

## Overview

Agency Performance Improvement Officers (PIOs) advise and assist agency leaders to **ensure that the mission and goals of the agency are achieved**. PIOs are responsible for the following:

- Leading efforts to set goals
- Reviewing progress on those goals and identifying course corrections
- Promoting a culture of using data and evidence, managing risks, and communicating performance information



## What does this look like?

**Supporting agency leaders in setting goals, reviewing progress, making course corrections, and making results transparent by:**

- Advising organizational components in **strategic planning**
- Leading **progress reviews** using **data, analysis, and evaluations**
- **Communicating** goals, progress, and challenges within the agency and to the public

**Working across the agency to improve operational effectiveness and efficiency by:**

- Partnering with Chief Financial Officers to **evaluate resource allocations** and incorporate performance information in agency budgets
- Working with Chief Information Officers and Chief Administrative Officers to **validate capital investments** to advance agency goals
- Coordinating with Chief Human Capital Officers to **align personnel to mission priorities**
- Collaborating with Evaluation Officers to **integrate evidence-building activities** with performance management

**Helping agency program managers and goal leaders promote the adoption of effective practices to improve outcomes by:**

- Selecting **meaningful goals and measures**
- Designating **accountable goal leaders**
- Running effective data-driven progress reviews and **identifying course corrections**
- **Managing risks** to priorities and goals

## What's in it for a PIO?

Performance management and its underlying legal framework give PIOs key levers to pull to implement priorities within their agency, including:

- Opportunity to **deliver quantifiable results across the organization** and to the agency's ultimate customers — the public
- Seat at the table with agency leaders to **guide the mission and mission-support activities** of the agency
- Ability to **align agency work and priorities** to the Administration's priorities
- Access to the Performance Improvement Council and the GSA Office of Shared Solutions and Performance Improvement to tap into **cross-agency management initiatives and implementation support** and to share best practices with other agencies