

one OKC cloud

Oracle Learning and Oracle Performance

what is changing and why?



Key Themes from Gauge:

Accountability

Communication

Professional development

Performance management

Nothing will change

Recognition



what is changing and why?



- Oracle Learning and Performance Management are going live in July.
- Oracle Learning is the new home for *The Learning Lab*. A *Learning Lab* button is available in Oracle so employees can search for learning opportunities, continue in-progress courses, and complete training.
- Employees will continue to have access to 8,400 courses and 140 certification preparatory courses that are online, mobile friendly, self-paced and easy to complete.

what is changing and why?



- In the future, Oracle Learning will recommend courses based on an employee's profile, career goals and desired skills.
- This will allow employees to track their career development and manage their goals more easily.
- Rich analytics, reports, and dashboards will also be available to track course completion and development.

what is changing and why?



- Oracle Performance will be the new home for online performance evaluations.
- When fully implemented, Oracle Performance will eliminate the nearly 200 paper-based evaluation forms in use.
- Employees and managers may view performance details, goal-related tasks, and rating information.
- Employees may privately provide performance feedback and publicly praise or acknowledge others.

what is changing and why?

The system provides for facilitated check-ins and 1:1 conversations about goals or other topics throughout the year.

Periodic Check-Ins

- Is there anything you would like to follow-up on from our last check-in?
- What accomplishments are you most proud of since we last checked in?
- What can I do to best support you in your work?
- Is there anything we have not covered which you would like to discuss?

Mid-Year Review

- How are you progressing on your goals?
- In what areas do you think you are excelling?
- Are there any performance areas you think need improvement?
- What can I do to best support you in your work?
- Are there professional growth opportunities you would like to explore such as training, certifications, or skills you are interested in developing?
- Do you have feedback for me?

what is changing and why?



New competencies will provide a pathway for internal career growth.

- Job requirements were compiled from job descriptions, as well as departmental preferences listed on vacancy announcements for the prior year.
- Requirements were grouped and categorized.
- Definitions were researched and/or created.
- Multiple reviews/discussions were held to finalize definitions and group the competencies for each pay plan, with consideration to a tiered approach for career growth and development.



Competencies will be listed on vacancy announcements and job descriptions.

what is changing and why?



Performance Management Competencies



General Pay Plan

- ✓ Execution and Results
- ✓ Conduct
- ✓ Teamwork/Team Oriented
- ✓ Customer Centric
- ✓ Safety
- ✓ Workplace Standards

Management Pay Plan Non-Supervisory

- ✓ Execution and Results
- ✓ Judgement
- ✓ Teamwork/Team Oriented
- ✓ Customer Centric
- ✓ Strategic Thinking
- ✓ Leads Through Influence
- ✓ Commitment to Continuous Improvement
- ✓ Agility

Management Pay Plan Supervisory

- ✓ Execution and Results
- ✓ Judgement
- ✓ Teamwork/Team Oriented
- ✓ Customer Centric
- ✓ Talent Development
- ✓ Inclusive Leadership
- ✓ Strategic Thinking
- ✓ Leads Through Influence
- ✓ Commitment to Continuous Improvement
- ✓ Agility

Executive Pay Plan

- ✓ Execution and Results
- ✓ Business Judgement
- ✓ Teamwork/Team Oriented
- ✓ Customer Centric
- ✓ Talent Development
- ✓ Inclusive Leadership
- ✓ Strategic Thinking
- ✓ Leads Through Influence
- ✓ Commitment to Continuous Improvement
- ✓ Agility

what is changing and why?



Performance Management Rating Scale

Old Rating Scale

Executive/Managerial: Pay Ranges 516+

- 1 = Marginal—Meets Few Expectations
- 2 = Acceptable—Meets Most Expectations
- 3 = Proficient—Meets All Expectations
- 4 = Highly Competent—Exceeds Most Expectations
- 5 = Superior—Exceeds All Expectations

Management/Administrative/ Technical Support Positions: (Pay Ranges 501-515)

- 1 = Unsatisfactory—Work is unacceptable.
- 2 = Conditional—Work is frequently unacceptable. Immediate improvement is needed.
- 3 = Acceptable—Performance is regarded as average but some areas require improvement.
- 4 = Fully Competent—Consistently meets full requirements of the job.
- 5 = Commendable—Exceeds full requirements of the job.
- 6 = Superior—Job performance is exceptional. Results consistently exceed supervisor's expectations.

