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1. Overview

The Performance Management (PMF) is designed to automate, manage, and enhance the performance evaluation process of the National Library Of South Africa(NLSA). It supports goal-setting, continuous feedback, performance reviews, 360-degree feedback, learning and development, and analytics. The system helps managers and HR professionals monitor employee performance, provide feedback, and identify development needs, ensuring continuous improvement across the NLSA.

Objectives:

- Provide a structured and streamlined approach to performance evaluation.
- Foster continuous feedback between employees and managers.
- Enable data-driven decisions through performance analytics.
- Support the development of employees through personalized learning plans.

Target Users:

- HOD
- Employees
- Managers
- HR Administrators





- CEO

2. System Architecture

The PMF is built on a three-tier architecture: Presentation Layer, Business Logic Layer, and Data Layer(Front-End, Back-End and Database). This architecture separates concerns and ensures scalability, flexibility, and maintainability.

System Structure:

1. Presentation Layer (UI):

- Front-end system accessible through web interfaces.
- Responsible for handling all user interactions, such as goal-setting, feedback submission, and performance reviews.

2. Business Logic Layer:

- The back-end system where the core functionalities like goal management, feedback processing, review cycles, and analytics reside.





- Consists of independent services (e.g., goal tracking service, review management service).

3. Data Layer:

- Manages and stores all the performance-related data, including employee profiles, reviews, feedback, and reports.
- Uses a **relational database** for structured data and a **NoSQL database** for unstructured data like comments or logs.

3. Functional Requirements

These requirements specify the functionalities and features that the system must deliver.

Employee Profiles and Data Management:

- Ability to create and manage detailed employee profiles.
- Integrate with Human Resources Information System, Active directory (AD) to sync employee data.
- Track performance history, goals, achievements, and performance reviews.





-Schedule allow users to track their schedule for the NLSA for a financial year

Goal Setting and Tracking:

- Employees can set and update personal and professional goals.
- Managers can set team or individual goals.
- Align goals with organizational objectives.
- Goal progress tracking and automated reminders.

Continuous Feedback:

- Enable continuous feedback between employees, managers, and peers.
- 360-degree feedback capability.
- Feedback history tracking and integration with reviews.

Performance Review Management:

- Set periodic performance reviews (quarterly, semi-annually, annually).
- Customizable review forms based on departments or roles.
- Employee and manager performance evaluations with rating scales.





Learning and Development:

- Recommend training programs based on performance gaps.
- Track employee participation.

Competency Management:

- Define and manage competencies for different roles.
- Evaluate employees based on relevant competencies and skills.

Reporting and Analytics:

- Generate employee, team, department, and organizational performance reports.
- Visualize performance data with charts, graphs, and trend analysis.
- Export reports in formats such as PDF or Excel.

Integration:

- Integrate with third-party systems like AD, Financial reports or other reliable Organizational systems.
- API support for custom integrations.
- Single sign-on (SSO) for seamless authentication.





Notifications and Alerts:

- Notify users of upcoming deadlines, feedback requests, and pending reviews.
- Alerts for HR and managers on performance issues or opportunities for improvement.

4. Non-Functional Requirements

These requirements describe how the system performs and its operational constraints.

Performance and Scalability:

- The system should handle a large number of concurrent users without performance degradation.
- It must be scalable to handle growing numbers of employees and reviews.
- Performance reviews and feedback submissions should respond within 2-3 seconds.

Security:

- Role-based access control to restrict sensitive data.





- Data encryption in transit (SSL/TLS) and at rest.
- Compliance with regulations like NLSA Policies for data privacy.
- Authorization and authentication for added security level.

Usability and Accessibility:

- User-friendly and responsive interface for web platforms.
- The system should be accessible on web platforms

Reliability and Availability:

- 99.9% system uptime to ensure continuous access for users.
- Automatic failover to backup servers in case of failures.
- Regular data backups and recovery procedures.

Maintainability and Flexibility:

- Modular design for easy updates and feature additions.
- Ability to customize review cycles, rating systems, and feedback.
- Detailed documentation for developers and administrators.

