



METHODOLOGY OF SERVICE DELIVERY IMPROVEMENT PLANS (SDIP) DEVELOPMENT – SERVICE DELIVERY PERFORMANCE MEASUREMENT STANDARDS

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Iraq - Baghdad

Iraq Governance Strengthening
Program

WORKSHOP OBJECTIVES

1. Introduce GSP/Taqadum's methodology of Service Delivery Improvement Plans (SDIP) development and implementation in Youth and Sport sector.
2. To introduce Service Delivery Performance Measurement Standards.

OVERVIEW ON THE CONCEPT AND SIGNIFICANCE OF PERFORMANCE MEASUREMENT AND STRATEGIC PLANNING

PRESENTATION OBJECTIVES

1. To introduce the concept and significance of Performance Measurement.
2. To introduce the concept and significance of Strategic Planning.
3. To provide an overview of GSP/Taqadum work in provinces in regard with service delivery performance improvement .

CONCEPT AND SIGNIFICANCE OF PERFORMANCE MEASUREMENT

Word of Wisdom

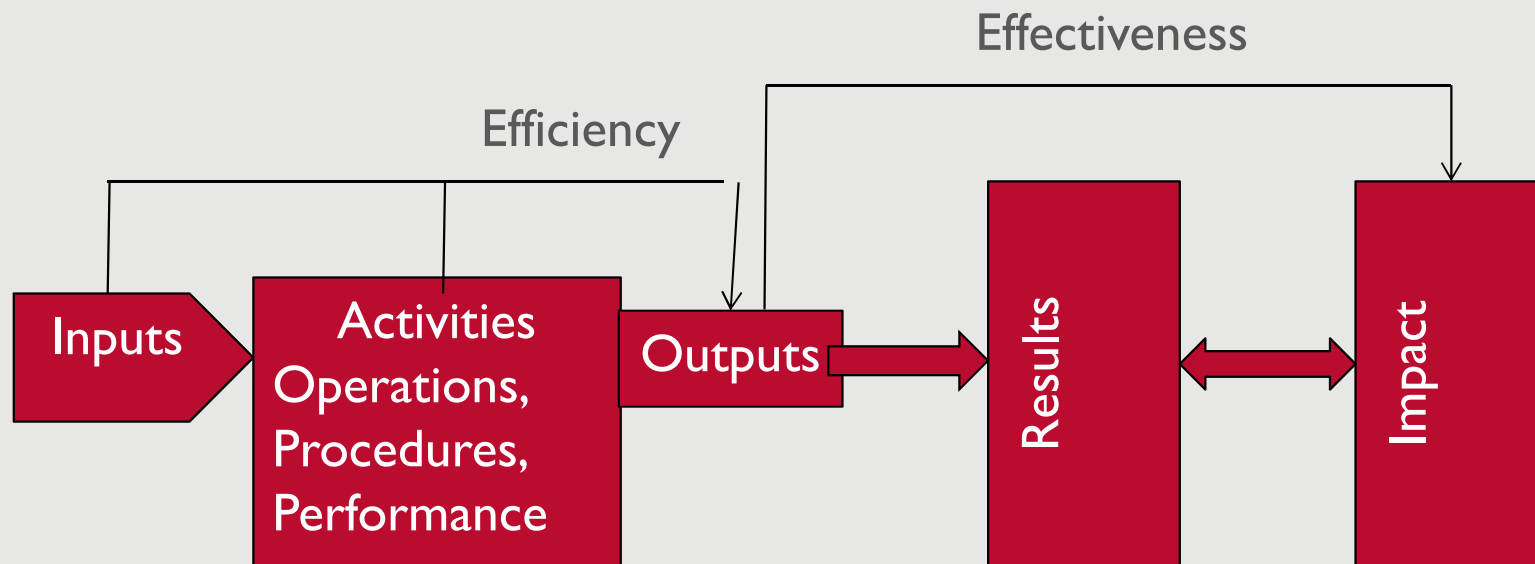
To improve something, you have to be able to change it. And to be able to change it, you have to be able to comprehend the meaning of change. And to be able to comprehend the meaning, you have to be able to measure change.

What do we mean by Performance Measurement Standards?

A continuous and persistent process of tracking the extent of commitment to strategies/plans designed for accomplishing those objectives in supporting the vision of local governments.

A process to establish a mutual understanding of what is needed to be achieved, and how to achieve it.

ILLUSTRATION OF THE RELATIONS BETWEEN EFFICIENCY, EFFECTIVENESS, AND IMPACT ON PERFORMANCE



CONCEPT AND SIGNIFICANCE OF PERFORMANCE MEASUREMENT

What do we mean by Performance Measurement Standards?

They are tools used to evaluate government performance efficiency by mean of:

- 1) Providing local governments with information on the status of services delivered to the citizens.
- 2) Providing local governments with indicators of the efficiency and effectiveness of the services delivered to the citizens.
- 3) Strengthening the relation between citizens and their local governments.
- 4) Comparing the performances of local governments to each other.
- 5) Providing for modifications of local governments' work to ensure the realization of their visions.

Indicator: is the level local governments aspired to achieve of anticipated services as in regards of: quantity, time, cost, and quality whose provision to the citizens the government is committed to.

STRATEGY

A set of associated and consistent objectives adopted to accomplish economic and social development, which outline, as a whole, the development objectives and/or the methods of utilizing available resources to ensure the realization of a set of specified objectives including initiatives.

Hence; it is a way to move from the current situation to the desired end which is hoped to be realized in the future.

PLANNING

- Developing a plan showing the objectives to be realized, and their various elements and phases, starting from the current situation and in line with available aptitudes.
- An activity through which the management decides what they want to do and what should be done, where, when, by whom, and what required resources are.

STRATEGIC PLANNING

A Strategic Plan is a comprehensive process in which resources and potentials are mobilized and brought together to make decisions, identify development strategic objectives, and realize the mission of the Directorate.

It involves:

1. identifying development priorities;
2. developing an action plan meant for achieving change;
3. providing requirements, and coping with challenges; and
4. overcoming problems and difficulties which are anticipated to face the plan upon its implementation.

STRATEGIC PLANNING

The most significant features of the strategic plan are:

1. it lays the foundation for mobilizing the resources to achieve planned objectives;
2. it portrays the progress course of the plan and the ranges it is going to work within; and
3. it discloses the itemized programs and projects to be carried out.

THE WORK OF GSP/TAQADUM IN SERVICE DELIVERY PERFORMANCE IMPROVEMENT IN THE PROVINCES

- GSP/Taqadum has worked with the (12) provinces, except the (3) hot ones, on service delivery performance improvement by means of developing and implementing (64) SDIPs for the sectors of education, health, municipality, potable water, and sewage.
- As for the three hot provinces (Ninawa, Anbar, and Salah ad Din), and because of their current circumstances, GSP/Taqadum has demonstrated the Methodology of SDIP Development and Implementation, and trained them on how to make use of it, with focus on building their capacities to deal with crises when/if they occur in regard to damage assessment, reconstruction planning, and implementation management.

THANK YOU

