

SIP: Overview of Performance Measures

Executive Summary

The purpose of this Report on Current Performance Measures is to provide the Department of Administrative Services State Procurement Office (DAS SPO) Strategic Improvement Project (SIP) with a snapshot of DAS SPO's current reality regarding performance measurement. This report inventories what performance data is currently collected, how the data is collected (data collection systems and tools), and how – and to whom – the data is reported.

Purpose/Focus of the Deliverable

- Provide background and definitions on performance measurement and performance management.
- Inventory the performance data currently collected by Department of Administrative Services (DAS) State Procurement Office (SPO)
- Identify DAS SPO's performance data collection and reporting systems.
- Show how useable the data, as currently collected, would be within a performance measurement context.

Information Sources

- Interviews with DAS SPO staff and managers.
- DAS SPO website.
- Relevant DAS SPO documents and publications.

Deliverable Structure

- Background and definitions of performance measurement and performance management.
- Inventory of data collection systems and reporting practices.
- Analysis of current performance data and sources.

Three Key Findings

- **One performance measure.** DAS SPO currently tracks one performance measure: KPM #16 Procurement Effectiveness. Outside of this measure DAS SPO does not track any performance measures.
 - KPM #16 is reported to the Oregon Legislature.
- DAS SPO's current mission, the State Services Division's Business Plan, and the Oregon Revised Statutes legislative directives can help define goals and performance measures.
 - DAS SPO can begin a performance measurement effort by defining goals and objectives from its mission that will then guide its program activities. The performance measures should be linked to a business plan.
 - The Future Business Model should ultimately drive DAS SPO's goals and measures.
- DAS SPO collects a range of performance data. With improvements and additional data collection, much of the existing data will be useful for the development of performance measures.
 - The process of determining what data will be useful for performance measurement will be guided by the mission and the goals and objectives from the business plan.

Analysis of the Data

- The data analysis is based on scoring the categories of performance data using a proven checklist of eight criteria. This checklist has been used successfully with numerous public agencies to evaluate performance measures.
 - Eight criteria: Controllable, System-focused, Valid, Valued, Avoids Unintended Consequences, Cost-effective, Reliable.

- Based on the scores, some areas warrant improved data collection.
 - Workload, project assignment backlog, volume data for procurements, ORCPP data, customer satisfaction, efficiency and productivity, quality, ORPIN help desk.
- Performance data gaps exist in the areas of Input, Efficiency, Outcomes and Customer Satisfaction.