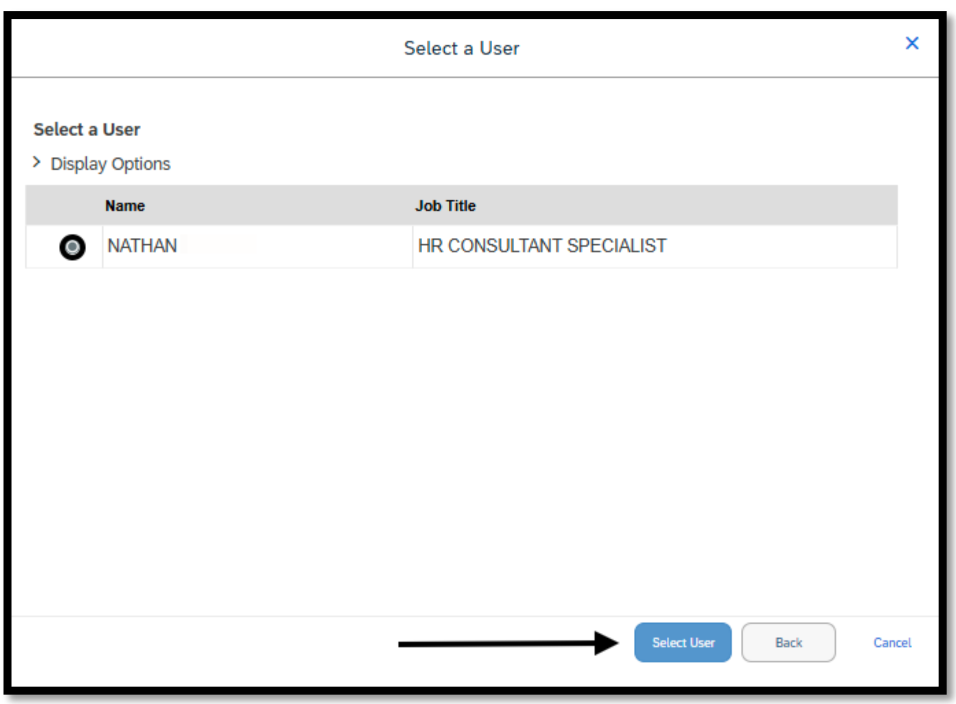
4. **Type the name in the "Recipient" field or click on "Find User."**



5. **If you click "Find User," a new window opens to find the user. Add search criteria (like First Name and Last Name) to find the user. Then, click "Search."**

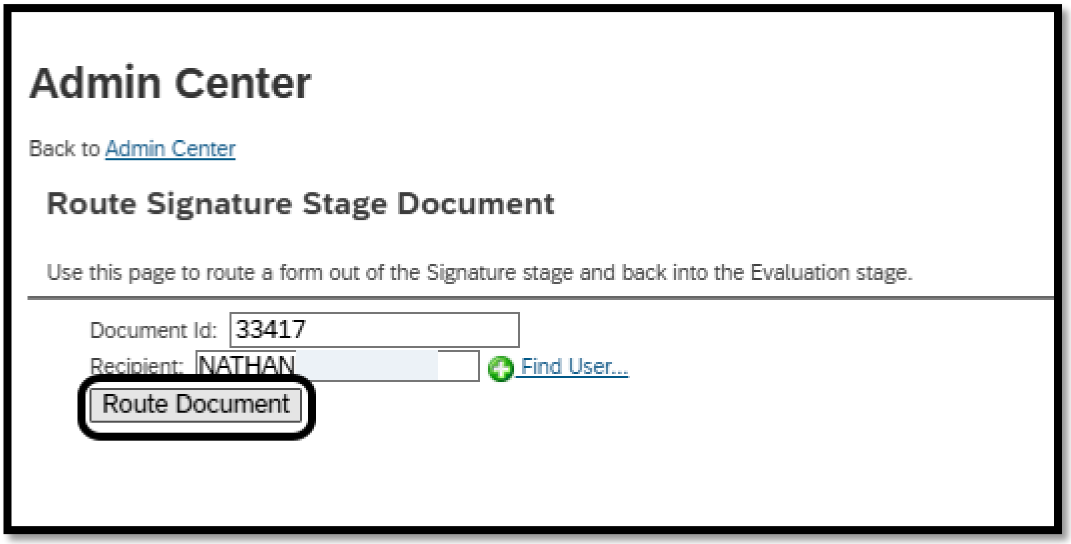


6. **Select the correct user. Then, click "Select User."**



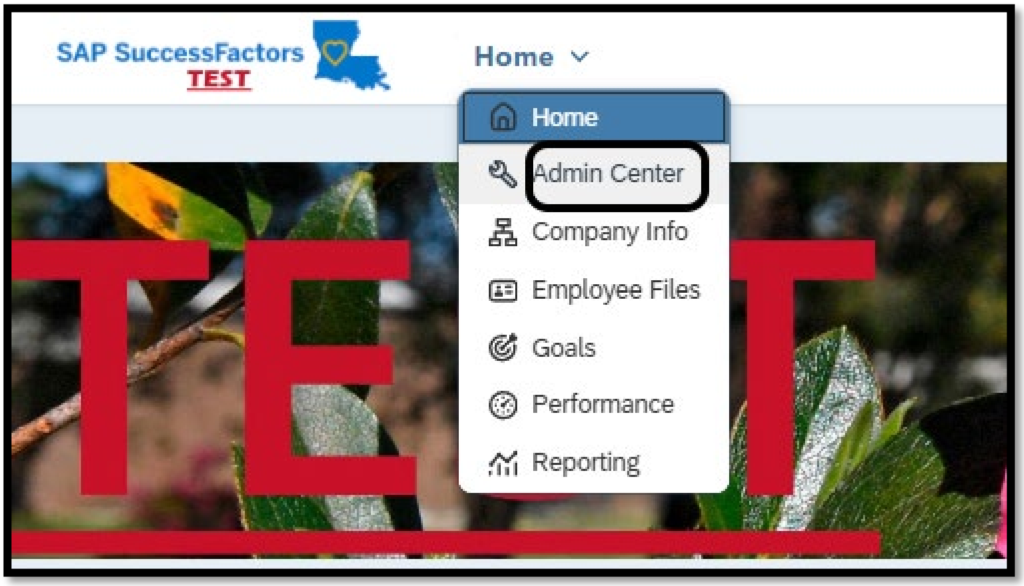
7. Click "Route Document."

