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COURSE BROCHURE

# Public Sector Operational Planning and Monitoring Training

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Kuala Lumpur

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Registered in the United Kingdom and Saudi Arabia

# Public Sector Operational Planning and Monitoring Training

**Ref:** 750_28192 **Date:** 18 – 22 July 2027 **Location:** Kuala Lumpur **Fees:** 4600 GBP

Public Sector Operational Planning and Monitoring is a 1-week training course for public sector planners, performance officers and department managers, and each participant builds an operational plan and monitoring matrix. Public bodies face rising scrutiny of what their budgets achieve, so the link between annual plans, indicators and progress reports now decides credibility. Jupiter Prime Training treats Public Sector Operational Planning and Monitoring as a working discipline.

## Why Public Sector Operational Planning and Monitoring Matters Now

Three forces shape this field today: finance ministries and audit bodies ask for evidence of results, citizens judge services by timeliness and access, and digital dashboards make slippage visible. An agency that cascades its mandate into clear outputs, owners and milestones can correct course early; one that plans by copying last year's activity list reports late, explains variance poorly and loses budget confidence. The course rests on results-based management RBM, the logical framework approach logframe and the balanced scorecard BSC.

## Who Gains Most from Public Sector Operational Planning and Monitoring

- Officers who draft the annual operational plan of a department or directorate
- Staff who define indicators, baselines and targets for public services
- Managers who own outputs
- Analysts who compile quarterly progress reports and dashboards
- Coordinators who link budget requests to planned activities and results

A planning unit gains most when its planners and output owners attend together.

## Public Sector Operational Planning and Monitoring Capabilities

Participants move from a mandate to costed activities, then to evidence of change for service users.

- Translate agency objectives into outputs, activities and milestones — department heads setting yearly priorities
- Design a results chain with assumptions and risks — planners defending budget requests
- Specify indicators with baselines, targets and data sources — performance officers and data owners
- Build a monitoring calendar with review meetings and escalation points — senior leadership oversight
- Calculate variance and diagnose its causes — managers deciding on corrective action
- Communicate progress in a concise quarterly report — executive boards and oversight bodies

## Key Public Sector Operational Planning and Monitoring Terms

- Operational plan — a one-year document listing outputs, activities, owners, timelines and resources that put a strategic objective into practice.
- Results chain — the logical sequence linking inputs, activities, outputs, outcomes and impact for a public intervention.
- Key performance indicator KPI — a measurable value showing how far an output or outcome target has been reached.
- Baseline — the measured value of an indicator before an intervention starts, used to judge later change.
- Milestone — a dated checkpoint marking completion of a defined deliverable within the yearly plan.
- Variance analysis — comparing planned with actual progress or spend and explaining the reasons for the gap.

## Public Sector Operational Planning and Monitoring Day by Day

### Day 1: From Mandate to Annual Priorities

- Mandate and Strategic Objective Mapping — Which Duties Drive This Year's Work
- Planning Cycle Calendar — Aligning Plans With Budget Preparation Deadlines
- Stakeholder and Service User Analysis — Whose Needs Shape Output Choices
- Prior Year Performance Review — Lessons Carried Into New Targets
- Priority Scoring Matrix — Ranking Initiatives Against Capacity and Funds

### Day 2: Results Chains and Logframes

- Results-Based Management Principles — Shifting Focus From Activity to Outcome
- Logical Framework Matrix — Linking Outputs to Outcomes and Assumptions
- Theory of Change Diagram — Testing Causal Links Before Committing Resources
- Activity Breakdown and Ownership Charts — Assigning Accountable Units for Each Output
- Resource and Cost Estimation Sheet — Matching Activities to Budget Lines

### Day 3: Indicators, Baselines and Targets

- SMART Indicator Design — Choosing Measures Managers Can Actually Influence
- Indicator Reference Sheets — Fixing Definitions, Formulas and Data Owners
- Baseline Collection Methods — Setting Credible Starting Points for Targets
- Balanced Scorecard Perspectives — Balancing Service, Process, People and Finance
- Target Setting Techniques — Stretch Versus Realistic Commitments to Leadership

### Day 4: Monitoring Routines and Reporting

- Monitoring Calendar and Data Flow — Who Reports What and When
- Traffic Light Dashboards — Signalling Slippage Early to Decision Makers
- Variance and Root Cause Analysis — Choosing Corrective or Recovery Actions
- Quarterly Progress Report Structure — Telling Leadership What Changed and Why
- Mid-Year Plan Revision Protocol — Deciding When Targets May Be Reset

## Day 5: Practising the Operational Plan and Monitoring Matrix

- Health Service Case Exercise — Applying Logframe Logic to Clinic Waiting Times
- Municipal Services Case Exercise — Applying Indicators to Waste Collection Coverage
- Peer Review of Draft Indicators — Testing Measurability and Data Availability
- Monitoring Review Simulation — Rehearsing a Quarterly Performance Meeting
- Operational Plan and Monitoring Matrix — Completing Each Participant's Own Department Version

## Applying Public Sector Operational Planning and Monitoring After the Course

- Run an indicator reference sheet session with data owners to fix definitions and sources for the department's top ten measures
- Lead the first monthly monitoring review using the traffic light dashboard and variance log built during the course

## Public Sector Operational Planning and Monitoring Questions FAQ

### What is Public Sector Operational Planning and Monitoring and why does it matter now?

It is the practice of turning a public body's mandate into a yearly plan of outputs and tracking progress with indicators. It matters now because budget holders and oversight bodies increasingly ask for evidence of results.

### Which roles gain most from Public Sector Operational Planning and Monitoring?

Planners, performance officers and department managers gain most. You benefit if you draft yearly plans, define indicators, own outputs or prepare progress reports.

### How does Public Sector Operational Planning and Monitoring differ from a strategic planning course?

It works at the one-year operational level rather than the multi-year vision. A strategic planning course sets direction and long-term goals; this subject cascades those goals into outputs, owners, milestones and monitoring routines that you run every quarter.

### What do you bring back from Public Sector Operational Planning and Monitoring?

You bring back a draft operational plan with a matching monitoring matrix for your own department. It contains outputs, owners, indicator reference sheets, targets and a review calendar.

## Public Sector Operational Planning and Monitoring: The Way Forward

The operational plan and monitoring matrix first informs which outputs a department commits to in its next budget cycle. Planners maintain it, managers update it each month and leadership reads its quarterly summary before each budget discussion. After its first use, revisit the indicator choices, since some measures prove hard to collect or too easy to meet.