July 2015 ISSUE 2

Talent

Integrating people, processes and technology

HEAR

HOUSTON EMPLOYEE ASSESSMENT AND REVIEW

Getting Started Guide

Step 1

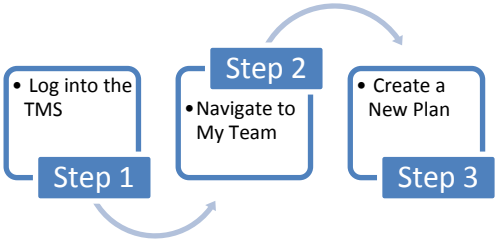
Create a HEAR Plan

ROLE: MANAGER

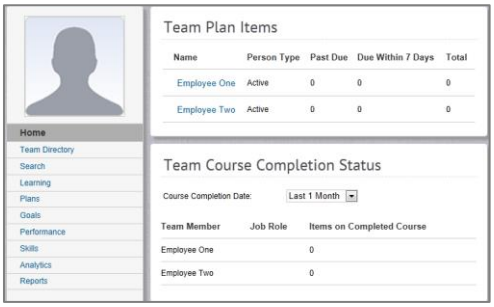
Purpose

This job aid is to guide managers through the step-by-step process of how to create a new plan.

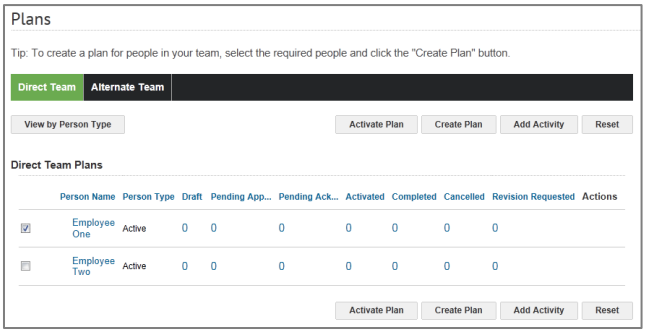
Process Flow



Procedure

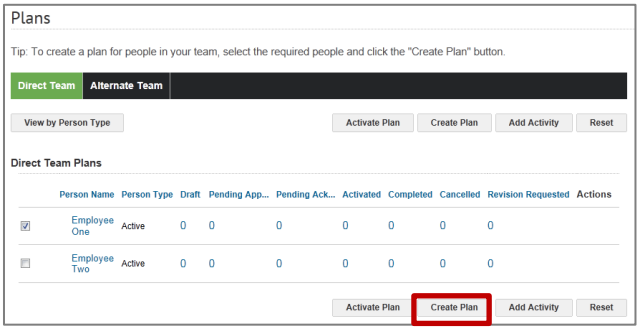
Step	Action
1. Log into the Talent Management System (TMS) 1. Type your **Username** and **Password** 2. Click **Sign In**	• From any brower, type in https://talent.houstontx.gov. • The Talent Management System log in screen displays. Type in your **Username** and **Password** then click **Sign In**. • The homepage displays.
2. Navigate to My Team Click **Plans**	• Click the **My Team** icon in the top main header. The Team Dashboard page displays. • In the left navigation pane, click **Plans**. The **Plans** page displays. 

Step	Action
3. Create a New Plan	• In the **Direct Team Plans** section, click the **check box** to the left of the employee's name.

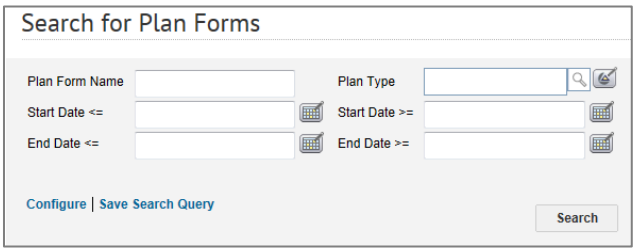


Click the **check box**

- Click the **Create Plan** button.



