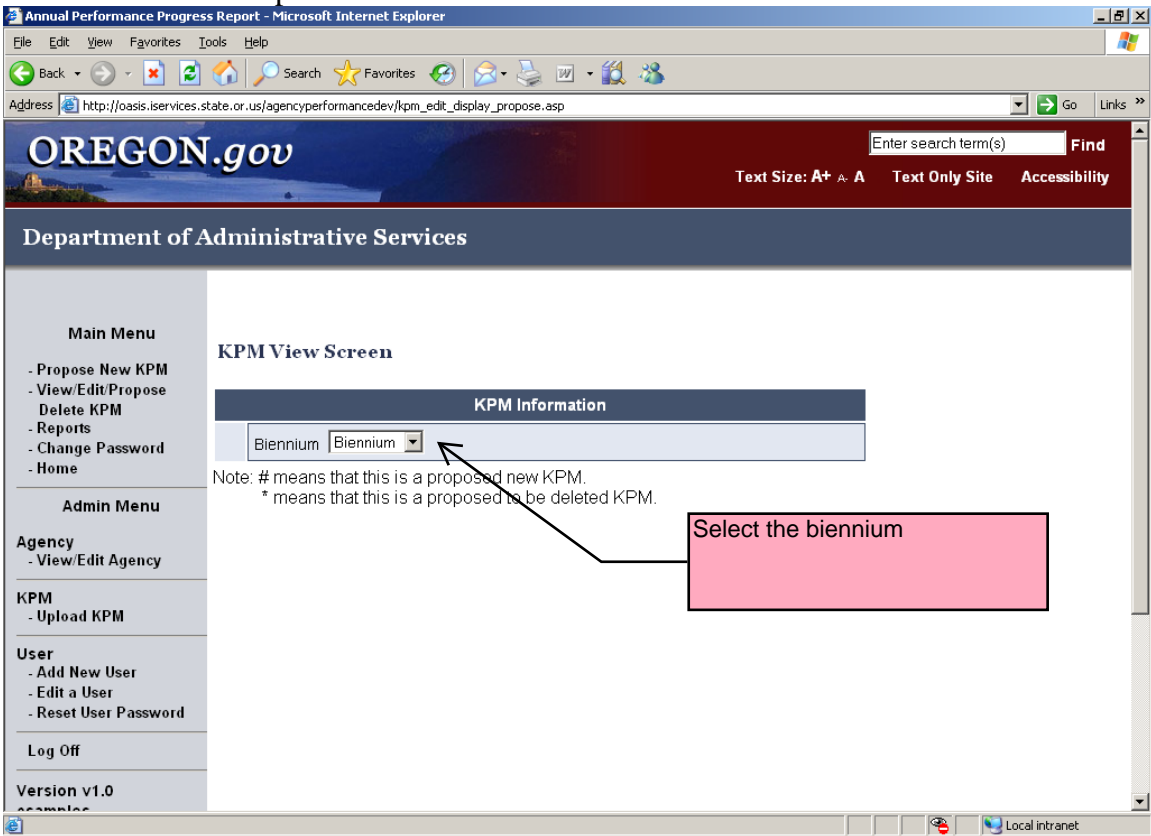
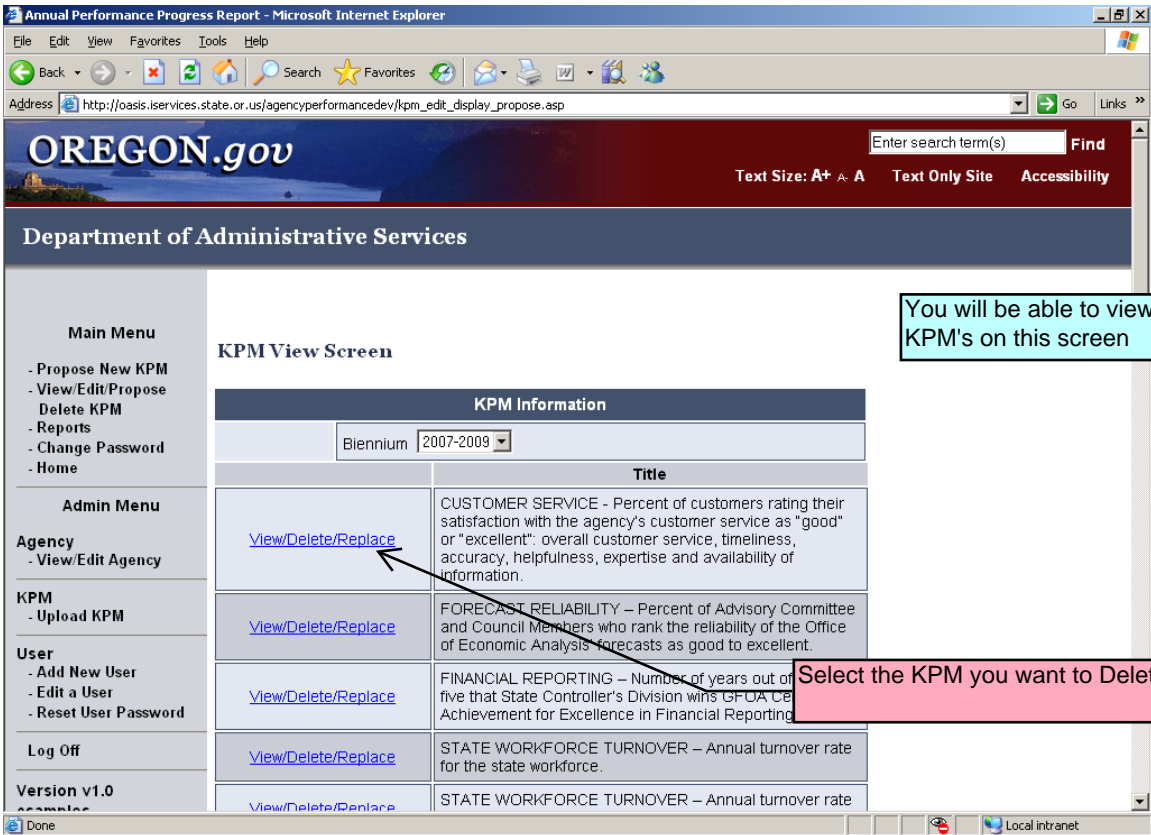


