

Ensure your Agency's Program Information is Reliable and Valid!

Evaluating and Auditing Program Information and Performance Data in Government

Strategies and Best Practices for Examining and Improving the Quality of Performance Information in Government

Comprehensive training in practices that every government financial manager, program analyst, auditor, evaluator and accountant should know about in this age of performance-based government!

- ✔ Establish and implement data quality standards and methodologies for verification and validation of performance information
- ✔ Protect privacy and proprietary data by examining criteria and safeguards for use of sensitive information
- ✔ Bridge the gap between program managers, data collectors and agency auditors to improve data quality

PLUS: Learn how to apply an assessment model for evaluating, validating and verifying the state of performance measurement and data collection practices

Presented by:
The Performance Institute

September 27-29, 2000
Washington Plaza Hotel
Washington, D.C.

Your agency has performance measures—be sure its performance data is useful, timely, reliable and valid

Best Practices for Ensuring Program Information Meets Key Criteria

VALID & VERIFIABLE
Data integrity standards and auditing methodology to keep data reliable and accurate

SECURE
Protecting privacy and proprietary data by examining criteria and safeguards for use of sensitive information

RELEVANT
Ensure that performance measures correspond to program goals

COMPLIANT
Data collection practices are clean, easy and non-intrusive to program partners and do not violate the Paperwork Reduction Act

USEFUL
Provide information and data in user-friendly and useful formats and accessible information systems for improved management and decision making

Dear Government Executive:

Strategies, Systems and Tools for Evaluating and Auditing Performance Information

If your government agency is like most agencies, the last few years have brought a flurry of activity on designing and implementing performance measures to comply with a myriad of accountability mandates. With measures comes the need to collect and validate your data—as well as use this information to improve your programs.

To equip you with the strategies and tools to make your agency's performance data more reliable, meaningful and useful, you are invited to the ***National Summit on Evaluating and Auditing Program Information and Performance Data in Government***. This timely event offers comprehensive training for government financial managers and auditors in improving the quality, timeliness and accuracy of performance data.

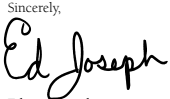
Prepare for New Data Integrity Mandates from Policymakers and Legislators

This Summit will also equip you with the methodologies you will need to meet rising expectations from legislators and policymakers for reliable performance information on key programs and outcome areas in government. You will emerge with a Maturity Model for assessing your internal performance measurement systems, as well as auditing and verification strategies for improving the quality of your information.

Practices that Every Government Financial Manager, Evaluator and Auditor Should Know!

We've assembled a speaking faculty with expertise and experience in establishing and auditing effective systems for collecting and verifying performance information. By reviewing their best practices and lessons learned, you will be prepared to craft and implement your own strategies to ensure that your program information is reliable, accurate, meaningful and useful. Remember: Your agency's performance measurements are only as strong as the data you can collect and use.
Call 703-519-6270 to reserve your spot today.

Sincerely,



Edward Joseph
Director
The Performance Institute

Most Government Agencies Collect Data that is Not Needed, Not Used, or Not Valid. Is your agency one of them?

Proven Strategies for Collecting,

Comprehensive training for government financial managers and auditors to improve the quality, timeliness and accuracy of your performance data

HOW YOU WILL BENEFIT:

1. Implement strategies to ensure that data being produced by your agency is reliable, accurate and verifiable
2. Assess your agency's systems using a maturity model to spot weaknesses and work with management to improve the methodology of performance measurement and data collection
3. Acquire strategies and tactics for working with senior management to design and implement a performance information system to provide fast, accurate and timely performance information on all agency programs
4. Protect privacy and proprietary data by examining criteria and safeguards for your use of sensitive information
5. Bridge the gap between program managers, data collectors and agency auditors to improve data quality
6. Work with program managers and partners to achieve buy-in on performance measures
7. Learn tools and techniques for collecting data from program managers and program partners in easy and non-intrusive ways
8. Develop in-house training for data managers in the application of data standards for performance measurement

"We want to change the way agencies evaluate their performance."

—Vice President Al Gore, 6/13/2000

"Agency Inspectors General will certify the accuracy of GPRA reports, and OMB will factor the results into its budget recommendations."

—Governor George W. Bush, 6/08/2000

Who Should Attend?

Inspectors General | Auditors | Program Evaluators | Strategic Planners | Performance Measurement staff
Financial Managers | Accountants | Program Analysts | Budget Officers | Program Managers | CIOs

Our Mission: The Performance Institute is a resource for public, private and non-profit organizations seeking to improve their performance through strategic management and performance measurement. Offering timely conferences, training, research and consulting, the Institute positions itself as a "solutions center" for executives and managers seeking assistance, cutting-edge research, best practice analysis and "next step" advice on organizational design, change and renewal.

