

ePerformance: Roles and Definitions

ePerformance is UPMC's online performance evaluation process accessible to employees in My HUB. ePerformance emphasizes performance management as an ongoing process, rather than a single, annual event and reflects the process as a shared responsibility between manager and employee. Below are the roles that employees may have in the ePerformance process. These roles are referred to in the help documentation and other resources that have been developed to explain the process.

Employee: The person whose performance is being evaluated. The employee provides feedback to the manager regarding the employee's performance results by completing a self-evaluation online (optional), providing comments in the final review shared by the manager, and acknowledging the review via electronic signature.

Manager: The person to whom the employee reports and the person who has overall responsibility for completing the employee's performance evaluation. The manager is responsible for the overall content of the evaluation, making sure it is complete and accurate, getting feedback from and communicating with the employee and all other parties involved in the process, obtaining all approvals, sharing the results of the evaluation with the employee, and completing it on time.

Designee (Delegate): A person the manager assigns to evaluate the employee's performance and complete the evaluation on the manager's behalf. The manager assigns a designee by temporarily transferring the employee's performance document to the designee to complete. The designee is someone with first-hand knowledge about the employee's job and performance. The designee is responsible for obtaining feedback about the employee's performance, evaluating the employee on the performance criteria, completing the evaluation document, and returning it to the manager.

Peer Reviewer: A person the manager or designee nominates to evaluate the employee's performance; typically a co-worker, team member, or project participant. There are three types of peer review documents available in ePerformance. A Peer (Values/Duties/Goals) can evaluate the employee on the Systemwide values, job responsibilities, and goals. A Peer (Values/Duties) can evaluate the employee on the Systemwide values and job responsibilities. A Peer (Values only) can evaluate the employee on the Systemwide values only. The peer reviewer is responsible for completing the appropriate sections of the evaluation and submitting it to the manager or designee. Completing a peer review is an optional process.

Approver: The person responsible for approving the merit recommendation and performance evaluation submitted by the manager for approval. The approver is someone who has been assigned this role within the approval workflow in the human resources system.

Reviewer: A person within the employee's reporting structure with whom the manager would like to share the employee's review. The reviewer can see the employee's evaluation online and provide comments, but cannot edit or change the evaluation.

Department Head: The person who defines and maintains the goals for the employee's department. These goals will default into the performance evaluation at the time the document is created.

Human Resources: The local Human Resources representative in the business unit. Human Resources has the ability to monitor the performance review, transfer or cancel performance evaluations for the manager, and view completed performance evaluations. Human Resources also can assist the manager if job descriptions are not accurate or need updating.