

# EMPLOYEE PERFORMANCE APPRAISAL REPORT

DeptID: 45045

COUNTY OF SAN DIEGO - DEPARTMENT OF HUMAN RESOURCES

Reset Form

## SECTION A - IDENTIFYING INFORMATION

WHEN COMPLETED, MAKE TWO COPIES CHECK APPROPRIATE BOX AND DISTRIBUTE:

BUSINESS UNIT A5940	BUSINESS UNIT TITLE Health & Human Serv Agcy	EMPLOYEE ID 056968	<input type="checkbox"/> Original - DHR <input type="checkbox"/> Copy - Employee <input type="checkbox"/> Copy - Department File
JOB CODE 002580	JOB TITLE Information Technology Spec	EMPLOYEE NAME Frauenthal,Brian Z	

REASON FOR RATING

RATING PERIOD

☒ MID PROBATION
 ☐ FINAL PROBATION
 ☐ REGULAR
 ☐ DEPT GENERATED

STATE REASON AS SEPARATION, PROMOTION, DEMOTION, TRANSFER SUPPLEMENTARY, ETC.

FROM  
12/3/2021
 TO  
6/3/2022

## SECTION B - ITEMIZED CHECK LIST

Employee's immediate supervisor should check each item in the appropriate column. Report must be completed in ink. Any changes made in the report subsequent to the employee's signing require initialing by the employee and person making the changes.

	DOES NOT APPLY	OUTSTANDING	ABOVE STANDARD	STANDARD	IMPROVEMENT NEEDED	UNSATISFACTORY
1. ATTENDANCE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. PUNCTUALITY	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. PHYSICAL FITNESS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. SAFETY PRACTICES	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. PERSONAL NEATNESS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. COMPLIANCE WITH RULES / REGULATIONS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. COOPERATION	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. ACCEPTANCE OF NEW IDEAS / PROCEDURES	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. APPLICATION OF EFFORT	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. INTEREST IN JOB	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. ACCURACY OF WORK	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. QUALITY OF JUDGEMENT	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. PUBLIC &/OR EMPLOYEE RELATIONS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. WRITTEN EXPRESSION	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. ORAL EXPRESSION	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. EQUIPMENT OPERATION	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. NEATNESS OF WORK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. PERFORMANCE W / MINIMUM SUPERVISION	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. PROMPTNESS IN COMPLETING WORK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. VOLUME OF WORK PRODUCED	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. PERFORMANCE UNDER PRESSURE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. PERFORMANCE IN NEW WORK SITUATIONS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## SECTION C - OVERALL RATING

Employee's immediate supervisor should check the box which best describes the overall performance of the employee during the period. Specific written comments are required to justify outstanding or unsatisfactory ratings.

(5) ☐ OUTSTANDING
 (4) ☒ ABOVE STANDARD
 (3) ☐ STANDARD
 (2) ☐ IMPROVEMENT NEEDED
 (1) ☐ UNSATISFACTORY

## COMMENTS

Click Here to enter "Comments"!

## EMPLOYEES WHO SUPERVISE:

	DOES NOT APPLY	OUTSTANDING	ABOVE STANDARD	STANDARD	IMPROVEMENT NEEDED	UNSATISFACTORY
1. COORDINATING WORK WITH OTHERS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. ACCEPTANCE OF RESPONSIBILITY	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. ESTABLISHMENT OF WORK STANDARDS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. TRAINING AND LEADING STAFF	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. PLANNING AND ASSIGNING WORK	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. FAIRNESS AND IMPARTIALITY TO STAFF	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. CONTROL OF STAFF	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. ADEQUACY OF INSTRUCTIONS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## SECTION D - SIGNATURES

I HAVE DISCUSSED THIS REPORT WITH MY SUPERVISOR

EMPLOYEE'S SIGNATURE:

RATED BY:  TITLE

REVIEWED BY:  TITLE

## ADDITIONAL ITEMS:

	DOES NOT APPLY	OUTSTANDING	ABOVE STANDARD	STANDARD	IMPROVEMENT NEEDED	UNSATISFACTORY
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

I REQUEST AN APPOINTMENT TO DISCUSS THIS REPORT WITH THE APPEAL OFFICER DESIGNATED BY MY APPOINTING AUTHORITY.

