

OnTrack

Online performance management

Government agency

Project Outline

The head of a state government agency mandated that all employees use an online performance management system. The project was put out to public tender, and ASR was subsequently invited to customise and install its OnTrack application.

OnTrack Capabilities

The software was installed on internal agency servers and receives a daily upload involving more than 4,000 employees from three separate payrolls. Performance management modules within the application include a work plan, development plan and evaluation. The agency deliberately did not include position descriptions.

The OnTrack system allows for customised business rules: eg, in this installation, it was decided to allow only a direct manager and the employee to view an employee's performance data for the previous two years.

About 15 local administrators (as distinct from the system administrator) are able to perform a variety of administrative functions, including reassigning employees to different managers, running reports and creating templates that can be used as the basis for the performance plans of groups of employees.

Individual development plans are summed to generate training needs analyses at corporate, divisional and branch levels.

ASR took the process one step further, and built a special training database for the client. The training database uses the same web interface as the production system, but can be refreshed after use so that new users can follow a standard training script.

There are several copies of the training database and each can be booked in advance by a business area. Local administrators train new users in computer training rooms, with the help of a training manual developed by ASR.

For the first time, the agency has up-to-the-minute reports on many aspects of individual and collective performance.

“ Obtaining organisation-wide information
from individual performance reviews ”