



MONITORING FOR RESULTS



IDEA
SOLUTIONS

Simplify Complex Management Processes

IDEA-SOLUTIONS® SUITE

WHAT IS THE IDEA-SOLUTIONS® SUITE?

A suite of management processes and computer software to facilitate the implementation of Results-Based management (RBM) in the public sector.

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MONITORING FOR RESULTS

WHAT IS M4R®?

A process and a software to provide meaningful information about the performance in the implementation of strategies, programs and projects.

The M4R® process:

- Elaborates/reviews a Performance Measurement Framework which:
 - Is results-oriented
 - Articulates a theory of change from inputs to final outcomes
 - Articulates objectives, indicators and targets at strategic, programmatic and operational levels
- Adjust the generic M4R® software to fit the specific needs and characteristics of the client
- Implement the customized M4R® along with testing and user training

M4R® software is a state of the art Web software that:

- Facilitates the formulation and presentation of an articulated Performance Measurement Framework
- Meets the client's monitoring needs in terms of personalized dashboards and early-warning system
- Includes a number of complementary modules to the core module on specific domains to be monitored. The client can buy those modules partially, stepwise or totally
- Works as an integrator to articulate and complement existing information systems relevant for monitoring through the elaboration of interfaces

WHO ARE THE USERS OF M4R®?

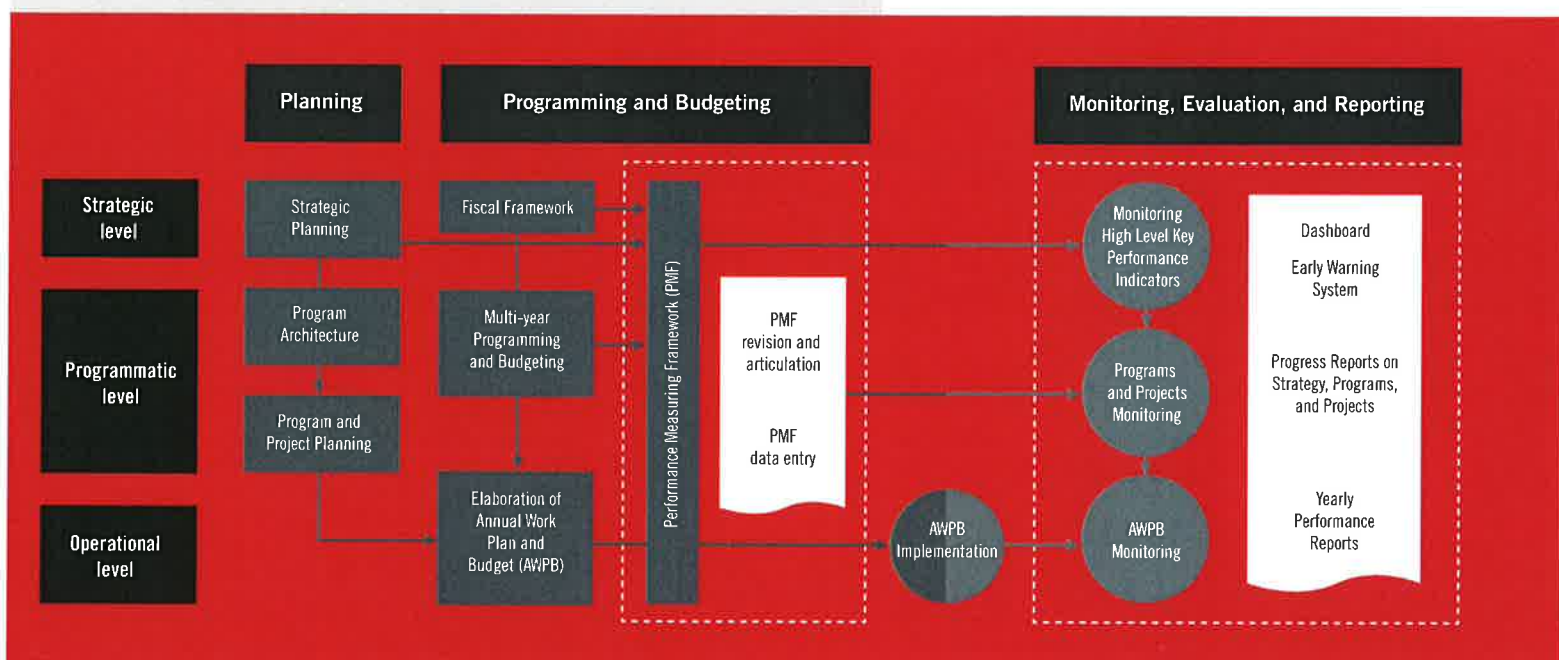
The top decision makers in the public sector.

Professionals involved in the management and monitoring & evaluation of strategies, programs and projects.



