

Planning and performance information needs survey

The Department of Planning and Budget (DPB) wants to determine the need for additional guidance in the areas of strategic planning and performance measurement. To assess the level of need, we want to identify specific aspects of strategic planning and performance measurement that are of greatest interest to the people who handle these functions. We are asking you to give this survey to people who develop, collect, or manage planning and performance information, as well as to those who use it or play an important role in decision making. We want to design and offer training that will be useful to you. Please feel free to distribute this survey to any number of employees you choose. Your feedback will help us better understand your needs. Please return **by October 30** to:

Department of Planning and Budget
 Planning and Evaluation Section
 200 N. Ninth Street, Room 418
 Richmond, Virginia 23219

A. Topics

Please indicate the extent to which you feel each of the following topics should be addressed:

	Must include	Would like this included	Don't include at all	Only want written information	Don't know what this item means
General Topics					
Planning					
Defining mission					
Knowing your constituents and what they want					
Basic elements of a strategic plan					
Writing goals, objectives, strategies					
Implementing a strategic plan					
Performance measurement					
Types of measures (outcome, output, input, efficiency)					
State experience and national trends in performance measures					
Completing performance measurement forms for DPB					
Overview of Virginia's actual measures					
Advanced topics					
Integrating performance measures and strategic planning into agency operations					
Integrating performance measures and strategic planning into the budget development process					
Strategic planning					
Identifying what is strategic versus operational					

	Must include	Would like this included	Don't include at all	Only want written information	Don't know what this item means
Strategic thinking					
Identifying and gaining consensus about what the public wants					
Learning what constituents want from you					
Handling conflicting needs from constituents					
Being mission-focused					
Identifying and tracking emerging issues					
Issues management					
Analyzing the costs and benefits of various alternative strategies					
Defining the results and determining the indicators to track progress					
Analyzing resource needs for plan implementation					
Performance measurement					
Target setting					
When and how can performance measures be changed?					
Designing measures: percentages versus raw numbers, ratios, etc.					
Customer satisfaction survey design					
Sampling techniques for surveys					
The relationship between measures, budgets, and strategic plans					
Using performance information to reprioritize your internal resources					
Cascading agency-wide measures to the unit and individual performance level					
Using performance information in process flow redesign					

B. Format

What method would be best for you to receive additional information? (Please check one)

<input type="checkbox"/>	A series of 90 minute lunch time seminars
<input type="checkbox"/>	A series of half day meetings covering multiple topics
<input type="checkbox"/>	Day long sessions covering a larger number topics
<input type="checkbox"/>	No sessions; written guidance only

C. Personal information

Your name _____ Title _____
 Agency _____ Phone _____
 Fax _____
 Other contacts at your agency _____ Phone _____