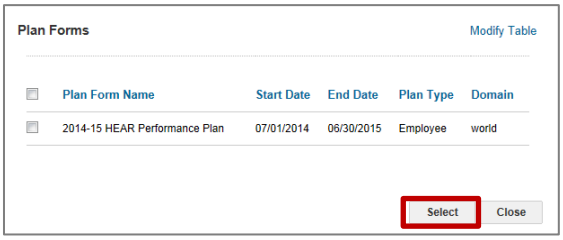
- The **Search for Plan Forms** dialog box displays. Click the **Search** button.



Click **Search**

- All available **Plan Forms** display. Click the **check box** to the left of the Plan Form Name then click the **Select** button.

**If the employee has direct reports, select the Supervisor/Manager plan; otherwise select the Employee plan.*



- The confirmation message displays once the plan has been successfully added.

END OF PROCEDURE • RETURN TO TOP

Step 2

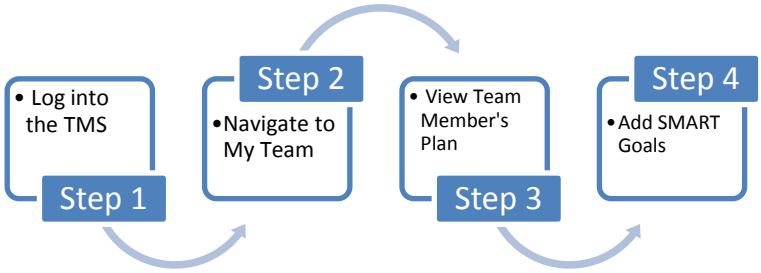
Add SMART Goal to Plan

ROLE: MANAGER

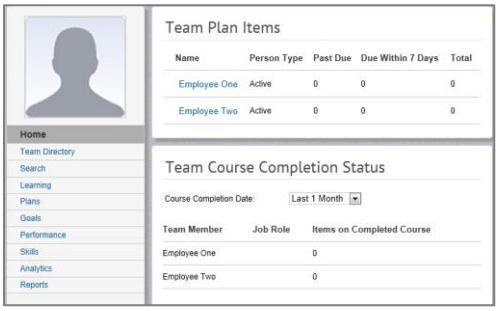
Purpose

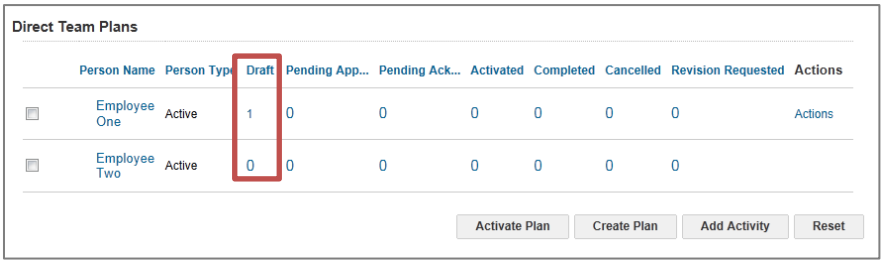
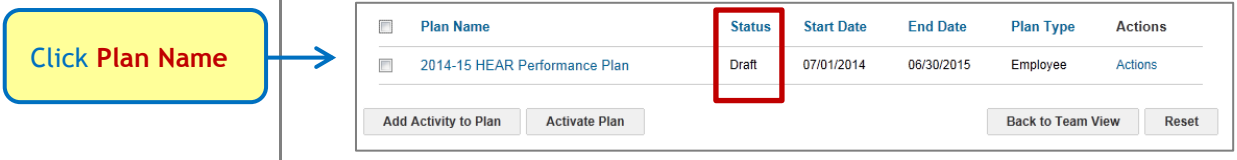
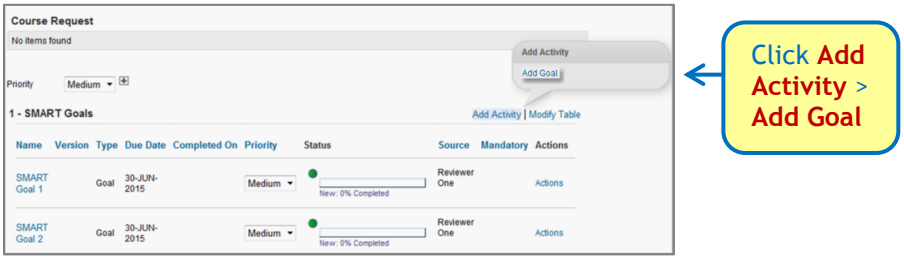
This job aid is to guide managers through the step-by-step process of how to add SMART Goals to a plan.