POSITION OF M4R[®] IN THE RESULTS-BASED MANAGEMENT CYCLE

The Results-Based Management (RBM) cycle includes several phases: (i) planning, (ii) programming and budgeting, (iii) implementation, and (iv) monitoring & evaluation with a feedback loop back to the next cycle. One needs also to take into account that the RBM cycle is implemented at several levels: strategic, programmatic and operational. The figure below presents this cycle with phases in columns and levels in rows.



M4R[®] begins with the specification of the Performance Measurement Framework (PMF) with an articulation of performance indicators at strategic, programmatic and operational levels. M4R[®] continues with the monitoring of those performance indicators to facilitate the identification and analysis of gaps between target and actual values.



M4R[®] GENERIC PROCESS AND CASE STUDIES

The process can be preceded by training in RBM and Monitoring for Results, either a Masters Certificate program in Results-Based Monitoring & Evaluation and Information Systems offered jointly by IDEA and University Laval, Canada or a 2 week summary course on M4R[®] process and software. It can also be preceded by a diagnostic of the monitoring system and the elaboration of an action plan for improving this system, using the A4R[®] process and software (see A4R[®] brochure).

| PHASES | ACTIVITIES | INDICATIVE DURATION |
|---------------------------------------|---|---------------------|
| 1. Technical support | <ul style="list-style-type: none"> - Review of the planning tree and program architecture - Review of the Performance Measurement Framework (PMF) | 1-2 months |
| 2. Information system support | <ul style="list-style-type: none"> - Adjustment of the generic M4R[®] to the needs and characteristics of the client - Preparation of a user's guide - Elaboration of interfaces with existing relevant information systems | 2 months |
| 3. Implementation of M4R [®] | <ul style="list-style-type: none"> - Setting up M4R[®] on the client's server - Testing of M4R[®] - User training | 1 month |

Once the M4R[®] software is installed on the server of his choice, the client may continue on his own or benefit of a Software Insurance Plan including technical support and access to software upgrade for a period of one to five years (renewable).

MONITORING OF THE MINING SECTOR IN THE DEMOCRATIC REPUBLIC OF CONGO (DRC)

1. Diagnostic of statistics in the mining sector
2. Workshop for the identification of key performance indicators of the mining sector
3. Customization of M4R[®] into a centralized dimensional database for the mining sector
4. Elaboration of a user manual
5. Training of Ministry and project staff on database management and use of M4R[®]

MONITORING OF DISASTER MANAGEMENT IN THE CARIBBEAN (CDEMA)

1. Masters Certification in M&E
2. Diagnostic of the existing M&E system with the A4R[®] application
3. Technical support to revise the PMF
4. Elaboration of a monitoring, evaluation and reporting policy
5. Adaptation of M4R[®] to become CDM Monitor and implementation





ARTICULATED PLANNING AT STRATEGIC, PROGRAMMATIC, AND OPERATIONAL LEVELS

M4R[®] facilitates the definition of an articulated Performance Measurement Framework (PMF) at strategic, programmatic and operational levels, a planning architecture, the annual work plan and budget. It offers a visual presentation of the Theory of Change (ToC) showing how outputs are transformed into immediate and final outcomes.



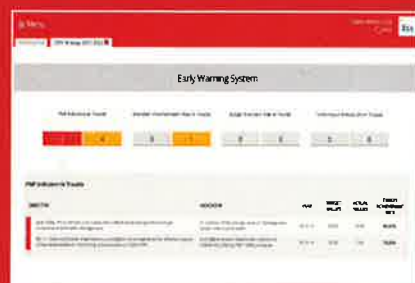
DASHBOARD

M4R[®] offers a variety of charts and tables on the evolution of your performance and results indicators. Dashboards can be personalized depending on user preferences.



EARLY WARNING SYSTEM

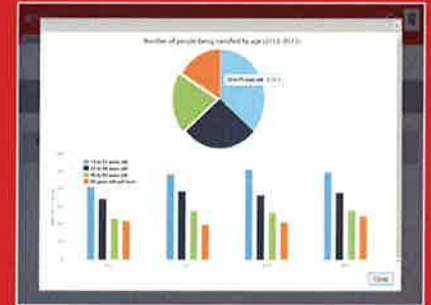
M4R[®] identifies real time deviations from targets. Dashboards can be personalized depending on the actor to only include most relevant indicators. Alert thresholds can be set at different levels for each indicator. M4R[®] can send notifications on a smartphone, tablet or email.





E-SATISFACTION

M4R® e-Satisfaction is an on line tracking system of satisfaction levels of beneficiaries and other stakeholders involved in programs and projects. It enables to identify in real time dissatisfied groups to take corrective measures. It also allows statistical cross-section analysis to compare satisfaction levels across beneficiary categories, projects and programs. Finally, it allows for time series analysis of satisfaction levels over time.



EARNED VALUE ANALYSIS

M4R® conducts earned value analysis per project to detect delays and other costs and analyze value for money. The Schedule Performance Index (SPI) and the Cost Performance Index (CPI) can also be calculated at more aggregate levels such as program, project portfolio, and institution.