Interoperability:





- Seamless integration with AD systems, and other NLSA platforms.
- Open APIs to support future integrations.

5. System Pages and Navigation

Below are the primary pages in the system and their functionality:

Login Page:

- Secure login for employees, managers, and administrators.
- Authentication and SSO integration for easy access.

Dashboard (Role-Based):

- Employees: Display personal goals, reviews, and feedback.
- Managers: Overview of team performance, pending reviews, and goals.
- HR: System-wide analytics and performance monitoring.

Employee Profile Page:





- View and update personal information.
- Track review history, goals, and feedback.

Goals Page:

- Set, update, and track progress on individual and team goals.

Feedback Page:

- Submit feedback for peers or managers.
- View received feedback and give responses.

Performance Review Page:

- Complete and submit reviews during scheduled review cycles.

360-Degree Feedback Page:

- Collect feedback from peers, subordinates, and managers.

Reports and Analytics Page:

- Generate reports on individual, team, and department performance.





- Analyze trends, competencies, and gaps.

6. User Roles and Permissions

The PMF has multiple roles with varying permissions to access different parts of the system:

Roles:

1. Employee:

- Access own performance reviews, goals, and feedback.
- Submit feedback and complete self-reviews.

2. Manager:

- Access team goals and performance.
- Complete team member reviews and provide feedback.

3. Administrator:

- Access all system data, including employee profiles, reviews, and reports.
- Configure system settings, review cycles, and templates.





Role-Based Permissions:

- Employees can only view and manage their own data.
- Managers can view and manage their direct reports' performance data.
- admins have access to the entire system, including configurations.

7. **Data Model**

Core Tables:

1. Employee Table: Stores basic employee details, including name, ID, job role, and department.
2. Goals Table: Tracks individual and team goals, deadlines, and progress.
3. Reviews Table: Stores data on performance reviews, ratings, and comments.
4. Feedback Table: Logs continuous feedback and 360-degree feedback entries.
5. Learning & Development Table: Tracks employee participation in training and development activities.

Relationships:

- Employee → Goals: One-to-many relationship between employee and goals.





- Employee → Reviews: One-to-many relationship between employee and performance reviews.
- Employee → Feedback: One-to-many relationship between employee and feedback received.

8. API Endpoints

Authentication:

- POST /login: Authenticate user via credentials or SSO.
- POST /logout: Log out from the session.

Employee Management:

- GET /employees: Retrieve list of employees.
- POST /employee: Create a new employee profile.

Goals:





- GET /goals/{employeeId}: Retrieve goals for a specific employee.
- POST /goals/{employeeId}: Set or update goals for an employee.

Performance Reviews:

- GET /reviews/{employeeId}: Retrieve performance reviews for an employee.
- POST /reviews/{employeeId}: Submit a new performance review.

Feedback:

- GET /feedback/{employeeId}: Retrieve feedback for an employee.
- POST /feedback/{employeeId}: Submit feedback for an employee.

9. Security Measures

- Role-Based Access Control (RBAC): Limits access to sensitive data.
- Data Encryption: Encrypt all personal data using TLS/SSL.



- Audit Logs: Log all changes and access for compliance.
- Authentications: Adds another layer of protection for users.

10. Integration with External Systems

- AD Integration: Sync employee data with the AD system.

11. Backup and Disaster Recovery

- Backup Schedule: Daily backups of critical data stored off-site.
- Recovery Plan: Define the Recovery Point Objective (RPO) and Recovery Time Objective (RTO) for minimal disruption.

12. Testing and Validation

- Unit Testing: Validate individual components (goal setting, feedback submission).
- Integration Testing: Ensure modules like feedback and reviews work together.





- Performance Testing: Ensure the system can handle large volumes of users and data.

13. System Maintenance and Support

- Scheduled Maintenance: Regular updates for security patches and system improvements.
- Help Desk Support: Provide a 24/7 help desk for user support.
- Documentation: User guides and developer documentation for ongoing support.

