1 PUBLIC ECONOMIC POLICIES
1.1 Public policy framework
1.1.1 Policy development and planning
1.1.2 Policy analysis
1.1.3 Policy implementation
1.1.4 Policy monitoring and evaluation
1.2 Public economic policy areas
1.2.1 Fiscal policy
1.2.2 Monetary policy
1.2.3 Regulatory policy
1.2.4 Competition policy
1.2.5 Legal framework
1.2.6 Trade and investment policy
1.2.7 Industrial policy
1.2.8 Research and technology
1.2.9 Provision of public services
1.3 Public enterprise reform
1.3.1 Government ownership and management
1.3.2 Corporate governance
1.3.3 Performance enforcement
1.3.4 Management
1.3.5 Reform policies
1.3.6 Shareholders
1.3.7 Public relations programme
1.3.8 Board of directors
1.3.9 Community relations
1.3.10 Legal and ethical issues
1.3.11 State and intergovernmental organizations
1.4 Privatization
1.4.1 Legal and regulatory framework
1.4.2 Corporate restructuring and finance
1.4.3 Foreign direct investment
1.4.4 Portfolio investment
1.4.5 Joint venture
1.4.6 Labour issues
1.4.7 Vouchure
1.5 Financial sector reform & development
1.5.1 Policy issues
1.5.2 Institutional issues
1.5.3 Capital market development
1.5.4 International finance system
1.6 Institutional aspects of public economic policy
1.6.1 Subnational economic governance regimes
1.6.2 National and supranational economic governance regimes
1.6.3 Global economic governance regimes
1.7 Public and private sector partnership
1.7.1 Small and medium-size enterprise development
1.7.2 Public policies for private sector
1.7.3 Private sector participation in public projects
2 GOVERNANCE SYSTEMS AND INSTITUTIONS

2.1 Strengthening key governance institutions
2.1.1 Legislative systems improvement
2.1.2 Machinery of executive government
2.1.3 Judicial administration and reform

2.2 Strengthening legal and regulatory frameworks
2.2.1 Legality and the rule of law
2.2.2 Electoral commissions and electoral process
2.2.3 General and local elections administration

2.3 Transition to participatory governance
2.3.1 Decentralization, deconcentration and devolution of power
2.3.2 Local governance and local self-government
2.3.3 Innovative power-sharing, citizen participation and civil society building
2.3.4 Role of the public service in conflict management and governing diversity
2.3.5 Governance challenges in post-conflict reconstruction
2.3.6 Protection of citizens’ rights; Ombudsmen institutions

3 MANAGEMENT: IMPROVEMENT AND CHANGE

3.1 Organization performance
3.1.1 Measurement systems
3.1.2 Product and service quality
3.1.3 Cost and productivity
3.1.4 Cycle time

3.2 Quality assessment
3.2.1 Based on external criteria
3.2.2 Based on internal criteria

3.3 Benchmark performance
3.3.1 System components
3.3.2 Capabilities
3.3.3 Processes

3.4 Improvement of management processes and systems
3.4.1 Reengineering
3.4.2 Transitioning

3.5 Total Quality Management (TQM)
3.5.1 Development of strategy
3.5.2 Design of TQM systems
3.5.3 TQM life cycle

4 MANAGEMENT: INFORMATION RESOURCES

4.1 Information resource management
4.1.1 Requirements from business strategies
4.1.2 Enterprise system architecture
4.1.3 Planning for information technologies/methodologies
4.1.4 Enterprise data standards
4.1.5 Quality standards and controls

4.2 Enterprise support systems
4.2.1 Specific needs assessments
4.2.2 Information technologies
4.2.3 Data life cycles
4.2.4 Development of systems
4.2.5 Testing, evaluation, and deployment of systems

4.3 Systems security and controls
4.3.1 Systems security strategies and levels
4.3.2 Testing, evaluation, and deployment of systems security and controls

4.4 Information storage and retrieval
4.4.1 Establishing information repositories (databases)
4.4.2 Collecting information
4.4.3 Storing information
4.4.4 Updating information
4.4.5 Retrieving information
4.4.6 Deleting information

4.5 Network facilities and operations
4.5.1 Centralized facilities
4.5.2 Distributed facilities
4.5.3 Network facilities

4.6 Information services
4.6.1 Libraries
4.6.2 Business records and documents

4.7 Information sharing and information centres
4.7.1 External communications systems
4.7.2 Internal communications systems
4.7.3 Publications

4.8 Evaluate and audit information quality

5 MANAGEMENT: HUMAN RESOURCES

5.1 Human resource strategies
5.1.1 Organizational strategic demands
5.1.2 Human resource costs
5.1.3 Human resource requirements
5.1.4 Human resources organizational role
5.1.5 Human resources information systems (HRIS)

5.2 Cascade strategy to work level
5.2.1 Analyse, design, or redesign work
5.2.2 Work outputs and metrics
5.2.3 Work competencies

5.3 Deployment of personnel
5.3.1 Work force requirements
5.3.2 Succession and career plans
5.3.3 Recruitment, selection, and hiring employees
5.3.4 Creation and deployment of teams
5.3.5 Relocation of employees and outplacement support
5.3.6 Restructuring and rightsizing work force
5.3.7 Employee retirement

5.4 Development and training of employees
5.4.1 Employee and organization development needs
5.4.2 Training programmes
5.4.3 Employee orientation programmes
5.4.4 Functional/process-related competencies
5.4.5 Management/leadership competencies
5.4.6 Team competencies

5.5 Management of employee performance, reward, and recognition
5.5.1 Performance measures
5.5.2 Performance management approaches/feedback
5.5.3 Team performance
5.5.4 Evaluation of work for market value and internal equity
5.5.5 Base and variable compensation
5.5.6 Reward and recognition programmes

5.6 Employee well-being and satisfaction
5.6.1 Employee satisfaction
5.6.2 Work and family support systems
5.6.3 Employee benefits
5.6.4 Workplace health and safety
5.6.5 Internal communications and employee involvement
5.6.6 Workplace diversity

5.7 Labour-management relations
5.7.1 Collective bargaining process
5.7.2 Labour-management partnerships
6 PUBLIC FINANCE & PUBLIC RESOURCES

6.1 Revenue administration
6.1.1 Tax administration
6.1.2 Customs administration
6.1.3 E-taxation
6.1.4 Presumptive taxation
6.1.5 Public enterprise revenue and privatization proceeds
6.1.6 International aid
6.1.7 Borrowing
6.1.8 Other (natural resources, mining…)

6.2 Expenditure Management
6.2.1 Recurrent expenditure
6.2.2 Procurement and tendering
6.2.3 Transfer payments and subsidies
6.2.4 Salaries and remuneration
6.2.5 Social Security
6.2.6 Other expenditures
6.2.7 Public investment
6.2.8 Debt service
6.2.9 Others (International aid…)

6.3 Budgeting
6.3.1 Forward revenue collection
6.3.2 Forward expenditure planning
6.3.3 Recurrent budget
6.3.4 Capital budget
6.3.5 Performance measurement
6.3.6 Fiscal consolidation and budgetary deficit

6.4 Accounting/Auditing and transparency