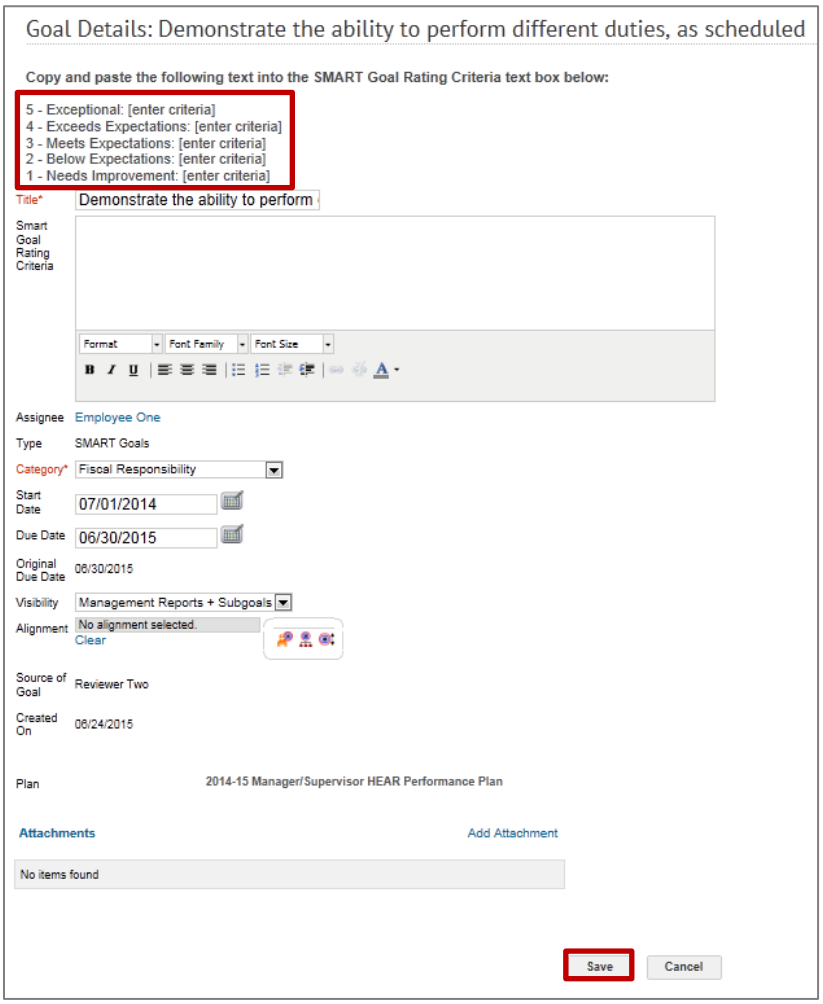
Process Flow



Procedure

Step	Action
1. Log into the Talent Management System (TMS) 1. Type your **Username** and **Password** 2. Click **Sign In**	• From any brower, type in https://talent.houstontx.gov. • The Talent Management System log in screen displays. Type in your **Username** and **Password** then click **Sign In**. • The homepage displays.
2. Navigate to My Team Click **Plans**	• Click the **My Team** icon in the top main header. The Team Dashboard page displays. • In the left navigation pane, click **Plans**. The **Plans** page displays. 

