



IT Performance Measures A Statewide Perspective

Center for Maximum Performance (CMPP) – ITIL

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Outline

- **History / About Benchmarking Organization**
- **The Heart of the Matter: Performance Measurement Across the State**
- **Moving Forward**
- **Questions? Insights?**

History/About

- Established in 2004 by like-minded local government budget and performance managers

- +/- 30 member local governments statewide

- Florida Benchmarking Consortium (FBC) Leadership:
 - Steering Committee
 - Service Area Category Leads

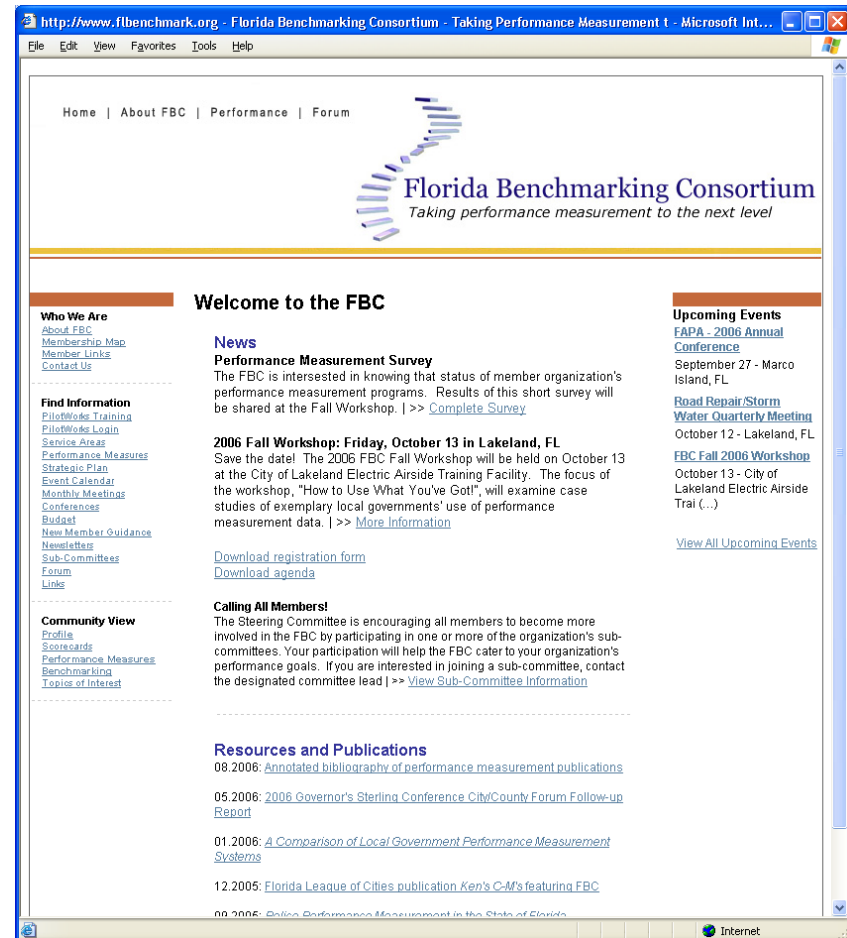
- Partnership with University of Central Florida and the Florida Institute of Government at UCF

Objectives

- Support performance measurement and data analysis by local governments across Florida
- Facilitate collaboration between local governments to increase service delivery efficiency and effectiveness
- Enable regional local government benchmarking

The FBC Web Site

- Repository of member performance measures and data collection
- Starting point for access to PilotWorks software system used for data collection and reporting / analysis



FBC web site home page: www.flbenchmark.org

The Heart of the Matter: Performance Measurement Across the State

Service Areas

- Currently eight FBC service areas
 - Code Enforcement
 - Fire/Rescue
 - Human Resources
 - Planning/Growth Management
 - Parks and Recreation
 - Policing
 - Road Repair
 - Storm Water/Drainage Maintenance