EMPLOYEE'S SIGNATURE:

APPEAL REVIEW COMPLETED

APPEAL OFFICER'S SIGNATURE:

REFER TO RATER GUIDELINES AND EMPLOYEE INFORMATION ON THE INSTRUCTIONS PAGE

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**Performance Appraisal Comments:**

This serves as Brian Frauenthal's mid-year probation performance review. Brian has earned an Above Standard rating during this period for demonstrating stellar performance in various categories as an Information Technology Specialist. Although new to IT Services, Brian has been exceptional in completing tasks and projects with minimal supervision. He adds value to the ITS Team and to the Public Health Lab (PHL) with his professionalism and work ethic.

As an IT Specialist, Brian's duties include:

- Supports development of plans for new systems or enhancements to existing systems.
- Supports or provides expertise to information systems analysis project teams.
- Monitors application systems functionality.
- Provides program IT support for production operational problems.
- Serves as a program IT escalation point for production operational problems.
- Assists IT Analysts with projects.
- Supports implementation of enterprise IT projects and upgrades.

Cooperation, Application of Effort, Interest in Job, Quality of Judgement, Coordinating Work with Others:

Brian has consistently exhibited a willingness to lend assistance where needed, whether for a user who needs guidance or a team member working on a large project. In this review period, Brian assisted a large IT inventory clean-up effort which required coordination and information gathering to identify over 245 IT assets. The significant effort resulted in 100% recovery of IT assets. Furthermore, Brian developed an inventory tracking form using Adobe Acrobat to help define and manage an inventory process for the lab. This effort required collaboration with multiple stakeholders to solicit input, present final drafts, and implementation of the process. Brian has consistently demonstrated initiative and seeks ways to improve services. He volunteered to be onsite at the lab certain days of the week regularly to provide in person support for both StarLIMS and general technical needs.

Cell phone management is currently under Brian's purview for PHL. Despite his workload, he managed to analyze the lab's current cell phone usage plan and identify opportunities for cost savings. Recommendations were made to management on which plans would be most efficient for various business cases. The analysis resulted in over \$8,000 in annual cost savings. On a related effort, a significant number of cell phones went offline during the plan migration, resulting in a disruption of services. This was an oversight on the vendor, unfortunately. To address the issue, new SIM cards required installation on many cell phone devices. Seeing this as an urgent issue, Brian coordinated with the vendor to obtain the needed SIM cards, worked with our internal team to program the SIM cards, and met with a large number of lab users who possessed the cell phones. Brian met with the users at various locations and worked extra hours to help minimize service downtime. His quick action and resourcefulness earned him much recognition from lab management.

During this rating period, the Rosecrans building where PHL operations reside was subjected to an emergency evacuation. This caused a huge disruption in business operations. All lab staff and some services were displaced to various locations across the County. As a result, COOP was activated and an influx of IT support activities required Brian's attention. Due to the urgency and widespread impact of moving lab operations in such a short time frame, Brian took responsibility to learn quickly in this new situation and reprioritized his tasks to ensure critical COOP related IT matters were supported expeditiously.

Brian attended daily COOP meetings with DGS, PHL, and DEHQ to stay abreast of ongoing IT needs during the move. He identified additional laptops, phones, and IT equipment needed to fill operational gaps during the evacuation. In addition, numerous requests were submitted to move and set up phone and fax lines and other network access including LAN drops and wireless access points. These often required coordination and follow up with Peraton and AT&T to ensure work requests were delivered accurately and timely. Despite the stressful demand supporting COOP efforts, Brian produced high quality work and maintained consistency with increased volume throughout this rating period. PHL management has expressed

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sincere appreciation for Brian's efforts during this time.