Step	Action
3. View Team Member's Plan	• In the **Direct Team Plans**, under the **Draft** column, click on the number **1** link next to the desired employee.  • Under the **Plan Name** column, click the **Plan Name** that is in **Draft** status to view the plan details. 
4. Add SMART Goals	• **The Plan Details** page displays. • In the **1-SMART Goals** section, click **Add Activity** then **Add Goal**.  • The **Create Goal** window displays. • Enter the **Title** of the SMART goal in the **Title** field, select the goal **Category that aligns with the Mayor's Pillar** then choose the **Start Date** and **Due Date**. • Next, click the **Add Detail** button to advance to the next screen.

Step	Action
	• The **Goal Details** page displays. • **Copy** the SMART **Goal Rating Criteria, located at the top of the page,** then **Paste** it in the text box below. • Enter rating criteria between the **[enter criteria]** brackets for each rating. • **Click the Save button.**  • The **Activity to Plan** confirmation page displays. This confirms that your goal has been successfully added. Click the **Close** button to close the confirmation page. • The **Create Goal** page displays, you can choose to add another goal or click the **Close** button to return to the plan.

END OF PROCEDURE • RETURN TO TOP

Step 3

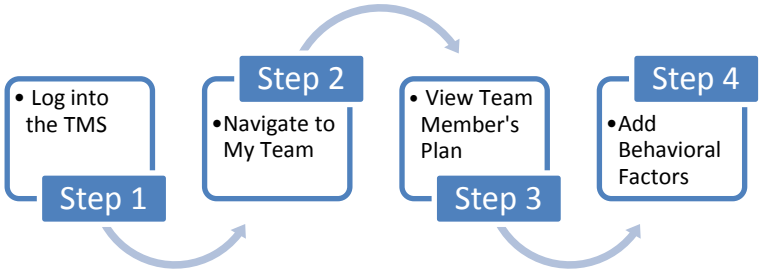
Add Behavioral Factors to Plan

ROLE: MANAGER

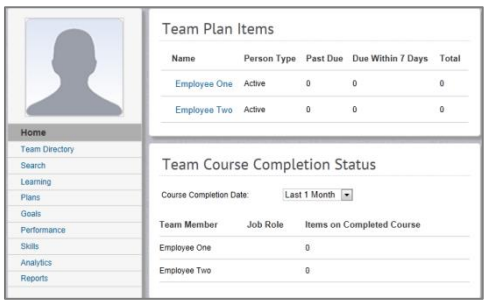
Purpose

This job aid is to guide managers through the step-by-step process of how to add Behavioral Factors to a plan.

Process Flow

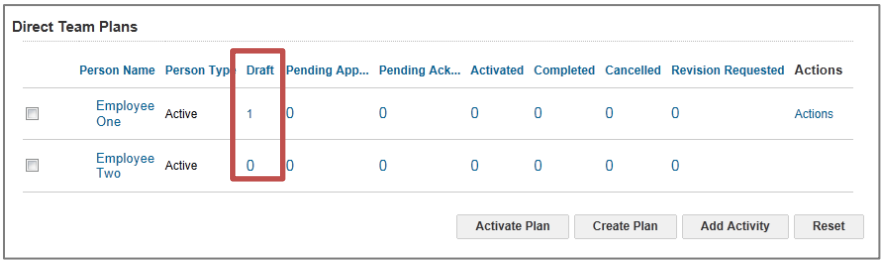


Procedure

Step	Action
1. Log into the Talent Management System (TMS) 1. Type your **Username** and **Password** 2. Click **Sign In**	• From any brower, type in https://talent.houstontx.gov. • The Talent Management System log in screen displays. Type in your **Username** and **Password** then click **Sign In**. • The homepage displays.
2. Navigate to My Team Click **Plans**	• Click the **My Team** icon in the top main header. The Team Dashboard page displays. • In the left navigation pane, click **Plans**. The **Plans** page displays. 