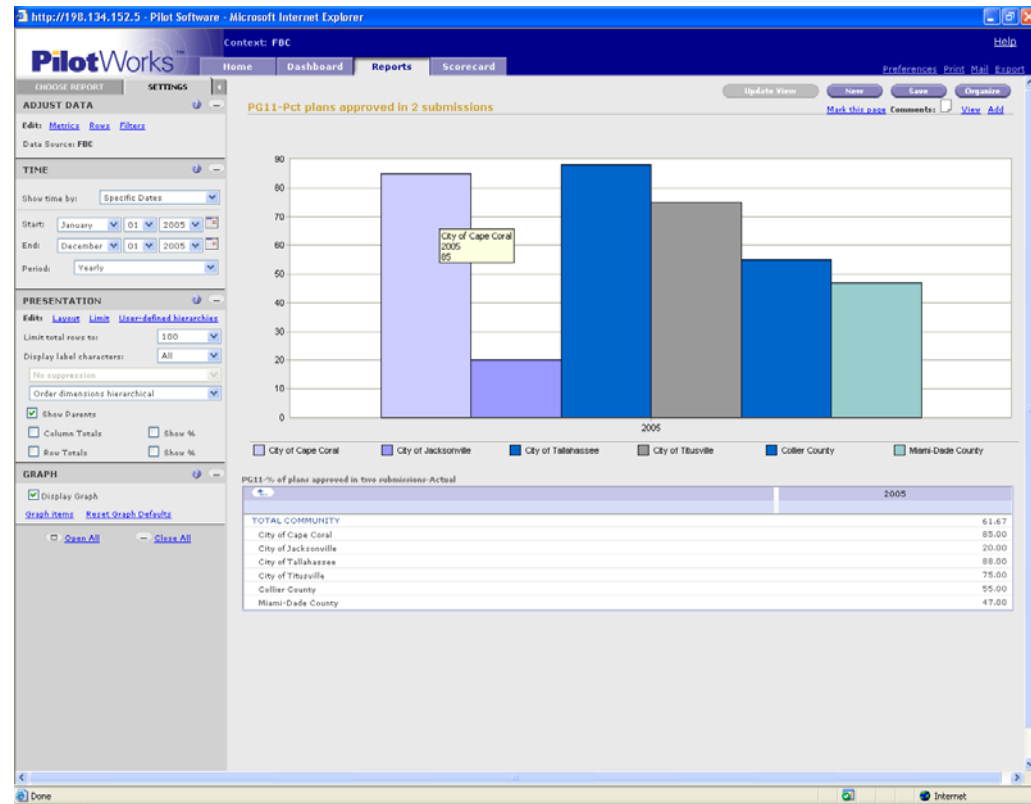
Data Collection

- 2004-2005 performance data collection
 - 175 measures
 - 2,489 data points (average of 80 data points per member organization)

- Pilot Software's PilotWorks
 - Data transferred into PilotWorks
 - Representatives of FBC member organizations trained on PilotWorks utilization

Performance Reporting and Analysis

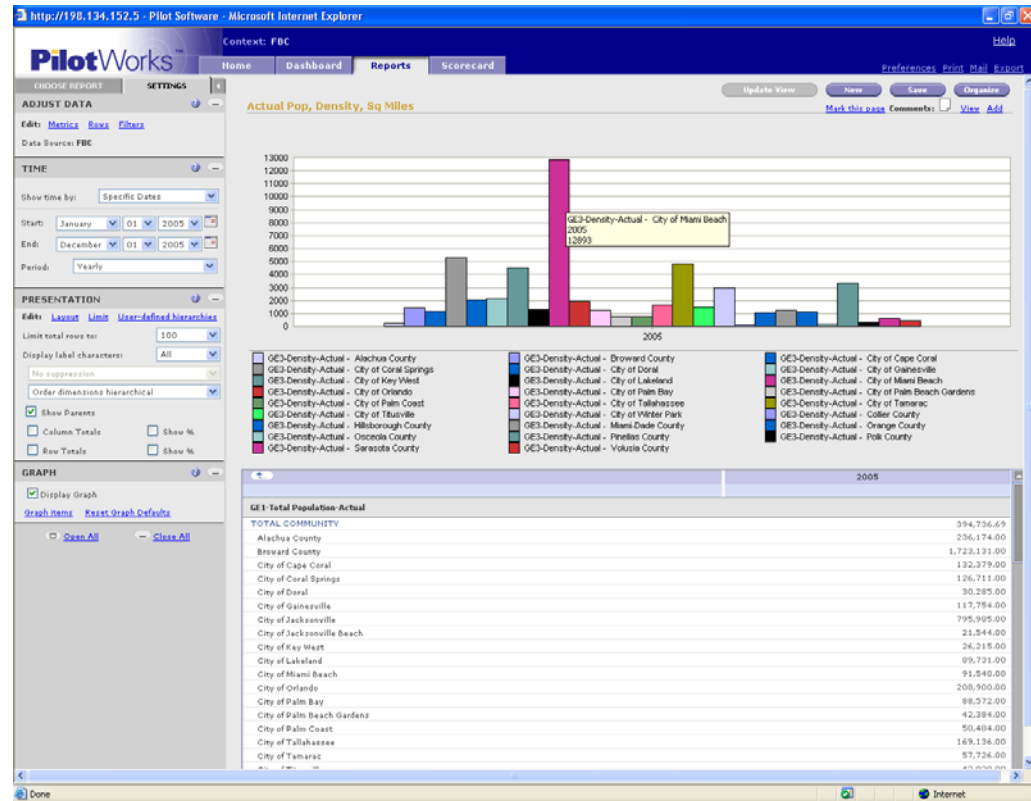
- Performance comparisons
- Information-based decisions



