

Driving Performance through Government Alignment

**Day One: Wednesday, October 11, 2006
Washington, D.C. – Sheraton National Hotel**

October 10-12, 2006 Washington, D.C.

Welcome and Introduction

Robert L. Howie, Jr.
Summit Chair and President
Balanced Scorecard Collaborative

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Aligning Government Agencies and Organizations to Drive Performance in the Public Sector

Jo Anne Barnhart
Commissioner
Social Security Administration

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Creating Strategy-Focused Public Sector Enterprises

Dr. Robert S. Kaplan
Baker Foundation Professor
Harvard Business School

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Improving Results through Departmental Alignment: Performance Management at the Department of Interior

Paul Hoffman

*Deputy Assistant Secretary for Performance,
Accountability, and Human Resources*
Department of the Interior

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Performance Management and Strategy Execution in the Public Sector

Stephen Goldsmith

Former Mayor, City of Indianapolis

and Dan Paul Professor of Government, Kennedy School of Government

Harvard University

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LUNCH

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Solutions Showcase from Microsoft:
Microsoft® Office Business Scorecard Manager

Microsoft®

Philo Janus
Business Intelligence Evangelist
Office Business Applications

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In the Public Interest: Balanced Scorecard at MITRE

Alfred Grasso
President and CEO
MITRE Corporation

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Performance Breakouts **(Choose One)**

- 1) Regularly Refreshing Organizational Strategy –**
Lora Hanson, Mary Sassi – Sarasota County Government

- 2) Cascading the Balanced Scorecard –**
Tim Jones – International Monetary Fund

- 3) Performance Reporting and Communication –**
Marcus Jennings – Washington Suburban Sanitary Commission

- 4) Assessments and Operational Benchmarking –**
Kathy Frisbee, Lynnette Nilan – Department of Veterans Affairs

Regularly Refreshing Organizational Strategy

Lora Hanson

General Manager, Process and Quality Innovations

Mary Sassi

Core Services Coordinator
Sarasota County Government

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Cascading the Balanced Scorecard

Tim Jones
Service Manager
International Monetary Fund

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Performance Reporting and Communication

Marcus Jennings

Corporate Business Group Leader

Washington Suburban Sanitary Commission

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Assessments and Operational Benchmarking

Kathy Frisbee

Deputy Director for Informatics
Veteran Health Administration

Lynnette Nilan

Director, Performance Management
Department of Veteran Affairs

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BSC Hall of Fame Panel



Moderator:

Robert L. Howie, Jr., *President*, Balanced Scorecard Collaborative

Panelists:

Dr. Robert S. Kaplan, *Baker Foundation Professor*, Harvard Business School

Sandy Baruah, *Assistant Secretary*, *Economic Development Authority*,
Department of Commerce

Keith Clark, *Assistant Commissioner*, Royal Canadian Mounted Police

Robert Carrington, *Chief*, *Strategic Management Division*, U.S. Army

Pam Syfert, *City Manager*, City of Charlotte

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Hall of Fame Reception and Ceremony

5:05 – 6:30 pm



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