General Represented: (Pay Ranges 401-420) & General Non-Represented: (Pay Ranges 301-320)

- 1 = Unsatisfactory—Work is unacceptable.
- 2 = Conditional—Work is frequently unacceptable. Immediate improvement is needed.
- 3 = Acceptable—Performance is regarded as average, but some areas require improvement.
- 4 = Fully Competent—Consistently meets full requirements of the job.
- 5 = Commendable—Exceeds full requirements of the job.
- 6 = Superior—Job performance is exceptional. Results consistently exceed supervisor's expectations.

New Rating Scale

- 1 = Unsatisfactory (Development)
- 2 = Acceptable (Development)
- 3 = Fully Competent (Strength)
- 4 = Superior (Strength)
- 5 = Exceptional (Strength)

what is changing and why?

- Strategic business plan goals can be cascaded and aligned throughout the organization.
- Performance, I & D, and career development goals will be established.
- Mid-year reviews will be implemented.
- Employees will have the opportunity to self-evaluate performance and collect 360-degree feedback from others.

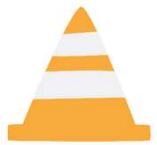


Example: Inclusion and Diversity Goal

To cultivate a culture of authenticity, advancement and access. Foster equity, connections and cultural awareness and embrace the contributions of all. Actively participate in and support the City's Inclusion and Diversity strategy.

what is changing and why?

- One standardized General Pay Plan performance evaluation form will be used.
- The new form is being developed and will be distributed by July 31.

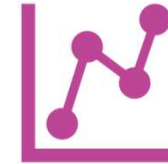


UNDER CONSTRUCTION



what is changing and why?

- Pay and performance will be decoupled.
- Step progression pay adjustments will be system-generated for employees in active status, unless 30-days advance notification is received regarding a performance concern.
- This will not affect the timing of merit adjustments as pay review dates will be frozen.
- A new step placement procedure is coming soon.



Of total performance evaluations (GEN, MNG) completed in the last 12 months:

- Over 98 percent (98.44% to 99.4%) resulted in individuals being eligible for merit increases.
- No more than 1.56 percent (0.6% to 1.56%) resulted in individuals not being eligible for merit increases (development plans should have been done prior to rating performance).
- 56.0% to 66.33% were completed after the due date.

Performance evaluations submitted more than 14 days late result in retro payments.

timeline for executive/management pay plan positions

July 1—August 31, 2023: Complete and close out current performance evaluations for cut-over to new performance cycle using existing forms and SharePoint submission process.

July 1—August 31, 2023: Enter goal plans in Oracle Performance for the **new July 1, 2023-June 30, 2024, evaluation cycle.**

July 1, 2023—May 1, 2024: Employee and Manager have goal conversations/periodic check-ins.

Quarterly check-ins are encouraged but not required.

December 1-31, 2023: Employee and Manager complete mid-year reviews.

Mid-year reviews are required.

May 1-30, 2024: Employee completes self-evaluation of competencies and performance; Manager writes performance evaluation.

Employee self-evaluation is encouraged but not required.

Manager finalizes evaluation and submits for next-level approval.

Next-level approval obtained.

May 30—June 15, 2024: Calibration process completed.

June 15-July 1, 2024: Share performance documents.

July 15, 2024: Provide final feedback.

timeline for general pay plan positions

- **July 31, 2023:** Distribute new performance evaluation template.
- **September 2023:** Offer informational sessions to discuss transition. Dates to be determined.
- Complete current evaluations when due using existing forms and SharePoint submission process **and** introduce the new evaluation competencies and goals using the new form (for the next evaluation cycle).
- **Beginning October 1, 2023:** Enter goals into Oracle Performance (Human Resources) as completed performance evaluations are submitted with Personnel Action Forms.
- **Beginning January 1, 2024:** Transition to online completion of performance evaluations.