14. Conclusion

The Performance Management F is designed to provide a streamlined, efficient, and secure platform for managing employee performance. By aligning goals, providing continuous feedback, and offering data-driven insights, the system enhances organizational productivity and employee development.

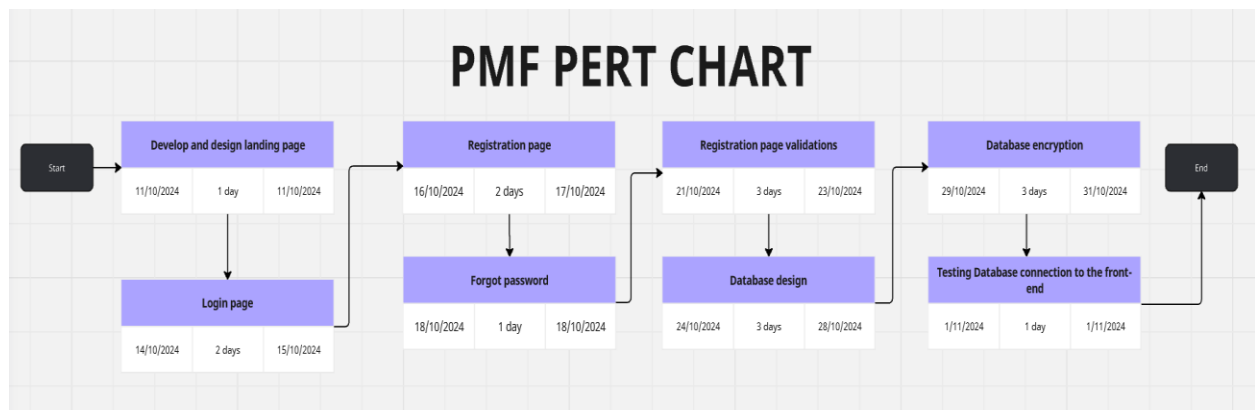
The documentation must regularly be updated to reflect new features and changes to ensure it stays relevant.



Sprint planning (sprint 1):

TASK	DURATION (Days)
Landing page	1
Login	2
Registration	2
Forgot Password	1
Registration validations	3
Database design	3
Database encryption	3
Testing Database connection to the front-end	1
Total:	16

PMF PERT CHART:



