

# IBM Software Group

## Municipal Performance Management Blueprint



### Solution Description

Municipal governments are often data rich but information poor. They typically lack a consistent view of their own performance, or even what constitutes good performance. Performance is often defined in reaction to negative public relations, resulting in a short-sighted, tactical view.

The IBM Cognos Municipal Performance Management Blueprint enables access to the critical information found in disparate operational systems so that municipalities can set goals and targets, get everyone working towards them, and analyze and report on performance against goals. This Municipal Performance Management Blueprint provides a strategic framework for managing performance consistently and effectively across a municipal government—including planning, metrics, and reporting. The Blueprint helps set up a framework of linked strategy maps with the underlying metrics to help each department manage its performance effectively and consistently.

### Features & Benefits

The Municipal Performance Management Blueprint assists municipalities in the following areas:

#### Track progress against mayoral strategy across departments

- Create cascading strategy maps from the mayor's office down to individual departments
- Measure performance against strategy at all organizational levels
- Integrate scorecarding into your management cycle

#### Ensure efficient use of city funds and assets

- Demonstrate good fiscal governance and compliance by tracking financial performance from a single Web-based analysis source
- Manage expenses, risk controls and overtime pay
- Optimize use and lifetime of assets by tracking maintenance, purchase, sale and down time of assets such as property and fleet
- Analyze infrastructure and mass transit use patterns to effectively plan for improvements

#### Create a safe and vibrant city

- Track and report on crime by type, location and time
- Analyze and improve response to emergency and bylaw calls
- Facilitate community involvement in crime prevention
- Help social services become more client centered
- Ensure the security of internal, employee and citizen data

### Value Proposition

The Municipal Performance Management Blueprint provides a strategic framework for managing performance across city hall. It enables users to follow the important metrics (e.g., plans laid out in the mayor's strategy map) and to refine the overall direction. The Blueprint helps cities coordinate the efforts of multiple departments by accessing data from all major sources and consolidating it into a single, consistent platform for strategy management. The Municipal Performance Management Blueprint can speed the creation of an organization's strategic framework. Municipalities looking to increase their livability in the face of ongoing urbanization will find this strategy management platform invaluable.

#### IBM Segment

- Cognos

#### Business Function

- Performance Management

#### Target Industry

- Government

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