just-in-time training

Oracle Performance Training Schedule

Introduction: Oracle Learn and Oracle Performance		
Overview: Oracle Learning and Oracle Performance	June 20, 2023	3:00 p.m. to 4:30 p.m.
Overview: Oracle Learning and Oracle Performance	June 23, 2023	1:00 p.m. to 2:30 p.m.
Overview: Oracle Learning and Oracle Performance	June 29, 2023	4:00 p.m. to 5:00 p.m.
Overview: Oracle Learning and Oracle Performance	July 14, 2023	2:00 p.m. to 3:00 p.m.
Overview: Oracle Learning and Oracle Performance	July 20, 2023	10:00 a.m. to 11:00 a.m.
Goal Creation: Performance, Inclusion and Diversity, Career Development Creation of Goals Applicable for Evaluation Period of July 1, 2023 – June 30, 2024		
Open Lab: Oracle Performance – Creation of Goals	June 26, 2023	1:00 p.m. to 2:00 p.m.
Open Lab: Oracle Performance – Creation of Goals	June 29, 2023	11:00 a.m. to Noon
Open Lab: Oracle Performance – Creation of Goals	July 19, 2023	3:00 p.m. to 4:00 p.m.
Check-Ins / Feedback Check-Ins / Feedback Throughout Duration of Performance Review Period		
Open Lab: Oracle Performance – Periodic Check-Ins / Feedback	July 17, 2023	11:00 a.m. to 11:30 a.m.
Open Lab: Oracle Performance – Periodic Check-Ins / Feedback	July 20, 2023	3:00 p.m. to 3:30 p.m.
Open Lab: Oracle Performance – Periodic Check-Ins / Feedback	July 27, 2023	2:00 p.m. to 2:30 p.m.
Completion of Mid-Year Reviews December 1-31, 2023		
Open Lab: Oracle Performance – Mid-Year Reviews	October 24, 2023	3:00 p.m. to 4:00 p.m.
Open Lab: Oracle Performance – Mid-Year Reviews	October 30, 2023	9:00 a.m. to 10:00 a.m.
Open Lab: Oracle Performance – Mid-Year Reviews	November 8, 2023	10:00 a.m. to 11:00 a.m.
Open Lab: Oracle Performance – Mid-Year Reviews	November 29, 2023	3:00 p.m. to 4:00 p.m.
Employee Self-Evaluation May 1-15, 2024		
Open Lab: Oracle Performance – Employee Self-Evaluation	April 3, 2024	10:00 a.m. to 11:00 a.m.
Open Lab: Oracle Performance – Employee Self-Evaluation	April 5, 2024	1:00 p.m. to 2:00 p.m.
Open Lab: Oracle Performance – Employee Self-Evaluation	April 11, 2024	3:00 p.m. to 4:00 p.m.
Open Lab: Oracle Performance – Employee Self-Evaluation	April 15, 2024	9:00 a.m. to 10:00 a.m.
Manager Evaluation May 1-15, 2024		
Open Lab: Oracle Performance – Manager Evaluation	April 22, 2024	11:00 a.m. to Noon
Open Lab: Oracle Performance – Manager Evaluation	April 25, 2024	1:00 p.m. to 2:00 p.m.
Open Lab: Oracle Performance – Manager Evaluation	April 29, 2024	3:00 p.m. to 4:00 p.m.
Open Lab: Oracle Performance – Manager Evaluation	May 1, 2024	10:00 a.m. to 11:00 a.m.

Access the City's training calendar to enroll: [Home Page Training System](#)



- Overview information sessions
- Just-in-time system trainings including open labs with demonstrations (recorded) and time to practice
- Job aides
- Course offerings on *Writing Effective Performance Reviews* and *Giving Effective Performance Feedback*
- Repeat each year for new people leaders

just-in-time communications

- What is changing and why?
- What new terms do I need to know?
- What are job competencies? What are the new ones for my job? How do those compare to my current competencies?
- What is the new rating scale for my job? How does that compare to my current rating scale?
- What is calibration? How might it affect me?
- What is the timeline for implementation?
- Will training be available for using the new system and the new process?



