



High performance. Delivered.

Performance Management – What Do We Mean?

National Association of State Comptrollers
March, 2006



Two Perspectives



- Back-Office Administrative Services
 - Efficiency
 - Focus on limiting costs, provide certain levels of service
- Citizen-Facing Service Delivery
 - Effectiveness
 - Delivering what citizens want at a reasonable cost



AGPS Performance Management Reporting

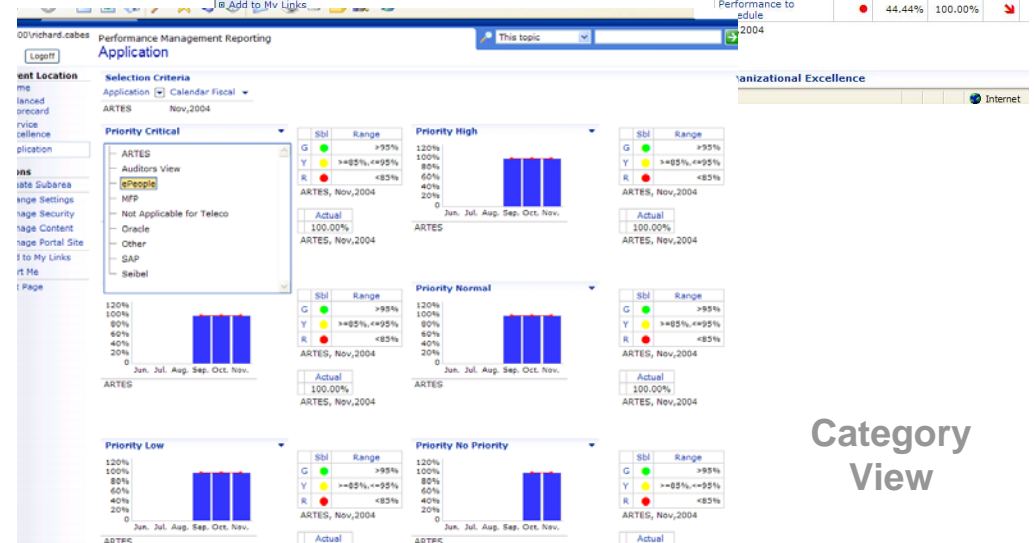
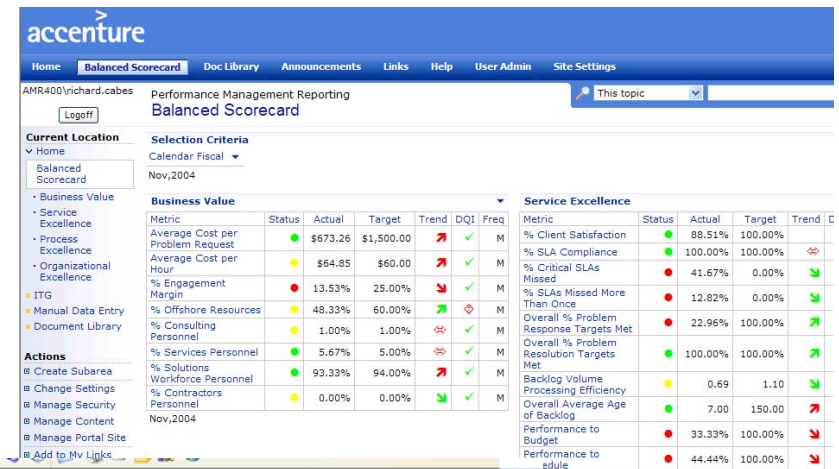


A solution to monitor and manage internal operational and service performance

What it is:

- Reporting tool and Data Warehouse based on MS Reporting, MS SQL Server, OLAP Cube, and Business Objects Data Integrator
- Standard Balanced Scorecard templates and supporting reports for aggregated monthly reporting
- Based on standard metrics and metrics architecture for each outsourcing offering
- Ability to add additional metrics and custom reports (unit pays for customization)
- Predefined drill down capability and some custom analytics
- Highly secure and scalable architecture