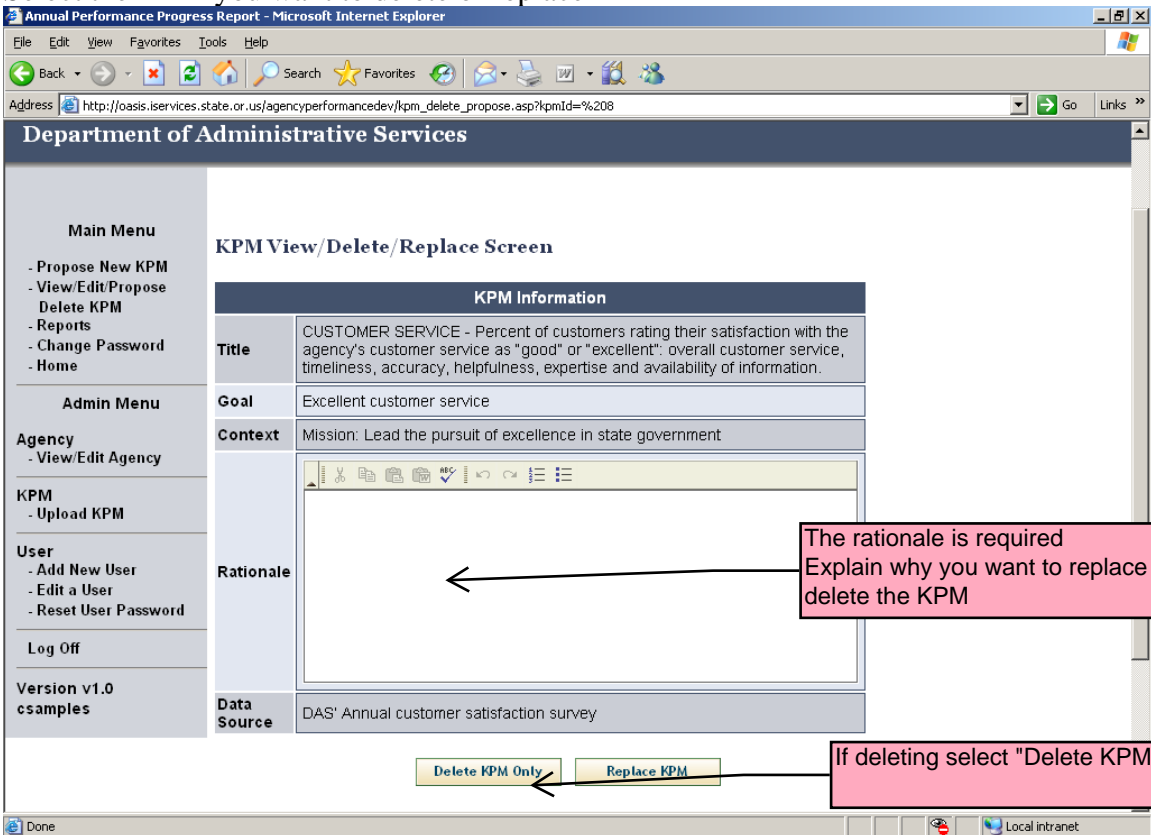
### Select View/Edit/Propose Delete KPM



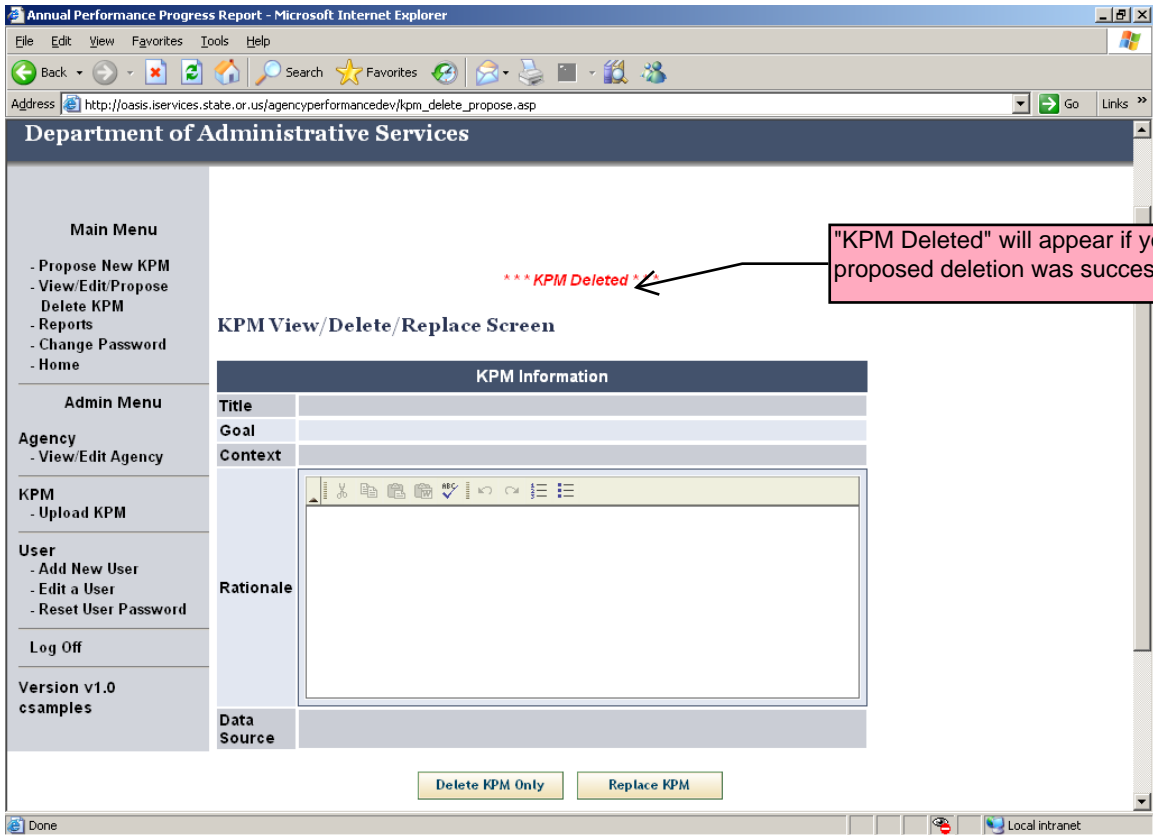
### Select the Biennium



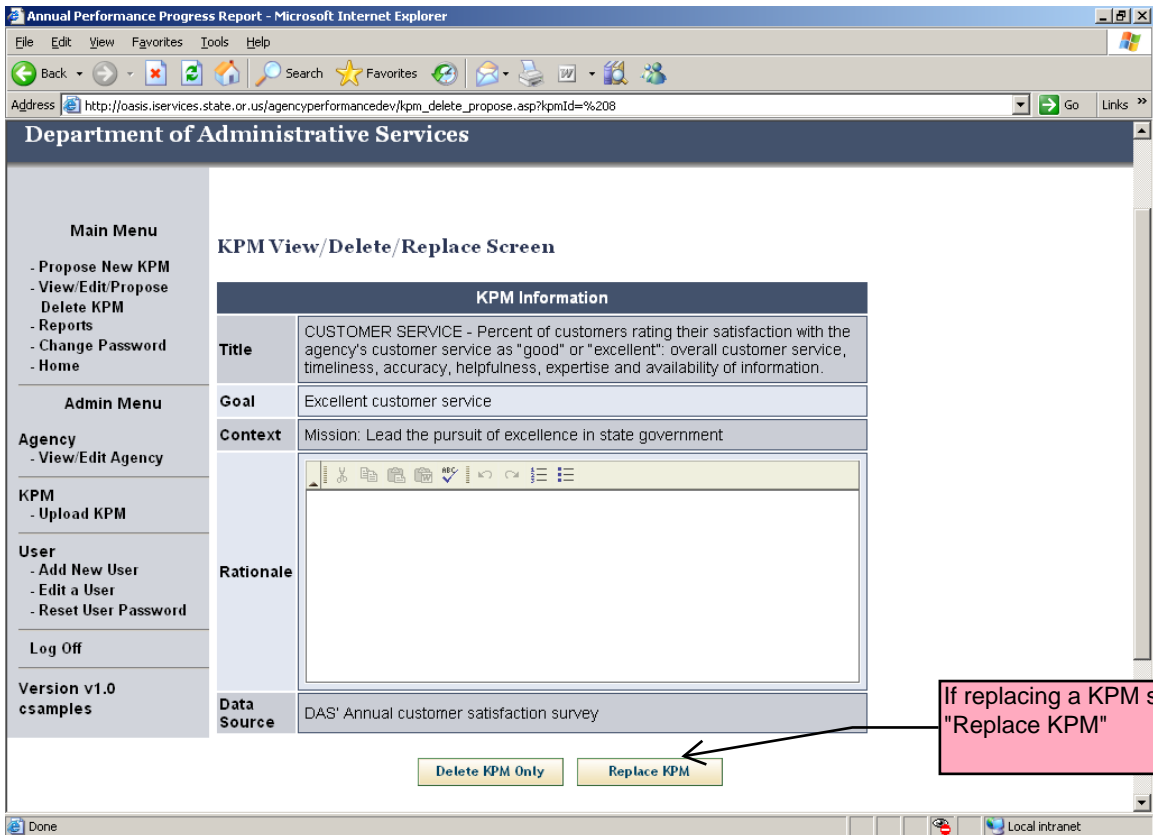
You will view all of your agencies KPM's  
 Select the KPM you want to delete or replace



The rationale is a required field – explain why you want to replace or delete the KPM



When you select Delete KPM Only – then the KPM is marked for proposed deletion



When you select Replace KPM

Annual Performance Progress Report - Microsoft Internet Explorer

Address: http://oasis.iservices.state.or.us/agencyperformance/dev/kpm\_new\_propose.asp?referenceKpmId=%20%208

## Department of Administrative Services

**Main Menu**

- Propose New KPM
- View/Edit/Propose
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**Admin Menu**

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- View/Edit Agency

**KPM**

- Upload KPM

**User**

- Add New User
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Log Off

Version v1.0  
csamples

*'CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.'*  
*has been PROPOSED FOR DELETION*

### New (Proposed) KPM Screen

**KPM Information**

**KPM**

Short Title: Followed by definition of proposed Key Performance Measure

CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.

**Goal(s)**

Short Title and full wording of goal to which

Excellent customer service

Replacing a KPM lets you view your old KPM

You are now able to enter the proposed new KPM

When you select Replace KPM it lets you view the old KPM  
You are now able to propose new text

Annual Performance Progress Report - Microsoft Internet Explorer

Address: http://oasis.iservices.state.or.us/agencyperformance/dev/kpm\_new\_propose.asp?referenceKpmId=%20%208

**Data Source**

Description of data source and methodology sufficient to allow external validation. Explain details and skipped years (if applicable).

**Measure Since**

2006

DAS' Annual customer satisfaction survey

**Graph Information**

**Graph Title**

Y-Max:  Upward Trend is:

