Frequently asked questions for the Performance Management Framework (PMF)

1. When will the PMF be implemented?
A development plan for the Performance Management Framework (PMF) will be delivered by the Community Development Member Advisory Group by 31 December 2007. During 2008, PMI will actively build the supporting processes, procedures, and infrastructure required to support delivery of PMF core services. Additionally, the PMF will be piloted with Chapters and Chapter with Branch(es) communities. Formal launch of the PMF to Chapters and Chapter with Branch(es) communities is targeted for 2009.

2. When will components need to meet the standards?
Currently it is anticipated that the PMF will be launched in 2009. At that time, the chapter will be able to decide when in 2009 they will report their measurements in submitting the Strategic Alignment Scorecard to PMI GOC. The report will be on a 12 month period.

3. Will components be expected to meet the core services requirements immediately?
The goal is to get everyone providing the core requirements in 2009, thus the process of communication and awareness begins now, 18 months out. Likewise, this is another reason why PMI is piloting the PMF rather than having components begin all at once.

4. What happens if the standards are not met?
The premise of the PMF is to standardize delivery of value to our members. PMI is currently investigating how to provide tools and services to help all components meet the core requirements, and provide member value. The key question to be asked is: If the component is not providing any value, why not? PMI will work together with components to better understand why. The business plan is an important tool for identifying how components will deliver member value and align with PMI's strategic goals. Given, most of the existing 250 chapters have not yet seen or utilized the business plan, so this would be a starting point for working together to close gaps in core service delivery. The business plan template is available on the Component leader Website.

5. What is the responsibility of PMI to the component members if their component fails to meet the standards?
Currently PMI is investigating potential solutions to enable success of PMI's communities in delivering the core services within the PMF. Those solutions may be automation, leveraging PMI relationships and/or building that competency internally within PMI. The communities may then choose to utilize these solutions, or manage meeting the deliverables with their own solutions. If the communities are unable to deliver, then we must again ask why are they not meeting the PMF deliverables, and determine how can we help.

6. Where can I find the PMF?
Component Leaders can find the PMF at Component Leaders Toolkit
http://componentleadership.pmi.bluestep.net/

7. What does the performance management framework address/measure?
In response to requests by PMI component leaders for the establishment of community performance standards, a community performance management framework is now in place as part of the community formation process. As communities form or transform based on the submission and approval of a business plan, a framework of measuring community performance will guide these communities toward meeting their intended commitments through continuous improvement in delivering member value. Likewise, service level agreements are contemplated between PMI GOC and components. PMI is setting up the internal infrastructure to implement

performance management for implementation in 2009.

8. **How does strategic alignment and a component's operating plans tie into the PMF**?
Strategic alignment is about ensuring operating plans are aligned with PMI's strategic plan.
Component operating plans represent services delivered to members. The PMF is a mechanism
for measuring results of the services delivered. Additionally, it is to normalize value across all
communities.

**9. Why are there separate PMFs for geographic communities and virtual communities?
The two documents have the same content and same measures so why not combine
them?**
The PMF was designed as a tool to measure value delivery by PMI's communities. The new
virtual communities will not be "components" of PMI as the current SIGs are. They will be a new
and different type of community than we have known within PMI. The PMF recognizes the
difference between the various types of components and communities within PMI. It's a good
concept especially for chapters and SIGs because they are very different types of organizations.
The PMF finally recognizes that and the Virtual Communities Project recognizes that as well,
instead of saying that "all components are created equal." In the same way, the various types of
communities provide value in different ways and cannot be measured via the same PMF.

10. How do I provide input into the PMF process?
The Poland Chapter was the initial pilot group of the PMF process. Continuous evaluation, testing
and refining of the process will take place as the first few groups go through the process. If you
are part of a community that is piloting the PMF, your input will be collected as part of the pilot
effort. If your community would like to be considered for piloting the PMF, please contact
nichole.ritz@pmi.org. Feedback from PMI component leaders about the PMF is most
welcome.