Agency Performance Improvement Officers (PIOs) advise and assist agency leaders to ensure that the mission and goals of the agency are achieved. PIOs are responsible for the following:

- Leading efforts to set goals
- Reviewing progress on those goals and identifying course corrections
- Promoting a culture of using data and evidence, managing risks, and communicating performance information

What does this look like?

**Supporting agency leaders in setting goals, reviewing progress, making course corrections, and making results transparent by:**

- Advising organizational components in strategic planning
- Leading progress reviews using data, analysis, and evaluations
- Communicating goals, progress, and challenges within the agency and to the public

**Working across the agency to improve operational effectiveness and efficiency by:**

- Partnering with Chief Financial Officers to evaluate resource allocations and incorporate performance information in agency budgets
- Working with Chief Information Officers and Chief Administrative Officers to validate capital investments to advance agency goals
- Coordinating with Chief Human Capital Officers to align personnel to mission priorities
- Collaborating with Evaluation Officers to integrate evidence-building activities with performance management

**Helping agency program managers and goal leaders promote the adoption of effective practices to improve outcomes by:**

- Selecting meaningful goals and measures
- Designating accountable goal leaders
- Running effective data-driven progress reviews and identifying course corrections
- Managing risks to priorities and goals

What’s in it for a PIO?

Performance management and its underlying legal framework give PIOs key levers to pull to implement priorities within their agency, including:

- Opportunity to deliver quantifiable results across the organization and to the agency’s ultimate customers — the public
- Seat at the table with agency leaders to guide the mission and mission-support activities of the agency
- Ability to align agency work and priorities to the Administration’s priorities
- Access to the Performance Improvement Council and the GSA Office of Shared Solutions and Performance Improvement to tap into cross-agency management initiatives and implementation support and to share best practices with other agencies