NOTE: You do not get a confirmation message for this action.

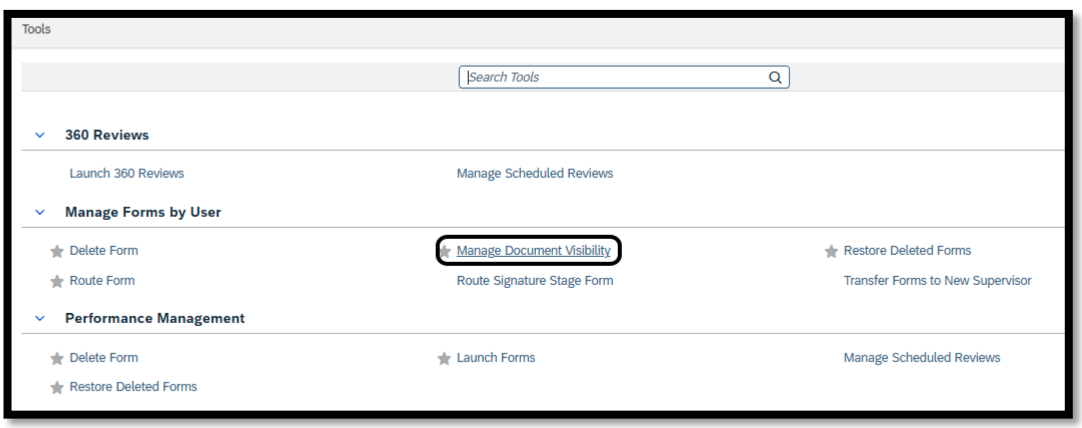


Manage Document Visibility

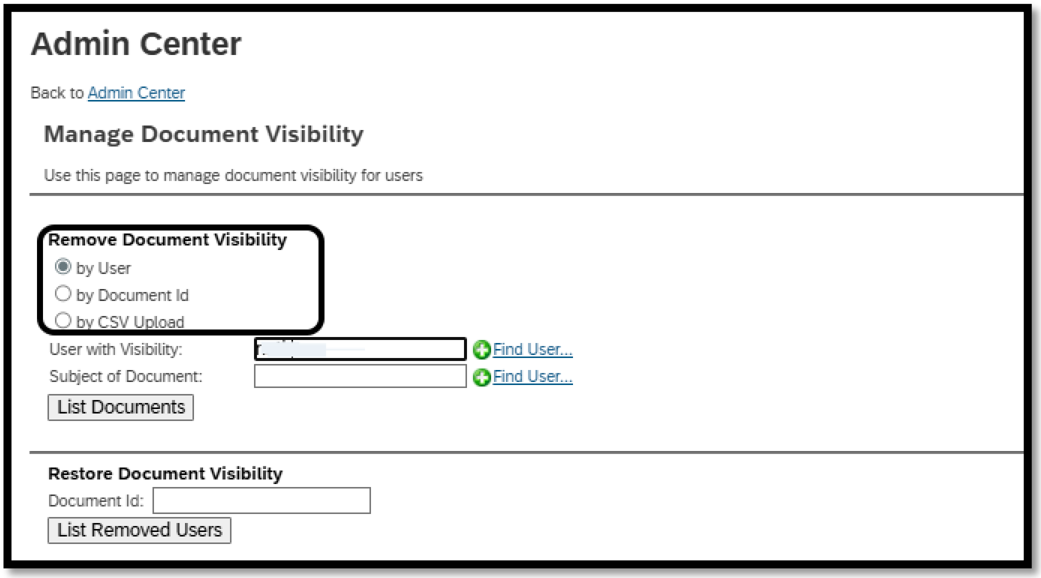
1. **From the "Home" menu, navigate to the "Admin Center."**



