



# 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.

### M4R® ENABLES TO:

- Facilitate the yearly monitoring of result indicators.
- Monitor the implementation of the annual work plans and budgets (AWPB) of ministry departments and project implementation units.
- Facilitate the articulated monitoring of budget execution, physical implementation, and results.
- Produce easy-to-interpret dashboards and charts.
- Set up early warning alerts.
- Generate standard reports.

When combined with *Budgeting for Results* (B4R®), M4R® provides the user with a perspective on the entire cycle of planning, programming, budgeting, and monitoring at sector, institution or program level.

When combined with *Projects for Results* (P4R®), M4R® provides the user with a perspective on the Public Investment Management (PIM) cycle.

### WHO ARE THE USERS OF M4R®?

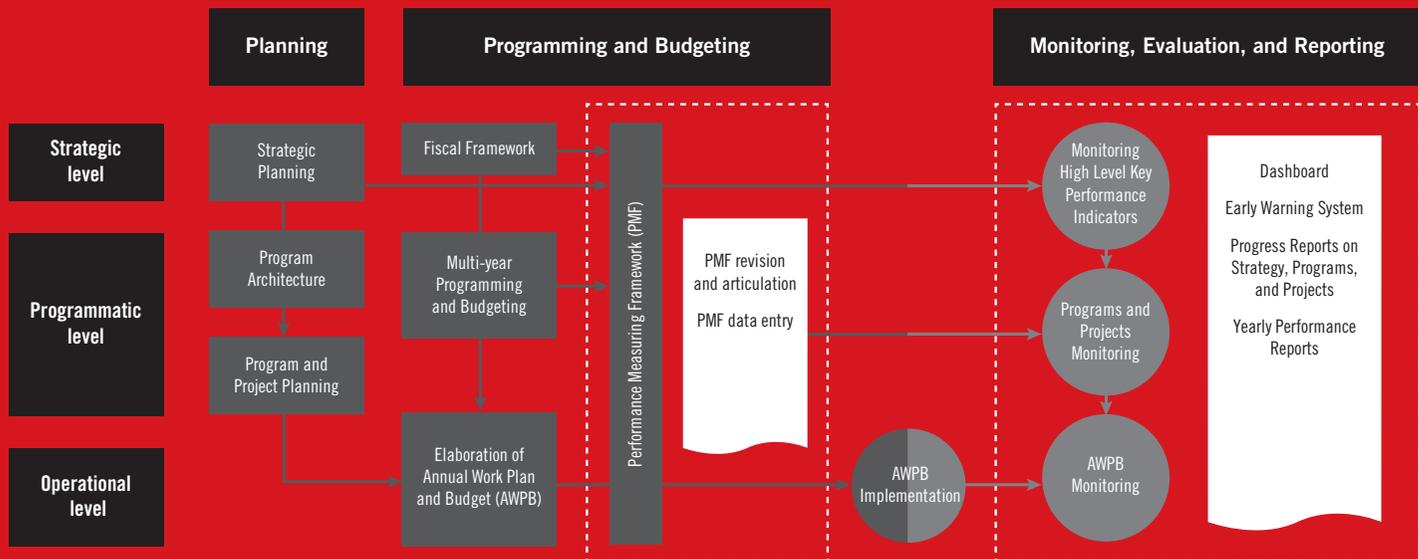
For high-level officials in the public sector who need up-to-date and accurate information for decision making and accountability.

For managers and professionals to better plan, budget, and monitor the implementation of programs and projects.



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



## M4R<sup>®</sup> GENERIC PROCESS AND CASE STUDIES

PHASES	ACTIVITIES	INDICATIVE DURATION
1. Diagnostic and preparatory work	<ul style="list-style-type: none"> <li>- Review of the planning tree and program architecture</li> <li>- Review of program logical frameworks/models</li> <li>- Review of the Performance Measurement Framework</li> </ul>	1-2 months
2. Software design	<ul style="list-style-type: none"> <li>- Improvement of relevant existing information systems</li> <li>- Incorporation of M4R<sup>®</sup> modules to respond to the client's needs</li> <li>- Preparation of user's guide and administrator's guide</li> </ul>	2 months
3. Software Implementation	<ul style="list-style-type: none"> <li>- Setting-up M4R<sup>®</sup> modules on the desired server</li> <li>- Testing of M4R<sup>®</sup></li> <li>- User training</li> </ul>	1 month

### 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<sup>®</sup> 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<sup>®</sup>

### MONITORING OF DISASTER MANAGEMENT IN THE CARIBBEAN (CDEMA)

- 1) Training of CDEMA Staff with a Masters Certification program in M&E and Information Systems
- 2) Diagnostic of the existing M&E system with the A4R<sup>®</sup> application
- 3) Technical support to revise the Performance Measurement Framework
- 4) Elaboration of a monitoring, evaluation and reporting policy for CDEMA and CARICOM countries
- 5) Adaptation of M4R<sup>®</sup> to become the "CDM Monitor" application and implementation



## PLANNING AND PROGRAMMING

M4R® facilitates the definition of an articulated Performance Measurement Framework (PMF) at strategic, programmatic and operational levels, a program 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® presents user-friendly dashboards on the financial and physical execution of programs and projects and their results according to the users' preferences.





