

CERTIFIED GOVERNMENT PERFORMANCE MANAGER

RIYADH 9-13 DECEMBER 2018



Now for the
first time in
Saudi Arabia

PROGRAM OVERVIEW

The Performance Institute, located in Washington DC the heart of US Government, was founded in 2000 and has quickly become a leading voice on performance-based management in government and non-profits. In fact, the White House Office of Management and Budget has cited the Performance Institute as "the leading authority on performance-based management in government." The Institute's work has also been cited in numerous policy initiatives for management improvement throughout various levels of The United States government. The Performance Institute provides timely advice and how-to methodologies to government and non-profit managers through six delivery methods: research programs, conferences, training, certification, policy forums, and consulting services.

Certified Government Performance Manager | CGPM

The US Government Performance and Results Act (GPRA) requires that all government agencies should appoint a Performance Improvement Officer (PIO) and specified his/her role and responsibilities in managing the agency performance cycle (item 200.12 of Circular No. A-11.).

Over the past two decades, The Performance Institute has trained over 25,000 personnel and their stakeholders and grantees in the latest methodologies and best practices for measuring and managing performance.

The Performance Institute offers the Certified Performance Manager (CPM) program – the only recognized certificate program that comprehensively prepares government and non-profit managers to lead performance management initiatives within their agencies. The Institute's programs are also accredited through several continuing education bodies including Project Management Institute and National Association of State Boards of Accountancy (NASBA).

PROGRAM METHODOLOGIES

- **Strategic Planning:** Utilize proven methodologies that work in local government to define Saudi Arabian priority goals (using customer and stakeholder feedback, strategic issue analysis, best practices, etc.) and cascade those goals to individual agency programs and functions.
- **Performance Measurement:** Develop meaningful performance measures to track outcomes and management progress in delivering agency programs to citizens.
- **Collecting, Analyzing and Using Performance Data:** Collect and report performance measurement information while embracing data analytics to better understand how to adjust and improve agency programs.
- **Program Evaluation and Performance-Based Budgeting:** Learn how to develop and answer evaluation questions about program achievements. Take advantage of proven processes for evaluation planning, performance management, performance reviews and Performance-Based Budgeting.

PROGRAM OBJECTIVES

- Attendees will be equipped with a common thought process and language strategic planning, performance measures, and program evaluation – in preparation for efforts to revise its Strategic Plan and drive use of performance management techniques at all levels.
- Attendees will launch a disciplined approach to realigning resources – starting with alignment of programs to a Strategic Plan and continuing through both a performance measurement initiative and a performance budgeting effort.
- Attendees will then sustain the use of performance management throughout the entire organization because they will have acquired skills in a "tool kit" that can be maintained and replicated as well as receive their individual Certified Government Performance Manager (CGPM) status.



KEY TAKE AWAY

- Create clearly-defined mission and vision statements, organizational values, environmental analysis.
- Align program mission and performance measures for greater results and the ability to prioritize resource effectively .
- Identify the strategic elements and key lessons learned from building results-oriented programs.
- Learn how to use organizational goals and objectives to develop appropriate performance measure.
- Design effective performance measures to implement goals and strategies.
- Structure and align key indicators using several popular methodologies.
- Implement and manage through data to execute strategic goals and objectives.
- Learn how to develop and answer evaluation questions about program achievements.
- Take advantage of proven processes for evaluation planning, performance management, and program reviews.
- Strengthen accountability to support organizational growth and progress, particularly for budget request justifications.
- Utilize Evidence-Based Analysis to justify budget requests and secure grand funding while stimulating innovation.

PROGRAM OUTLINE



Strategic Planning for Government

December 9-10 2018, 1 ½ Days

Module 1: Connect Strategic Planning and Organizational Results

- Discover why traditional strategic planning processes often fall short of delivering results because they lack proper strategy definition, program alignment, stakeholder buy-in, and data for performance measurement.
- Identify the characteristics and requirements of successful strategic plans.

Module 2: Defining Customers and Stakeholders for Agency Programs

- Identify parties impacted by new strategies and define stakeholder engagement.
- Understanding Customer Values.
- Assessing existing products and services from the customer's viewpoint.

Module 3: Defining Mission and Outcome Goals

- Defining the scope of agency programs through clear definition of Mission.
- Identifying end-outcomes of agency programs.

