

## 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 means:**

- ❖ Setting goals and prioritizing
- ❖ Putting in place accountability mechanisms
- ❖ Determining and committing to a path forward
- ❖ Routinely assessing whether outcomes are being met
- ❖ Using data and analysis to form insights and make decisions
- ❖ Executing plans and processes and actively managing them
- ❖ Identifying and acting on improvement opportunities
- ❖ Sharing information about plans, progress, challenges and results

## What does this look like in the federal government?

The purpose of the federal performance management framework is to infuse and set good business practices into the federal government. There are four primary elements:

### Elements

### This looks like...

#### Strategic alignment of mission and work within agencies

- ❖ Agency Strategic Plans
- ❖ Agency-led annual reviews of progress towards key objectives

#### Identification of specific agency priorities

- ❖ Agency Priority Goals (APGs)
- ❖ Agency Chief Operating Officer led quarterly reviews of progress

#### Cross-agency coordination on key Administration priorities

- ❖ President's Management Agenda
- ❖ Cross-Agency Priority (CAP) Goals
- ❖ Executive Office of the President (EOP)-led quarterly reviews of progress

#### Transparency and accountability

- ❖ Identified goal leaders
- ❖ Frequent, data-driven reviews of progress
- ❖ Public reporting on Performance.gov

## How can you leverage the performance management framework?

Most importantly, the performance management framework gives agencies some **key levers** to pull to implement priorities within their agency:

- ❖ Buy-in from the Executive Office of the President on identified agency priorities and alignment to overarching government priorities
- ❖ Access to and coordination with the management leaders and functions within the EOP and agencies
- ❖ Connections to the performance function at other agencies to coordinate cross-agency goals, share best practices, and align strategies
- ❖ Accountability mechanisms (i.e., named goal leaders, public reporting) to hold partners within your agency responsible for results
- ❖ Built-in routines to sustain interest, commitment, and regular reviews of progress
- ❖ Access to the Performance Improvement Council staff to help you achieve results

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).