Performance Management

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 goals
• Putting in place accountability mechanisms
• Determining and committing to a path forward
• Routinely assessing whether outcomes are met

What does this look like in the federal government?

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

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| 1. Strategic alignment of mission and work within agencies | • Agency Strategic Plans  
  • Agency-led annual reviews of progress towards key objectives |
| 2. Identification of specific agency priorities | • Agency Priority Goals (APGs)  
  • Agency Chief Operating Officer-led quarterly reviews of progress |
| 3. 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 |
| 4. 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 EOP on identified agency priorities
• Alignment with overarching government priorities
• Access to and coordination with management leaders and functions within 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 (PIC) to help you achieve results

The Performance Improvement Council (PIC) shares best practices and builds capacity across the federal government to set, plan, and achieve priorities for the American public. The PIC is supported by the Office of Shared Solutions and Performance Improvement (OSSPI) at the General Services Administration (GSA) and can be reached at picstaff@gsa.gov.