2. **In the Tools menu, select "Manage Document Visibility."**

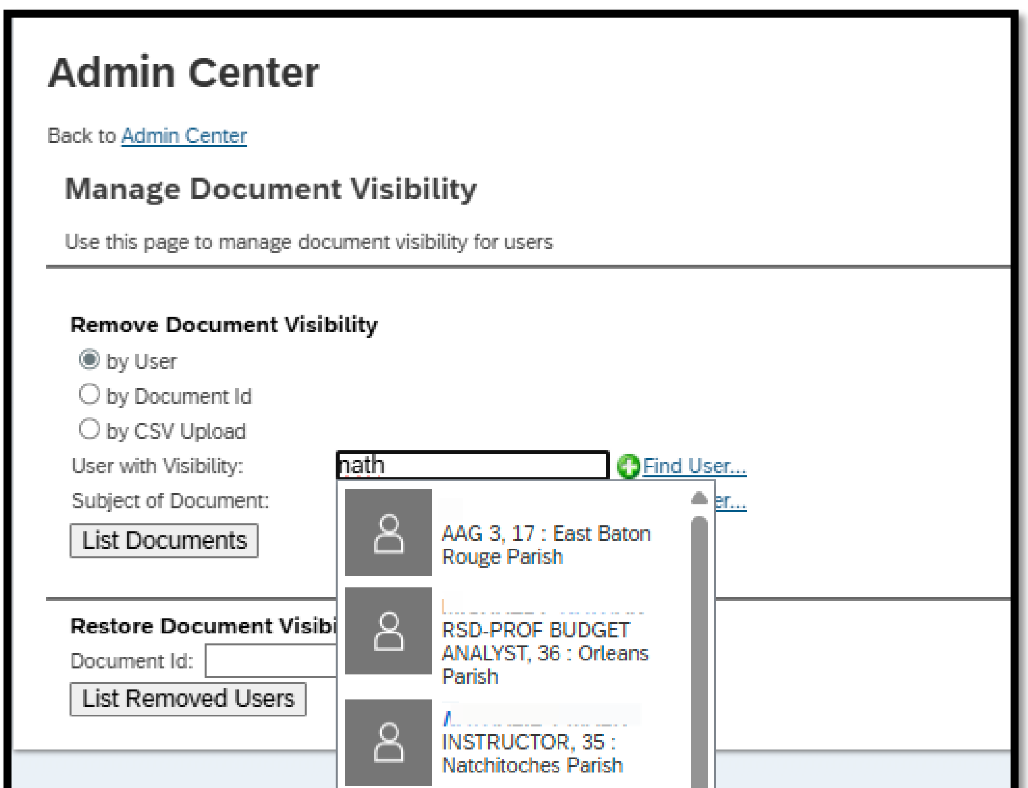


3. **Select how you want to remove document visibility, by User, by Document ID, or by CSV Upload. (This example searches by User.)**



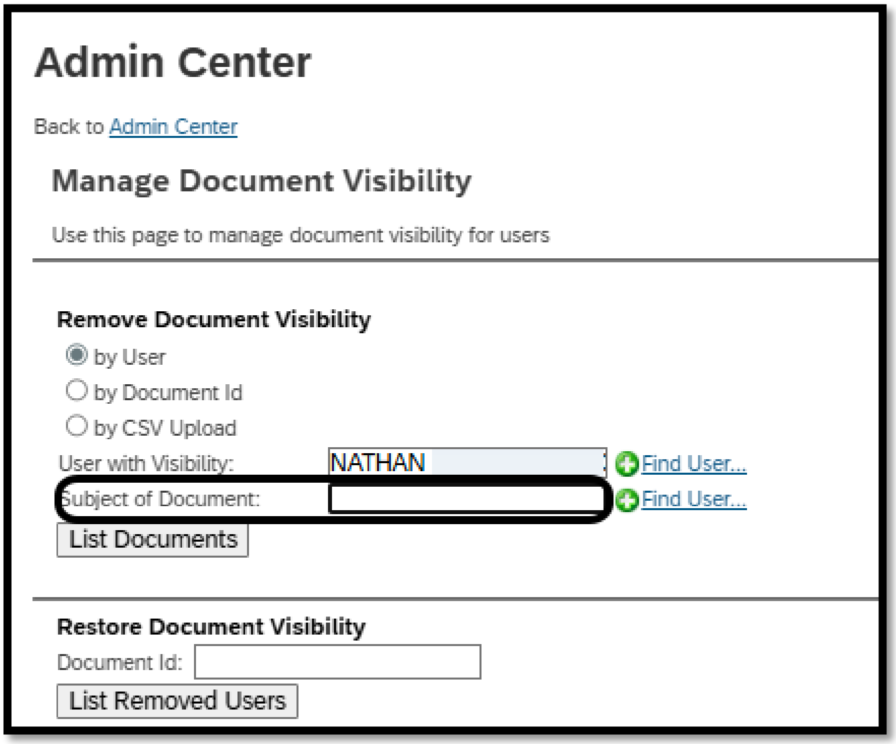
8. **Type the name in the "User with Visibility" field or click on "Find User."**

NOTE: This is the person who will no longer be able to see the document.

