

ENTERPRISE PERFORMANCE MANAGEMENT SERVICES

Enterprise Performance Management Services is responsible for providing best in business service for all systems integration, reengineering and replatforming projects; contract performance measures and measurement, performance plan monitoring; FSA performance against high risk management; internal review and audit resolution. To accomplish this mission, Enterprise Performance Management Services performs the following functions:

- GAO High-Risk Management
- Project Management-Oversight and Strategic Planning Group
- Acquisition Planning and Contract Management Group
- Operational Performance Analysis/Reporting and Internal Review Group

GAO High Risk Management

GAO High Risk Management is a functional area within in the Immediate Office of Enterprise Performance Management Services and is responsible for:

- Tracking FSA performance against high-risk management plan.
- Coordinating/updating meetings with GAO.
- Reporting on audit exception/resolution progress.
- Maintaining and publishing GAO audit calendar.

PROJECT MANAGEMENT-OVERSIGHT AND STRATEGIC PLANNING GROUP

Project Management-Oversight and Strategic Group is responsible for advising on systems integration strategy and annual strategic and tactical planning for FSA initiatives and performs the following:

- All system integration, reengineering and replatforming projects.
- Significant legacy system enhancements.
- Ensuring coordination and integration across all projects.
- Analyzing critical dependencies across projects.
- Risk Management.
- Project tracking and status reporting to management.

- Ensuring that “**Solution Life Cycle**” is used for all projects.

ACQUISITION PLANNING AND CONTRACT MANAGEMENT GROUP

Acquisition Planning and Contract Management Group (APCMG) is responsible for ensuring all FSA contracts support integration plans and FSA acquisition efforts are aligned to the organizational performance plan. APCMG will administer internal controls for the acquisition process. Working closely with ED’s OCIO and OCFO, APCMG will manage acquisition activities involving multi-year and multi-dollar contracts and performs the following:

- Acquisition Planning
- Program Support
- Contract Management

Acquisition Planning is a functional area in the immediate office of the Director, APCMG and is responsible for the process by which the efforts of all personnel responsible for an acquisition are coordinated and integrated through a comprehensive plan for fulfilling FSA’s requirements in a timely manner and at a reasonable cost. Acquisition Planning staff will document FSA overarching acquisition requirements; perform strategic market research; prepare buying strategies; and establish contract vehicles that deliver measurable value. Acquisition Planning staff will determine a vendor’s ability to develop and use materials, systems, processes, methods, equipment, tools and techniques used in providing products or services. In addition, Acquisition Planning staff will provide performance analysis, which will provide meaningful and measurable performance standards.

The Program Support is a functional area in the immediate office of the Director, APCMG and is responsible for the contracting process that deals with the selection of a contractor through the negotiation period. This will include the tactical market research process, which will collect and analyze information on commercial capabilities, pricing, incentives, warranties and delivery of other than standard terms and conditions focused on a specific procurement. Program Support staff will perform a critical role in supporting program managers in developing statement of works/statement of objectives (SOW/SOO); assisting in the development of the solicitations and the source selection plans; and assisting the program manager in the source selection process.

The Contract Management is a functional area in the immediate office of the Director, APCMG and is responsible for monitoring program integration across the enterprise and supporting the program office through periodic status reports, updates, or direct review of the success of Program Management Integrated Product Teams. Contract Management staff will monitor and prescribe policies and procedures for providing Government property to contractors, contractor’s use and management of Government property, and

reporting, redistributing, and disposing of contractor inventory. Contract Management staff will ensure that an enterprise-wide quality assurance process, which will define what the Government must do to ensure that the contractor has performed in accordance SOW/SOO performance standards.

OPERATIONAL PERFORMANCE ANALYSIS/REPORTING AND INTERNAL REVIEW GROUP

Operational Performance Analysis/Reporting & Internal Review Group provides strategic measurement initiatives and data in order to track program and organizational performance. Staff will leverage internal administrative assistance as well as a production team to focus efforts on strategic value-adding tasks and activities and performs the following functions:

- Develops, executes, and continually improves the strategic planning process so that the organization has a clear and consistent approach to improving performance. The outputs of this process include an annually updated Five Year Performance Plan as well as the associated annual plans.
- Develops and maintains the balanced scorecard assessment of key FSA metrics.
- Tracks and measures Management Council and/or COO assigned initiatives (e.g., Appendix A of the Performance Plan).
- Communicates results of annual plans and Management Council initiatives on a bi-weekly, quarterly, and annual basis including an assessment of balanced scorecard results.
- Implements measurement processes to ensure the necessary and needed performance information is available including employee surveys, customer surveys, and performance metrics.
- Audits tracking and follows-up (as required by OMB Circular A-50).
- Audits performance measures.
- Monitors document tracking system.
- Uses reports and tools to provide routine check and examination of financial system effectiveness.