

KPM Questions and Answers

Prepared September 2009

Process Questions:

1. **Q: Do we have to do an APPR for this year? If so, when is it due?**

A: Yes, both the APPR and Management Report are to be submitted to your BAM and LFO analysts, and posted on your agency website.

September 30th, is the deadline for all agencies.

2. **Q: We need to change our KPM Coordinator, what do we need to do?**

A: You will want to take care of two details: 1) Get the new KPM coordinator added to the KPM Coordinator listserv because all communication regarding KPMs goes out via this mailing list. You can sign-up at: http://www.oregon.gov/DAS/BAM/KPM_mainpage.shtml. 2) Get access to the Automated KPM system. Contact June Starkey to get you user name and password set up: june.starkey@state.or.us or 503-986-1272.

3. **Q: Why didn't we have a Roundtable?**

A. Concerns about costs, and we are simply reporting on the same measures, so there wasn't that much to talk about. Once we've defined BAM/LFO priorities for the 2009-11 interim, we anticipate scheduling a roundtable.

4. **Q: With the Oregon Progress Board not being funded, what happens to the system links to Oregon Benchmarks?**

A: For this reporting cycle there is no change. Final disposition of the Benchmarks and accompanying database has not been made as of this date. We will share more about this when decisions are made.

5. **Since the Oregon Progress Board is no longer in operation, how does my agency APPR get posted for public access?**

A: Using the "report" function of the KPM system, you will generate a PDF of your final APPR and Management report. You will email these to your BAM and LFO analysts, and to Rick Gardner and Dawn Farr (note email links on the webpage). You will then post the completed report to your agency website. Agency reports will be posted to the BAM – KPM webpage.

6. **Q: Why don't my agency's new/modified measures approved in the last legislative session show in the system?**

A: This is the second-half of the two-year reporting cycle for the previous biennium. You will be reporting on the same measures you did last time. Your newly approved measures will appear in the 2010 reporting year.

7. **Q: What do I do about reporting on a KPM that has been approved for deletion for 2010?**

A: Note this fact in your narrative for that specific KPM. Provide what data and information you have that is readily available.

8. **Do I have to complete the Management Report too, along with the APPR?**

A: Yes. In its first use this past session, this summary "dashboard" was well received and proved to be quite useful. Take full advantage of the Comments section.

Questions about Automated KPM System:

9. **Q: We see some changes in the system, but basically it is the same as last year. What happened to 2.0?**

A: Like many of you, we are constrained by resources. We are still evaluating what might be possible this biennium, stay tuned.

10. **Q: I don't see the proposed delete/replace field in the system.**

A: You can only propose changes to your KPM's (other than administrative changes) in budget years because they have to be reviewed by the legislature. To avoid confusion, we have "hidden" the fields.

11. **Q: I can't access the system.**

A: The system now resides behind the DAS firewall. If you have problems accessing the system, first make certain your user name and password are correct, and then notify Jonathan Hiatt of the issue: Jonathan.HIATT@state.or.us.

12. **Q: Our agency does not do the Customer Service survey every year. What should I enter for actuals?**

A: Leave the graph blank and note in the narrative the survey is done every two years. If you have more questions, please contact June Starkey (see contact information below).

13. **Q: The system does not appear to recognize line breaks, so all individual paragraphs in a section of the Executive Summary end up as one paragraph in the printed version. Can you suggest a workaround for this problem?**

A: The latest report generator eliminated the problem with weird characters showing up, but, it also stripped out most formatting in the reports. We aren't sure yet how to resolve this issue, but will get back to you once we find a solution.

14. **Q. Although the system offers options for numbered or bulleted lists, the numbers failed to appear in the print version. (Each separately numbered item did appear in its own paragraph, however).**

A. As mentioned above, all formatting got stripped. We aren't sure yet how to deal with the need to have bullets in the narrative. June is looking into this and will get back to you with options as soon as possible.

15. **Q: Exporting the APPR to Word or Adobe PDF generates a document in a standard Times Roman font, but with a font size of just 9.5 which is too small for some applications.**

A: The report font will be increased to 12 point.

16. **Q: The on-screen version of the document in the APPR Entry Screen is easier to read than the print version exported to Word/Adobe. Only 11 lines of text are visible at a time.**

A: We have now doubled the lines of viewable text in the boxes. We are open to input as to whether we should keep it this way or not.

17. **Q: Where do I go if I need technical assistance navigating the system and or onsite training?**

A: June Starkey is the point of contact for all questions about the use and navigating the system: june.starkey@state.or.us or (503) 986-1272. She will work with you to solve your problems within the constraints of the existing system and maintain a list of Q&A for common issues. She will also be capturing recurring issues so they will be considered during the needs assessment process for the next version of the system. Onsite assistance is also available if needed.

18. **Q: Where do I find directions/guides on how to use the system?**

A: Directions on how to Add, Delete and Delete-Replace, view reports, and printing in Adobe PDF are available via http://oregon.gov/DAS/BAM/KPM_resources.shtml under the "Online Reporting" section. You may also call June Starkey at (503) 986-1272 for additional assistance and or training.