Module 4: Design Outcome-Focused Strategies and Measures

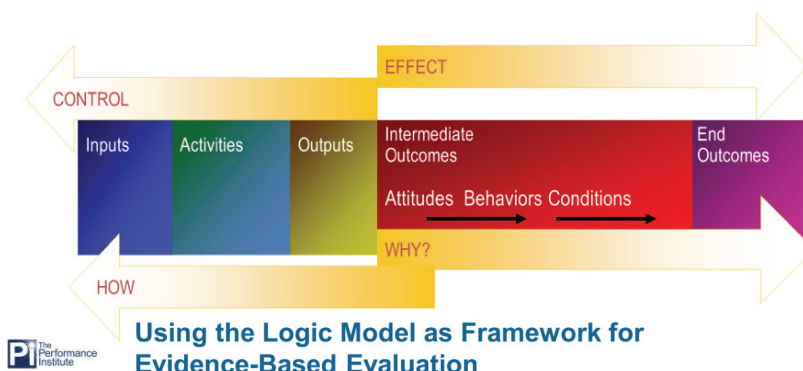
- Identify effective, efficient strategies aligned to achieve outcomes.
- Helpful Toolkits: ABC Analysis, Center-of-Gravity, SWOT Analysis.
- Create intermediate outcomes for tracking short-term progress.

Module 5: Align Program Activities and Resources

- Evaluate program activities and research objectives in the context of goals.
- Allocate resources based on outcome goals, outputs, and activities.
- Appoint Goal Owners to keep initiatives on-track.

APPLICATION SESSION – Goals and Strategic Assessment Questions for Saudi Arabian Programs

- Define an outcome goal.
- Map ideal strategies for achieving results.
- Identify customers and stakeholders.
- Stipulate what is unknown and may need more research.
- State current programs and activities – and identify possible elimination/addition items.





Performance Measurement for Government

December 10-11 2018, 1 ½ Days

Module 1: The 8 Keys of Effective Performance Management Systems

- Understand the eight critical success factors for effective performance management systems.

Module 2:

Select Your Framework for Developing Measures (Logic Models, Balanced Scorecards, and more)

- Define the relationship between outcomes, measures, activities, and evaluation.
- Develop a framework and process for planning, management, and evaluation.
- Provide a structure for understanding the situation that drives the need for an initiative.

Module 3: Identify Measures for Outcomes and Intermediate Outcomes

- Develop end outcomes that are grounded in mission and statute and that assess progress toward achieving strategic goals.
- Learn how to measure not just what you can easily count, but those difficult-to-measure results that truly matter.
- Use SMART framework to develop effective outcomes.

Module 4: Down-Select to the Vital Few Measures

- Create meaningful measures that are useful for decision makers and other stakeholders.
- Develop clear measures that tell your department's story.
- Create useful measures that remain relevant and meaningful over time.

Module 5: Data Definitions and Setting Targets

- Set targets for your chosen measures.
- Establish desired results within a specific timeframe.
- Understand the four attributes of a quality target.

APPLICATION SESSION – Devise Performance Measures for Your Agency Function

- Taking Logic Model from last Application Session, identify key performance measures for program area.
- Narrow-cast to 3 key measures and state how you would anticipate those measures would be used.



Data Analytics and Using Performance Information in Government

December 12 2018, 1 Day

Module 1: Collecting and Reporting Performance Data in Government

- Helpful practices for collecting and storing performance information.
- Increase data availability and make sure the data is readily accessible.
- Creating performance reports for public use.
- Reporting data internally – options for visualization of data.

Module 2: Managing Data Quality

- Understand tolerance for dirty data – only clean as much as you need.
- Validity and verification best practices.

Module 3: Fundamentals of Data Analytics in Government

- What are data analytics and how can they transform government management?
- Identify areas for deeper analysis and evaluation.
- Connecting the dots – harnessing data streams across government and with the private sector.

Module 4: Data-Driven Performance Reviews in Government

- How to organize and facilitate a DDPR in government.
- Managing next steps and action from DDPRs.





Program Evaluation and Performance-Based Budgeting

December 13 2018, 1 Day

Module 1: Focus Your Inquiry: Understanding how evaluation affects program assessment and contributes to management

- Learn basic evaluation terms.
- Explore the basic steps in an evaluation.