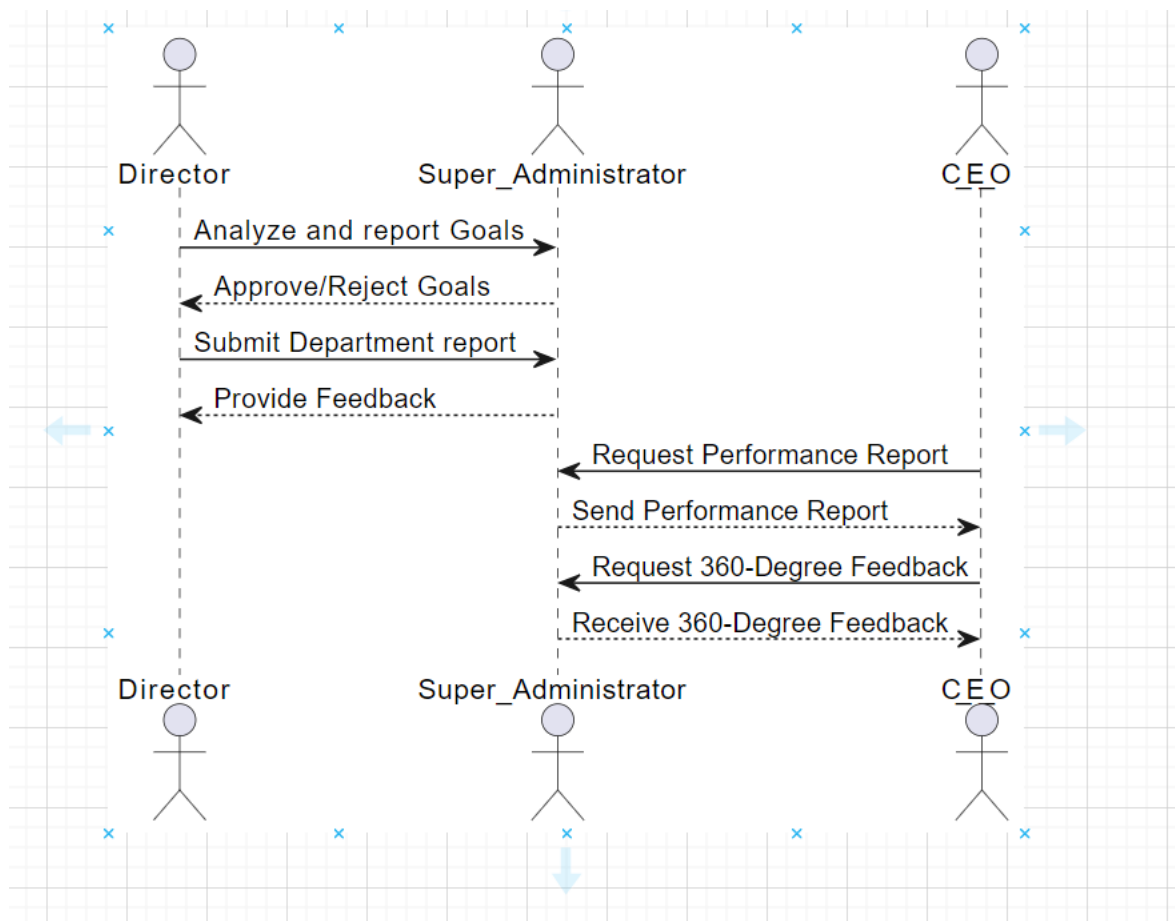


NLSA

National Library of South Africa

an agency of the
Department of Arts and Culture

PMF USE CASE DIAGRAM:



User stories:

As an ICT director, I want to log into the system, so that, I can keep track of the ICT quarterly report.

As an ICT director, I want to view previous reports, so that, I can notify the super administrator to make changes before he submits the reports to the CEO.

As a HR director, I want log into the system, so that, I can keep track of the HR department's quarterly report.

As a HR director, I want to view previous reports, so that, I can notify the super administrator to make changes before he submits the reports to the CEO.

As a communications director, I want to log into the system, so that, I can keep track of the communications department's quarterly report.

As a communications director, I want to view previous reports, so that, I can notify the super administrator to make changes before he submits the reports to the CEO.

As an administration director, I want to log into the system, so that, I can record the quarterly report of the administrative team.

As an administration director, I want to view previous reports, so that, I can notify the super administrator to make changes before he submits the reports to the CEO.

As a preservation director, I want to log into the system, so that, I can record the quarterly report of the preservation team.

As a preservation director, I want to view previous reports, so that, I can notify the super administrator to make changes before he submits the reports to the CEO.





As a BSCM director, I want to log into the system, so that, I can record the quarterly report of the BSCM team.

As a BSCM director, I want to view previous reports, so that, I can notify the super administrator to make changes before he submits the reports to the CEO.

As an information access director, I want to log into the system, so that, I can record quarterly reports of the information access team.

As an information access director, I want to view previous reports, so that, I can notify the super administrator to make changes before he submits the reports to the CEO.

As a director of centre of the book, I want to log into the system, so that, I can record quarterly reports of our department.

As a director of centre of the book, I want to view previous reports, so that, I can notify the super administrator to make changes before he submits the reports to the CEO.

As a super administrator, I want to log into the system, so that, I can evaluate quarterly and annual reports of all departments of the National Library of South Africa.

As a super administrator, I want to evaluate reports of all departments, so that, I can submit them to the CEO.

As a super administrator, I want to log into the system, so that, I can manage the other administrators/directors.

As a super administrator, I want to filter out quarterly or annual reports, so that, I can print them out.

As a super administrator, I want to filter out quarterly or annual reports, so that, I can download them.