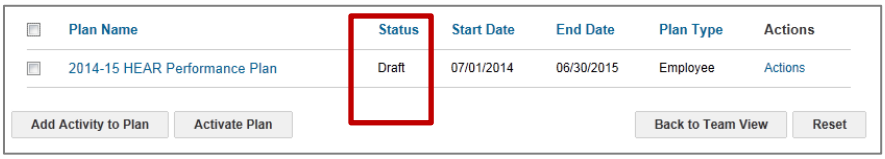
Step	Action
3. View Team Member's Plan	• In the **Direct Team Plans**, under the **Draft** column, click on the number **1** link next to the desired employee.

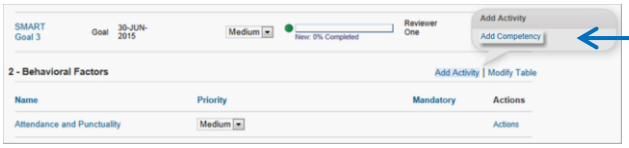
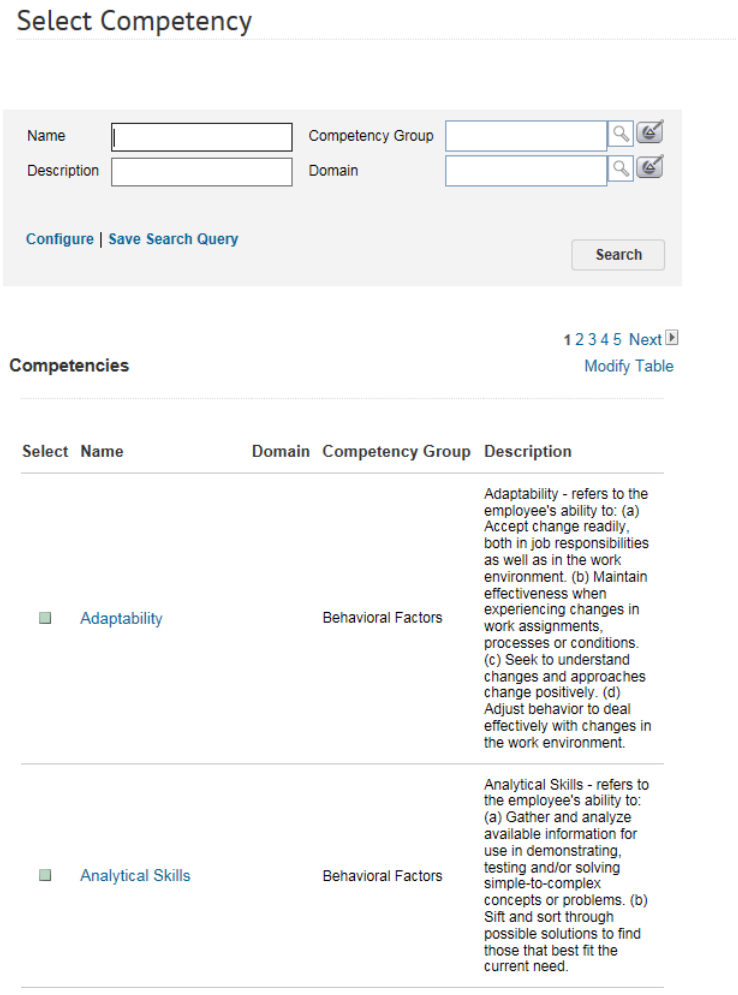
Click the number **1** link

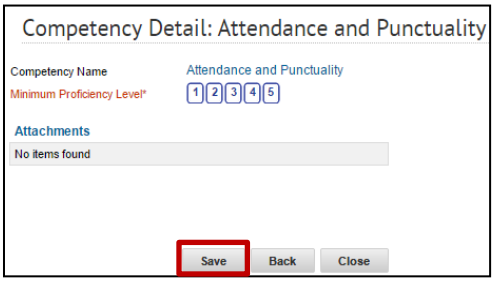


• Under the **Plan Name** column, click the **Plan Name** that is in **Draft** status to view the plan details.

