

# Government Performance Management



ITWorx Government Performance Management (GPM) is a ready-made software solution that enables effective strategy execution by providing a backbone for managing, sharing and monitoring the achievement of strategic plans. It allows strategic objectives to be cascaded throughout the organisation, to ensure effective execution; it consolidates results, from the ground-level upwards, allowing organisational performance to be visualised across many levels; and it enables timely and informed decision-making to close the gap between goals and actual results.

GPM flexibly supports different strategic models: from third-generation balanced scorecards to custom strategy models, and from the tracking of a simple set of strategic objectives or KPIs to fully-cascaded strategic plans.

## Shared Vision – An Aligned Government

Share strategic plans and results, as well as analyses, opinions, initiatives, KPIs and targets. Keep stakeholders aligned with strategies and initiatives through a rich collaboration portal with Arabic support, authentication and role-based access.

- Publish, communicate and share government strategies across all functions and levels
- Cascade a strategic plan to divisions and departments with strategic and tactical objectives and initiatives
- Assign owners for each goal, objective and KPI
- Comment, approve and share proposals for change

## Monitored Execution – An Insightful Government

Use a comprehensive, high-level overview to monitor the execution of strategic plans. With achievement scorecards generated automatically from the defined plans, as well as details such as cost and schedule status, the progress of initiatives and the achievement of strategic goals can be monitored and tracked. Integration with existing application(s) allows the extraction and consolidation of all performance data.

- View overall organisational performance across all levels and functions
- Drill down for more details and root-cause analysis
- Track the execution of strategic plans and initiatives
- Receive notifications and alerts for tasks and events

## Dynamic Strategy – A Proactive Government

Empower informed decisions which allow plans to be continually refined in response to changes in internal and external environments. Add, for example, a new initiative or new resources, or change targets and threshold alarms.

- Collaborate on interactive strategy maps linking cause and effect
- Comment on reports, send emails, and take corrective actions
- Share threaded discussions and annotations on objectives, KPIs, or reports
- Receive requests for change and control updates through automated workflows
- Publish updates and notify stakeholders with a push of a button



## Value-Added Services

- Business consultancy through alliances with global consultants
- Business intelligence services such as operational dashboards and data warehousing
- Geo-enabled services such as the generation of colour-indicative maps to visualise performance by geography



## Why ITWorx Government Performance Management?

- Localised and bilingual with Arabic support
- Immediate and easy strategy sharing, promoting transparency, solidarity and accountability among internal government staff
- Flexible, scalable and customisable to accommodate each organisation's specific models and processes
- Supports collaboration allowing more effectively tracked communication around plans and results
- Fast time-to-deliver based on a tested and proven solution with ready-made components
- Built using Microsoft technologies to provide a familiar user interface and allow organisations to leverage existing infrastructure
- The solution is backed by a strong track record and industry knowledge of serving governments throughout Europe, the Middle East and Africa (EMEA) with innovative and successful software solutions

## Proven Track Record



### **Egypt (Headquarters)**

Cairo  
Nasr City, Free Zone  
Area 7B, Block J  
Cairo, Egypt  
Tel +20 2 2673 6111  
Fax +20 2 2673 6188

Alexandria  
3 Bahaa El Din Ghatwary St.  
Lotus Business Center, Semouha  
Alexandria, Egypt  
Tel +20 3 4266 774  
Fax +20 3 4266 775

### **Saudi Arabia**

Riyadh  
Sulaimaniya Center, West Building  
Office #1115, P.O.Box 26627  
Riyadh 11496, Saudi Arabia  
Tel +966 1 288 6558  
Fax +9661 288 6558

### **United Arab Emirates**

Dubai  
Dubai Internet City, Block DIC  
Building 17, Office 256 & 257  
Dubai, United Arab Emirates  
Tel +971 4 437 0833  
Fax +971 4 437 0832

### **USA**

Connecticut  
406 Farmington Avenue  
Farmington, CT 06032  
Connecticut, USA  
Tel +1 860 676 7878  
Fax +1 860 760 6385

### **Global Representatives**

#### **Switzerland**

Hunenberg  
ITWorx DACH GmbH  
Sonneggstr. 61  
CH-8006, Zurich, Switzerland  
Tel +41 44 251 1502

#### **Nigeria**

Lagos  
Icarus Technologies  
4A Ademola St., Ikoyi  
Lagos, Nigeria  
Tel +234 80 222 22713

**Microsoft®**  
**GOLD CERTIFIED**  
*Partner*

[gpm.itworx.com](http://gpm.itworx.com)  
[servicerequest@itworx.com](mailto:servicerequest@itworx.com)