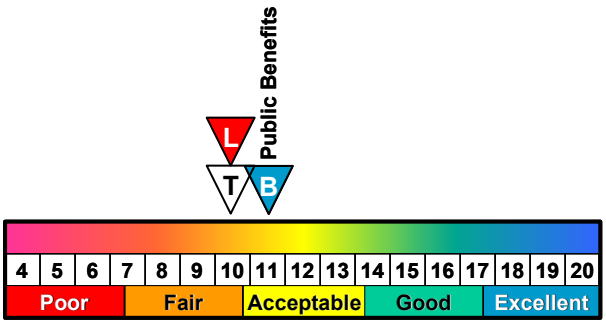
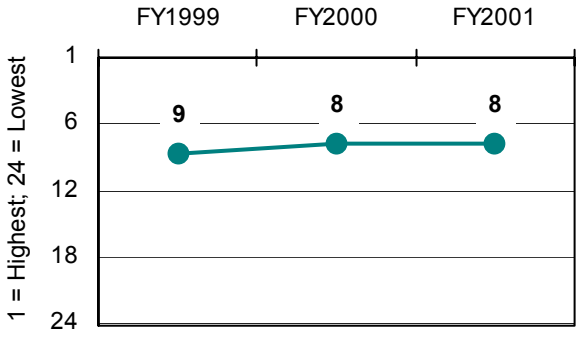
General Services Administration (GSA)

FY 2001 Rank: 8

FY 2001 SCORES



Total Score: 31 (out of a possible 60)



Transparency

- GSA's report is two links deep in the website. It is available in both Word and PDF formats.
- Language is straightforward and layout is clean, but despite the visual appeal of the document, it reads like a collection of separate business units' reports.
- Agency-wide discussion of data limitations is too brief. Each unit instead discusses its own systems and definitions, leading to inconsistency.
- Data for three to four years accompany each measure.

Public Benefits

- Most goals and objectives discussed are activities but some are outcome-oriented.
- GSA's measures are a mix of activities and outcomes. Some links to outcomes goals weak or non-existent.
- GSA uses some helpful examples that compare its effectiveness to market alternatives.
- No cost-effectiveness data are provided for agency-wide performance.

Leadership

- Professionalism and competence merit some recognition; however, leadership is missing. Discussion of the overall agency is limited to one page and new strategic goals not shared.
- Explanations for failing to meet targets are uneven.
- Discussion of management challenges identified by IG, GAO, and Senate Government Affairs is adequate.
- New measures may improve agency's focus on results, but the little attention devoted to its use of existing information does not earn the reader's confidence.