- Overview Information Sessions
- Change Agent Network Communications
- eNews to Know

Resources available in HR Assist SharePoint library:

[HR Assist Resources - All Documents](#)

key takeaways

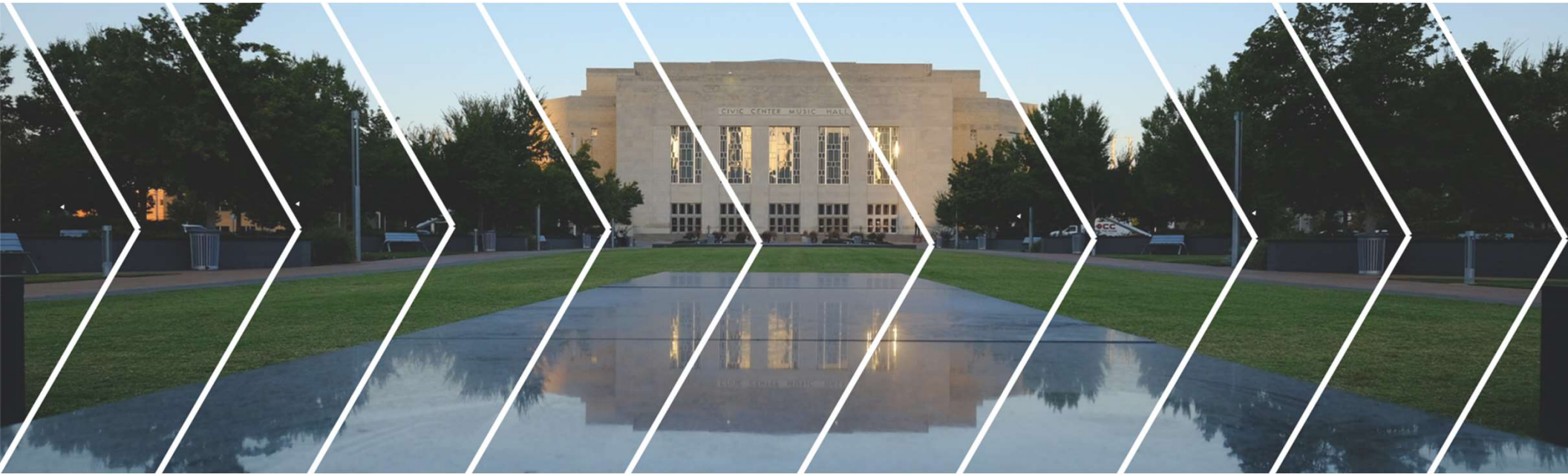


- Auto step progression pay adjustments improve timeliness.
- Step progression pay adjustment dates will not change.
- Employee evaluation process will:
 - Be more robust incorporating 360-degree feedback, tiered competencies, career development and inclusion and diversity goals, periodic check-ins, mid-year reviews, self-evaluations, and next-level approvals.
 - Increase transparency throughout the evaluation cycle.
 - Redistribute Management Pay Plan employee evaluation ratings but improve succession planning and career growth opportunities.
 - Consolidate General Pay Plan employee evaluation from customized forms to one form for all positions.

action items



- Management and Executive Pay Plan employees should plan to attend the Overview and Creation of Goals training sessions (enroll via the Training Calendar).
- By **August 31, 2023**, complete performance evaluations (Executive/Management) and enter goal plans in Oracle Performance for July 1, 2023-June 30, 2024, evaluation cycle.
- Ensure “reports to” information is accurate in Oracle prior to December 1 (mid-year reviews) and May 1 (evaluation).
- Support timeline/plan for implementing one evaluation form for General Pay Plan positions.
- Encourage managers and employees to attend training.
- Direct questions to HRAssist@okc.gov.



Are there functions you would like to see?

What questions do you have?

performance steps in system

Review Period

Check-Ins + Add ^


Sort By


COKC General Check-In 04/24/2023 COKC General Check-In	Discussed With RICK WICKENKAMP 04/24/2023	...
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Performance Documents ^

2022 - 2023 City Annual Evaluation - Executive	RICK WICKENKAMP	...
Current Task Worker Self-Evaluation Manager Evaluation of Workers	Task Completion <div style="width: 0%; height: 10px; background-color: #ccc;"></div> 0 / 6	
All Tasks » Worker Self-Evaluation » Manager Evaluation of Workers <input type="radio"/> Approval <input type="radio"/> Share Performance Document <input type="radio"/> Worker Final Feedback <input type="radio"/> Manager Final Feedback		
2022 - 2023 City Mid-Year Evaluation - Executive	RICK WICKENKAMP	...
Completed		

evaluation steps


 Review and evaluate the contents of each section of the evaluation. Click submit when you're done.