Brian is eager to help where needed. He consistently requires only minimal supervision in successful completion of his assignments. In addition to the various examples listed, he has also supported the MFA and EAA roll out by coordinating and communicating to appropriate lab staff to ensure information was appropriately disseminated.

### Accuracy of work:

As an IT Specialist, in most cases monitoring service requests within ServiceNow is required. Brian escalated and walked a ticket through the system and worked directly with Peraton contacts to ensure prompt resolution. Brian took charge as he noticed the ticket was moved to multiple different teams. To help in the diagnosis and troubleshooting efforts, Brian ran a few tests on the problem email account which helped narrow down possible causes. He presented his findings to the technical team which significantly helped correct the issue and avoid further downtime. Brian has demonstrated the ability to complete assignments of high quality.

Brian was responsible for reviewing Service Now for historical data regarding Incident and Root Cause Analysis requests in Service Now. Specifically, his efforts focused on StarLIMS, printer issues, and E-Form outages. His goal was to identify potential patterns and identify any gaps or areas where Peraton could look to improve service delivery. He created a chart with what issues have been resolved, steps already taken, and follow ups that were needed which was shared with lab management.

### Public and Or Employee Relations:

Brian is a strong team player across the board. He has been recognized by his peers on multiple occasions for being extremely resourceful and providing assistance when needed. His strong commitment in providing stellar service is a great example of his work ethic and interest in job. Brian represents IT Services in many PHL meetings and offers great value to the team by providing support when needed, connecting answers to questions related to County IT needs, and many more. When given a task or project, Brian uses his time very efficiently.

Brian was able to lead an effort for DicksonOne gateway updates. Brian was able to submit the LOE (Level of Effort) request in Service now and engage Peraton for the project requirements. This required Brian to use his interpersonal and organizational acumen to work with Peraton, DicksonOne, AT&T, ITS, as well as, PHL analysts to identify the requirements and needs of the effort. This project also required him to be able to organize meetings for the project and ensure that the appropriate steps were taken to complete the updates before the gateways stopped working due to changes in firmware.

Is this rating period, Brian was awarded Employee of the Month for his support and dedication providing quality IT Services to the Public Health Lab. He has been acknowledged on multiple occasions for his professionalism and strong work ethic. Brian is typically onsite helping staff with a variety of IT activities and has built a good reputation. He possesses great interpersonal skills and is able to work across different teams.

### Equipment Operation:

Brian is typically onsite a few days throughout the week. In conjunction with Peraton's embedded support staff, and ensuring incident tickets are addressed promptly, Brian has helped PHL end users with technical support in urgent situations, whether it's troubleshooting and gathering additional details with the lab's generic email account or hardware or software issues preventing users from completing their jobs.

Brian currently manages PHL cell phone hardware and is familiar with the various models, configurations, and connections. He has helped troubleshoot and resolve a major cell phone outage by working with the vendor and PHL users. This required obtaining SIM cards, programming them, installing and configuring them onto end users' phones.

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Brian is technically savvy and was able to recommend alternate charging solutions for certain devices when there were supply chain issues. He was able to secure alternate chargers through Peraton that would meet the business needs.

### Volume of work produced:

Brian has demonstrated his ability to take on projects and tasks through completion with minimal supervision. Although new to IT Services, he has managed to navigate and learn his way through various County IT processes, identify and work with key Peraton and AT&T contacts while providing exceptional support to the PHL. During this time, he has maintained high quality of work product in conjunction with increased volume. COOP activation for the Public Health Lab highlighted Brian's ability to pivot focus and exercise resourcefulness in the midst of organized chaos. It was a stressful time and put immense pressure on the team to deliver. There were new situations during this time which included daily meetings with new departments, new stakeholders, resources and IT action items, which Brian handled well while under pressure

### Conclusion:

Even though Brian has been with IT Services for six months, he has accomplished very much in this short time frame. His interpersonal skills, resourcefulness, and eagerness to help has earned Brian recognition among lab staff and his peers. In fact, Brian was awarded Employee of the Month and was recognized during our IT services All-Staff Monthly meeting.

