

# Cross Agency Priority Goal

## Quarterly Progress Update

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### **Benchmark and Improve Mission-Support Operations**

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# Mission-Support Benchmarking: Overview

## Goal Statement

- Improve administrative efficiency and increase the adoption of effective management practices by establishing cost, quality, and customer satisfaction benchmarks for mission-support operations, giving agency decision makers better data to set priorities, allocate resources, and improve processes.

## Urgency

- Federal agencies lack a complete set of tools and reliable data to measure their performance in key administrative areas. This discourages agency executives from taking necessary steps to reduce costs, efficiently deploy resources, and improve quality of service.
- Agencies are often hesitant to adopt shared services for mission-support functions without “apples-to-apples” data that allows them to compare options, quantify potential savings, and ensure equal (or better) service quality.
- Finally, the absence of government-wide benchmarks can hamper the identification and sharing of effective management practices, because OMB and agencies lack full visibility into which agencies or shared service providers are the top performers in a given function.

## Vision

- The benchmarking initiative will result in markedly higher efficiency and better performance from Federal mission-support functions, and identify opportunities to apply private sector standards where appropriate.
- The effort encompasses five administrative functions – acquisition, financial management, human capital, IT management, and real property – at major bureaus/components within the 24 CFO Act Federal agencies. Lessons and best practices will be shared with all agencies and applied where the greatest benefits can be realized.

# Progress update

- **Executing Data Collection for 2016 Benchmarking** – During Q2 2016, the Benchmarking team worked with the Office of Management and Budget (OMB) and the 24 CFO Act Agencies to collect and prepare data for the 2016 Benchmarking exercise, including:
  - Completion of collection of the third round of Cost/Efficiency benchmarks and the second round of Effectiveness benchmarks during Q2 2016. In all, there are 38 cost/efficiency measures and 44 effectiveness/quality measures spanning five mission-support functions.
  - Launch and completion of the second annual government-wide customer satisfaction survey of agency mission-support services. The survey asked internal customers at each agency about their satisfaction with a range of specific services provided by Contracting, Financial Management, Human Capital, and IT. (GSA's Tenant Satisfaction Survey furnishes information on the Real Property function.) The survey was deployed to nearly 150,000 supervisors and senior executives across agencies, and more than 30,000 responses were received. Individual agency response rates ranged from 11% to 43%.
- **Leveraging Cross-Agency Data to Support Decision Making and Inform Policy** – As follow-on to the cross-agency benchmarking analysis done in 2015 by OMB and GSA with each of the CxO Councils (CAOC, CFOC, CHCOC, CIOC, Federal Real Property Council), the Benchmarking team began work with a subset of Councils to identify, document, and share leading practices as indicated by the results of the analysis.
- **Increasing Agency Usage of Benchmarking Data** – The Benchmarking team is placing strong emphasis on improving and deepening agency usage of Benchmarking data. The team continues to work with a handful of interested agencies to integrate their benchmark results into decision-making processes. Potential outcomes may include diagnosing areas of underperformance, identifying pockets of excellence for broader application within the agency (and across govt.), and/or integrating the Benchmarking metrics into agency internal dashboards.

# Action Plan Summary

Sub-Goal	Actions to Achieve Impact	Key Indicators
Reduce administrative costs and improve service quality in <b>acquisition functions</b>	<ul style="list-style-type: none"> <li>• Workgroups for each function refine current set of Efficiency and Effectiveness metrics to measure service quality and customer satisfaction with mission-support functions</li> <li>• GSA, OMB and OPM collect and validate Round 2 of Effectiveness metrics (including customer satisfaction survey responses) and Round 3 of Efficiency metrics</li> <li>• Finance and HR and workgroups collect operational quality metrics and customer satisfaction measures from Federal shared service providers, to inform agency decisions on shared services adoption</li> <li>• GSA updates government-wide benchmarks website with data collected in 2016, including enhanced user functionalities to analyze and chart cost, quality, and customer satisfaction measures.</li> <li>• GSA and OMB develop customized benchmark findings for each agency and incorporate them into high-level management assessment meetings for agencies to identify priority actions</li> <li>• OMB, GSA, and OPM work with CxO Councils to review Effectiveness and Efficiency benchmark results for each function, identify the drivers of top performance and share leading practices government-wide</li> </ul>	<ul style="list-style-type: none"> <li>• % of agencies contributing data within each of the five functions</li> <li>• % of CFO Act agencies participating in benchmarking evaluation meetings with OMB/GSA</li> <li>• Overall % of metrics data collected within each of the five functions</li> <li>• Overall % of metrics data collected across all five functions</li> </ul>
Reduce administrative costs, improve service quality, and increase use of shared services in <b>finance functions</b>		
Reduce administrative costs, improve service quality, and increase use of shared services in <b>human capital functions</b>		
Reduce administrative costs, improve service quality, and increase use of shared services in <b>IT management functions</b>		
Reduce administrative costs and improve service quality in <b>real property functions</b>		