Venue Information

This event will be held at the Washington Plaza Hotel in Washington, D.C. A limited number of rooms at government per diem rate have been reserved at the conference center. Please call 1-800-424-1140 or 202-842-1300 to reserve a room. Please reference group code 9493. For any other questions, comments or concerns regarding this program, please contact The Performance Institute at 703-519-6270.

g, Auditing, and Using Performan

Agenda and Speaking Faculty

Day One: September 27, 2000

8:30 **Keynote Address: Keeping Pace with Increasing Demands for Accurate and Fast Data for Management and Policymaking**

- Why performance measurement and reporting is here to stay
- Key strategic, technical, and cultural issues in the move towards accountability and performance reporting in government
- Working together: building bridges between senior management, program managers, auditors and legislators

Jacquelyn L. Williams-Bridgers
Inspector General
U.S. State Department

9:30 **Legislators' and Auditors' View: The Issue of Validity and Verification of Data**

- The latest from the Hill on data collection and integrity
- The use of performance information by the Legislature: Helpful tips for providing useful information for decision making
- The state-of-practice in validity and verification of performance information
- New roles for government auditing professionals in reviewing performance information

Robert Shea
Senate Government Affairs Committee

Christine Wolfe
House Education and Workforce Committee

Stan Divorsky
U.S. General Accounting Office

10:45 **Morning Break**

11:00 **A Maturity Model for Data Systems Verification and Validation**

- Landscape Briefing: leading practices in collecting and auditing performance information
- An assessment model for evaluating the state of your current performance measurement and data collection practices
- Critical success factors for establishing effective and reliable performance data systems

Carl D. DeMaio
Reason Public Policy Institute

12:00 **Luncheon**

1:15 **Examining the Strategic Use and Technical Maturity of a Performance Measurement System: A Case Study in Design**

- Understanding what information your performance data should produce: when, how and in what formats
- Strategies for ensuring the timeliness, usefulness and validity of data being reported by program partners
- Helpful practices in addressing technical challenges in performance measurement systems

William Coyne
Department of Labor

William Borden
Mathematica Policy Research, Inc

2:15 **Afternoon Break**

2:30 **New Dimensions of Auditing and Evaluating Performance Information: Data Security and Data Collection Burdens**

Several government agencies have recently come under fire for releasing or sharing sensitive information, including industry proprietary data. As government agencies begin to collect potentially sensitive information from program partners, regulated entities and customers, the importance of adopting clear criteria and protocols for the handling of information is becoming increasingly clear.

- Utilize proven management, safeguard and disclosure procedures for performance information
- Audit and evaluate agency approaches to information privacy
- Account for private and proprietary nature of government and business data
- Examine data collection procedures to ensure minimal burden is imposed on customers and stakeholders and comply with the Paperwork Reduction Act

Lynn Vendinello
U.S. Environmental Protection Agency

Frank Deffer
Office of Inspector General, US State Department

Judy Gordon
Office of Inspector General, Department of Commerce

3:30 **Critical Success Factors for Verification and Validation of Performance Information**

- Examine performance information produced by government performance measurement systems: a step-by-step framework
- Ensure collaboration between program and auditing functions
- Use data standards effectively within government to improve the quality of your performance information

Tom Kessler
Center for Strategic Management

4:30 **Adjourn**

Day Two: September 28, 2000

8:30 **Auditing Performance Information: A View from Florida**

While the federal government has just recently begun implementing and using performance measures within its programs, state and local governments have been measuring performance for many years. Most public administration experts point to Florida as the leading state in performance measurement. For several years, Florida has been implementing performance budgeting concepts, requiring timely, accurate, verifiable and meaningful performance data for decision making. In this intriguing and informative session, hear

- How the role of auditing and evaluation has evolved in Florida
- Key strategies to ensure that performance information is reliable and verifiable
- Enhancing the usefulness of performance information for decision makers

Martha Wellman
Office of Program Policy Analysis and Government Accountability
Florida Legislature

9:30 **Best Practices Panel: Methods and Approaches to Ensuring Valid and Accurate Performance Information**

- Lessons learned from leading officials in the auditing of performance information on how to address cultural, strategic and technical issues in improving data quality
- Evolving standards for evaluating the quality of program performance data
- Improving dialogue and coordination between auditors and agency managers on ensuring the usefulness and validity of performance information

Cindy Saboe
Office of Inspector General, US State Department

Michael Binder
Office of Inspector General, Environmental Protection Agency

10:45 **Morning Break**

11:00 **A Comprehensive Look at Data Reporting and Auditing – Unemployment Insurance at the Department of Labor**

The U.S. Department of Labor has begun efforts to examine the validity and accuracy of its performance information. In this case study session, hear how the Department is proceeding with

validity and verification efforts in its Unemployment Insurance area. This case study will provide lessons on a number of levels, ranging from auditing performance information reporting by an agency's own programs to examining performance information reported by program partners.