Document Details 

Overall Summary  Edit 


Employee Comments

[Show Additional Info](#)


Evaluation Topics 

Performance Goals 


Employee Comments

Competencies 

Employee Comments

Development Goals 

Employee Comments

Questionnaire 

questionnaire

My Questionnaire ^

Answer all the questions below in less than 250 words.

1. What talents, interests, or skills do you possess that we haven't made the most of?

A **I** **B** **I** **U** **;** **:** **⓪** **↶** **↷** **I_x**

Words: 0 Characters (with HTML): 0

2. What are your career goals?

A **I** **B** **I** **U** **;** **:** **⓪** **↶** **↷** **I_x**

Words: 0 Characters (with HTML): 0

3. What career development opportunities would you like to have during the upcoming evaluation period in support of those goals?


A **I** **B** **I** **U** **;** **:** **⓪** **↶** **↷** **I_x**

Words: 0 Characters (with HTML): 0

mid-year evaluation

Review Period

Check-Ins + Add ^


 There's nothing here so far.

Performance Documents ^

2022 - 2023 City Mid-Year Evaluation - Executive	DUSTY BORCHARDT	...
Current Task Worker Self-Evaluation	Task Completion <div style="width: 0%; height: 10px; background-color: #ccc;"></div> 0 / 2	
All Tasks ▶ Worker Self-Evaluation ○ Manager Evaluation of Workers		

evaluate competencies

Rate and Comment

 Evaluate the included competencies.

Sort By

Agility

•Values collaboration, communication, and feedback and is flexible and open to new ideas; •Learns rapidly and transforms learning into action; •Examines processes and practices to perform work most effectively; •Demonstrates courage and willingness to take calculated risks; •Assesses readiness; proposes new approaches, methods, and technologies; plans, implements, and evaluates change in a transparent, positive, and thoughtful manner; •Exhibits emotional maturity and stability, effectively manages conflict, and remains optimistic and calm during stressful situations; •Rapidly adapts to change and leads others through change, while producing tangible results and identifying new opportunities

[Show Additional Info](#)

Business Judgement

•Plans, coordinates, and executes business functions efficiently, effectively, and in a fiscally responsible manner; •Identifies risks and develops and implements measures to avoid, mitigate, or minimize those risks; •Makes effective, timely, well-informed, objective, and transparent work-related decisions; •Exhibits emotional maturity and stability, effectively manages conflict, and remains optimistic and calm during stressful situations; •Uses resources effectively to achieve results aligned with organizational priorities; •Applies a broad understanding of financial management/budgeting principles to ensure decisions are fiscally sound and responsible and in accordance with policies, procedures, processes, rules, regulations, and laws; •Makes business decisions that drive positive, fiscally responsible performance; •Manages ambiguity, business insight, financial acumen, makes decisions using data and insight that achieves the best outcome for the department and City.

[Show Additional Info](#)

Commitment to Continuous Improvement

•Recognizes opportunities for improvement with regard to programs, policies, procedures, practices, and processes; •Understands and is able to apply the principles, methods, and tools of quality improvement; •Collects, examines, analyzes, and interprets data from a variety of sources; •Makes data-driven recommendations/decisions and achieves results;

[Show Additional Info](#)

Customer Centric

•Demonstrates commitment to public service; •Serves and satisfies internal and external customers in a timely and effective manner; •Establishes, commits to, and maintains high standards for producing quality work products and being responsive to customers; •Supports the Department/City's mission; develops and executes strategies with the customer in mind

[Show Additional Info](#)

manager evaluation

Review Period

Check-Ins + Add ^

Sort By

COKC General Check-In 04/24/2023 COKC General Check-In	Discussed With RICK WICKENKAMP 04/24/2023	...
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Performance Documents ^