Module 2: Discover key tools through the Logic Model to understand your program and plan your evaluation and Evidence Based Analysis

- Learn what a logic model is and its benefits.
- Discover how to create a conceptual model for your program.
- Explore examples of other logic models.

Module 3: Continue to Focus Your Inquiry and develop evaluation questions

- Learn how to identify key evaluation questions from your program logic model.
- Building a Use Case.

Module 4: Develop Indicators to answer evaluation questions

- Learn how to develop appropriate indicators.
- Identify key performance measures within your evaluation.

Module 5: Consider contextual issues that can influence assessments of program effectiveness

- Learn how the logic model aids in identifying external influences that can help or hinder your programs success.
- Understand why and how external contextual factors must and can be controlled in an evolution of your program.

Module 6: Develop your Evaluation Plan

- Identify best fit indicators to answer your evaluation questions.
- Review the common methods appropriate for various types of evaluation questions.
- Answer various types of evaluation questions.
- Know when and where to obtain technical help to plan and conduct your evaluation.

Module 7: Implementation of your evaluation plan-collect data

- Learn how the logic model aids in identifying external influences that can help or hinder your program's success.
- Understanding why and how external contextual factors must and can be controlled in an evaluation of your program.

Module 8: Interpret and analyze the data

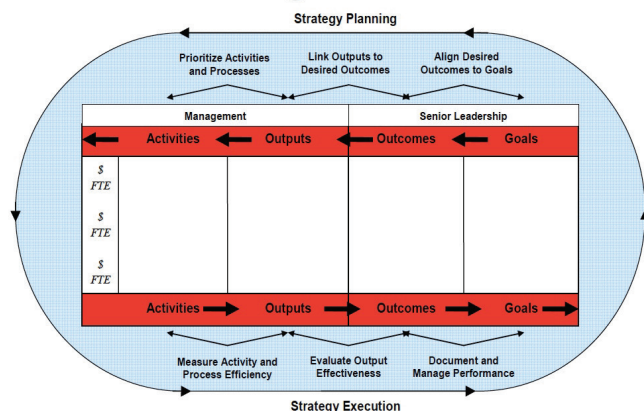
- Learn common ways to store and manipulate data
- Use common quantitative and qualitative analytic approaches

Module 9: Principles of Performance Based Budgeting

- Common challenges with budgeting.
- Evaluating the reliability of your performance measures and plans.
- Evaluating the reliability of cost and financial information.
- The Ten Steps of Performance Based Budgeting.



Performance Logic Model Framework



PROGRAM SPEAKER

Carl DeMaio

Founder and President,
The Performance Institute, Inc.



Carl DeMaio is a senior fellow with The Performance Institute, supporting nonpartisan, think tank efforts to improve government performance through the principles of transparency, accountability, performance, and engagement. Carl founded PI in 2000 and served as its Chief Executive Officer until 2008. After serving in elected politics, he returned PI to work on government innovation, providing advice to both elected and career government officials on a wide range of government reform topics.

Carl has authored numerous reform proposals at all levels of government in the US and guided successful implementation of those proposals with both elected and career officials. He is a nationally-recognized expert in a variety of government management topics including performance management, workforce transformation, program redesign, budget efficiencies, process improvement, acquisition and partnerships, and leadership of major change initiatives. He served the George W. Bush Presidential Council as part of an advisory commission for the US government.

While serving on the San Diego City Council from 2008 – 2012, Carl helped define and implement a series of reforms that helped save that city from bankruptcy while improving service quality to citizens.

In his role at PI, Carl also oversees the 2016 Transition to Governance Initiative that features a series of Town Hall forums designed to develop management reform recommendations for the next US Presidential Administration to consider. The project is modeled after a similar project Carl spearheaded in 2000 that helped shape US management reform policy for more than a decade. He is currently the Chairman of Reform California, a taxpayer advocacy group leading the way in various voter initiatives in this year's elections. [Read more](#)

Paul Trampert

Director, Cost and Performance Integration

Paul Trampert, PI's Director for Budget, Cost and Performance Integration, has over 40 years of leadership and management experience, including executive-level advisory in both the United States and 23 countries throughout the world. He has extensive experience, of which he held the role of Department of the Army Inspector General, designing, implementing, evaluating and integrating budget, cost and performance management systems to improve governance. He has conducted program analysis on behalf of the House Committee on Appropriations. Paul's vision for consulting is to bring real-world application of innovative thought tempered by experience, and to build capacity to continue innovation in each organization he serves.