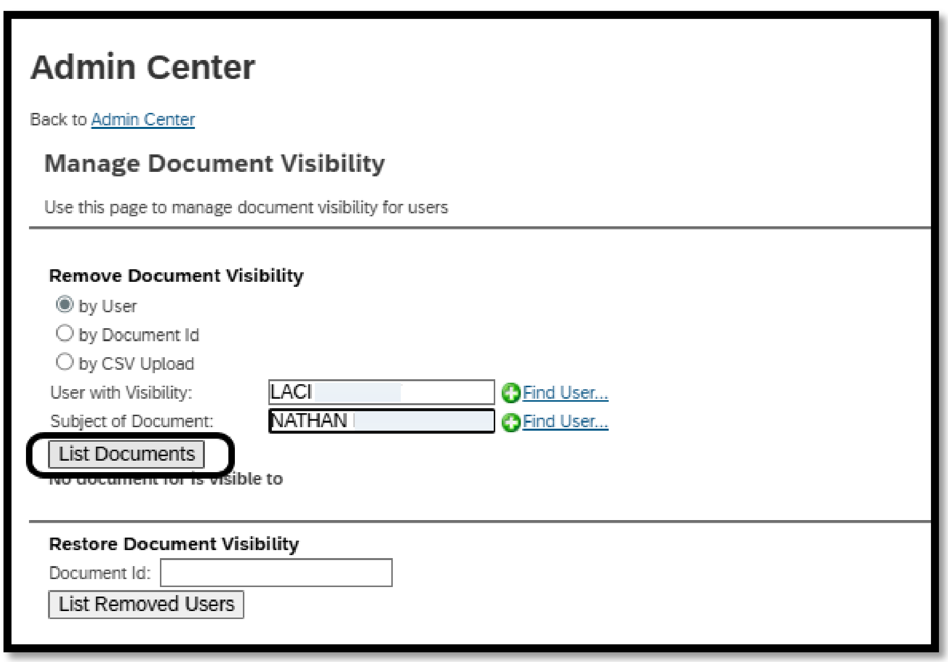


4. Identify the “Subject of the Document.”

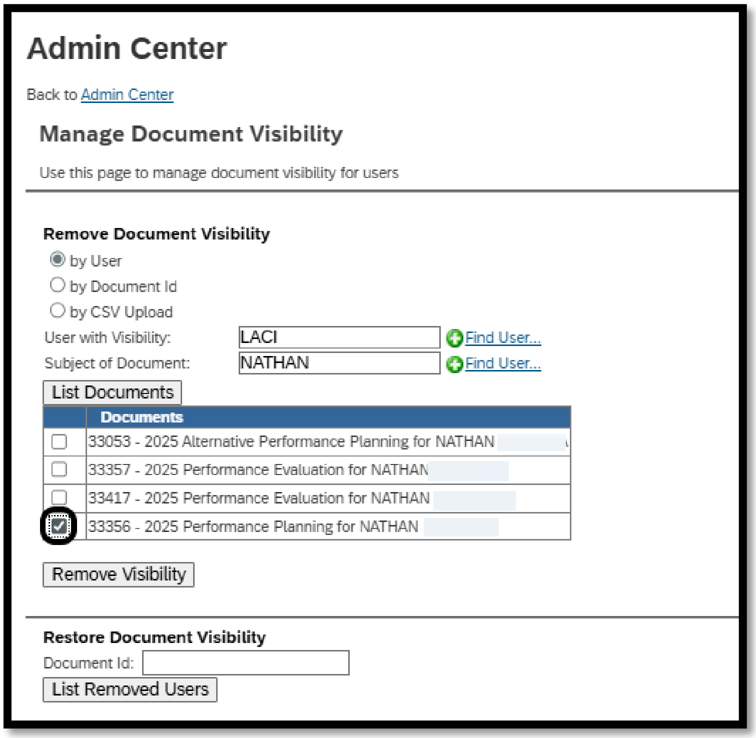
NOTE: This is the employee on the form.



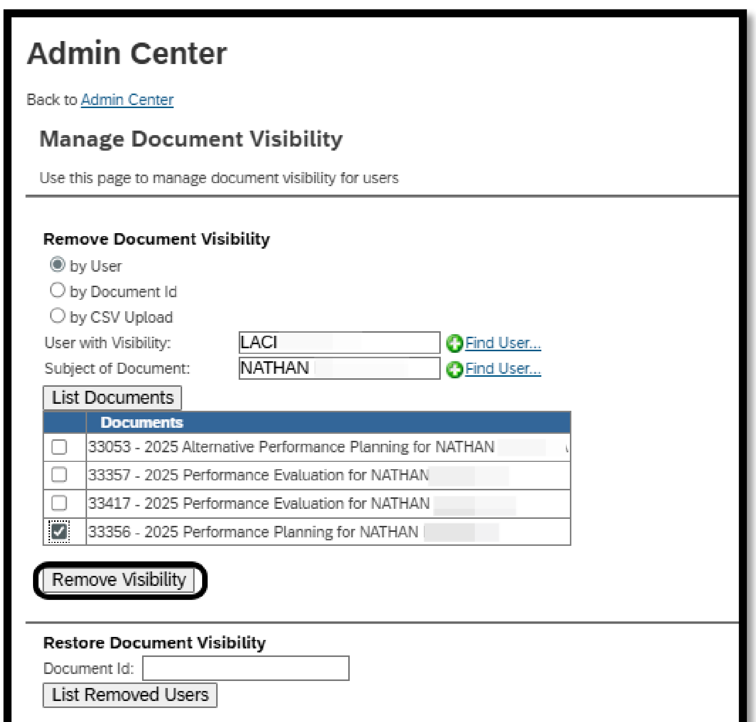
5. Click “List Documents.”



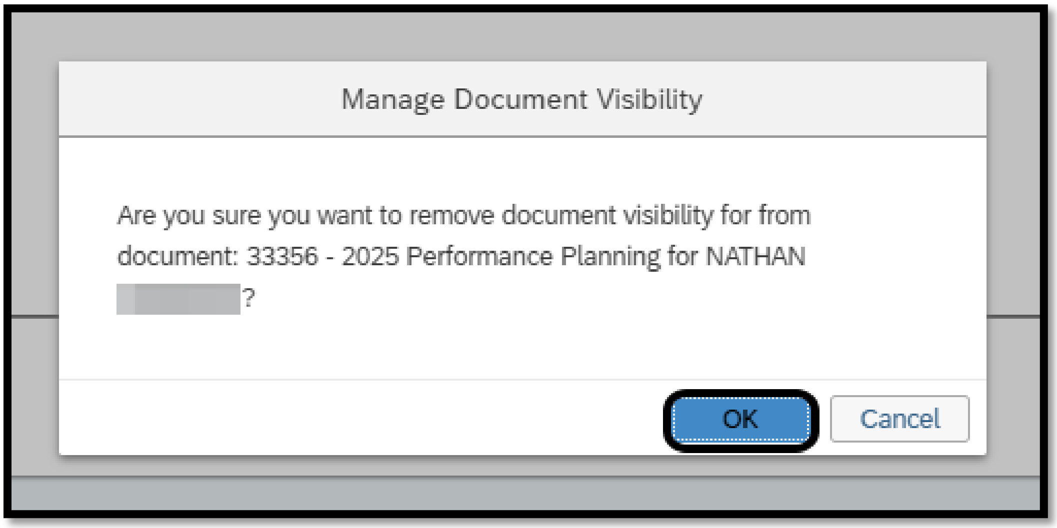
6. **Check the box next to the correct document.**