2022 - 2023 City Annual Evaluation - Executive	RICK WICKENKAMP	...
Current Task Manager Evaluation of Workers	Task Completion <div style="width: 16.6%;"><div style="width: 16.6%;"></div></div> 1 / 6	
All Tasks <ul style="list-style-type: none"><input checked="" type="checkbox"/> Worker Self-Evaluation<input checked="" type="checkbox"/> Manager Evaluation of Workers<input type="checkbox"/> Approval<input type="checkbox"/> Share Performance Document<input type="checkbox"/> Worker Final Feedback<input type="checkbox"/> Manager Final Feedback		
2022 - 2023 City Mid-Year Evaluation - Executive	RICK WICKENKAMP	...
Completed		

mass assignment of goals from HR

Mass Assign and Share Performance Goals

Details

*Process Type	Mass assign goals	*Review Period	2022 July - 2023 June
*Process Name	Assign_Diversity_Goals	*Goal Plan	2022 - 2023 Goal Plan
		Requester	Select a value

Exclude workers who aren't part of the goal plan

Selected Eligibility Profiles

Included Workers

Goals

assignment of goal to employee/
goal is available to employee

Review Period: 2022 July - 2023 June
Goal Plan: 2022 - 2023 Goal Plan

Goals Shared with Me

Add as My Goal Sort By: Shared By - A to Z

Colleague Goals

<input type="checkbox"/>	ES Update Test Script Documentation	Shared By: ErnieEmployee Sierra	Shared Date: 04/24/2023
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2022 - 2023 Goal Plan

Actions Sort By: Display Sequence

<input type="checkbox"/>	Cultivate a culture of authenticity, advancement and access. Foster equity, connections and cultural awareness and embrace the contributions of all. Actively participate in and ...	Status: Not started Weight: 0%	Last Update: 06/15/2023
<input type="checkbox"/>	Enhance career development services provided to employees. Organization Goal	Status: Not started Weight: 25%	Last Update: 06/15/2023
<input type="checkbox"/>	Create documentation of all systems	Status: Not started Weight: 7%	Last Update: 04/27/2023

adding a goal as an employee

Basic Info

Library Goal Select a value	*Goal Name <input type="text"/>
<input type="checkbox"/> Share this goal with your organization	
Description <input type="text"/>	
*Start Date 07/01/2022	Status Not started
Target Completion Date 06/30/2023	Weight 0
Success Criteria <p>Font 2 B I U </p> <input type="text"/>	

manager overview of team

Goals and Performance Overview

Review Period

My Team

Sort By

<input checked="" type="checkbox"/>	<div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">EC</div> ERICA COLLIER Office Coordinator ...						
	<table><tbody><tr><td>Last Updated Performance Rating</td><td>Performance Goals 0 of 0 completed</td></tr><tr><td>Performance Documents</td><td>Anytime Documents 0 created</td></tr><tr><td>Check-Ins 0 created</td><td>Potential Rating</td></tr></tbody></table>	Last Updated Performance Rating	Performance Goals 0 of 0 completed	Performance Documents	Anytime Documents 0 created	Check-Ins 0 created	Potential Rating
Last Updated Performance Rating	Performance Goals 0 of 0 completed						
Performance Documents	Anytime Documents 0 created						
Check-Ins 0 created	Potential Rating						

goal plan sent for approval

Review Period

Goal Plan

Goals Shared with Me

2022 - 2023 Goal Plan + Add

! You're almost there. Ready to submit your changes? Submit Discard Changes

Actions Sort By

Implement new scanning software
Organization Goal
Fully or substantially implement the new scanning software.

Status	Weight
Not started	30%

32 minutes ago ×

FYI

Your Request to Approve the Goal Plan 2022 - 2023 Goal Plan Was Approved

STEPHEN FULLER

Dismiss

Yesterday ×

FYI

The Goal Plan 2022 - 2023 Goal Plan Was Sent for Approval

STEPHEN FULLER

Dismiss

goal plan sent for approval

The Goal Plan 2022 - 2023 Goal Plan Was Sent for Approval

Dismiss

2022 - 2023 Goal Plan has been submitted for approval

Your Goal Plan 2022 - 2023 Goal Plan has been submitted for approval.

Added Goals

Implement new scanning software

Goal Name	Implement new scanning software
Description	Fully or substantially implement the new scanning software.
Success Criteria	Project remains in a green status and is completed or substantially completed.
Status	Not started
Start Date	07/01/2022
Target Completion Date	06/30/2023
Weight	30

Approval History