## EARLY WARNING SYSTEM

M4R<sup>®</sup> 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<sup>®</sup> can send notifications on a smartphone, tablet or by email.



## E-SATISFACTION

M4R<sup>®</sup> e-Satisfaction is an online tracking system of satisfaction levels of beneficiaries and other stakeholders involved in programs and projects. It enables to identify in real time potential issues and 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 overcosts and analyze value for money. The Schedule Performance Index and the Cost Performance Index can also be calculated at more aggregate levels such as program, project portfolio, and institution.



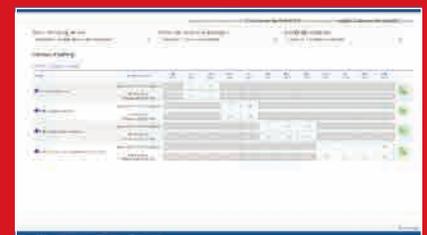
## MONITORING OF STAFF PERFORMANCE CONTRACTS

M4R® divides the workload coming from the institutional ministerial departments yearly work plans among key staff. It then tracks key staff target achievement and alerts managers on significant gaps between target and actual levels to adopt corrective measures. It can also be used to implement a key 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 toward output and outcome targets.





## GENERATION OF STANDARD REPORTS AND DATA EXPORT

M4R® generates in one click a series of standard reports with a predefined table of contents, tables and graphs. You can save those reports as Word files and modify them as desired. Data can also be exported as Excel files for further analysis.



## PROJECT PORTFOLIO MONITORING

M4R® complements P4R® (see P4R® brochure) for project portfolio monitoring. First, it monitors the financial and physical execution of each project. Second, it monitors the operation and the maintenance of assets created by investment projects. Third, it monitors the satisfaction level of the users of those assets.

ID	Name	Status	Actual	Estimated	Cost	...
1	Project A	Completed	100%	100%	1000000	...
2	Project B	In Progress	75%	80%	2000000	...
3	Project C	On Hold	0%	0%	500000	...



## GEOGRAPHIC INFORMATION SYSTEM

M4R® geo-references each project and conversely indicates the ongoing projects in any given region. The M4R® GIS also allows benchmarking analysis across administrative areas and across time. The application can also analyze M4R® performance indicators with indicators from other GIS databases.



# MAIN TECHNICAL CHARACTERISTICS OF M4R® SOFTWARE

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## CORE MODULES:

- Planning and programming
- Dashboard
- Early warning system
- E-satisfaction
- Earned value analysis
- Monitoring of staff performance contracts
- Monitoring of the public procurement process and contract management
- Generation of standard reports and data export
- Project portfolio monitoring
- Geographic information system

The M4R® generic 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. It requires a Microsoft Server and MS SQL Server version 2014 or newer.

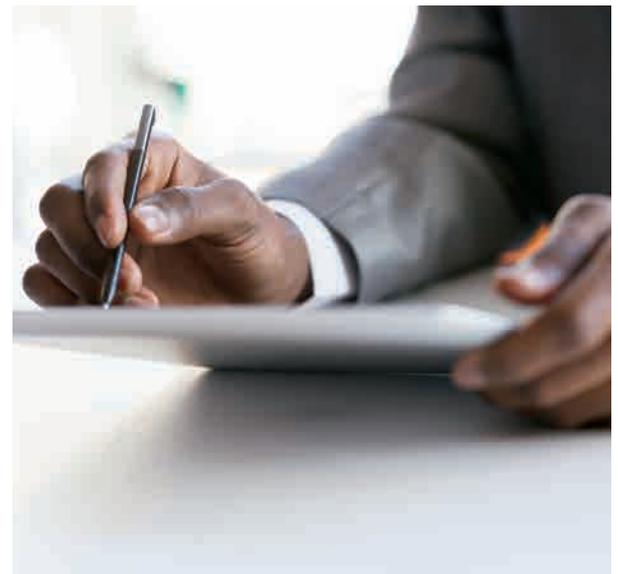
M4R® can also be implemented on Oracle or Open source platforms.

Typically, M4R® is hosted on the client's server.

M4R® modules are interfaced with existing relevant information systems.

Access rights and security standards can be adjusted and are defined by default according to the good practices in this field and adopted as standards by the Federal Government of Canada.

After installation, a Software Assurance Plan is available for technical support and access to software upgrades and documentation.



# 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**



**IDEA SOLUTIONS®**  
964, MAINGUY  
QUÉBEC (QUÉBEC)  
G1V 3S4 CANADA

T: +1 418 266-1223

[info@ideasolutionsonline.com](mailto:info@ideasolutionsonline.com)

[IDEASOLUTIONSONLINE.COM](http://IDEASOLUTIONSONLINE.COM)

