

Government Finance Officers Association

102nd Annual Conference

Fort Lauderdale, Florida

Performance Measurement and Management Tools

Tuesday, June 17, 2008

3:50 p.m. – 4:50 p.m.

Discussion Leader

Edward Long, Deputy County Executive/CFO, Fairfax County Government, Fairfax, VA

- 1) Assess the group's level of information and experience with a show of hands. Assess the following:
 - Who has experience with:
 - Implementing or managing a performance measurement system?
 - Strategic Planning?
 - Balanced Scorecard?
 - Cooperative Benchmarking?
 - Budgeting?
 - Annual or PM Reports?
 - Stat System?
- 2) What areas of Performance Measurements and Management Tools would you like to become more familiar by attending this group discussion?
 - Capture results and make sure these areas are discussed, sharing the group's experiences.
- 3) Budget Development. How many jurisdictions use performance measures to construct the annual budget? Explain the process that is used.
 - Is the process effective?
 - How could the processes be improved?
- 4) Please share with the group how some of the Management Tools (Balanced Scorecard, Cooperative Benchmarking, Stat Systems, etc.) are used in the budget development processes.
 - Are they effective?
 - How can they be improved?
- 5) Is there a role for public participation in the development of various management tools such as the balanced scorecard, etc.? How has your jurisdiction engaged the public?
 - Has this been a successful experience? Why? Why not?
- 6) How is your jurisdiction communicating information from the Balanced Scorecard, Cooperative Benchmarking, etc., to the public?
 - Has this strengthened accountability with the public?
- 7) With all of the "buzz" about Performance Measurement and Management Tools, what has your jurisdiction done to encourage staff buy-in?
- 8) What systems or methods does your jurisdiction utilize to track and manage performance measures and management tools?
- 9) There are various Management Tools available to jurisdictions. Which ones do you consider to be the most effective? Which ones are the least effective?