It is a pleasure and honor working with Brian. His strong work ethic, drive to excellence, and quality of work clearly shows. His willingness to take on projects and tasks with minimal supervision demonstrates great leadership qualities. He manages his workload efficiently and does not hesitate to assist others on our team. As Brian continues in his role and gains more experience and confidence as an IT Specialist, it has been recommended that he take technical classes on various enterprise-wide tools to further his expertise. This will enhance the quality of services provided to the lab as recommendations can be made to implement various tools and solutions into operations to maximize workflow efficiencies.

### Goals:

Further enhance technical skills by taking at least one course on any useful Microsoft Business Suite productivity tool through LinkedIn Learning or Microsoft Enterprise Skills Initiative before the end of the next rating period.

## INSTRUCTIONS FOR COMPLETING PERFORMANCE APPRAISAL REPORT

**Instructions:** All raters, supervisors, and appeal officers are instructed to review Human Resources Policy and Procedure 1003, EMPLOYEE PERFORMANCE APPRAISALS, before the performance appraisal is conducted. It is necessary for the rater to insure that the employee understands the information presented in the tables below.

### INFORMATION EMPLOYEE NEEDS TO KNOW

**Introduction:** In order for an employee to participate appropriately in the appraisal process, supervisors should communicate the following:

KEY POINTS	INFORMATION EMPLOYEE NEEDS TO KNOW
Performance standards	Performance is being measured against standards that were communicated in advance of the actual performance.
Five days to review	When the completed performance appraisal form is given to the employee, the employee may take up to 5 days to review before signing.
Meaning of signature	The employee's signature does not mean agreement. It merely acknowledges that the supervisor has communicated the appraisal and that the employee has read the appraisal.
Requesting an appraisal	An employee may request a performance appraisal from the appointing authority under two conditions:  > a scheduled appraisal has not been conducted and is overdue (more than 30 days late), or > a previous rating had an overall rating of "below standard."
Appealing an appraisal	The performance appraisal may be appealed to the appointing authority. The appointing authority shall either: > appoint an unbiased appeal officer within 7 days of the request, or > at the employee's request, provide a list of 3 unbiased appeal officers from which the employee selects one.

### RATER / SUPERVISOR GUIDELINES

**Procedure:** Use this table to select the appropriate ratings:

RATING	DEFINITION OF RATING	GUIDELINES
Outstanding	Exceptional, extraordinary, well above standard.	Use when performance is exceptional.
Above standard	Better than performance expected of a fully competent employee.	Use when performance consistently exceeds standards.
Standard	Satisfactory and competent performance.	Use when all standards required for successful performance are met.
Improvement needed *	Less than what is expected.	Use when performance standards are not met.
Unsatisfactory *	Unacceptable.	Use when there are significant performance problems.

### HOW TO COMPLETE PERFORMANCE APPRAISAL FORM

**Procedure:** The rater / supervisor follows these steps in consultation with the reviewer:

STEP	ACTION
1.	Completes "SECTION A: IDENTIFYING INFORMATION", at the top of form if appraisal is originated by department or employee.
2.	Prepares "SECTION B: ITEMIZED CHECKLIST" and "SECTION C: OVERALL RATING" in draft form.
3.	Meets and discusses appraisal with employee in private.
4.	Considers input from employee.
5.	Makes appropriate changes to draft and finalizes appraisal.
6.	Signs appraisal and gives original to employee for signature. Gives copy to employee if employee wants to consider it before signing (5 days allowed).
7.	Gives copy of signed appraisal to employee before original is sent to reviewer.
8.	Makes copies for department and employee after reviewer signs and sends original to Department of Human Resources. If reviewer changes rating, go back to step 3 above. If employee appeals rating, go to appeal process identified in Human Resources Policy 1003.

\*See DHR Policy 1003 regarding Employee Performance Appraisals - Performance Based Step Advancement procedures.