Burman Skrable
Department of Labor

12:00 **Luncheon**

1:00 **Implementing a Data Quality Checklist**

The US Department of Education has developed a premier handbook for performance measures and reporting systems. In this session, learn how to incorporate their lessons learned and proven tactics into your data systems to guarantee the accuracy of your data and your decision making. This session will allow you to develop a template and checklist for:

- Accurate descriptions of data quality
- Ensuring proper editing and clean data
- Auditing formulas, sequences and calculations
- Securing most recent and up-to-date performance information
- Formulating protocol for reporting and disclosure of quality data

Lois Peak
U.S. Department of Education

2:30 **Afternoon Break**

2:45 **Data Certainty: Statistical Issues in Auditing and Evaluating Performance Information**

- Dealing with inconsistency of program partner data
- Addressing data definitions, statistical issues, and type and use of audit data
- Dealing with uncertainty issues arising from surveys and reducing the variance of ratios

David Banks
Office of Inspector General, U.S. Department of Transportation

3:45 **Putting the Pieces Together: Developing a Comprehensive Data Audit Plan**

Formerly with the U.S. General Accounting Office, Ed Joseph is a national expert on developing and evaluating performance measures and has worked with numerous government agencies, Inspectors General, and auditing agencies on verification and validation of performance data. In this presentation, he will cover the use of:

- Logic models to document cause and effect relationships between program activities and outcomes, and
- Matrix analysis techniques for evaluating the various validation and verification issues that will arise during the normal scope of performance measurement audits, including goal alignment, balance, quality, and reliability issues.

Ed Joseph
The Performance Institute

4:45 **Adjourn**

Post Conference Symposium: September 29, 2000

Practicing What is Preached: Developing Performance Measurements and Performance-Based Audit Plans for Inspectors General and Audit Functions

8:30 **Performance Measurement for Inspectors General and Auditors**

In this session, participants will learn how to develop performance measurements for internal auditing and Inspector General functions. This portion of the workshop presents a comprehensive performance measurement model that integrates end-outcomes to intermediate outcomes and agency activities and outputs. Specific case examples of performance measurements from auditing functions will be presented and reviewed and issues relating to proper incentives and uses of performance measurements in auditing functions will be discussed.

10:30 **Breakouts on Performance Measurements for Specific Audit Functions**

12:00 Luncheon

1:00 **Developing a Comprehensive Data Audit Plan**

In this session, participants will acquire an understanding of how to evaluate the quality of program performance measures included in the annual performance plans and reports required under the Government Performance and Results Act. Through the use of self-documenting matrix analysis tools, they will acquire the ability to determine whether a program has

- goals and measures that align with its mission,
- balanced mix of efficiency and effectiveness measures, and
- reliable data sources underlying each measure.

Participants will leave this final day with the knowledge and capability to plan, supervise, and conduct audits of agency and program performance measures.

Ed Joseph
The Performance Institute

***Remember:* Your Performance Measurements are only as Strong as the Data your Agency can Collect and Use**

Evaluating and Auditing Program Information and Performance Data
Registration Form

Call (703) 519-6270; Fax This Form To: (703) 519-6271; or visit www.PerformanceWeb.org

☐ Yes! register me for the Conference ONLY at the standard tuition rate of $995.

☐ Yes, register me for the Conference and Day Three Symposium for $1495.

☐ Please call me. I am interested in a special Group Discount for my colleagues and me.

Name _____ Title _____

Organization _____ Dept. _____

Address _____ Mail Stop _____

City _____ State _____ Zip _____

Telephone _____ Fax _____ E-mail _____

METHOD OF PAYMENT: ☐ Credit Card ☐ Check ☐ Purchase Order/Training Form

Credit Card Number: _____ Name on Card: _____ Exp: _____

The Performance Institute
311 North Washington Street, Suite 200
Alexandria, VA 22314
www.PerformanceWeb.org

PRESORTED
FIRST CLASS
US POSTAGE
PAID
PERMIT NO. 3539
ROCKVILLE, MD

Ensure your Agency's Program Information is Reliable and Valid!



Strategies and Best Practices for Examining and Improving the Quality of Performance Information in Government

Evaluating and Auditing Program Information and Performance Data in Government

September 27-29, 2000
Washington Plaza Hotel
Washington, D.C.