

2020 Work Plan Deliverables Summary

The following deliverables are listed in priority order based on dialogue with the Performance Excellence Leadership Team in December 2019.

Employee Voice Survey Action Plan Implementation	Action plan implementation focuses on creating (1) an employee development check in process, (2) an employee recognition program, and (3) a communications plan for the organization.
Community Survey Feasibility Planning	Contract deliverables focus on creating (1) a plan for a community survey contextualized within other public participation strategies with an aim to achieve statistical significance, (2) a pre/post survey implementation guide, and (3) request for proposal based on the plan. This aligns with the RESJ Community Connections Public Participation Guide currently in development.
Develop Health & Safety Strategies	Moving from Imagine Madison to Results Madison, this seventh Element does not have strategies and actions listed in the Comprehensive Plan yet are needed for accountability in the budget process.
Stand up Continuous Improvement Community of Practice	The Community of Practice will be subject to the outcome of the Innovation Accelerator aimed at identifying ways to streamline and reinforce continuous improvement tools with innovation, racial equity, and sustainability practices.
Release Data APM with Racial Equity Analysis Recommendations	The Administrative Procedure Memorandum (APM) defines and differentiates data governance, data management, and data analytics while also establishing work rules related to the proper collection, maintenance, and use of data.
Publish Data Guide and Implement Training	The Data Guide supplements the APM to provide details for staff to implement the defined policies. Training on the Data Guide and the APM is the mechanism to educate staff.
Citywide Indicators Data Visualization	Citywide Indicators are defined as community level measures designed to monitor progress toward achieving the Outcomes for each of the seven Elements of a Great City. Visualization is the mechanism to communicate data.
Complete Results Madison Next Steps	Results Madison is the City's accountability framework designed to monitor progress on the implementation of the comprehensive plan, Imagine Madison, and other strategic initiatives (e.g. RESJI). Next steps include each agency (1) updating dataset inventory, (2) updating systems inventory, (3) verifying new services, and (4) refining performance measures.
Develop Data Convening Format	A data convening will provide the accountability forum to check in on the status of service level performance measures and their collective ability to move the needle on Citywide Indicators for each Element of a Great City.
Begin Service Level Performance Measure Data Visualization	Each agency in the Results Madison next steps will select 3-5 measures per service to answer (1) how much do we do with each service, (2) how well do we do it, and (3) is anyone better off as a result of service provision. These measures are envisioned to be included in future state budget documents.

In January 2020, the Mayor requested the addition of the following deliverable.

Performance Excellence Leadership Team Transition to Mayor's Management Team	With a six month transition period defined by the Mayor, a transition team will define a Plan, Do, Check, Act continuous improvement cycle to combine the work of the Performance Excellence Leadership Team into the Mayor's Management Team with the twin goals of (1) improving internal collaboration and (2) improving understanding of Performance Excellence.
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