PilotWorks output for PG11, percent of plans approved within two submissions

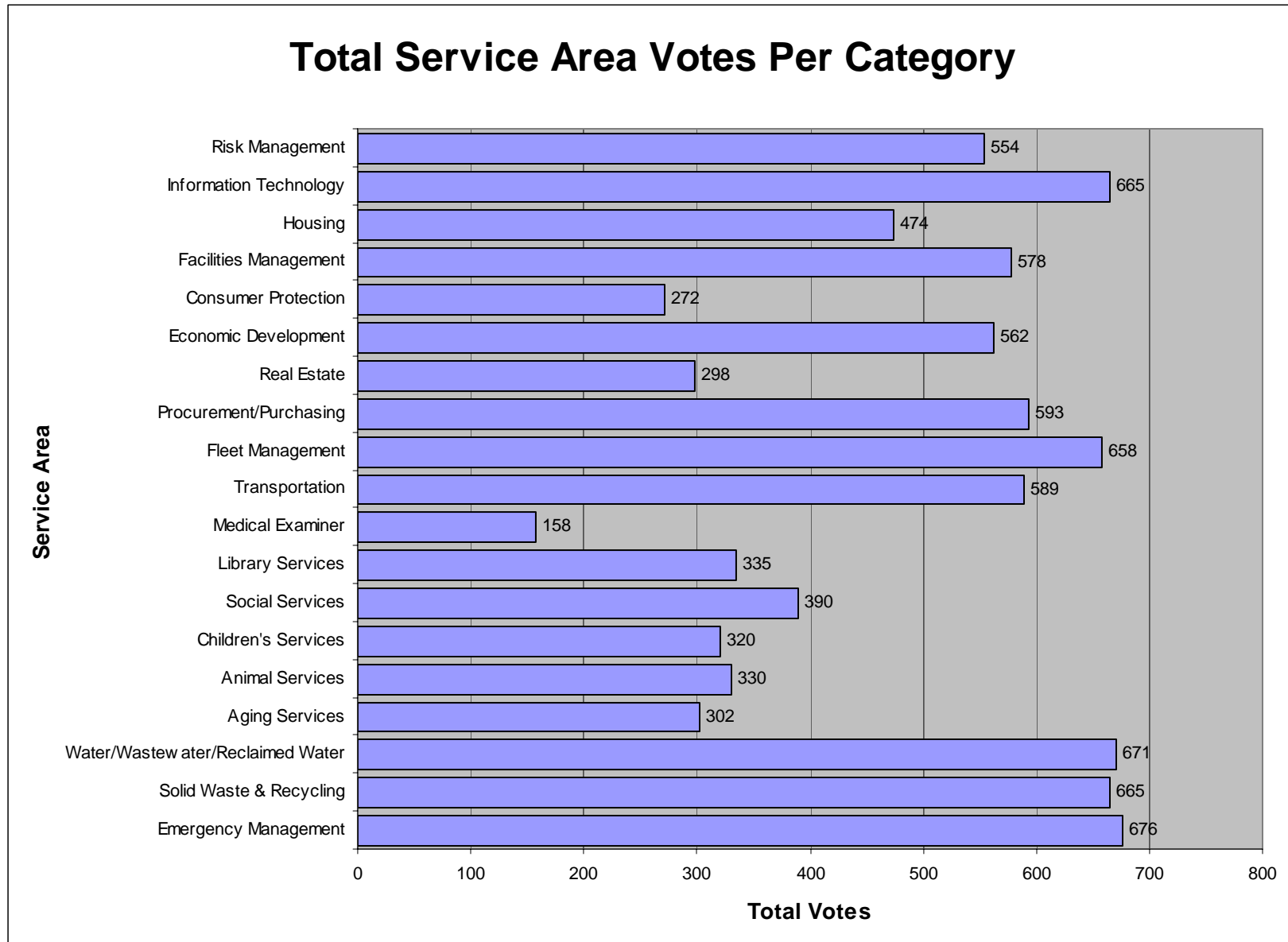
Performance Reporting and Analysis

- Demographic comparison
- Tool for identifying benchmarking “partners”
- How can government A reach the performance level of government B?