Balanced Scorecard View



Category View

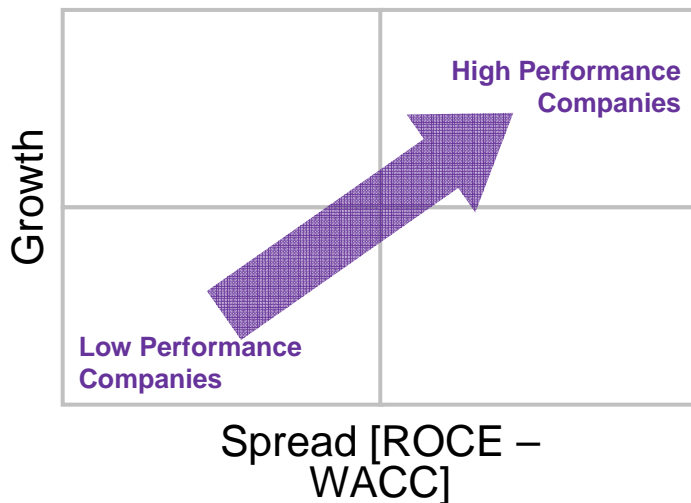


The Accenture Public Service Value Model



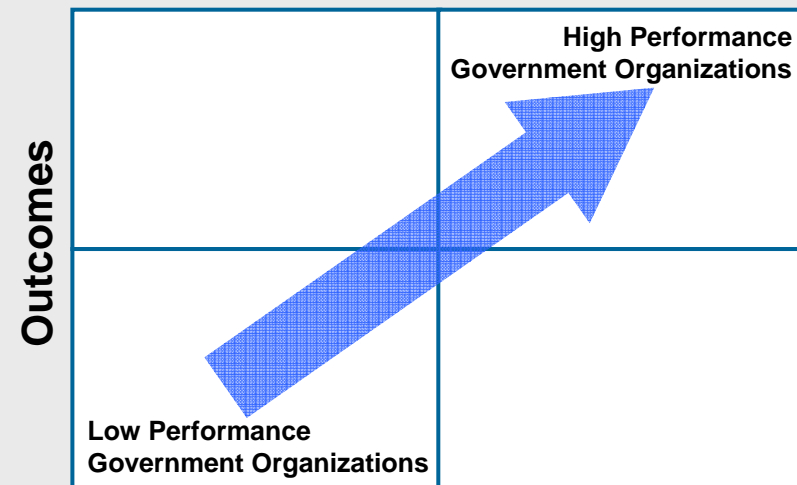
Shareholder Value Analysis

“Measures the Value created for Investors”



Public Service Value Analysis

“Measures the Value created for Citizens”



Cost Effectiveness

- **Outcomes** are a weighted basket of social achievements
- **Cost Effectiveness** = $\text{Outcomes} / (\text{Annual Expenditure} - \text{Capital Expenditure} + \text{Capital Charge})$



What's new?



Current Approaches

- Focuses on Inputs & Outputs
- Day-to-day operational, single agency perspective

Managing for Public Service Value

- Outcome focus
- Agency-wide

Risk:

An agency can “do more with less,” increasing efficiency on traditional performance measures; and yet still lose ground on achieving overall outcomes.

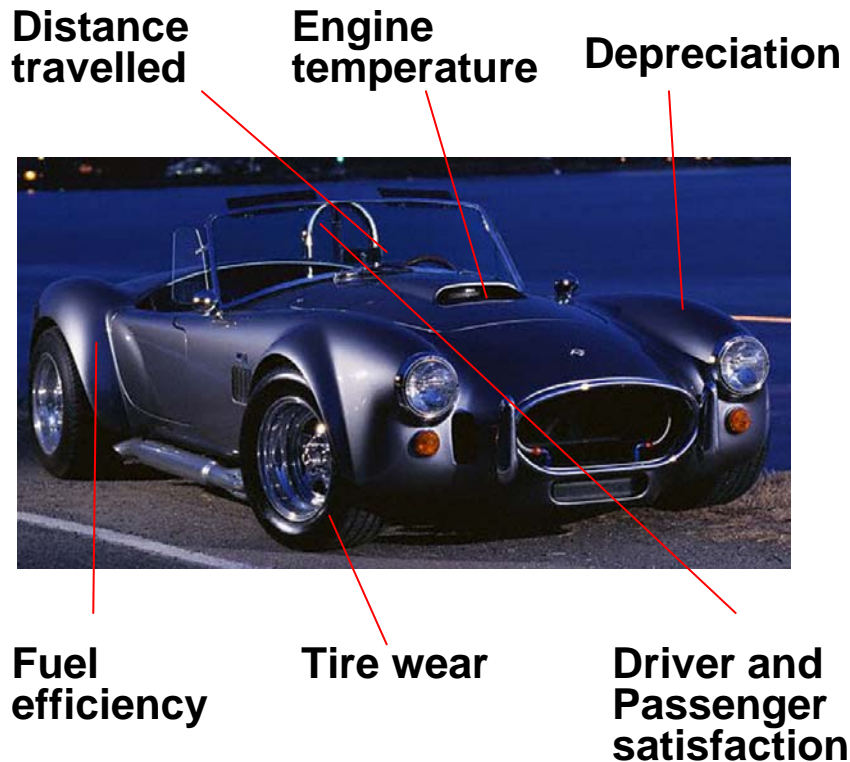
Solution:

Accenture’s Public Service Value Model lets an agency “see the forest from the trees.”

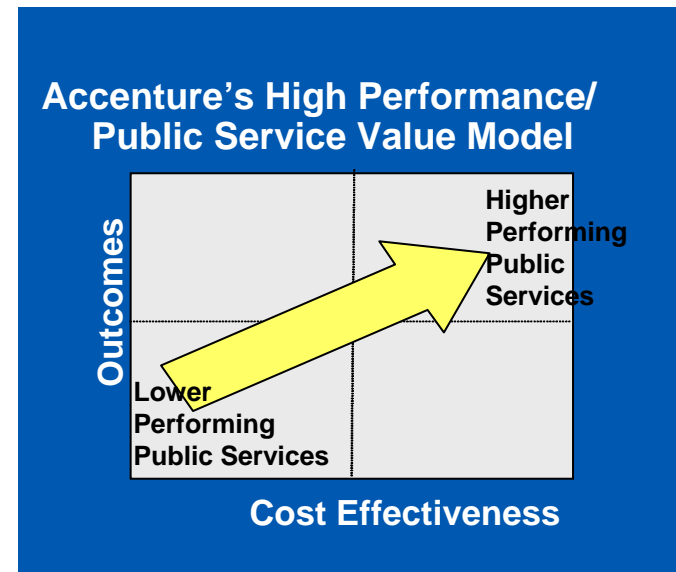
PSV vs. Balanced Scorecard



Balanced Scorecard



Public Service Value



- What have we been able to accomplish?
- How cost effective was it?