How You Will Benefit

Improve Data Quality

Integrate performance measurement development processes with data quality standards

Enhance Performance Reporting Processes

Minimize burden through the development of a paperless performance reporting system

Maximize the Use of Performance Information with Managers

Communicate performance information with stakeholders and appropriators

Meet New Auditing Requirements

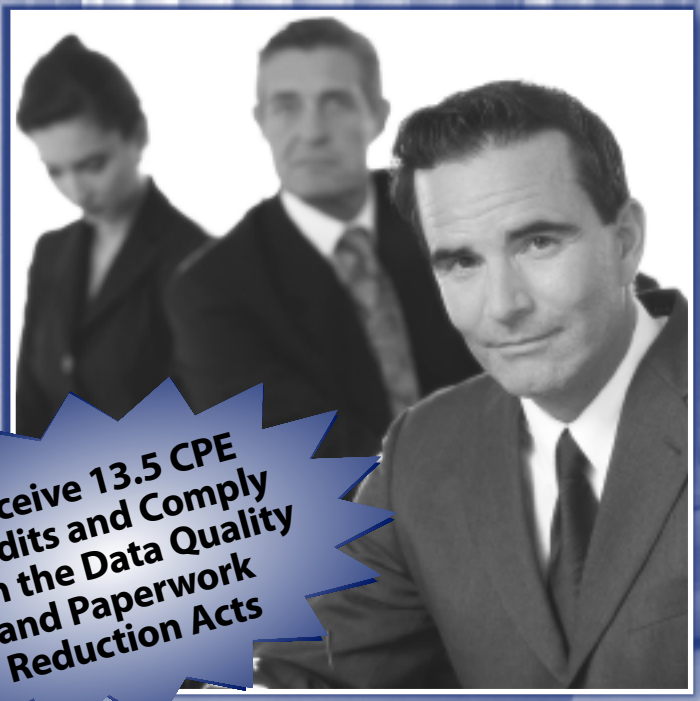
Design performance measures to drive decisions and promote accountability

What You Will Learn

- Updates on the Data Quality and Paperwork Reduction Rules
- Procedures for Reporting and Measuring Performance
- OMB Data Quality Standards for Government
- Techniques for Forging Auditor-Manager and Stakeholder Relationships
- Government Performance Maturity Model
- Latest Technologies for Improving Performance Reporting

Evaluating, Auditing & Improving Performance Information Systems in Government

August 22 – 23, 2005 • Arlington, VA
The Performance Institute



Receive 13.5 CPE Credits and Comply with the Data Quality and Paperwork Reduction Acts

Presented by:

The Performance Institute

Apply 11 Criteria for Auditing Performance Measures!

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August 22 – 23, 2005 • Arlington, VA • The Performance Institute

PROGRAM AGENDA

Day One: August 22, 2005

8:30 Registration & Continental Breakfast

9:00 Keynote Address: Creating Reliable, Timely and Useful Performance Measurement Systems in Government
- Develop a performance measurement system that accounts for goals, measures and key outputs
- Communicate the essential steps necessary to ensure quality data

10:00 Designing and Reporting Performance Measures that Management and Managers Can Actually Use
- Updates on the latest OMB issued guidelines for data quality standards
- Evaluate performance measurements based on relevancy, data collection costs, timeliness of information, and data source quality

11:15 Validity, Verification and Data Quality Standards for Government Performance Information Systems
- Lessons-learned on how data reflects programmatic outcomes
- Benefits of the development of data methodologies and auditing techniques to improve performance systems

12:15 Networking Luncheon

1:15 Data Standardization Across Program Managers: Establishing Common Measures, Definitions and Reporting Standards
- Collect, categorize and report performance information
- Audit and detect inconsistencies in performance information
- Adhere to reliability and relevancy standards of information

2:45 Examining the Quality of Data Sources and Evaluating Costs and Benefits of Individual Measurements
- Define the measures used in management decisions
- Assess data collection, reporting and evaluation costs
- Examine the quality of data sources

3:45 Partnerships: Forging Manager-Auditor and Stakeholder Relationships to Improve Performance Measurement Quality and Use
- Establish beneficial auditor-manager relationships
- Define strategies for improving the quality of program partners to report meaningful and accurate performance information

4:45 Adjourn

Day Two: August 23, 2005

8:30 Continental Breakfast

9:00 Creating a Comprehensive Maturity Model for Performance
- Set a quality threshold for performance information
- Streamline the number of performance measures
- Use measures to drive change in government

10:00 Best Practices for Implementing OMB Data Quality Guidelines
- Use model approaches and address complaints about data quality
- Improve data quality systems consistent with OMB guidelines

11:00 Technology Linkages Panel: Using the Web, GIS and Other Technologies to Improve Performance Reporting Systems
- Integrate performance information systems with Geographic Information Systems
- Create online and electronic methods for tracking and reporting

12:00 Networking Luncheon

1:00 Case Study: A Measurement System that Drives Decision-Making
- Create reporting systems that aid in decision-making needs
- Integrate performance measurement and information technology strategies to drive data reporting and accountability