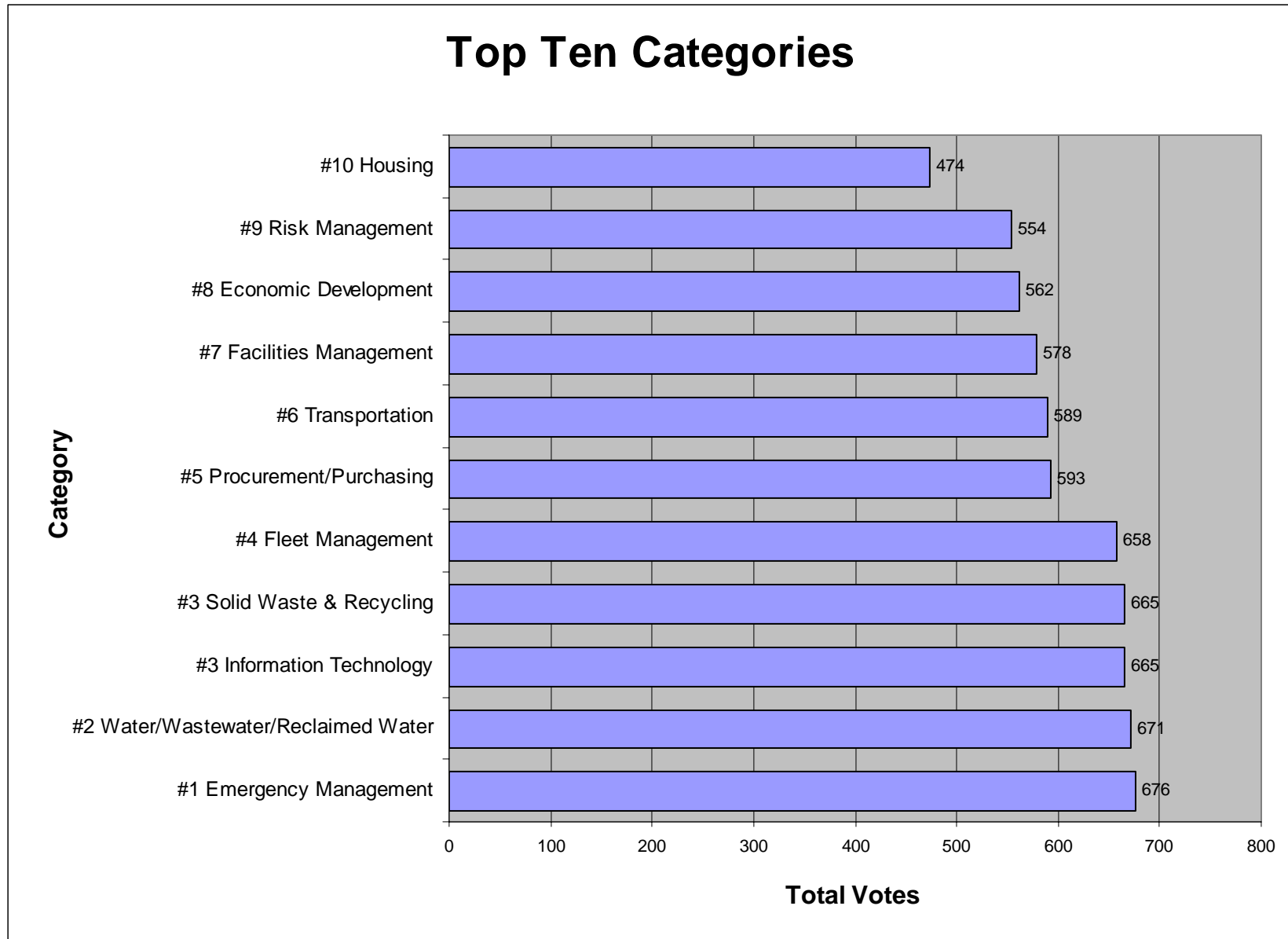


PilotWorks output for population density

New Areas for Data Collection



New Areas for Data Collection



New Areas for Data Collection

- Development of new service categories for FY 2006-2007:
 - Utilities (Water, Wastewater)
 - **Information Technology**
 - Procurement
 - Fleet Management
 - Emergency Management
- Recruitment of Subject Matter Experts (SMEs) from member organizations to lead service category development and coordination

Moving Forward

- Identify IT professionals (SMEs) across the State to participate
- Develop performance measures for the IT category for benchmarking

In order to do benchmarking you need:

- Common service definitions
- Common data elements
- Common time frames
- Benchmarking Partner(s)