

## Overview

Performance management is the use of goals, measurement, analysis, and data-driven reviews to improve results of programs and the effectiveness and efficiency of agency operations. Simply put, **good management**. Administrations have implemented different systems over time to implement good business practices across federal Government. In 2010, the Government Performance and Results Modernization Act (GPRAMA) was passed to build on a framework began by the 1993 Government Performance and Results Act. The intent of this bipartisan law was to promote the following:

- ❖ Improved service delivery
- ❖ Improved return on investment through focus on priority, measurable outcomes
- ❖ Data-driven decision making
- ❖ Transparency and accountability
- ❖ Frequent monitoring of data on progress toward outcomes
- ❖ Coordinated, effective internal management of the government

## Key Components

### Setting Goals

#### Cross-Agency Priority (CAP) Goals

A set of goals revised every four years in priority areas where implementation requires active collaboration between multiple agencies and leadership focus, reported on Performance.gov.

#### Strategic Goals & Objectives

Strategic goals are long-term goals nestled under strategic goals for the major functions and operations of the agency. They are specific and usually describe the agency's role in achieving that outcome.

#### Performance Goals & Agency Priority Goals (APGs)

Performance goals are aligned to the agency's strategic objectives and may contain a performance indicator, target and timeframe to define the level of performance to be achieved. APGs are specific goals that can be accomplished in a two-year period and are reported publicly on Performance.gov.

### Reviewing Progress

#### CAP Goals Quarterly Review

CAP goal teams report quarterly on recent progress against indicators, targets, and milestones. OMB and the Performance Improvement Council review these reports.

#### APG Quarterly Review

Agency Chief Operating Officers, along with key personnel from program offices, run quarterly data-driven reviews of APGs to better understand progress and identify course corrections.

#### Annual Strategic Review

Agency heads and Office of Management and Budget conduct annual reviews of progress on the strategic objectives named in the strategic plan, considering the entire body of both qualitative and quantitative evidence.

### Planning & Reporting

#### Agency Strategic Plan

The Agency Strategic Plan defines agency mission, long-term goals, strategies planned, and means of measurement.

#### Annual Performance Plan and Report

The plan is forward-looking, communicating the future year's strategic objectives and performance goals with other elements of the agency budget request. The report is backwards-looking, describing the results of the past year's efforts.

The Performance Improvement Council (PIC) advances mission achievement across the Federal Government by helping agencies set, plan, and achieve federal priority goals and facilitating government-wide implementation of performance management best practices through capacity-building and knowledge-sharing. The council staff sit at the General Services Administration and can be reached at [PICstaff@GSA.gov](mailto:PICstaff@GSA.gov).