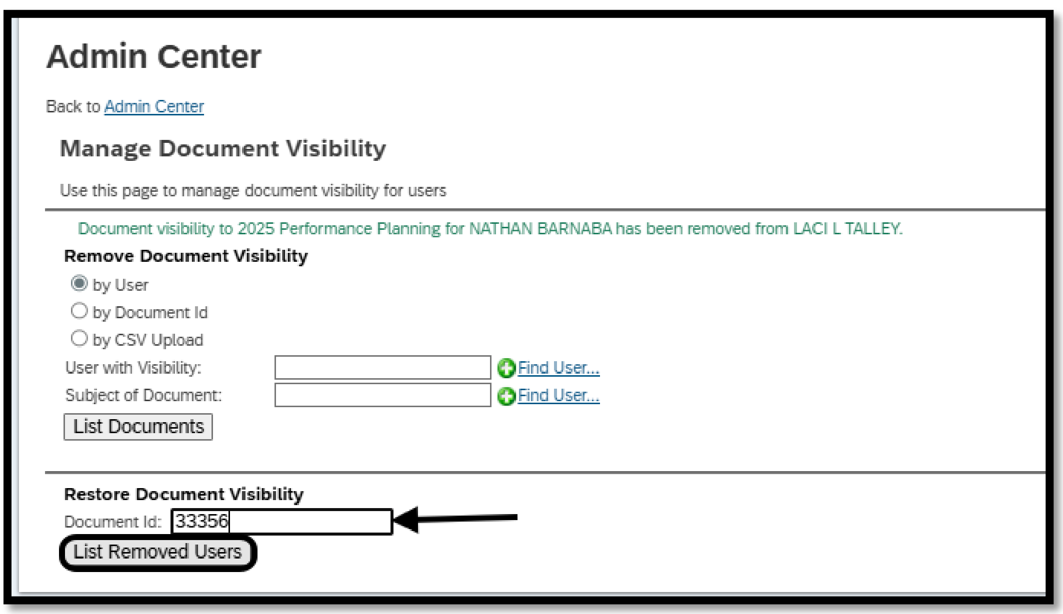
7. **Click "Remove Visibility."**



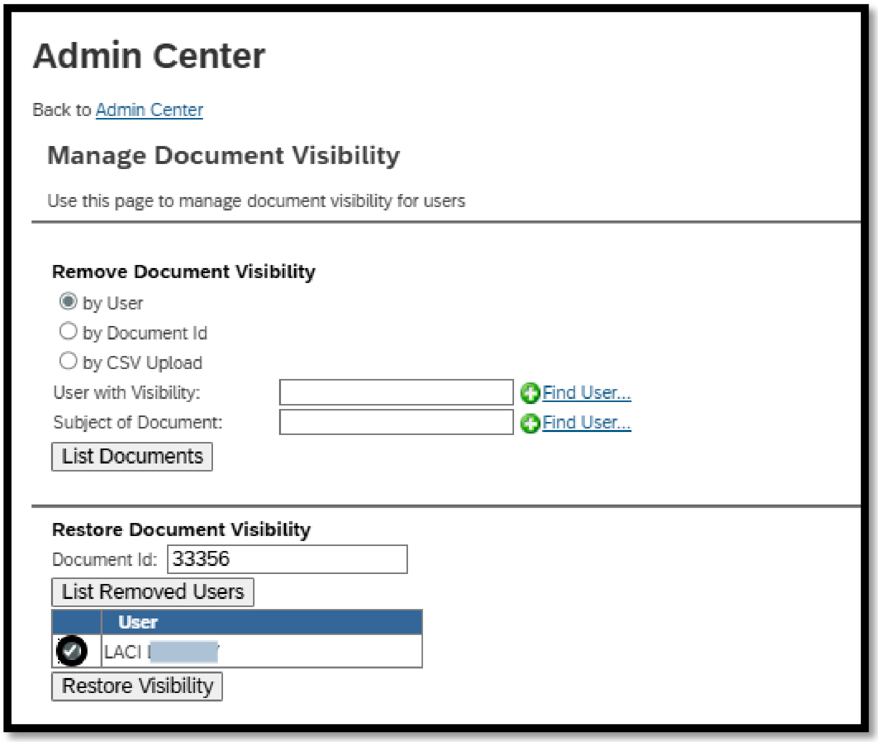
8. **Click “OK” on the confirmation message.**