# Work Plan 2016

Milestone Summary			
Key Milestones	Milestone Due Date	Milestone status	Owner
Workgroups for each function refine existing set of Efficiency and Effectiveness metrics to measure service quality and customer satisfaction with mission-support functions	November/December 2015	Complete	GSA, OMB, OPM
GSA, OMB and OPM collect and validate Round 2 of Effectiveness metrics (including customer satisfaction survey responses) and Round 3 of Efficiency metrics	January/February 2016	Complete	GSA, OMB
Finance, HR and IT Management workgroups collect operational quality metrics and customer satisfaction measures from Federal shared service providers, to inform agency decisions on shared services adoption (This is now owned by USSM and is covered by a separate CAP goal)	Q1 2016	NA*	OMB, OPM (HRLOB), Treasury (FIT)
GSA updates government-wide benchmarks website with data collected in early 2016	June 2016	Complete	GSA
GSA and OMB develop customized benchmark findings for each agency and incorporate them into high-level management assessment meetings for agencies to identify priority actions	July 2016	On track	OMB, GSA
GSA to work with targeted agencies to mine their benchmark results to 1) diagnose areas of underperformance, 2) identify pockets of excellence for broader application within the agency (and across govt.), and/or 3) integrate PMA metrics into their internal dashboards and decision-making processes	April 2016	On Track	OMB, Agency CXOs
GSA to support the Executive Councils in examining specific priority areas with supporting benchmarking data and helping Councils identify effective practices or qualitative areas for improvement based on benchmark results	April 2016	On track	OMB, GSA
GSA and OMB develop five State of the Function trend reports – one for each mission-support function	October 2016	Not started	OMB, GSA

\* This is now owned by USSM and is covered by the Shared Services CAP Goal.

# Key Indicators

Key Implementation Data							
Efficiency Metrics, Round 2 Effectiveness Metrics, Round 1	Source	Frequency	2014	2015	2016	Trend	Target for 2016
% of agencies contributing data within [function]	Agency Data Calls	Annual	100%	100% for all functions	100%	Flat	100%
% of CFO Act agencies participating in benchmarking evaluation with OMB/GSA, as part of FedStat meetings	GSA project team	Annual	100%	96%	In Progress	-	100%
Overall % of metrics data collected across all five functions*	Agency Data Calls	Annual	93%	91%	98%	Increase	100%

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\* Calculated at the agency level. If an agency submitted a data point for a given metric, that metric was considered “complete” for the agency. Excludes customer satisfaction survey responses.

# Key Indicators (continued)

Key Implementation Data (continued)							
Efficiency Metrics, Round 2 Effectiveness Metrics, Round 1	Source	Frequency	2014	2015	2016	Trend	Target for 2016
Overall % of metrics data collected within Acquisition*	Agency Data Calls	Annual	100%	96%	98%	Increase	100%
Overall % of metrics data collected within Financial Management*	Agency Data Calls	Annual	91%	91%	100%	Increase	100%
Overall % of metrics data collected within Human Capital*	Agency Data Calls	Annual	94%	91%	98%	Increase	100%
Overall % of metrics data collected within IT Management*	Agency Data Calls	Annual	96%	93%	92%	Decrease**	100%
Overall % of metrics data collected within Real Property*	Agency Data Calls	Annual	90%	80%	99%	Increase	100%
Overall response rate on customer satisfaction survey	GSA-led survey	Annual	N/A	17.3%	20.9%	Increase	20%

\*Calculated at the agency level. If an agency submitted a data point for a given metric, that metric was considered “complete” for the agency. Excludes customer satisfaction survey responses.

\*\* The introduction of new underlying data definition increased the reporting burden and likely had a corresponding negative effect on data collection efforts.

# Contributing Agencies and Programs

## Contributing Agencies and Programs:

- All of the CFO Act agencies are contributing to the Benchmarking goal, both in shaping the metrics and in submitting data about their agency's functions.
- The federal interagency management councils (Chief Acquisition Officers Council, Chief Financial Officers Council, Chief Human Capital Officers Council, Chief Information Officers Council, Federal Real Property Council) – in collaboration with the Office of Management and Budget – are serving as the primary forum for analyzing cross-agency benchmarking results. Their objective is to identify shared challenges, drivers of high performance, and common solutions for mission-support functions across government.



# Acronyms

• CAOC	Chief Acquisition Officer Council
• CFO	Chief Financial Officer
• CFOC	Chief Financial Officer Council
• CHCOC	Chief Human Capital Officer Council
• CIOC	Chief Information Officer Council
• CXO	Shorthand for any heads of functions within federal organizations, including Chief Acquisition Officer, Chief Financial Officer, Chief Human Capital Officer, Chief Information Officer and Chief Operating Officer
• FIT	Financial Innovation and Transformation
• FY	Fiscal Year
• GSA	General Services Administration
• HR	Human Resources
• HRLoB	Human Resources Line of Business
• IT	Information Technology
• N/A	Not Available
• OMB	Office of Management and Budget
• OPM	Office of Personnel Management