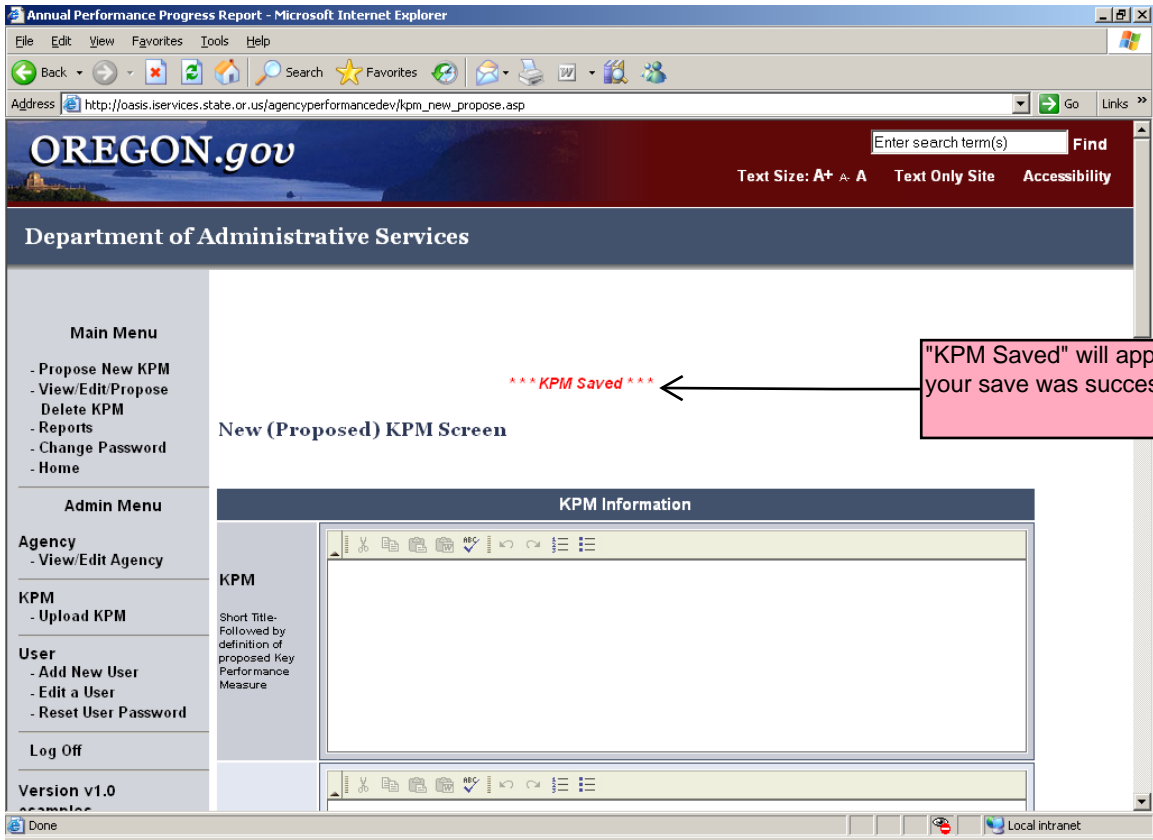
Y-Min:  Downward Trend is:

**Data Type (Description & Decimal Places)**

DATA	2009	2010	2011
Target	<input type="text"/>	<input type="text"/>	<input type="text"/>

Select Save KPM

Select Save KPM



KPM is saved

TO EDIT/VIEW YOUR PROPOSED KPM

Annual Performance Progress Report

Welcome!

Please select an item from the menu

To Edit/View your proposed delete KPM select View/Edit/Propose Delete KPM

### Select View/Edit/Propose Delete KPM

KPM View Screen

KPM Information

Biennium Biennium

Select the biennium

Note: # means that this is a proposed new KPM.  
\* means that this is a proposed to be deleted KPM.

### Select the Biennium

Annual Performance Progress Report - Microsoft Internet Explorer

Address: http://oasis.iservices.state.or.us/agencyperformance/dev/kpm\_edit\_display\_propose.asp

**OREGON.gov** Enter search term(s) Find  
Text Size: A+ A A Text Only Site Accessibility

**Department of Administrative Services**

**Main Menu**

- Propose New KPM
- View/Edit/Propose Delete KPM
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- Change Password
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**Admin Menu**

- Add New User
- Edit a User
- Reset User Password

**Agency**

- View/Edit Agency

**KPM**

- Upload KPM

**User**

- Add New User
- Edit a User
- Reset User Password

**Log Off**

**Version v1.0**

**KPM View Screen**

**KPM Information**

Biennium: 2007-2009

Title	
* <a href="#">Edit Proposed Deletion</a>	CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.
<a href="#">View/Delete/Replace</a>	FORECAST RELIABILITY - Percent of Advisory Committee and Council Members who rank the reliability of the Office of Economic Analysis' forecasts as good to excellent.
<a href="#">View/Delete/Replace</a>	FINANCIAL REPORTING - Number of years out of the last five that State Controller's Division wins GFOA Certificate of Achievement for Excellence in Financial Reporting.
<a href="#">View/Delete/Replace</a>	STATE WORKFORCE TURNOVER - Annual turnover rate for the state workforce.
<a href="#">View/Delete/Replace</a>	STATE WORKFORCE TURNOVER - Annual turnover rate for the state workforce.

Select Edit Proposed Deletion

You are now able to edit the rationale or view your proposed delete KPM.

