IBM Performance Management for Civilian Agencies

Solutions that combine and distill graphical information for immediate at-a-glance understanding of performance.

Highlights

- Provide your organization with real-time metrics, analysis and feedback on progress toward goals

- Monitor the budget as it aligns with performance metrics, and make quantitative decisions about where to cut and where to continue funding

- Capture, measure and track long-term program outcomes—allowing analysts to view historical information

- Measure and track the actual versus the plan—track costs and benefits associated with particular programs or legislation
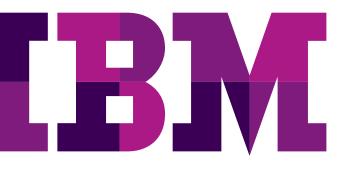
Public sector civilian agencies make up the bulk of our nation's government, employing millions of Americans, garnering nearly half the entire federal IT budget. For these agencies, measuring and managing performance is a top priority. Integrating this performance information with budget and spending information is quickly becoming the number one goal of civilian agencies, particularly in light of increasing cost constraints. The challenge: disparate tools, manual paper-based processes, spreadsheet budgeting and legacy IT systems provide limited visibility into agency operations and activities. IBM® Cognos® software solutions help your build a common understanding of performance, ensure accountable decisions and actions and deliver successful programs.

Better decision-making across the organization

Agencies need the ability to link strategy with execution and cost, while measuring detailed indisputable performance results against targets—metrics, plans and budgets.

Agencies must make activity-based costing a reality. Civilian agencies must also be able to leverage, analyze and associate silos of information across different parts of the organization to get a single view of performance management.

This is precisely what IBM Cognos software solutions provides— an integrated, best-practices solution for government performance management. With integrated plans, business intelligence and performance metrics, you can improve your understanding of the current state of your operation. This helps enable you to make timely, informed decisions in line with your operational goals.

Scorecards and dashboards

Cognos scorecard solutions use baseline metrics to directly match program objectives against performance and cost metrics. Built from organizational strategy maps, scorecards foster integration among groups. Cognos dashboard solutions combine and distill graphical information for immediate, at-a-glance understanding of performance.
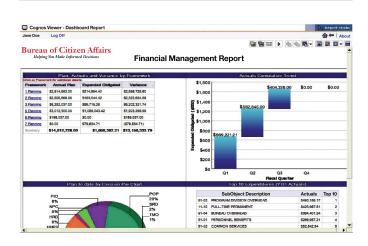
Civilian agencies are using IBM Cognos scorecarding software today to:

- Provide the entire organization—agency, staff, contractors and suppliers—with real time metrics, analysis and feedback on progress toward goals
- Monitor the budget as it aligns with your organizations performance metrics and make quantitative decisions about where to cut and continue funding
- Capture, measure and track long-term outcomes to allow analysts access to historical information
- Measure and track the costs and benefits associated with particular programs or legislation

Reporting and analysis

With Cognos analysis solutions you can quickly access and make sense of vast amounts of disparate data. Communicating this insight through reporting leads to more informed decisions and better performance throughout the agency. Civilian agencies are using Cognos reporting and analysis software today to:

- Consolidate information across functions—programs, operations, HR, finance—to gain a better view of agency performance
- Understand the reasons behind successes and roadblocks to enable appropriate responses and decisions
- Manage personnel skills requirements and inventories to effectively deploy resources, identify critical skills gaps and anticipate when to acquire outsourced services
- Respond to reporting mandates, allowing agencies to share timely information with legislators, other levels of government, or regulatory authorities
- Deliver accurate and consistent reports, even in complex compliance and quarterly reporting environments
- Gain visibility into core business process and uncover process or program inefficiency, misuse or fraud

Figure 1: This dashboard combines the key metrics that let you easily follow expenditures against budget by quarter, by division and by expenditure type as they occur.

Planning and budgeting

IBM Cognos planning solutions provide a collaborative environment that delivers real-time insight into cross-agency performance on a single platform. Cognos planning solutions let you define goals and turn them into discrete plans and budgets for the entire organization.

Civilian agencies use Cognos planning software today to:

- Align planning cycles with changing external conditions
- Centralize "what-if" analysis and compare obligations to actuals to plan current and future budgets
- Increase accountability and buy-in by allowing all levels of the organization to contribute to the planning process
- Automate the creation of OMB Exhibits, including reports and briefing books
- Eliminate "best-guess" project milestones through predictable planning and better communication with administrators and staff
- See how actions contribute to strategy, and how strategy contributes to overall performance
- Accelerate program planning cycles for delivery before they become obsolete

Performance Management for Civilian Agencies

IBM Cognos planning solutions let contributors track actuals against obligations, keeping you on plan and moving toward your goals. High participation in the planning process drives accountability and buy-in.

About IBM Business Analytics

IBM Business Analytics software delivers data-driven insights that help organizations work smarter and outperform their peers. This comprehensive portfolio includes solutions for business intelligence, predictive analytics and decision management, performance management, and risk management.

Business Analytics solutions enable companies to identify and visualize trends and patterns in areas, such as customer analytics, that can have a profound effect on business performance. They can compare scenarios, anticipate potential threats and opportunities, better plan, budget and forecast resources, balance risks against expected returns and work to meet regulatory requirements. By making analytics widely available, organizations can align tactical and strategic decision-making to achieve business goals. For further information please visit **ibm.com**/business-analytics.

Request a call

To request a call or to ask a question, go to **ibm.com**/cognos/contactus or **ibm.com**/business-analytics/contactus. An IBM Cognos representative will respond to your enquiry within two business days.