

# Government Performance Manager Certification

## Professional Level

With the Professional Certified Government Performance Manager (CGPM) program, you will acquire the skills and tools needed to make you the lead performance management resource for your organization.



### Course Specifications

#### CPE Credits

40

#### Training Format

Virtual-Live

#### Preparation

Associate Certificate

#### Modules

15



### Course Objectives

Refresh and expand your understanding of descriptive and inferential statistics as they relate to performance data. Assess your agency's readiness for performance-based budgeting. Practice the 10 steps methodology and apply it to your government organization.

- **Implement** cutting-edge methodologies for analyzing your performance data to figure out how to make improvements
- **Understand** requirements and guidelines for reporting of performance information
- **Visualize** and Communicate via Scorecards and Dashboards
- **Understand** the cost of providing government services while identifying opportunities for cost saving

INTENDED FOR

Leaders, key stakeholders, and project teams

## Analyze data and make informed decisions

The Professional Level requires the CGPM Associate Level Certification plus a full-week program that encompasses: Data Analytics, Benchmarking, and Performance-based Budgeting with a total of 40 CPE Credits.

Once you complete these courses, you will take the professional-level test and upon successful completion, you will be awarded your Government Performance Manager Professional Certification.

Course	Agenda
<p><b>■ DATA ANALYTICS</b></p> <ul style="list-style-type: none"><li>• <b>16 CPE Credits</b></li></ul> <p>Understand best practices used to collect better data, gain access to a single version of the truth across the entity, and understand how to best disseminate various types of data (Dashboards, Visualization, Embedded Analytics) throughout the organization.</p>	<p><b>■ BENCHMARKING</b></p> <ul style="list-style-type: none"><li>• <b>8 CPE Credits</b></li></ul> <p>Recognize benchmarking as a tool with helps improve performance in an organization. Learn to determine the appropriate type of benchmarking for your organization and understand the steps involved with a benchmarking effort</p>
<p><b>■ PERFORMANCE-BASED BUDGETING</b></p> <p><b>16 CPE Credits</b></p> <ul style="list-style-type: none"><li>• Realize the importance, concepts, and organizational challenges with the long-term impact of transitioning to a performance-based approach. Learn how to understand the cost of providing government services while identifying opportunities for cost savings.</li></ul>	



# Data Analytics

Data-Analytics will help learners to ensure the integrity of the data, turn data into actionable information, and further use analytics to answer specific questions in a visual or another easy-to-use format.



## Course Specifications

### CPE Credits

16

### Training Format

Virtual-Live

### Preparation

None

### Modules

5



## Course Objectives

Visualization, verification, reporting internal use, and analysis.

- **Collect Better Data**  
Design performance measurement systems to ensure collection of quality data that is easier to report
- **Make It Useful**  
Employ various data visualization and communication techniques to make performance data useful to managers and employees
- **Use Data Analytics**  
Implement cutting-edge methodologies for analyzing your performance data to figure out how to make improvements
- **Improve the Efficiency**  
Design performance measurement systems to ensure quality data including data validation and verification

INTENDED FOR

Leaders, key stakeholders, and project teams

## Visualization, verification, reporting internal use, and analysis

Government agencies collected more data sets in just the last five years than the entirety of data since the founding of the nation! With all that data, how can government agencies put it all to use – to improve outcomes, reduce risk, and enhance efficiency? Data analytics involves the strategic collection, use, and analysis of government data sets to improve mission attainment.



### Agenda

#### ■ MODULE 1

##### Making Performance Information Usable for Internal Management

- 7 Steps for Ensuring Your Performance Data is Relevant and Useful to Internal Decision-Making and Management
- Know Your Internal Customers – Building Use of Performance Information at All Levels
- Collecting and Managing Your Data
- Creating common definition and data collection guidelines to ensure reliable and uniform data
- Making it easier for managers and line employees to collect and report performance data

#### ■ MODULE 2

##### Evolving Your Budget Process to Focus on Results

- Introduction to Dashboards and Scorecards
- Communicating Numbers
- Basic Principles of Data
- Steps in Selecting the Best Communication
- Vehicle Putting Data Together into Reports and Dashboards
- Building Dashboards and Scorecards

#### ■ MODULE 3

##### Data Analytics and Performance Analysis

- Framework for Analyzing Data: Converting Data into Information
- Fundamentals of Performance Analysis I: Descriptive Statistics
- Fundamentals of Performance Analysis II: Inferential Statistics

#### ■ MODULE 4

##### Data Quality

- Organizational Commitment to and Capacity for Quality Data
- Building Quality In from the Beginning
- Assessing the Quality of Existing Data: Validity, Verification, and Reliability

#### ■ MODULE 5

##### Conducting Effective Performance Reviews to Drive Change

- Critical components of planning and executing a successful Performance STAT or other performance review session.
- Tracking and following up on ideas for performance improvement.



# Benchmarking

Recognize benchmarking as a tool with helps improve performance in an organization. Learn to determine the appropriate type of benchmarking for your organization and understand the steps involved with a benchmarking effort.



## Course Specifications

### CPE Credits

8

### Training Format

Virtual-Live

### Preparation

None

### Modules

5



## Course Objectives

Government agencies at the federal, state, city, and county levels continue to focus on improving efficiency and effectiveness for a transparent government. Benchmarking is the process that enables a clear comparison of a variety of variables (cost, performance, time, quality, required resources) for the same function across different departments within the same agency. Comparisons to other agencies as well as government and non-government comparisons are made

- **Selecting The Right Benchmark**
- **Benchmark Analysis**

**Identify** the right benchmarks to use in measurement-resistant government settings

**Pinpoint** specific areas where performance can be improved – what is really driving performance?

- **Reporting And Comparing**
- **Clarify**

**Identify** how you compare with key benchmarks – and report progress

**Identify** the importance of having a clear desired outcome for your benchmarking effort

INTENDED FOR

Leaders, key stakeholders, and project teams

Utilize performance benchmarking to drive improvements in government.