2:00 Application Workshop: Devising Performance Measures Consistent with Data Quality and Audit Standards

Focus on implementing policies and procedures, as well as harnessing the power of new tools, to improve the quality of program performance information. This workshop will approach this challenge from a program manager and program auditor perspective at the same time. Participants will be able to review a comprehensive methodology and criteria for evaluating performance measurements from a number of data quality perspectives.
- Align performance goals and measures with agency data systems
- Address validity in the strategic design of your system
- Incorporate data standards into the strategic architecture of your performance measurement system

4:45 Conference Adjourns

METHODOLOGY COVERED

This training will focus on the 11 key aspects of quality performance information, and ensure that a performance management framework, such as the Logic Model, is developed to communicate all key aspects. This framework will aid government managers in not only creating performance goals, but establishing criteria to determine the quality and credibility of performance information for government programs.

11 Key Aspects of Quality Performance Information

1. **Validity:** Extent to which data reflects actual results (outcomes!) of the program (NOTE: requires clear link through intermediate outcomes to program outputs)
2. **Usefulness:** Relevance to management decisions
3. **Reliability:** "Reasonable accuracy" of data
4. **Consistency:** Data is collected in a consistent manner with the same definitions and means of collection
5. **Statistically Significant:** Data appropriately reflects the target population and is representative of the sampled universe
6. **Timeliness:** Capable of being used to manage the program and make adjustments
7. **Transparency:** Data source, standards and methodologies for analysis are clear
8. **Integrity:** Data is free from bias (intentional or otherwise!)
9. **Cost-Efficiency:** Data collection costs (both financial and stakeholder burden) are appropriate
10. **Security:** Data is housed and used in an appropriate manner, with respect for privacy and sensitive information at all times
11. **Verifiable:** Independent assessments will corroborate reported results

RECEIVE CERTIFICATION & IN-HOUSE TRAINING

This event is part of the Government Performance Management Certification Program. In addition, the Performance Institute offers customized education programs to federal and state agencies that wish to train staff members in their own facility on knowledge management. For more information about the certification and in-house training options available to you, please contact Blake Zach at 703-894-0481 or emailing him at Zach@PerformanceWeb.org.

Venue and Hotel:

Auditing, Evaluating, and Improving Performance Information Systems will be hosted at The Performance Institute in Arlington, VA, just one block east of the Courthouse stop on the Orange Line of the D.C. Metro. A public parking garage is located inside of the building. Continental breakfast and a catered lunch will be provided for delegates on each day.

The Performance Institute
1515 N. Courthouse Rd., Suite 600, Arlington, VA 22201
Phone: 703-894-0481

A limited number of rooms have been reserved at a discounted rate of $115 at the Quality Courthouse Hotel, located two blocks from the Performance Institute. Please mention Performance Institute to guarantee this rate and ask to be put in the main tower, which has been recently renovated. In addition, a limited number of discounted rooms are also available at the Hilton Crystal City at National Airport at a rate of $159, or if available, the prevailing government per diem rate. A complimentary shuttle is available both before and after the conference. Please call the hotel directly to make reservations and be sure to ask for the business travel rates for the Performance Institute.

Quality Courthouse	Hilton Crystal City at National Airport
1200 N. Courthouse Road	2399 Jefferson Davis Hwy
Arlington, VA 22201	Arlington, VA 22202
Phone: 703-524-4000	Phone: 703-418-6800

How Do I Register? Call the Performance Institute at 703-894-0481 or visit us online at www.PerformanceWeb.org. Be sure to reference priority code **P391** when you register.

Group Discounts: The fee for attending *Balanced Scorecard Measurement and Management in Government* is $1095. Register by calling 703-894-0481 or visit us online at www.PerformanceWeb.org. Reduced tuition rates for delegates who attend in groups of three or more are also available by calling Blake Zach at 703-894-0481 or email him at Zach@PerformanceWeb.org .

Cancellations and Quality Assurance:

The Performance Institute strives to provide you with the most productive and effective educational experience possible. If after completing the course you feel there is some way we can improve, please write your comments on the evaluation form provided upon your arrival. Should you feel dissatisfied with your learning experience and wish to request a credit or refund, please submit it in writing no later than 10 business days after the end of the training to: Chris DeMaio, Chief Operating Officer, The Performance Institute, 1515 N. Courthouse Road, Suite 600, Arlington, VA 22201 (phone: 703-894-0481). We will evaluate individual complaints in a context of collective comments from the event. NOTE: A $150 service fee will be charged on cancellations received less than three weeks from the date of the event. A credit memo will also be sent reflective of that amount, which can be used for a future Performance Institute conference.

NATIONAL REGISTRY OF CPE SPONSORS

CPE Credit:
Delivery Method: Group-live
Program Level: Intermediate
Prerequisites: None
Advanced Preparation: None
CPE Credits: 13.5

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Evaluating, Auditing & Improving Performance Information Systems

REGISTRATION FORM

To Register:

1. Call Blake Zach at 703-894-0481
2. visit www.performanceweb.org
3. or fax this form to 703-894-0482

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