Performance Management for Civilian Agencies

Better information, better results.

Public sector civilian agencies make up the bulk of our nation's government, employing millions of Americans—the majority federal government workers—and garnering nearly half the entire federal IT budget.

For these agencies, measuring and managing performance is a top priority. Integrating this performance information with budget and spending information is quickly becoming the number one goal of civilian agencies, particularly in light of increasing cost constraints.

Herein lies the challenge. Disparate tools, manual paper-based processes, spreadsheet budgeting, and legacy IT systems provide limited visibility into agency operations and activities.

Agencies need the ability to link strategy with execution and cost, while measuring detailed indisputable performance results against targets—metrics, plans, and budgets. Agencies must make activity-based costing a reality.

Civilian agencies must also be able to leverage, analyze, and associate silos of information across different parts of the organization to get a single view of performance management.

This is precisely what Cognos, an IBM company does. Cognos provides an integrated, best-practices solution for government performance management.

With integrated plans, business intelligence, and performance metrics, you can improve your understanding of the current state of your operation. This will enable you to make timely, informed decisions in line with your operational goals.

Answers to your performance questions

Complete operational performance management for civilian agencies is built upon the answers to these questions:

How are we doing? Why? What should we be doing?

The answers to these questions let you build a common understanding of performance, ensure accountable decisions and actions, and deliver successful programs. Scorecards and dashboards let you measure and monitor your performance and track your key metrics. Reporting and analysis let you see the why behind the data, gain context, understand trends, and spot anomalies. Planning, budgets, and forecasts let you set a course your entire organization can follow.

Scorecards and dashboards

Cognos scorecards use baseline metrics to directly match program objectives against performance and cost metrics. Built from organizational strategy maps, scorecards foster integration among groups. Cognos dashboards combine and distill graphical information for immediate, at-a-glance understanding of performance.

Civilian agencies are using Cognos scorecarding today to:

- Provide the entire organization—agency staff, contractors, and suppliers—with real-time metrics, analysis, and feedback on progress toward goals

- Monitor the budget as it aligns with the agency's performance metrics, and make quantitative decisions about where to cut and where to continue funding

- Capture, measure, and track long-term program outcomes—allowing analysts to view historical information

- Measure and track the actual versus the plan–track costs and benefits associated with particular programs or legislation.

This dashboard combines the key metrics that let you easily follow expenditures against budget by quarter, by division, and by expenditure type as they occur.

Reporting and analysis

With Cognos analysis you can quickly access and make sense of vast amounts of disparate data. Communicating this insight through reporting leads to more informed decisions and better performance throughout the agency.

Civilian agencies are using Cognos reporting and analysis today to:

- Consolidate information across functions—programs, operations, HR, finance—to gain a better view of agency performance
- Understand the reasons behind successes and roadblocks to enable appropriate responses and decisions
- Manage personnel skills requirements and inventories to effectively deploy resources, identify critical skills gaps, and anticipate when to acquire outsourced services
- Gain visibility into core business processes, and uncover process or program inefficiency, misuse, or fraud
- Respond to reporting mandates, allowing agencies to share timely information with legislators, other levels of government, or regulatory authorities
- Deliver accurate and consistent reports, even in complex compliance and quarterly reporting environments
- Answer Congressional inquiries on budget and mission performance
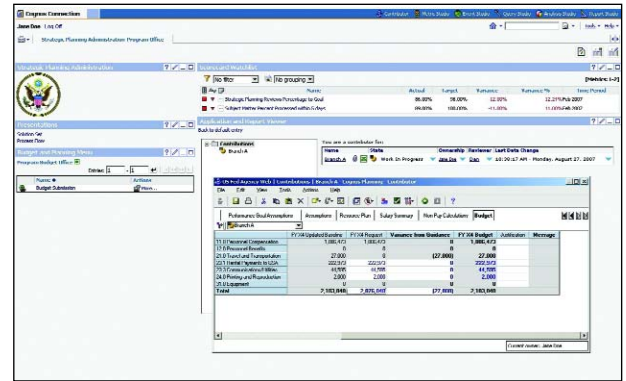- Tie activities to strategic mission objectives.

Planning and budgeting

IBM Cognos 8 Planning provides a collaborative environment that delivers real-time insight into cross-agency performance on a single platform. IBM Cognos 8 Planning lets you define goals and turn them into discrete plans and budgets for the entire organization.

Civilian agencies are using IBM Cognos 8 Planning today to:

- Align planning cycles with changing external conditions
- Centralize "what-if" analysis and compare obligations to actuals to plan current and future budgets
- Increase accountability and buy-in by allowing all levels of the organization to contribute to the planning process
- Automate the creation of OMB Exhibits, including reports and briefing books

- Eliminate "best-guess" project milestones through predictable planning and better communication with administrators and staff
- See how actions contribute to strategy, and how strategy contributes to overall performance
- Accelerate program planning cycles for delivery before they become obsolete.

IBM Cognos 8 Planning lets contributors track actuals against obligations, keeping you on plan and moving toward your goals. High participation in the planning process drives accountability and buy-in.

About Cognos, an IBM company

Cognos, an IBM company, is the world leader in business intelligence and performance management solutions. It provides world-class enterprise planning and BI software and services to help companies plan, understand and manage financial and operational performance. Cognos was acquired by IBM in February 2008. For more information, visit **http://www.cognos.com**.

Over 75,000 U.S. federal government employees rely on Cognos to run more efficient, effective, and transparent programs. Cognos also helps state agencies in 40 U.S. states improve their performance.

For more information

For more information on Cognos solutions for government, please visit www.cognos.com/gov

Request a call

To request a call or ask a question, go to www.cognos.com/contactme A Cognos representative will respond to your enquiry within two business days.

(02/08)

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