

Proposing KPM Changes

In alignment with the State Budget Cycle, agencies may request changes to their Key Performance Measures. The request is led by the Legislative Fiscal Office and approved by the Legislature during the odd year session (Full Session) in the Joint Ways and Means Committee.

What is approved by the Legislature become part of the Agency Budget Report and is posted to the Oregon Legislative Information System (OLIS).

Changes requested to KPM's include:

- **Propose a New KPM:** Used when proposing a brand new KPM which is NOT replacing an existing one.
- **Propose a Deletion of a KPM:** Used when proposing to completely delete a KPM.
- **Propose a Replacement of a KPM:** this proposes the deletion of the KPM you are replacing and provides you with the ability to enter the info for the new one.
- **Proposing Target change:** one may enter the 2018 and 2019 proposed changes under the KPM itself, however it will be subject to change in working with your LFO and LRO Budget Analyst.

Propose Deletion of an Approved KPM

The screenshot shows a web browser window with the URL <https://dasapp-test.state.or.us/KPMApp/Home>. The page title is "KPM List". A sidebar on the left contains links for "Propose New KPM", "KPM List", "Reports", and "Edit Agency Info". The main content area has a "Select Agency:" dropdown set to "ADMINISTRATIVE SERVICES, DEPARTMENT of". Below this is a table with columns "Number", "Title", and "Status". The table lists 13 KPMs. The first row, with Number 1, has a status of "Approved". A red box highlights the "Approved" dropdown menu, which is open and shows three options: "Approved", "Propose Delete", and "Replace".

Number	Title	Status
1	<u>CUSTOMER SERVICE</u> - 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.	Approved
2	<u>FORECAST RELIABILITY</u> - General Fund Forecast Tracking Metric	Approved
3	<u>FINANCIAL REPORTING</u> - Percent of Agencies receiving Gold Star Award (The Gold Star Award is the state agency equivalent of the GFOA Certificate of Achievement for Excellence in Financial Reporting)	Approved
4	<u>STATE WORKFORCE TURNOVER</u> - Annual turnover rate for the state workforce.	Approved
6	<u>FLEET ADMINISTRATION</u> - Average Miles Per Gallon for DAS Permanently Assigned Fleet Vehicles.	Approved
8	<u>INFORMATION SECURITY</u> - Overall information security maturity rating based on a sample of state agencies. Rating achieved using a compilation and aggregate score based on the ISO 27002 standard and assigning a rating using the Carnegie-Mellon Capability Maturity Model. (3rd party conducting information security business risk assessments)	Approved
9	<u>PROCUREMENT EFFECTIVENESS</u> - Estimated savings resulting from price agreement pricing compared to prices that would be paid without the benefit of a price agreement.	Approved
10	<u>RISK MANAGEMENT</u> - Annual number of Severe Worker's Compensation claims per 100 FTE	Approved
12	<u>DAS WORKFORCE TURNOVER</u> - Annual turnover rate for the DAS workforce	Approved
13	<u>DATA CENTER</u> - Percentage of time systems are available.	Approved

- Click on the "Approved" status dropdown

KPM List

Select Agency: ADMINISTRATIVE SERVICES, DEPARTMENT of

Number	Title	Status
Edit Order DAS - ADMINISTRATIVE SERVICES, DEPARTMENT of		
1	<u>CUSTOMER SERVICE</u> - 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.	Approved
2	<u>FORECAST RELIABILITY</u> - General Fund Forecast Tracking Metric	Approved
3	<u>FINANCIAL REPORTING</u> - Percent of Agencies receiving Gold Star Award (The Gold Star Award is the state agency equivalent of the GFOA Certificate of Achievement for Excellence in Financial Reporting)	Approved
4	<u>STATE WORKFORCE TURNOVER</u> - Annual turnover rate for the state workforce.	Approved
6	<u>FLEET ADMINISTRATION</u> - Average Miles Per Gallon for DAS Permanently Assigned Fleet Vehicles.	Approved
8	<u>INFORMATION SECURITY</u> - Overall information security maturity rating based on a sample of state agencies. Rating achieved using a compilation and aggregate score based on the ISO 27002 standard and assigning a rating using the Carnegie-Mellon Capability Maturity Model. (3rd party conducting information security business risk assessments)	Approved
9	<u>PROCUREMENT EFFECTIVENESS</u> - Estimated savings resulting from price agreement pricing compared to prices that would be paid without the benefit of a price agreement.	Approved
10	<u>RISK MANAGEMENT</u> - Annual number of Severe Worker's Compensation claims per 100 FTE	Approved
12	<u>DAS WORKFORCE TURNOVER</u> - Annual turnover rate for the DAS workforce	Approved
13	<u>DATA CENTER</u> - Percentage of time systems are available.	Approved