Paul has supported primarily government clients, but also has provided cost, budget and program analysis services to the World Bank Group, the Global Environment Facility, and several commercial firms. His training, consulting and coaching engagements have taken him throughout the United States and Canada, as well as to the Middle East, Africa, Europe, and East Asia; his primary customers have been mainly Chief Financial Officers, Installation Commanding Officers, Parliamentarians and Members of Congress and their senior staff.

He has frequently presented emerging cost, budget and performance concepts at venues such as the Canadian Association of Management Accountants, the Potomac Forum, the Consortium for Advanced Management-International, the Society for Logistics and similar professional organizations. Paul is also the co-author of "The Closed Loop: Implementing Activity-Based Planning and Budgeting." [Read more](#)



+966 55 361 9327



ksaid@mile.org



www.mile.org/cgpm

CERTIFICATION REQUIREMENTS

1. Attend the training Program.
2. Pass the Certified Government Performance Manager (CGPM) examination on-site.

Credit Hours

Upon completion of your certification, you will gain both a professional distinction and academic credit. The Performance Institute has been reviewed and approved as a provider of training by the Project Management Institute (PMI) ® and accredited through the National Association of State Boards of Accountancy (NASBA).

Attendees of Performance Institute programs receive **30 CPE and PDU credits** - which covers accounting/financial management and project management continuing education requirements for certification.

Certified public accountants must earn Continuing Professional Education, or CPE, credits to maintain their CPA licenses. CPAs receive certificates of attendance that indicate the number of CPE credits, format of the CPE, and title and practice area of the CPE. LogoCPE requirements ensure that individuals holding CPA licenses remain knowledgeable about and current on developments in the industry.



For all PMI certifications except the CAPM®, you'll need to follow the Continuing Certification Requirements (CCR) program and earn professional development units (PDUs.) The goal is to ensure that your certified competencies stay relevant and up-to-date.



PROGRAM INVESTMENT

Riyadh 9-13 December 2018

SAVE US\$ 850 BEFORE 20 Oct 2018	SAVE US\$ 600 BEFORE 10 NOV 2018	COURSE FEE
US\$ 3,950	US\$ 4,200	US\$ 4,800

REGISTRATION

3 WAYS TO REGISTER

Online

MILE.org/CGPM

Direct contact

Call us and we will assist you through the registration process.

Khaled Saeed

ksaid@mile.org

+966 55 361 9327

Registration form

Email us with your registration details

Payment

Credit card

Use one of the following options:

1. Fill in and submit the registration form available online
2. Pay by credit card using the online facility.
3. A tax invoice together with the registration confirmation will be sent to you via email (after the attendance fee payment is confirmed).

Bank transfer

1. Send an email containing your contact details and registration request.
2. An email confirmation containing the tax invoice and bank account details will be sent to you.
3. Proceed with the attendance fee payment by bank transfer.
4. Send through email the proof of the payment transaction completion.
5. A tax receipt together with the registration confirmation will be sent to you via email (after the attendance fee payment is confirmed).

Registration form

Please fill out all the fields below:

Mr. ☐

Mrs. ☐

First name

Last name

Telephone

Email

Training course

Date of training course

Job title

Department

Organization

Organization size

Industry

Address

City

State / Province

Country

Postal Code

How did you hear about us?

Registration cancellation procedure

Any withdrawals have to be announced at least two weeks before the beginning of the course, through fax or e-mail. In this situation, the attendance fee will be refunded, less 400\$ retained for administrative expenditure. The attendance fee will not be refunded if the withdrawal from the course takes place less than 2 weeks before its start date. If you find yourself in the impossibility to attend the course after the registration process is already completed you may delegate another person to attend the course in your place without any further fees charged. If you have confirmed and made the attendance fee payment but you didn't attend the course, the course attendance fee will not be refunded. If you attend the course only partially (one day or a limited number of sessions), you will not benefit from any attendance fee reduction or refund.



REGISTER NOW

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