

AFFINITY GROUP ONE

- Applying Measurement/Metrics
- Where to Focus/Setting Priorities
- Tracking Results
- Assessing Performance Against Strategic Goals (Outcomes not Outputs)
- Building Better Business Cases

Measurement

- Strategic Focus
- Gut Feel/Leap of Faith
- -when does this make sense
- Do we need better metrics
- -an art form in its own right
- Middle Ground
- - phased pilots

Measurement

- How do we translate real benefits
- - ROI/ Cost Benefit Analysis
- How do we better capture productivity
- Are we measuring e-government or government
- Is it a cost or an investment

Measurement

- Need to cover external as well as internal
- - measure demand for new services
- International important
- - often only measure -tax
- - need to focus on services not countries
- - clusters may be useful
- culture is important