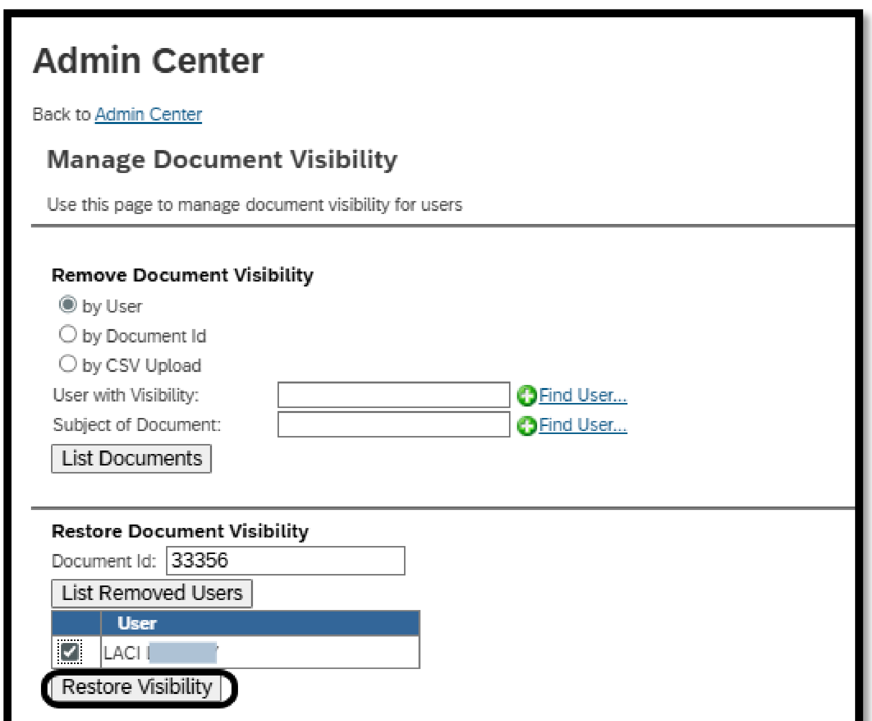
9. **To restore document visibility, enter the “Document ID” number. Then, click “List Removed Users.”**



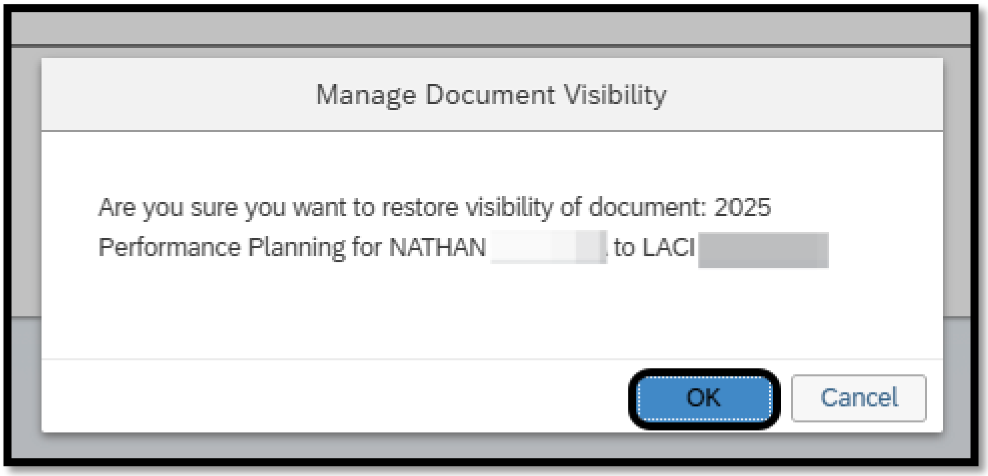
10. Select the correct user.



11. Click “Restore Visibility.”



12. Click “OK” on the confirmation message.



Goal Status: Unapproved vs Approved

Goal Plans are **UNAPPROVED** until the Performance Management Form is **APPROVED** by the 2nd Level Evaluator.

If the goal plan is **UNAPPROVED**, the supervisor can:

- Add goals
- Delete goals
- Edit ALL goal fields

If the goal plan is **UNAPPROVED**, the employee will not have access to the goals.

If the goal plan is **APPROVED**,

- Goals can viewed
- Goals cannot be added
- Goals cannot be edited
- Goals cannot be deleted

All Agency Administrators can view Goal Plans once they are in Approved Status to ensure that they are compliant with SCS Rule 10. Agency Administrators are also able to "Unapprove" a Goal Plan.

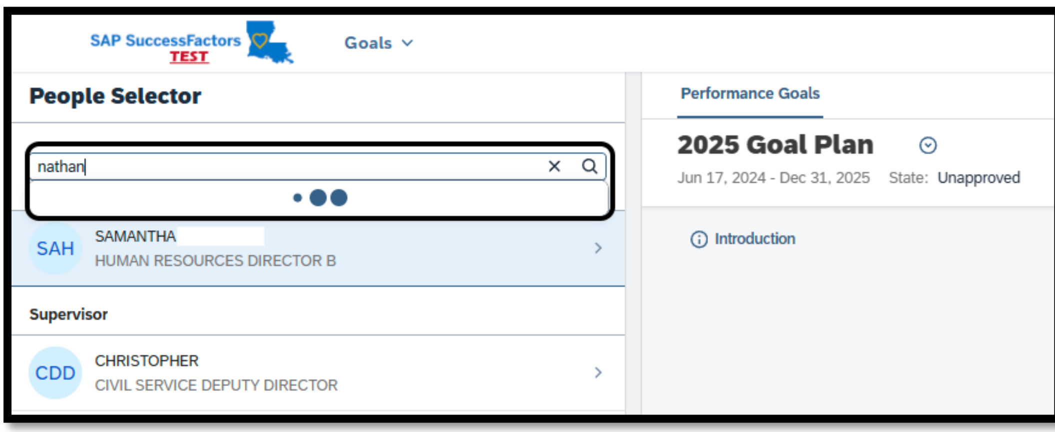
Newly promoted or replacement supervisors will gain access to their new employee's goal plans.

Note: The only time you should have to "Unapprove" a goal plan is if you have to launch an Alternative Planning Form and chose not to delete the old form.