Click **Plan Name**



Step	Action
4. Adding Behavioral Factors	• The **Plan Details** page. • In the **2-Behavioral Factors** section, click **Add Activity** then **Add Competency**.  Click **Add Activity** > **Add Competency** • The **Select Competency** window displays. • The list of competencies corresponding to the desired competency group displays. ○ Behavioral Factors: Select Behavioral Factors from the Behavioral Factors Competency Group. ○ Supervisor/Manager Factors: Select Behavioral Factors from the Supervisor/Manager Factors Competency Group **HAS employees can filter by domain 2800*  Click the **green, check box** to the left of the **desired competency** to select it.

Step	Action
	• The **Competency Detail** page displays. • Select the number **3** box for the **Minimum Proficiency Level** (Meet Expectations). • Click the **Save** button  • The **Add Activity to Plan** confirmation message displays and the selected competency is added to the employee's plan.

END OF PROCEDURE • RETURN TO TOP

Step 4

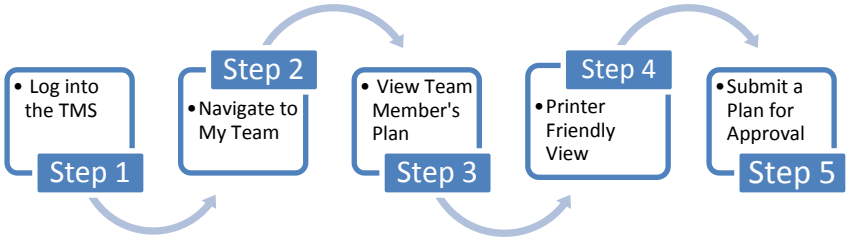
Submit Plan for Approval

ROLE: MANAGER

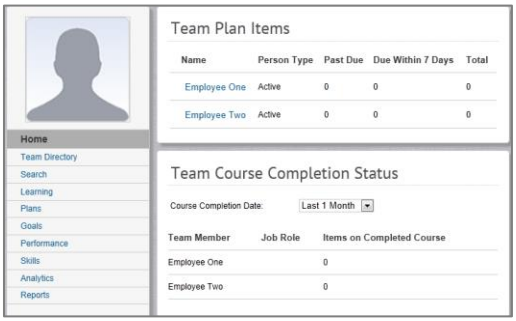
Purpose

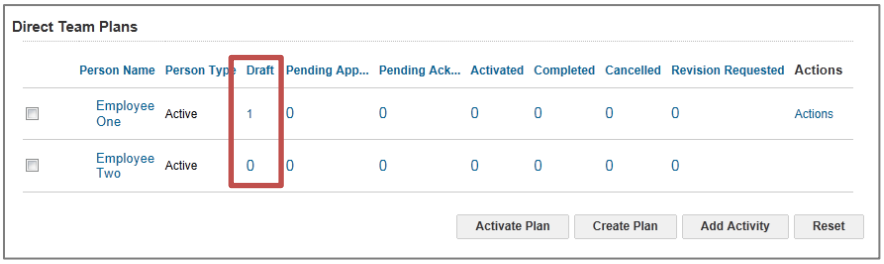
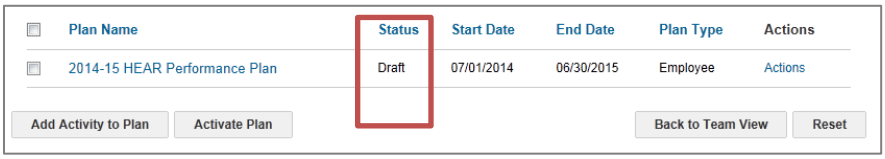
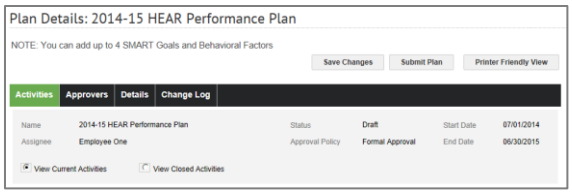
This job aid is to guide managers through the step-by-step of how to submit a plan for approval.

