



S U C C E S S

F R A M E W O R K

SUCCESS FRAMEWORK ROAD MAP

The purpose of the SUCCESS Framework is to help our public services deliver the greatest value per taxpayer dollar, to demonstrate excellence, and to strengthen our ability to capture the story of our work. Governor Herbert has set the target to improve state government operations and services by 25% (a combination of quality, cost, and throughput) by January 1, 2017. This roadmap outlines the general milestones, activities, and some deliverables as it relates to reaching the Governor's goal and our strategy to strive for ongoing improvement.

1. **Orientation and Expectations**
An ongoing effort to orient and update agency leaders. This includes connecting leaders to GOMB support, tools, and other resources as needed.
2. **Agency Profiles**
Major systems will be identified and prioritized (by budget and societal impact). These systems must account for 80% of budget. GOMB consultants will be assigned to help support each major system.
3. **System Maps Completed for All Major Systems**
Our consultants will help your teams create a strategy map for each major system. This will be the central tool used to identify improvement strategies.
4. **System Measures (QT/OE) Developed**
The improvement ratio, quality throughput / operating expense will be developed and base lined for each major system.
5. **Operational Measures Configured and Implemented**
Once the system map is configured and QT/OE defined, our consultants will assist your system team in identifying additional measures that help you manage your operation.
6. **Application of SUCCESS Framework Tools to Get Results**
GOMB will continue to bring you additional tools that will help you get results. These include FAST diagrams which can identify ways to accelerate services.
7. **Ongoing Support from GOMB**
GOMB will be hosting training events, conferences, case studies and other material on an on-going basis.
8. **Report Results and Recognize Success**
The SUCCESS Management Information System (SMIS) is used to report ongoing QT/OE measures. SMIS also provides management information such as trend analysis to help determine progress towards the Governor's goal. High performing agency systems will be regularly highlighted by GOMB.
9. **Develop Internal Operational Capacity**
Agencies are encouraged to learn and build internal capacity in the underlying improvement methodologies making up the SUCCESS Framework.
10. **Connect Budgeting Processes to Performance**
Budgeting processes will be connected to performance in accordance with the SUCCESS Framework. Any request or need for additional investments will be evaluated in the context of the impact on quality and/or throughput.