



## Performance Management A 5 minute briefing

### Managing Performance with Ten

Ten Performance Manager is one of the modules of Ten, an integrated suite of software applications for organisation management. It provides a systematic and practical performance management system that enables you to define and focus the strategies, objectives, indicators and actions that drive organisational improvements.

Ten Performance Manager brings your performance management data under one roof, allowing you to use its integrated features to gather, analyse, and communicate the information that measures your progress. By studying the performance data, you have information at your fingertips to decide the best course of action for your organisation, and to make sure that objectives are achieved.

Ten Performance Manager is friendly enough to be used at all levels within an organisation, yet flexible enough to be customised to an organisation's individual requirements. Being based on an integrated management framework also enables seamless integration with other Ten applications, such as, risk and compliance management.

### What is an integrated performance management framework?

The performance management framework consists of a number of elements which link together to provide an integrated framework;

- Strategies and objectives showing how strategic themes are being addressed and the objectives that have been set to deliver against these themes.
- Programmes, projects and actions showing what is being done to achieve the objectives and monitor progress.
- Performance indicators (including statutory, local and operational indicators) used to measure and monitor key factors of importance to an organisation, as well as for internal and external reporting.
- People, including their roles and responsibilities for the elements described above.

These are the main elements of the performance management framework used by most organisations. The framework is flexible in that you are not forced to use all the elements and the framework can be extended to include additional elements, such as standards (IIP, EFQM, Balanced Scorecard etc).

### What does Ten Performance Manager deliver?

Ten delivers an interactive enterprise wide system that provides access to performance management information at your fingertips. The information can be accessed through familiar web browser technology so that for the majority of users there is no need to install additional software.

Information can be viewed 'top down', from strategic objectives and business plans to the delivery details, or 'bottom up', connecting delivery detail back to strategic objectives. The system also provides a user centric view of an individual's responsibilities.

The system shows snapshot information on delivery against targets for objectives, actions and performance indicators in a user-friendly way through traffic light colours or symbols, and tables of information. Historic information is also available to analyse trends over time and provide an audit trail of past performance.

The system is delivered to users as a number of reporting screens, or pages, of information in a similar format to web pages. Each screen communicates performance information in a graphical format and provides navigation to linked elements.

#### How long does it take and what do we need to do?

A Ten performance management system can be implemented in a very short time. We have developed a range of templates to start the building process. This means that a basic look and feel has been set up and all you need to do to deliver a working system is add your objectives, actions, people and indicator data, and change the corporate look and feel to match that of your organisation.

#### What if things change?

They will. Whether through organisational changes or new performance management requirements, the one certainty is that change and evolution are inevitable. Ten is designed to be flexible and customisable to easily accommodate these changes.

#### How can I find out more?

More information is available on our website at [www.tensoftware.com](http://www.tensoftware.com), or if you would like to discuss the use of Ten in your organisation, call us on 01327 811199. A number of other briefings covering the management of risk, compliance, business continuity and corporate governance are also available, along with more detailed product descriptions.

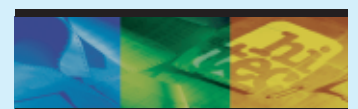
#### About Ten Software

Ten Software provides integrated software applications and associated training, consulting and support services to both public and private sector organisations. We are an established and leading supplier of integrated organisation management software and services and are committed to quality and service. Our approach is collaborative and flexible, providing customers with a range of implementation options from simply providing software and training, through to the delivery of 'ready to use' systems. We encourage knowledge and skills transfer to our customers and provide expert on-going support post implementation.

[www.tensoftware.com](http://www.tensoftware.com)

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