- Select “Propose Delete” from the dropdown. The KPM will update to Proposed Delete status. It will display as an “Approved” measure in the Annual Performance Report and will be reported on until it has been approved for deletion by the Legislature.

Propose Replacement of an Approved KPM

- Click on the “Approved” status dropdown
- Select “Replace” from the dropdown. The KPM will update to Proposed Delete status. It will display as an “Approved” measure in the Annual Performance Report and will be reported on until it has been approved for deletion by the Legislature.
- The screen will update for you to propose the new KPM you are replacing this one with.

Propose a New KPM

A new KPM may be proposed by either replacing an approved measure on KPM Edit screen (as described in Replacing a KPM direction above) or by clicking on “Propose New KPM” in the left navigation.

Key Performance Measures - TEST

Signed in as shine2gether@hotmail.com • Log out

Propose New KPM

KPM List

Reports

Edit Agency Info

Propose KPM

Agency
ADMINISTRATIVE SERVICES, DEPARTMENT OF

Number

Title

Description

Data Collection Period:

Start Date
January 01

End Date
January 01

Unit Type
Please Select

Metrics

Name	Target 2018	Target 2019	Alpha Order	Upward Trend
Default Metric	TBD	TBD	a	<input checked="" type="checkbox"/>

Add Metric

Back to List

Create

Update the new KPM data elements on the screen:

- **Number** – the KPM number you wish to assign to the KPM
- **Title** – short title of KPM
- **Description** (short description)
- **Data Collection Period for the measure** – timeframe your data is collected for the measure (Ex: Jan 1 – Dec 31st or July 1 – June 30th)
- **Metric(s)**
 - Enter the metric Name
 - If measure is multi-dimensional click “Add Metric” button to add more dimensions. An example of a multi-dimensional measure is the Customer Service Measure where we measure accuracy, timeliness, helpfulness etc.
 - Target 2018
 - Target 2019
- **Alpha order** – enter only if you are tracking more than one metric
- **Upward Trend:** Check off “Upward Trend” if an upward trend is good, otherwise leave blank which signifies Downward trend as good.
- Click “Create” button
- KPM will display in your KPM list as a “Proposed New” KPM

Proposing Target Changes

Number	Title		Status
Edit Order DOR - Revenue, Department of			
1	Average Days to Process Personal Income Tax Refund.	Edit	Approved ▾
2	Percent of Personal Income Tax Returns Filed Electronically	Edit	Approved ▾
	Customer Service - Percent of customers rating their satisfaction with the agency's customer service as		

To propose a change to a target for existing measures, click on the “Edit” button.

- To propose a target change, enter the new targets in the future biennia displayed.
 - EX #1: if the current year is 2016, the new biennia would be 2018 and 2019
 - EX #2: if the current year is 2018 the new biennia would be 2020 and 2021
- The new biennia target would be proposed in the even year (2018) prior to the odd year Full Session (2019) when budgets are being approved.

Delete a Proposed New KPM

time.	Edit	Proposed New ▾
of audits	Edit	Delete Proposed New ▾

- From the KPM List, under status dropdown, select “Delete” for KPM with a “Proposed New” status
- The proposed New KPM is deleted and no longer displays in your KPM List
- If you accidentally delete the propose new measure, send a message to the KPM System Administrator, they have the permission to make it appear again.

Change a “Proposed for Deletion” back to APPROVED

	Edit	Proposed Delete ▾
ination of direct	Edit	Approve Proposed Delete ▾

- From the KPM List, under the status, select “Approve” for a KPM with a “Proposed Delete” status
- KPM will display as approved once again.