Annual Performance Progress Report - Microsoft Internet Explorer

Address: http://oasis.iservices.state.or.us/agencyperformance/dev/kpm\_edit\_display\_propose.asp

<a href="#">View/Delete/Replace</a>	paid without the benefit of a price agreement.
<a href="#">View/Delete/Replace</a>	RISK MANAGEMENT - Annual number of: a) workers' compensation; b) liability; c) property; and, d) total claims per 100 FTE.
<a href="#">View/Delete/Replace</a>	SUSTAINABILITY - Percentage reduction in greenhouse gas emissions.
<a href="#">View/Delete/Replace</a>	HEALTH POLICY - Percent of key healthcare policy stakeholders who rate the a) usefulness, b) objectivity, c) reliability of healthcare data provided by Office for Health Policy and Research (OHPR) as good or excellent.
<a href="#">View/Delete/Replace</a>	DATA CENTER - Percentage of time systems are available.
# <a href="#">Edit Proposed New</a>	c
# <a href="#">Edit Proposed New</a>	CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.

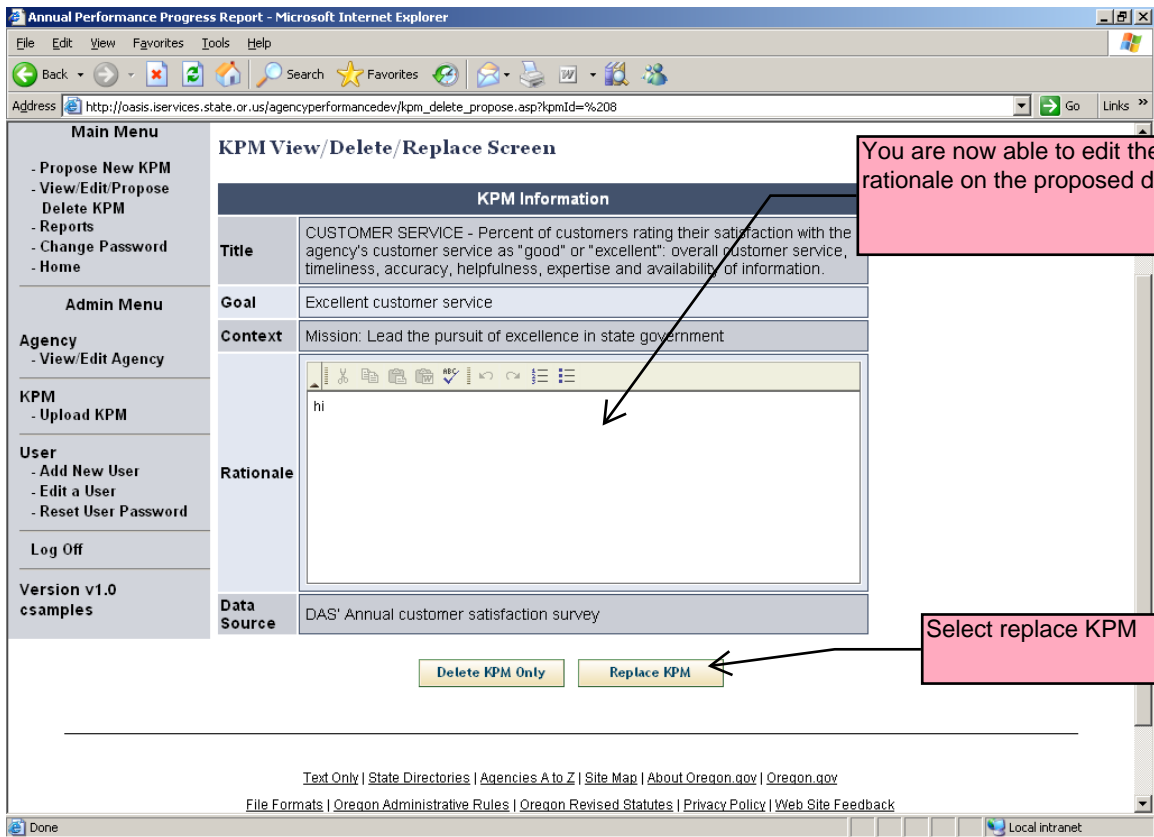
Note: # means that this is a proposed new KPM.  
\* means that this is a proposed to be deleted KPM.

