DRAFT PROJECT CHARTER

Project Name	**Benchmarking Information Exchange Project V4+2**
Goal	To pilot perfomance information gathering and identifing the best practice examples on basis of designed performance indicators which could be used to assess the respective costs, quality of the service and overall performance.
Expected Benefits	Identification, description and explanation of problematic areas in the public sector Determining the level of commonplace of these areas internationally Identifying better and higher quality practice in order to improve public sector performance Comparison of the best solutions to the respective problems in national conditions

Activities / Phases		
	0	Discussion, eventual modification and approval of the project.
	A	Suitable areas (sub-areas) selection for international comparison with respect to the SAI's scope and determining their priorities for development bechmarking themes.
	B	Data collection and analysis, desk research about priority area gathering for identifying performance indicators.
	C	Designing draft performance indicators, development their categorisation including the methodology of their calculation and description of influential factors.
	D	Proposed performance indicators approval and cluster analysis in order to determine the benchmark (the best practice).
	E	Benchmark determination, including a description of the reasons for the differences from the best practice (identifying room for improvement), and recommendations for improvement formulation.
	F	Entire benchmarking process evaluation for a possible revision of the methodology used performance indicators of particular area of public sector.

Timeline

Activity	X.16	XI.16	XII.16	I.17	II.17	III.17	IV.17	V.17	VI.17	VII.17	VIII.17	IX.17
0	██	██	██									
A				██	██							
B						██	██					
C							██	██				
D								██	██			
E										██		
F										██	██	██

Project Resources	All activities will be coordinated and realized in a project team which will consist of SAI´s experts. Involved SAI´s will suggest ordinarily one member of the project team. Each SAI has one vote in approving regardless of the number of nominated national experts.
Project leader	Czech Republic
Team Members	Austria, Hungary, Poland, Slovakia, Slovenia

High Level Estimate of Project Requirements (Man-days per SAI)			
	0	15	(approx. 3 months)
	A	15	(approx. 2 months)
	B	15	(approx. 2 months)
	C	15	(approx. 2 months)
	D	10	(approx. 2 months)
	E	5	(approx. 1 months)
	F	15	(approx. 2 months)

Risks	Different SAI's competences regarding to access to data in government information systems The absence of the necessary data and information availability Disagreement on the selection of areas to compare Disagreement on the choice of performance indicators Incorrectly set methodology for calculating performance indicators Insufficient explanatory power of performance indicators Inadequate analytical skills of working group members Wrong understanding and interpretation of performance indicators Omission of important factors affecting the value of performance indicators
Risk management	The SAI provide capabilities to identify, understand, bound and place the project's major risks under project team management. Escalatory process will be agreed within project conditions in the phase 0 and project leader will act proptly if any activity or field of examination could be affected particulary by poor understanding and mitigation of risks, time and sources contingencies. The suggestions to sort the issues should be agreed within the project team and apart from risks identification and mitigation are linked to these: Re-allocate resources, Re-prioritise work, Identify traning needs, Identify re-work, Recruit more staff for specific tasks, Apply lessons learned.