

## Humphrey School of Public Affairs

# Serving Citizens Better: Promoting Excellence in Public Management

Americans' confidence in government is dwindling. This is not surprising given recent government missteps and failures. Government's breakdowns were glaringly apparent during the aftermath of Hurricane Katrina.

Winning back the confidence of Americans requires a sustained commitment to effective and efficient government performance. Every dollar saved from management innovation is one less dollar that is needed from taxpayers. The key questions are how to engineer managerially advanced government. What are the best ways to tie decisions on budgets to performance? Can the internet be used to speed government responsiveness to citizens while saving money? With a large portion of state government employees about to retire, are there incentives and flexible workplace policies to help retain the best of these valued workers?

On January 27, 2006, the Humphrey School hosted a major national conference that brought together national experts, the Governor's office, state legislators, and the Citizens League to discuss the best practices around the country and the steps we can take in Minnesota to improve government performance.

### **CONFERENCE AGENDA**

7:30-8:00 a.m. Registration

8:00-8:15 a.m. Welcome

Lawrence Jacobs (Director, Center for the Study of Politics and Governance)

## 8:15-8:45 a.m. Why Public Management Matters

Speaker: Minneapolis Mayor R.T. Rybak

## 8:45 -10:00 a.m. Managing for the Future: E-Government and Information Management

Panelists:

Phil Joyce (George Washington University)

Grading the States 2005: Minnesota ([PDF document \(/sites/hhh.umn.edu/files/grading\\_the\\_states\\_2005.pdf\)](/sites/hhh.umn.edu/files/grading_the_states_2005.pdf))

Grading the States 2005: A Look Inside ([PDF document \(/sites/hhh.umn.edu/files/grading\\_the\\_states\\_2005\\_a\\_look\\_inside.pdf\)](/sites/hhh.umn.edu/files/grading_the_states_2005_a_look_inside.pdf))

Gopal Khanna (Chief Information Officer, State of Minnesota)

Discussant: Jay Stroebel (Results Management, City of Minneapolis)

Moderator: Minnesota State Senator Sheila Kiscaden

## 10:00-10:15 a.m. Break

## 10:15-11:30 a.m. Superstars in Every Office: Human Resource and Performance Management

Panelists:

Sally Selden (Lynchburg College; Government Performance Project)

Dana Badgerow (Commissioner, Minnesota Department of Administration)

Discussant: Mollie Anderson (Director, Iowa Department of Administrative Services)

Moderator: Minnesota State Representative Kathy Tingelstad

11:30 a.m.-12:30 p.m. Moving Forward: Continuing Minnesota's Management Edge

Panelists:

Sally Selden (Lynchburg University; Government Performance Project)

Phil Joyce (George Washington University, Government Performance Project)

Dan McElroy (Senior Advisor on Innovation, Office of Governor Tim Pawlenty)

Jay Kiedrowski (Public and Nonprofit Leadership Center, Hubert H. Humphrey School)

Discussant: Sean Kershaw (Executive Director, Citizens League)

Moderator: Nate Garvis (Vice President of Government Affairs, Target Corporation)

12:30 p.m. Adjourn

[Parking + Directions \(/contact/parking.html\)](/contact/parking.html)

More Information

For more information and disability accommodations, please call (612) 625-5340 or e-mail [cspg@umn.edu](mailto:cspg@umn.edu) (<mailto:cspg@umn.edu>).

*Co-sponsored with the Humphrey School's Public and Nonprofit Leadership Center and Citizens League.*



**January 27, 2006**

**8:00 AM to 12:30 PM**

**Cowles Auditorium, Humphrey School of Public Affairs**

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