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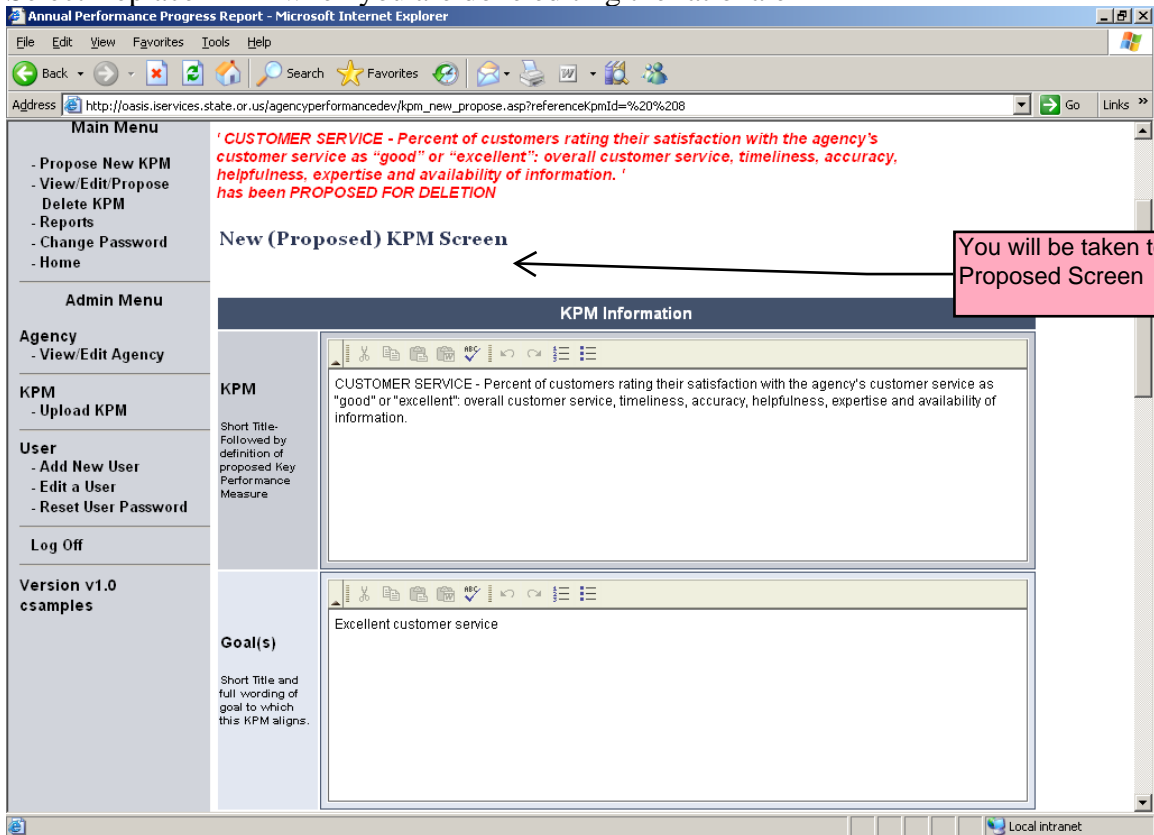
File Formats | Oregon Administrative Rules | Oregon Revised Statutes | Privacy Policy | Web Site Feedback

Get Adobe Reader Adobe Reader is required