

## PSO OPERATIONAL CAPACITY (Impact on National Objectives)

1	
<b>Strategic Alignment and Agreement between NSF and PSO's</b>	<ul style="list-style-type: none"><li>• Common agreement on a national Strategic Plan – both the philosophy and outcomes for the plan.</li><li>• Development of a clear understanding of NSF/PSO roles and responsibilities as they relate to the national Strategic Plan.</li><li>• A clear understanding of the PSO role in contributing to outcomes for the national Strategic Plan.</li><li>• An agreement on Key Performance Indicators (KPI's) within the national Strategic Plan that require PSO action.</li><li>• Create a national Strategic Plan linkage at PSO planning meetings (NSF vision at these meetings to provide clarity on national direction/outcomes).</li><li>• Create a “common scorecard” for NSF/PSO – agreement on programme areas and outcomes of mutual benefit (eventually linked into the SLA).</li></ul>
2	
<b>Service Level Agreements (SLA)</b>	<ul style="list-style-type: none"><li>• Helps define/formalise the roles and responsibilities of the NSF/PSO within a national planning framework.</li><li>• Helps define the NSO role in programme implementation and in capacity assistance to the PSO.</li><li>• Provides a level of accountability between partners – helps create a “road map” for on-going discussions between the NSF/PSO.</li><li>• Provides a framework for “Key Performance Indicators (KPI's) both within and outside the Strategic Plan (as required).</li><li>• Helps coordinate operational plans, at least at the level where the PSO and NSF priorities interact.</li><li>• Helps in governance alignment between NSF and PSO structures – ensures that governance at the PSO mirrors (or does not structurally inhibit) priorities agreed to in terms of programme implementation. Also provides a level of role clarity for individual PSO Board members.</li></ul>

## PSO OPERATIONAL CAPACITY (Impact on National Objectives)

3

### Communication and Capacity Building

- Monthly PSO/NSF staff calls are beneficial to understanding national goals and creating a “team” approach to roles.
- Share NSO meeting minutes (as pertinent) on a consistent basis with PSO’s for education and KPI clarity.
- Whenever possible, have joint NSF/PSO meetings to share ideas, and workshops to capitalize on knowledge transfer opportunities. In particular, focus on key PSO management and technical leaders.
- Through the SLA, have regular meaningful discussion with each PSO on their unique needs and challenges, and how to overcome the barriers to progress.
- Share best practices between PSO’s in a sport – find forums to encourage information sharing and skill transfer.
- Create specific initiatives that might help less developed regions or PSO’s to bring them up to a higher operational effectiveness level (will require a greater level of NSO engagement compared to better developed PSO’s).
- As needed, for mutual benefit, create NSF “branches” at the PSO level if it is clear that this is the most effective way to operate the sport at this level in this region.

4

### Grouping PSO’s for Mutual Benefit

- Share administrative and other operational services that can contribute to overall cost savings without diminishing programme effectiveness.
- Assess PSO service levels in respect to the SLA – is the PSO “Fit For Purpose” in its stated goals, KPI’s and outcomes?
- Creates opportunities for shared learning and Best Practice knowledge transfer between PSO’s
- Create SLA’s between NSF’s in respect to the grouping of PSO services – creates an NSF/PSO “bridge” between sports where there is perceived mutual benefit developed from shared service (whether it be administrative or technical).