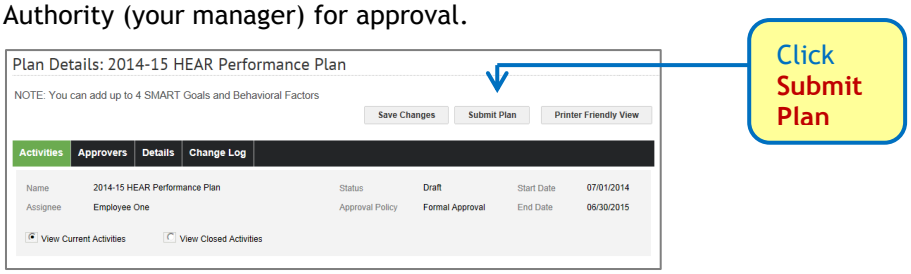
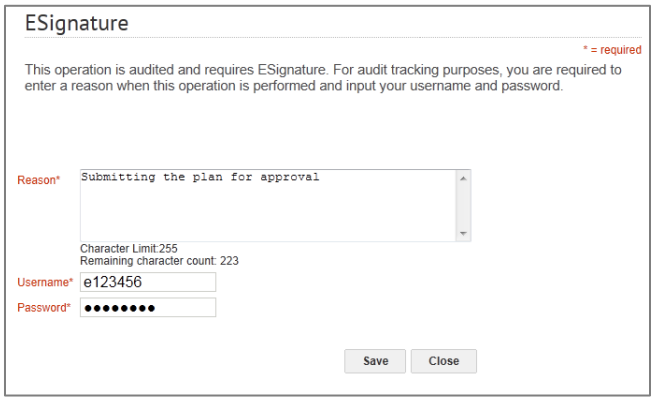
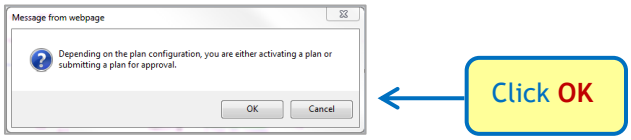
Process Flow



Procedure

Step	Action
1. Log into the Talent Management System (TMS) 	• From any brower, type in https://talent.houstontx.gov. • The Talent Management System log in screen displays. Type in your **Username** and **Password** then click **Sign In**. • The homepage displays.
2. Navigate to My Team 	• Click the **My Team** icon in the top main header. The Team Dashboard page displays. • In the left navigation pane, click **Plans.** The **Plans** page displays. 

Step	Action
3. View Team Member's Plan Click the number **1** link Click **Plan Name**	• In the Direct Team Plans, under the **Draft** column, click on the number **1** link next to the desired employee.  • Under the **Plan Name** column, click the **Plan Name** that is in **Draft** status to view the plan details. 
4. Printer Friendly View	• The **Plan Details** page displays. Click the **Printer Friendly View** button, so you can view the detailed plan.  Click **Printer Friendly View** • The **Printer Friendly View of Plan** window appears. You can choose to print out the plan or view it on the screen. After you carefully review it, click the **Close** button.

Step	Action
5. Submit the Plan for Approval	• Click the **Submit** button, the plan will be routed to the Reviewing Authority (your manager) for approval.  • The **ESignature** page displays. Type in a **Reason** for submitting the plan. Enter your **Username** and **Password** then click the **Save** button.  • The confirmation dialog box displays. Click the **OK** button.  • The **confirmation message** displays at the top. This confirms that the plan has been sent to the Reviewing Authority for approval.

