

Automating Performance Management

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Automation is the creation of technology and its application in order to control and monitor the production and delivery of various goods and services. In the *automation process*, managers should pay attention to how they adopt the new system. The success of any new system depends on the way it is implemented.

What decision-makers must be familiar with in regards to automation?

Performance management is a sensitive subject. Any defects or any grey areas in the process may ultimately negatively affect performance. This requires management to keep an eye on the available systems and processes. This entails the ability of the system to meet the business objectives in an efficient and effective manner. Here are the main four processes that management must look at if they are to improve performance via automation.

Plan and Organize

The Planning and Organization domain covers the use of information & technology and how best it can be used in a company to help achieve the company's goals and objectives. It also highlights the organizational and infrastructural form IT is to take in order to achieve the optimal results and to generate the most benefits from the use of the automated system.

Acquire and Implement

The Acquire and Implement domain covers identifying IT requirements, acquiring the technology, and implementing it within the company's current *business processes*. This domain also addresses the development of a maintenance plan that a company should adopt in order to prolong the life of the system and its components. Performance Management Systems can be outsourced from specialized service providers such as Industrial Psychology's [iPerform](#). IPC [iPeform](#) is a web-based Performance *management system* that every company must try.

Deliver and Support

The Delivery and Support domain focuses on the delivery aspects of information technology. It covers areas such as the execution of the applications within the IT system and its results, as well as, the support processes that enable the effective and efficient execution of these IT systems. These support processes include security issues and training.

Monitor and evaluate

This deals with a company's strategy in assessing the needs of the company and whether or not the automated system still meets the objectives for which it was designed. Monitoring also covers the issue of an independent assessment of the effectiveness of the system itself in its ability to meet business objectives and the company's control processes.

Failure to closely monitor the working of a performance Management System may cause serious performance problems. Poor system performance may lead to employee demotivation and resistance, which brings down performance.

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