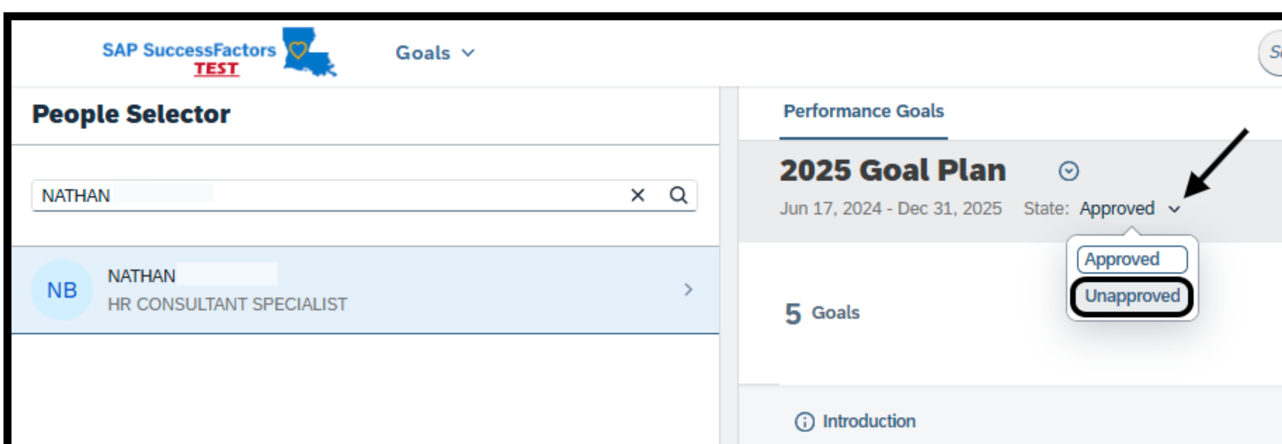
How to Unapprove a Goal Plan

1. **From the "Home" menu, click on "Goals."**

2. **Enter the employee's name in the People Selector search field.**



3. **Click on the arrow next to "Approved" to open the menu. Then, click "Unapproved."**



Reports

As the Agency Administrator, you have two options to select the reports you wish to view. You can group often-used reports in one place under the "View Favorite Reports" tile or group them in the Reports Menu by "Labels."

For the Performance Evaluation period, you will use 20XX Performance Form Status, 20XX Invalid Auto-completed Forms - Planning, and 20XX Planning Overview for Classified Employees.

CPM Reporting

To access all CPM Reports available to you, click the "View Report Center tile from the SuccessFactors Home page.

Locate the Continuous Performance Management (CPM) Reports folder and open it. Here will be a list of all available reports and the years for which they can be run. Be careful to select the correct step in the Performance process (Planning or Evaluations) and the correct year when making a selection. Available folders and related report explanations follow.

Detailed Ratings Report

This report will provide a Rating Distribution pie chart that incorporates all Evaluation forms that the CPM Agency Administrator is allowed to access. It will include Evaluation forms that were launched by a different Admin as long as the employee is within one of your 'allowed' Target Groups (Personnel Areas).

By clicking the Rating Details tab located in the Report Header area, the layout will change and Goal details instead are provided, to include Goal Category, Name, Weight, Rating, etc. This allows one to see how the overall Rating was achieved.

Errors Report

This report will output forms having a mismatched 2nd level supervisor. In other words, a form is in the Performance Inbox of a person who is no longer that employee's 2nd Level Evaluator, either due to a change in reporting relationships, the hiring of a new holder for this position or the separation of one's original 2nd Level Evaluator. To correct this situation, an Agency Administrator will need to use the Route Form action to move the form backward in the Route Map for the system to send the form to the employee's correct 2nd Level Evaluator.

Form Status Report

Reports in this folder will output a list of launched forms, allowing you to see where each form is in the routing process. Refer to the ROUTE STEP to determine whether the form is completed, or not. If incomplete, you can refer to the STEP OWNER NAME and Last Modified Date (LAST MODIFIED DT) to determine who may need to be contacted and reminded to finish up their required action and push the form to the next person in the process.

Incomplete Forms Report

Two form types: Not Evaluated and Rating Replacement forms may only be launched and completed by CPM Agency Administrators.
This report will output all of these form types that remain incomplete. Forms appearing in this report should either be completed, if a form of this type is required, or deleted. No auto-push to completion occurs for these form types.

Invalid Forms Report

Any Performance Planning, Alternative Performance Planning or Performance Evaluation forms that remain incomplete the day after their Due Date, will be automatically pushed through the remaining route map steps to a 'Completed' status.

Reports in this folder will output invalid forms that were pushed, but did not have a Discussion Date entered before being pushed to completion. These forms will need to be deleted and relaunched.

Note: Any forms that have a Discussion Date value are considered valid by State Civil Service, even if pushed through the subsequent Route map steps to completion.

Overview Classified Employees & Overview Unclassified Employees Report

Data available on this report, such as Position Start Date (POSITION START) and Contract Type (CONTRACT TYPE) will help identify whether a form should be launched for an employee for the Performance Year. For launched forms, refer to the STEP OWNER NAME and STATUS to determine whose Performance Inbox the form is currently in.

Ratings^ Final Report

This report will contain the final rating value for all employees in your Target Group for the Performance Year indicated. Review closely to ensure that all duplicated forms have been deleted. This report is considered a historical report and can be run years beyond the close of that rating year.
These rating values will be transferred to LaGov ECC and IT0025 records will be created by OTS at the end of each Evaluation Period.

User Information Report

An Employee Master Data report is available in this folder that summarizes information from individual People Profiles and makes it available at a quick glance.

Report Questions/Issues

A complete descriptor for each report can be found in LaGov Help: Reports.

If submitting a Help Desk ticket for reporting, choose SUCCESSFACTORS>CPM-GOALS/PERFORMANCE MANAGEMENT>CS-REPORTING.