to view PDF files. Click the "Get Adobe Reader" image to get a free download of the reader from Adobe. Available for Macintosh or Windows.

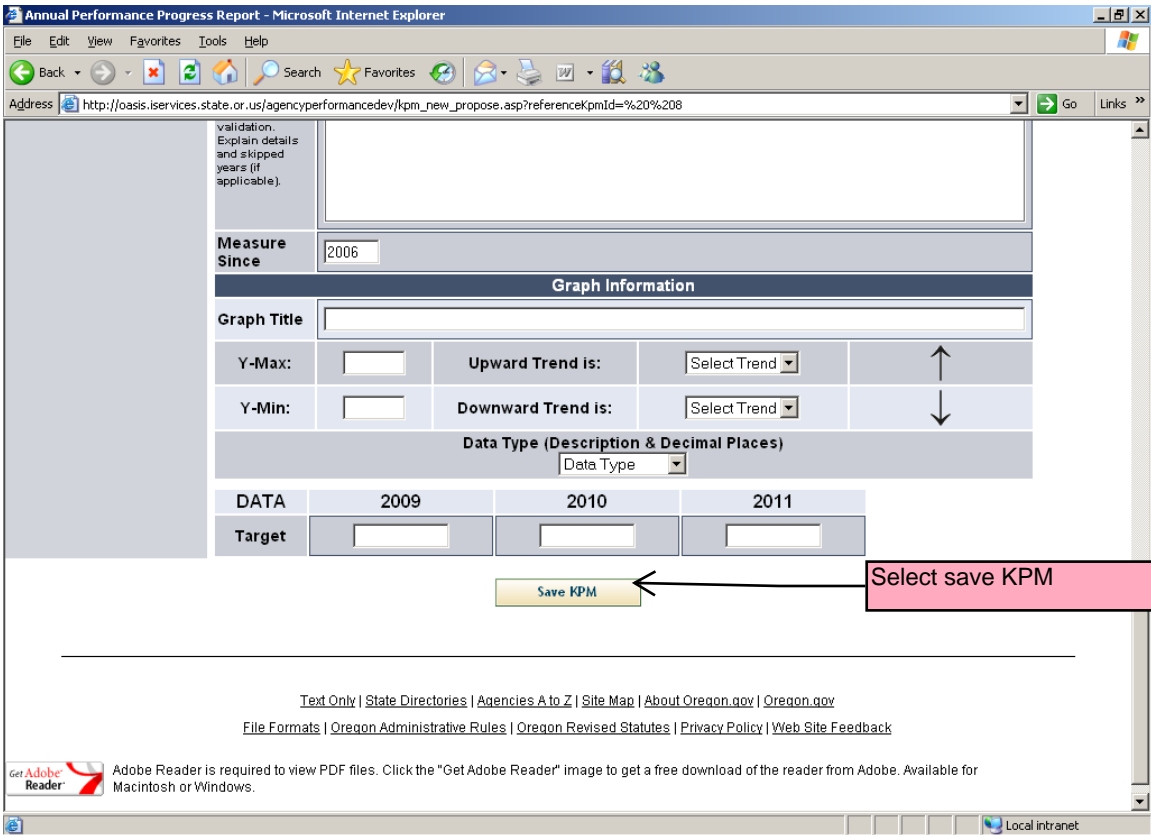
Select the KPM for Proposed Deletion you want to edit



