

# What is the role of the Performance Improvement Officer?

Agency Performance Improvement Officers (PIOs) advise and assist agency leaders to **ensure that the mission and goals of the agency are achieved**. PIOs are responsible for the following:



- ✓ Leading efforts to set goals
- ✓ Reviewing progress on those goals and identifying course corrections
- ✓ Promoting a culture of using data and evidence, managing risks, and communicating performance information

## What does this work look like?

Supporting agency leaders in setting goals, reviewing progress and making course corrections, and making results transparent by:

- Advising organizational components in **strategic planning**
- Leading frequent **progress reviews** using **data, analysis, and evaluations**
- **Communicating** goals, progress, and challenges within the agency and to the public

Working across the agency to improve operational effectiveness and communication of organizational performance by:

- Partnering with CFOs to **evaluate resource allocations** and incorporate performance information in agency budgets
- Working with CIOs and CAOs to **validate capital investments** to advance agency goals
- Coordinating with CHCOs to **align personnel to mission priorities**

Helping agency program managers and goal leaders promote the adoption of effective practices to improve outcomes by:

- Selecting **meaningful goals and measures**
- Designating **accountable goal leaders**
- Running effective progress reviews and **identifying course corrections**
- Communicating goals, measures, analysis, and results
- **Managing risks** to key priorities and goals

## What is the value proposition?

- Opportunity to deliver quantifiable results across the organization and to the agency's ultimate customers: the public
- Seat at the table with agency leaders to guide the *mission* and *mission-support* activities of the agency
- Ability to align agency work and priorities to the Administration's priorities
- Access to the Performance Improvement Council, its staff, and the Office of Executive Councils to hook into cross-agency management initiatives, implementation support, and share best practices with other agencies