FAQs

SCS has created an extensive FAQ Guide. Click the link or scan the QR code to access the document on the SCS website.

Special Considerations for Forms

Form / Action	Special Considerations
Planning Form	• Must be completed first each year before the prior-year Evaluation. • Due Jan 1 – March 1. • For new hires/promotions/transfers: launch within 30 days and complete within 60 days. • Once approved, goals are locked (only admins can unapprove).
Evaluation Form	• Completed after planning for the new year is finalized. • Due by 1st Monday in March for prior year. • Based only on approved Planning goals. • Impacts pay, merit increases, and performance improvement plans.
Alternative Performance Planning Form	• Used for new hires or role changes outside standard Planning Period. • Must be launched within 30 days of personnel action and completed within 60 days. • Must be finalized before any Evaluation can occur. • If issued late in the year, employee may still be marked Not Evaluated.
Not Evaluated Form	• Used only when exceptions apply under Civil Service Rule 10.4. • Common for employees hired late, on extended leave, or separated before Evaluation. • Prevents reporting errors by documenting official "Not Evaluated" status.

Manual Revisions

DATE	REVISION
08/08/25	Update the manual to reflect. Process for Evaluations, Planning, and Reports, changes to the forms, FAQs,
5/22/2025	Update the role of the Agency Administrator to reflect their ability to "unapprove" an employee's goal plan and remove reference to the HR Representative having that responsibility.
5/22/2025	Updated the process showing how to route a form to reflect the option of searching for a form using the form ID.
3/20/2025	Replacement or newly promoted supervisors will gain access to their employees' goal plans but not their planning forms.
3/20/2025	Agency Administrators can transfer forms that are at the planning discussion step to the 2nd level evaluator if the evaluating supervisor is on extended leave.
2/11/2025	Exception to SCS Rule 10.4 regarding situations where 2nd-level evaluators are not required to complete the CPM form. (General Circular 2025-012)
02/7/2025	The Alternative Planning Form, used for new hires during the performance year, as well as for promotions, reallocations, and re-plannings, shall be launched within thirty calendar days of the date the personnel action has been entered in LAGov. Alternative Planning Forms shall be completed within 60 days of launch. (General Circular 2025-011)
1/27/2025	New Hires and New Appointments that occur after the performance year has begun will use the Alternative Performance Planning Form. (General Circular 2025-008)
1/27/2025	Goals cannot be viewed or accessed by Agency Administrators or employees until 2nd Level Evaluators have approved them.
1/17/2025	Agency Administrators can view Goal Plans for the employees in their assigned personnel areas.
1/14/2025	Updated how to launch annual forms for active employees and launch forms for new appointment forms.
1/14/2025	Included directions for transferring forms to new supervisors and how to route forms.

1/14/2025	Added how to launch forms by uploading a CSV file.
1/14/2025	Updated process for when an Agency Administrator needs to route a form.

Roles and Responsibilities

Continuous Performance Management (CPM) Job Functions

1) **CPM-01 CPM Agency Administrator** (multiple positions can be designated)

Whoever is given this role will be responsible for launching all Planning and Evaluation forms for the Personnel Area designated in your security request.
They will also be responsible for **launching and completing** all Not Evaluated and Rating Replacement forms.
It is suggested that Dept/Agencies designate a Primary and backup Agency Admin (position) for each Personnel Area that falls under your Department.
In effect, a single position can be designated to handle these duties for all personnel areas that fall under the Department or agencies can designate a different position (and backup) for each individual Personnel Area. When considering who to appoint, this Position's holder should

- be familiar with Chapter 10 Rules
- be someone that can be depended upon to be timely in executing their form launch duties, able to understand who should receive a Planning, and later, an Evaluation form and those instead that should instead get a Not Evaluated form.
- be someone who will take the time to run and understand the various reports provided and what each is telling them (report descriptors will be available).
    - For example who has a particular form and doesn't seem to be moving it forward
    - which forms are complete, yet invalid, due to a system 'push' on due date of any form for which the route map steps were incomplete.
    - what is the distribution of rating values across the Personnel Area
- be a good communicator prepared to work with others on staff to inform Supervisors and Employees of new steps in the CPM process. The holder will be authorized to reach out to anyone who has failed to move a form forward when a deadline is approaching and is someone HR Directors can depend on to escalate issues they see when running reports..

2) **CPM-03 CPM HR Representative** (Limited to 1 position per Personnel Area)

This position holder will have one duty only. That is to unapprove someone's Goal Plan and remove existing Goals for employees that

change positions within the same Personnel Area and require a new Planning or

- transfer into the Personnel Area from another agency and, likewise, require a new Planning

Unapproving and deleting existing Goals will allow the new Supervisor to update the Goals to match the needs of the new agency and this employee's new position.

NOTE: The CPM HR Rep's name will appear in the Employee Profile of each person linked to the Personnel Area for which they have been designated. This will help the Supervisor know who to contact when updating Goals becomes necessary. Positions receiving this role can also be given the CPM Agency Administrator role, as well, if an agency desires this combination.

3) **CPM-04 CPM Alternate HR Representative** (Limited to 1 position per Personnel Area)

This position holder is simply a back up to the CPM HR Rep. CPM HR Rep and CPM Alternate HR Rep roles will have the exact same permissions. The CPM Alternate HR Rep's name will also appear in people's Employee Profile, as a second person who could delete existing Goals, so a new Planning form could then be launched by the personnel area's CPM Agency Administrator.

Positions receiving this role can also be given the **CPM Agency Administrator** role, as well, if an agency desires this combination. This role should <u>not</u> be combined with **CPM HR Representative**.