

(2) Objectives

- stated in operational terms, sufficiently specific to guide activities & identify effects
- may require interaction with managers

(3) Clients

- specific clients must be identified, for whom goods and/or services are provided (eg. a particular Bureau or other government department or some segment of the public);

(4) Process Description

- a concise summary of major activities, grouped into homogeneous sets
- brief discussion of planning, priority setting, and workload determinants

(5) Program Outputs

- identify & list with any existing output measures indicated
- include "soft" outputs, such as provision of advice, arranging meetings etc.
- quantify as much as possible
- separate discretionary from non-discretionary