

# Managing Performance at the Office of the Auditor General of B.C.

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# BC's Reporting Principles at a Glance

- 1.** Explain the public purpose served
- 2.** Link goals and results
- 3.** Focus on the few, critical aspects of performance
- 4.** Relate results to risk and capacity
- 5.** Link resources, strategies and results
- 6.** Provide comparative information
- 7.** Present credible information, fairly interpreted
- 8.** Disclose the basis for key reporting judgements



## Measuring performance – *Then*

***“Follow our process to consider all requests received.”***

***Target – 100%***



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# Challenges to Measuring Performance



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# Challenges to measuring performance

- Disagreement regarding what success looks like
- Distrust
- Siloes
- Plan fatigue



# Measuring performance - *Now*

A common vision of what we need to do to succeed:

- Clear strategic direction
- 12 meaningful indicators to assess our performance
- 45 activities to focus on
- Simple process for tracking progress



# How we got there

- Executive support



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# How we got there

## Mission

To provide independent assurance and advice to the Legislative Assembly, Government and the Public Service for the well-being of the people of British Columbia

## Vision

A Legislative Assembly, Government and Public Service that works effectively for the people of British Columbia

## Goals

We want to be recognized as a high-performing leader in providing independent assurance and advice, and influence:

- Sound financial administration and reporting across government
- Effectively governed and well-managed provincial programs, services and resources
- Comprehensive public sector accountability reporting



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# How we got there

- Expertise



# How we got there

- Socialize the plan



# Our Key Enablers

- Cohesive/High-Functioning People and Culture
- Organizational Structures
- Internal Communication
- Stakeholder Engagement and External Communication
- Leadership and Governance
- Resource Optimization and Decision Support
- Practice Excellence
- Enabling Data, Tools and Systems



# Our Key Performance Measures

Performance Measures	Key Performance Indicators (KPIs)
Increase our relevance and our influence	Auditees reporting by survey that our assurance and advice led to improved performance (%)
Sustain our current strong contribution to the broader public interest	MLAs satisfied that our Office is effectively delivering on our legislated mandate and is making a real difference for the people of B.C. (%)
Meet planned levels of public reporting of our advice and assurance	Reports and opinions completed (#)
Sustain our contribution to sound financial administration and financial reporting across the B.C. Government	Recommendations from reports that are accepted and adopted within three years (%)



# Our Key Performance Measures

Performance Measures	Key Performance Indicators (KPIs)
Sustain our contribution to sound financial administration and financial reporting across the B.C. Government	Recommendations from reports that are accepted and adopted within three years (%)
Increase our contribution to comprehensive public sector accountability reporting	Recommendations made relating to reporting that are implemented within three years (%)
	Reports and documents downloaded annually from our website (#)
Increase the degree to which staff are motivated and inspired by their work	Workforce Engagement Score (WES)
Increase the efficient use of our internal financial and human resources	Vacant staff positions (%)
	Annual budget that lapses each year (%)



# Our Key Activities

Examples include:

- Develop and update our workforce plan
- Develop an external engagement strategy
- Improve scheduling
- Review and update our audit methodologies



# Tracking our Progress

Activity or Initiative	Owner	Timing for Completion	Status as of Dec 31, 2016	Status as of March 31, 2017	Status as of June 30, 2017	Status as of Sept 30, 2017
Develop and update our workforce plan	Stephen	March 31 2017	Not Started			
Develop an external engagement strategy	Colleen	March 31 2017	40% Complete			
Improve scheduling	Stuart	March 31 2017	20% Complete			
Review and update our performance audit methodology	Bridget	June 30 2017	80% Complete			



# Conclusion



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