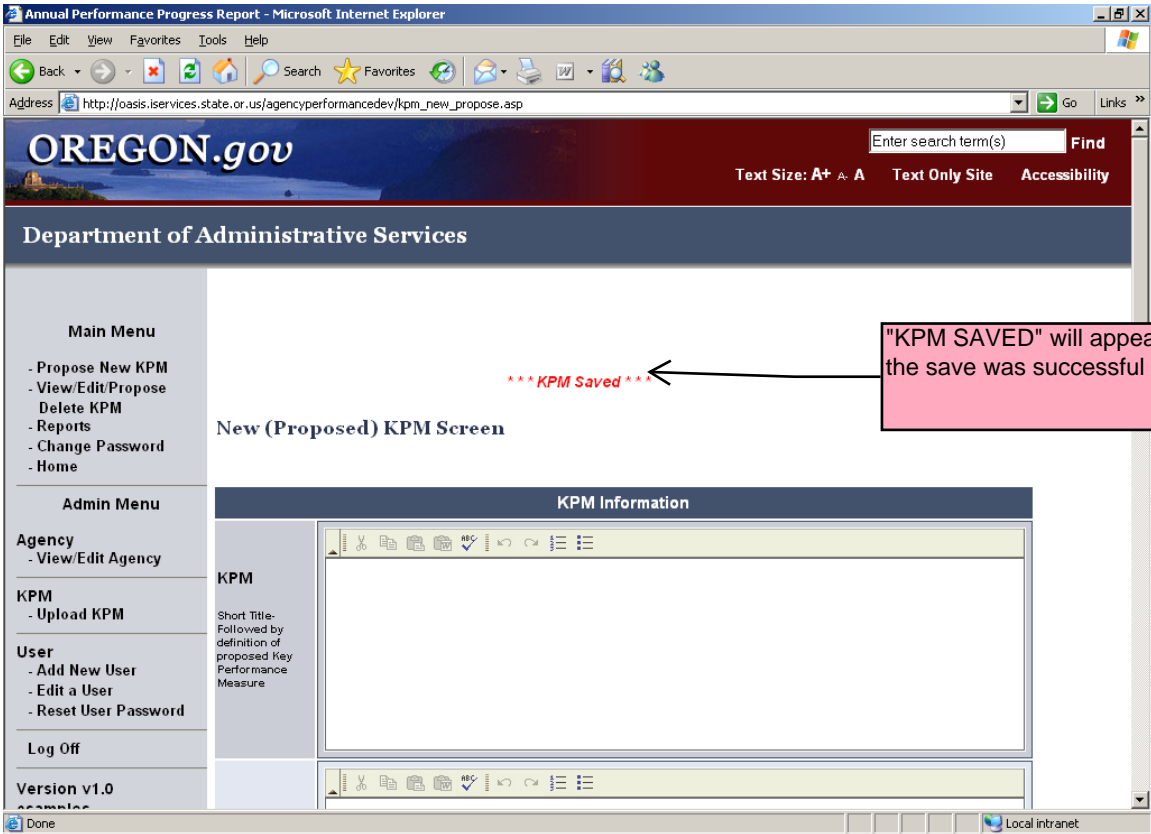
You are able to EDIT the KPM rationale on the proposed deletion  
Select Replace KPM when you are done editing the rationale



By selecting Replace KPM it will take you to the New/Proposed KPM screen



### Select Save KPM



KPM Saved