## Agenda

### ■ MODULE 1

#### Introduction to Benchmarking and Best Practices

- Recognize where to use benchmarking as a tool with help improve performance in organization
- Determine the appropriate type of benchmarking for your organization: Practices vs Performance Benchmarking
- Understand the steps involved with a benchmarking effort
- The importance of having a clear desired outcome for your benchmarking effort

### ■ MODULE 3

#### Data Collection and Reporting

- Collect data for internal performance baseline
- Gather data from external benchmarking sources or organizations
- Validate and verify data and results  
Develop reports

### ■ MODULE 2

#### Strategy and Planning

- Identify key areas of focus and performance indicators and definitions
- Identify data sources and data collection templates and procedures
- Develop project schedule
- Develop communication plan

### ■ MODULE 4

#### Analysis

- Analyze performance gap
- Research high performing organizations for best practices
- Develop best practice analysis and recommendations report
- Obtain management approval for recommendations

### ■ MODULE 5

#### Implementation

- Evaluate program activities based on strategic objectives
- Initiate formal projects for implementation

# Performance-Based Budgeting

Performance-Based Budgeting will help the learners describe the foundations of planning & budgeting in government and identify current budget issues.



## Course Specifications

### CPE Credits

16

### Training Format

Virtual-Live

### Preparation

None

### Modules

5



## Course Objectives

Learn the dos and don'ts of managing budgets to focus on results. Assess your agency's readiness for performance-based budgeting.

Practice the 10 steps methodology and apply it to your government organization.

- **Understand Impacts**  
Understand the importance, concepts, and organizational challenges with the long-term impact of transitioning to a performance-based approach.
- **Identify Opportunities**  
Learn about the cost of providing government services while identifying opportunities for cost savings.
- **Ensure Quality Data**  
Design performance measurement systems to ensure quality data—including data validation and verification.
- **Improve the Efficiency**  
Boost employees' commitment and provide accountability.

INTENDED FOR

Leaders, key stakeholders, and project teams



## Performance-Informed Budgeting and Resource Management

Design performance measurement systems to ensure quality data—including data validation and verification.



### Agenda

#### ■ MODULE 1

##### Evolving Your Budget Process to Focus on Results

- Common Challenges with Government Budgeting
- Link Performance to Budget: Evolution – Budget Side
- Link Performance to Budget: Evolution – Performance Side

#### ■ MODULE 2

##### Evolving Your Budget Process to Focus on Results

- Common Challenges with Government Budget Side Link Performance to Budget: Evolution Performance Side

#### ■ MODULE 3

##### Assessing Your Readiness for Performance Budgeting

- Evaluating the suitability of your performance measures and plans
- Evaluating the reliability of cost and financial information

#### ■ MODULE 4

##### The Ten Steps for Performance-Based Budgeting

- Develop a Strategic Plan and Conduct Strategy Review
- Determine Outputs and Demand Step
- Define Activities and Resources Required to Deliver Outputs
- Achieve Efficiencies through Restructuring
- Calculate Full Costs
- Correlate Activity to Output Costs and to Intermediate Outcome Achievements
- Set Targets (Cost, Revenue, Performance)
- Budget Account Restructuring /Alignment
- Budget Justification
- Budget Execution & Monitoring

#### ■ MODULE 5

##### Cost Analytics and Managerial Cost Accounting in Government

- Fundamentals of Activity Based Costing and other approaches Cross-walking existing government budget structures for reliable cost accounting
- Cost Management fundamentals – understanding how to use cost data to achieve efficiencies



## Get Certified

### Certified Government Performance Manager (CGPM) Program

The Performance Institute's Certified Government Performance Manager (CGPM) program **provides the skills and tools needed to make you a lead performance management resource for your organization.** Candidates for our standard certificate sit for a brief examination. Candidates for our advanced certificate complete a capstone project—a real-world project from your agency that you can use to apply concepts, **knowledge and skills from your courses and receive expert feedback from a staff member of The Performance Institute.**

Upon completion of certification, **you will gain both professional distinction and academic credit.** The Performance Institute is accredited through the National Association of State Boards of Accountancy (NASBA).

**For more information about the CGPM program,** or for help customizing CGPM certification to suit your needs, contact The Performance Institute at **1-877-992-9521.**



## On Site Training

### Bring PI Training and Certification On-site to Your Organization

Bringing PI training in-house for groups of seven to 30 allows you to better utilize your training dollars. The Performance Institute's subject matter experts will work with you and your team to examine your programs and determine your organizations' specific needs. **The identification of real-life examples will create a learning atmosphere that resonates with participants while simultaneously providing an immediate return on your training investment.** Using interactive exercises that employ actual projects or scenarios from your organization, instructors can address specific challenges and align the curriculum of each session to your objectives.

**For more information about bringing PI Training on-site** at your organization, call **1-877-992-9521** or email [info@performanceinstitute.org](mailto:info@performanceinstitute.org)

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## How To Register ?



### Mail

Email us with your registration details

Name

Title

Address

City  State  Zip

Phone  Email

\* Payment by company check, credit card or SF-182 must be received for all mail registrations no later than 5 business days PRIOR to course date.



### Online

Register online at

[www.performanceinstitute.org](http://www.performanceinstitute.org)



### Call

Call us and we will assist you through your registration process

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Additional group and individual discounts may be available. Contact us for more information.