END OF PROCEDURE • RETURN TO TOP

HEAR SUPPORT

hear@houstontx.gov

832-393-7239

DEPARTMENT ADMINISTRATORS

DEPARTMENT	ADMINISTRATOR	PHONE NUMBERS
Administration & Regulatory Affairs	Yolanda Harris-Hoskin	(832) 393-8515
	Veronica Garza	(832) 393-8508
City Council Office		See Human Resources
City Secretary's Office		See Human Resources
Controller's Office	Sandra Zeno	(832) 393-3443
	Lenard Polk	(832) 393-3439
Convention & Entertainment		See Human Resources
Finance	Yolanda Harris-Hoskin	(832) 393-8515
	Danielle Page	(832) 393-9123
	Sheila Wates	(832) 393-9035
Fire	Iashia Robertson	(832) 394-6623
	Claudia Dimas	(832) 394-6879
	Wanda Andrews	(832) 394-6608
Fleet Management	Beverly Roach	(832) 393-6962
	Keysha Grayson	(832) 393-6902
General Services	Sabrina Smith-Jones	(832) 393-8047
	Beverly Roach	(832) 393-6962
Health and Human Services	Connie Samuel	(832) 393-4907
	Valda Dewitt	(832) 393-4885
Housing & Community Development	Nicole Brooks	(832) 394-6131
Houston Airport System	Michael Perry	(281) 233-1045
	Robin Berry	(281) 233-1865
	Paul Spada	(281) 233-1881
Houston Emergency Center	Norma Lona	(832) 393-2778
	Sandra Cadena-Vasquez	(713) 884-3610
Houston Information Technology Services	Yolanda Harris-Hoskin	(832) 393-8515
	Susan Betts-Lopez	(832) 393-0008
Human Resources	Robbin Duplessis	(832) 393-6085
	Lucilla Chen	(832) 393-6082
	Alisa Gordon	(832) 393-6084
	Tambri Elkins	(832) 393-6086

DEPARTMENT ADMINISTRATORS

DEPARTMENT	ADMINISTRATOR	PHONE NUMBERS
Legal	Dennis Yaksich	(832) 393-6296
	Fabian Izaguirre	(832)-393-6214
Library	Sharon Alvarez	(832) 393-1351
	Chanta George	(832) 393-1337
	Ophelia Cespedes	(832) 393-1343
Mayor's Office		See Human Resources
Municipal Courts	Sheli Most	(832) 393-6062
	Myriam Varela	(713) 274-5680
Neighborhoods	Beverly Roach	(832) 393-6962
	Nicole Orsak	(832) 393-1038
Office Of Business Opportunity	Yolanda Harris-Hoskin	(832) 393-8515
	Patsy Jackson	(832) 393-0612
OEM		See Human Resources
Parks & Recreation	Gracie Mendiola	(832) 395-7108
	Meme Rasmus	(832) 395-7291
	Lori Kluesner	(832) 395-7034
	Rubi Longoria	(832) 395-7040
Planning & Development	Beverly Roach	(832) 393-6962
	Truscenia Garrett	(832) 393-6542
	Stefani Farris	(832) 393-6538
Police	Jennifer Dang	(713) 308-1258
	Kiyomi King	(713) 308-1220
	Katrina Arnsworth	(713) 308-1220
Public Works & Engineering	Jo Ann Perry	(832) 395-2804
	Laura Grainger	(832) 395-2748
Solid Waste	Tisha Fowler	832-393-0453
	Derek Mebane	(832) 393-0441
	Rajonda Seals	(832) 393-0490

If you have questions/issues, please first attempt to contact your department's HEAR Administrator for assistance. If the department administrator is unavailable, you may also email the "HR HEAR Project Team" found in the global email directory.

Blue Indicates HR Department

Revised 6-30-15