

HILL EXAMINES SUCCESS IN PERFORMANCE MANAGEMENT

Congress held a hearing on performance information and how it could be used to improve program performance. No, that's not a joke. It was a long, substantive hearing with examples of how we're doing well using performance information to manage:

- EPA Deputy Administrator and Performance Improvement Officer (PIO) Marcus Peacock
http://hsgac.senate.gov/public/_files/PeacockTestimony.pdf
- NRC Chief Financial Officer and PIO Jim Dyer
http://hsgac.senate.gov/public/_files/DyerTestimony.pdf
- NASA Associate Administrator for Program Analysis and Evaluation and PIO Scot Pace
http://hsgac.senate.gov/public/_files/PaceTestimony.pdf
- VA Deputy Assistant Secretary for the Budget and PIO Daniel Tucker
http://hsgac.senate.gov/public/_files/TuckerTestimony.pdf

There were also good suggestions on how we can do better:

- Donald F. Kettl, Ph.D. , Director, Fels Institute of Government , University of Pennsylvania
http://hsgac.senate.gov/public/_files/KettlTestimony.pdf

GAO also testified at the hearing, “According to GAO surveys, since 1997 significantly more Federal managers report having performance measures for the programs they manage. However, despite having more performance measures available, federal managers’ reported use of performance information in management decision making has not changed significantly.”
http://hsgac.senate.gov/public/_files/SteinhardtTestimony.pdf

We can do better, and that will be a major topic at the next meeting of the Performance Improvement Council. In the meantime, you should be asking yourself, “Am I getting the information I need, when I need it, to make sure my program is effective, and getting more effective every year?”