

9th Annual PUBLIC SECTOR PERFORMANCE MANAGEMENT CONFERENCE: JANUARY 26 AND 27, 2010 • VICTORIA, BRITISH COLUMBIA

STRATEGIES TO DRIVE PERFORMANCE, IMPROVE EFFICIENCY, AND MEET STRINGENT ACCOUNTABILITY STANDARDS

Register EARLY and SAVE \$500.00!

- **Examine how leading indicators are being used to improve program outcomes**
- Overcome challenges in benchmarking
- **Examine the pros and cons of implementing the balanced scorecard as a performance management tool for the public sector**
- Learn how to define the "user" and addressing "user needs"
- **Analyze best practice case studies in effective framework implementation**
- Learn how to employ cascading performance management strategies across all levels of your organization
- **Hear about the latest methods of ensuring the validity and utility of data**
- Explore innovation in outcome-focused reporting: how reports can better identify outcomes
- **Learn how to use business intelligence tools effectively**

WHO SHOULD ATTEND

- Performance Management and Measurement Officers
- Government Policy Advisors
- Quality Assurance Officers
- Strategic Policy and Planning Officers
- Internal Audit and Service Officers
- Practices and Accountability Reporting Officers
- Public Sector Economists
- Risk Managers and Consultants
- Public Sector HR Managers
- Corporate Project Coordinators
- Senior Executives and Business Analysts

REGISTER BY TELEPHONE, ON-LINE, OR IN THESE 3 EASY STEPS!

1 PRINT YOUR NAME AND CONTACT INFORMATION

Mr./Ms./Mrs. _____ Title _____

Organization _____

Name of Approving Manager _____ Title _____

Address _____

City _____ Province _____ Postal Code _____

Telephone () _____ Ext _____ Fax () _____

E-mail address _____

Add me to your e-mail list. I do not wish to receive e-mail notification of upcoming events.

2 SELECT YOUR PREFERRED METHOD OF PAYMENT

REGISTRATION FEES:	REGISTER BY NOVEMBER 27	REGISTER BY DECEMBER 18	FULL PRICE
Conference Only	\$1,799 + GST	\$1,999 + GST	\$2,299 + GST

- Please charge to my** corporate or personal credit card: VISA MC AMEX
- Cheque enclosed, payable to INFONEX
- Card Number: _____ Exp. Date: _____ / _____
- Signature: _____
- Please check box if you are GST exempt GST No. R134050012

3 SEND US YOUR REGISTRATION

FAX: 1.800.558.6520 @ EMAIL: register@infonex.ca ✉ MAIL: INFONEX INC.
 TELEPHONE: 1.800.474.4829 * WEBSITE: www.infonex.ca 67 Richmond St. W., 7th Floor
 Toronto, Ontario M5H 1Z5



Location: Public Sector Performance Management will be held at a convenient location in Victoria, BC. Detailed venue information will be provided with your registration confirmation.

Your Registration Includes: All course materials, continental breakfast, lunch, and refreshments. **Parking and accommodation are not included.**

Group Discount: Second delegate at 30% off, 20% discount for groups of four! For other sized groups, please contact us. Discounted registrations must be of equal or lesser value than the paid registrations. You cannot combine multiple discounts.

Cancellation Policy: Substitutions may be made at any time. If you are unable to attend, please make cancellations in writing and fax to 1-800-558-6520 **no later than January 12, 2010.** A credit voucher will be issued to you for the full amount, redeemable against any other INFONEX course and which is valid for twelve months from the date of issue. If you prefer, you may request a refund of fees paid, less a 15% administration fee. Registrants who cancel after **January 12, 2010**, will not be eligible to receive any credits or refunds and are liable for the entire registration fee. Confirmed registrants who do not cancel **by January 12, 2010**, and fail to attend will be liable for the entire registration fee.

Mailing List Update/Removal: To update, add, or remove your information for the Infonex mailing list, please call 1-800-474-4829, and select Option 3, or complete the online form at www.infonex.ca. Please note: Infonex prepares mailings several weeks in advance; it may take such time for the updates to come into effect.

PRIORITY CODE: AN3-W

FOR MORE INFORMATION CALL 1-800-474-4829 OR VISIT OUR WEBSITE AT WWW.INFONEX.CA