The Performance Institute

e-Government and Information Technology

Consulting and Training Services Available

Leveraging Technologies in Government through Performance-Based IT Management

Federal, state and local governments spend a combined $220 *billion* on information technology annually. Government information technology, and more specifically e-Government, must be much more than just megabytes and websites. It must improve the accessibility and quality of services to citizens. As a result, the Performance Institute provides comprehensive IT training and consulting services designed to help agencies create citizen-centered technology strategies.



1. IT Capital Planning and Portfolio Management

Agency IT investments must be directly aligned to individual program needs as well as the overall agency mission. PI provides a performance-based methodology for creating and effective IT Capital Plan to ensure that IT projects are well planned, well funded, and well executed in a mission-aligned manner. A strong IT capital plan—integrated with an investment and project management system—offers the best opportunity for IT success and return on investment with improved service.

2. IT Performance Measures and Cost Accounting

Performance measures and cost accounting methodologies are the primary vehicle for aligning IT investments to tangible improvements in agency efficiencies and effectiveness. They also provide the primary ingredient for solid IT business cases. PI offers a thorough framework for defining performance measures for IT projects that are aligned to program missions and goals, as well as calculating full activity and output costs. Through interactive training and performance consulting, PI can transfer a long-lasting expertise to your agency that substantially improves the quality and use of IT performance measures and cost allocations.

(Over)

IT/e-Government Measurement Categories

Input ← Activities/Processes ←	Outputs ←	Intermediate Outcomes ←	End Outcomes
$/FTE	Cost Efficiencies	Transaction Levels	Improved Accessibility Enhanced Capability	Improved Mission Results
Input → Activities/Processes →	Outputs →	Intermediate Outcomes →	End Outcomes

IT Budget Justifications and the President's Management Agenda

Citizen-Centered e-Government is one of five goals of the President's Management Agenda, (PMA) as well as a myriad of local and state initiatives. OMB recently failed more than half of the 1500 IT budget justifications submitted in FY 2003. Without a solid performance case for IT budgets, agency IT expenditures can become a "high risk" investment.

PI's comprehensive technology services address every facet of the IT budget justification process outlined in the PMA, specifically using four key OMB business case tools:

- Program Assessment Rating Tool
- OMB Exhibit 300s
- Business Reference Model
- Performance Reference Model

3. IT Performance Contracting

Eighty-five percent of government IT expenditures involve the use of a contractor. OMB has mandated expanded use of performance-based service contracting for all service contracts—and has revised OMB Circular A-76 to streamlining sourcing processes for IT. Improving IT contracting (from sourcing decision to vendor management) is vital to ensuring the success of IT investments. PI offers expert training and consulting in performance-based IT contracting, from identification of performance requirements to creation of innovative contracting vehicles. Moreover, PI will ensure that effective IT outsourcing strategy and contract management are integrated into the IT planning process, the budget, and that they are aligned with both the project and agency mission.

4. Enterprise Architecture Alignment

Strategic analysis and management of an agency's enterprise architecture is critical to updating legacy systems, integrating business processes, and achieving efficiencies. PI's architecture services begin with an assessment of the agency's IT information asset base and evaluates current vs. desired stated based on business process needs and mission goals. The result is an approach that fully complies with federal A-130 guidance and federal architecture standards, as well as providing a more efficient and seamless transition to the desired agency IT enterprise architecture.

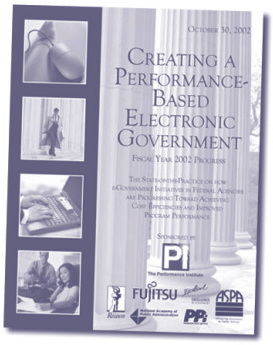
5. IT Security and Privacy

The passage of the 2002 e-Government Act will result in more stringent requirements for information security and privacy. In order to ensure compliance with the new mandates, PI covers all of the latest NIST solutions and government-wide best practices for improving IT security and privacy.

6. IT Project Management

The success of IT initiatives can be directly linked to the capacity of the agency to manage complex IT projects—particularly in a highly outsourced IT environment. PI hands-on training and project management consulting will provide a solid base of program management skills for all staff. These skills range from the establishment of program objectives to the application and tailoring of best practices, as well as providing on-site management and technical skills to execute all phases of the program effectively.

Performance Institute Expertise in Defining "Performance-Based" e-Government



The Performance Institute has been at the center of defining performance management in government information technology. With its groundbreaking 2002 report on "Creating a Citizen-Centered e-Government," PI identified best practices in designing, managing and measuring complex cross-agency e-government initiatives. The media, as well as officials at OMB, GAO and other standard-setting bodies have referenced the PI Logic Model approach to IT performance management. Fusing best practices with policy making, PI research has influenced updates to OMB guidance on the "IT Business Reference Model" and the recently released "IT Performance Reference Model."

6. Budget Justifications and OMB Exhibit 300s

In pursuit of efficient and effective e-Government initiatives, OMB have established rigorous guidelines for agencies to use in planning and justifying IT expenditures. PI training and consulting services provides a step-by-step approach to developing IT budget justifications and OMB Exhibit 300's. PI will also allow you to conduct a thorough evaluation of your programs/management and ensure the funding and future of your IT initiatives by aligning your strategy and management with guidelines, and then delivering the performance results.

GSA FSS Contractor

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Free One-Hour Consultation

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