MONITORING OF STAFF PERFORMANCE CONTRACTS

M4R® divides the workload coming from the institutional yearly work plan among key staff. It then tracks staff target achievement and alerts manager on delays between targeted and actual levels to adopt corrective measures. It can also be used to support a staff incentive policy.





MONITORING OF THE PUBLIC PROCUREMENT PROCESS AND CONTRACT MANAGEMENT

M4R® monitors the procurement process, detects delays, and alerts decision makers. Once the contract is awarded, it monitors contract implementation in terms of physical and financial execution and progress on results.



GENERATION OF STANDARD REPORTS AND DATA EXPORT

M4R® generates in one click a series of reports (intra-annual progress reports, budget execution reports, or yearly performance reports) with a predefined table of contents, tables and graphs. You can save these reports as Word files and modify them as desired. Data can also be exported as Excel files for further analysis.



MAIN TECHNICAL CHARACTERISTICS OF M4R® SOFTWARE

THE CORE MODULE INCLUDES THE FOLLOWING FUNCTIONALITIES:

- Planning tree and programme architecture
- Performance Measurement Framework
- Annual Work Plan
- Annual Budget
- Dashboard
- Early Warning System
- Automatic report generation

SPECIALIZED MODULES CONCERN SPECIFIC FUNCTIONALITIES:

- Monitoring online beneficiary satisfaction (e-satisfaction)
- Earned value analysis
- Monitoring of executive staff performance contracts
- Monitoring the procurement process and contracts management
- Risk analysis and scenarios of Theory of change (how to transform outputs into immediate outcomes)
- Projects Portfolio Management
- Geographical Information System (GIS) on projects

TAILOR-MADE FUNCTIONALITIES

Other tailor-made functionalities can be developed to meet your specific needs. M4R® is always adapted to your specific needs and characteristics.

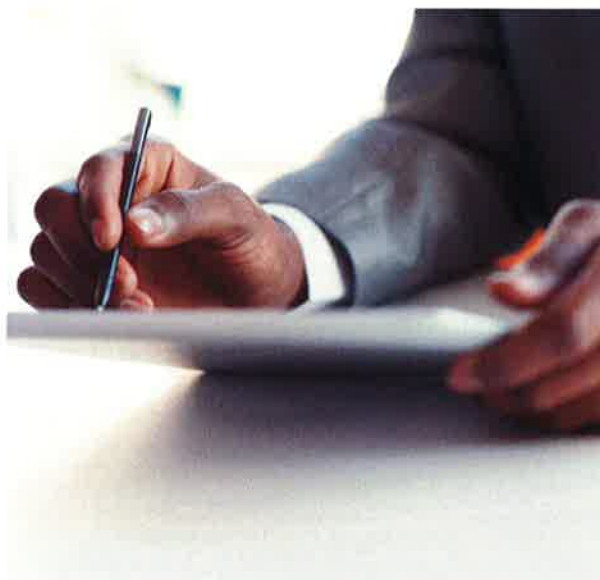
The M4R® software runs on a Microsoft.NET platform and follows a 3-tier architecture: ASP.NET for the web interface, C# for the business layer and SQL for the database layer.

Interfaces are developed with existing information systems, if deemed relevant.

Access rights and security standards can be adjusted and are defined by default according to the standards of the Federal Government of Canada.

Your IT team will administer the application with the database on your server.

After the installation of M4R®, you have access to M4R® updated versions and documentation as well as support services and coaching (at a distance and/or on site) depending on the Software Assurance Plan that you choose.



TESTIMONIES

« IDEA was contracted to provide services aimed at improving our performance measurement and monitoring, evaluation and reporting systems. In undertaking this assignment, they have applied their M4R® computer application which enabled our organization to reach another level of organizational development. It enabled a much better articulation of the performance measurement frameworks of our Regional CDM Strategy, institutional corporate plan, programs and projects. The system, complete with dashboards, early warning system and automatic generation of reports makes my work and that of my directors much easier.

Working with the IDEA experts I have been really impressed with their combination of rigorous analytical framework, their applied approach, and frank, but respectful dialogue in the best interest of CDEMA. In that regard I am more than happy to stand in reference for the quality and efficient service they offer. »

M. Ronald H. Jackson
Executive Director, CDEMA (Barbados)

« I am impressed by the M4R® software developed by IDEA which I consider cutting edge in terms of its articulation of planning and monitoring at strategic, program, and project levels. It represents real value added to existing information systems for governments and public institutions. »

Dr. Ray Rist
Co-director of IPDET (International Program
for Development Evaluation Training)

... WHICH ENABLED OUR ORGANIZATION TO REACH ANOTHER LEVEL OF ORGANIZATIONAL DEVELOPMENT.

... REAL VALUE ADDED TO EXISTING INFORMATION SYSTEMS ...





**SOME PEOPLE
TALK ABOUT
RBM**

**WE
IMPLEMENT IT**



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