

PAMCAM User Guide

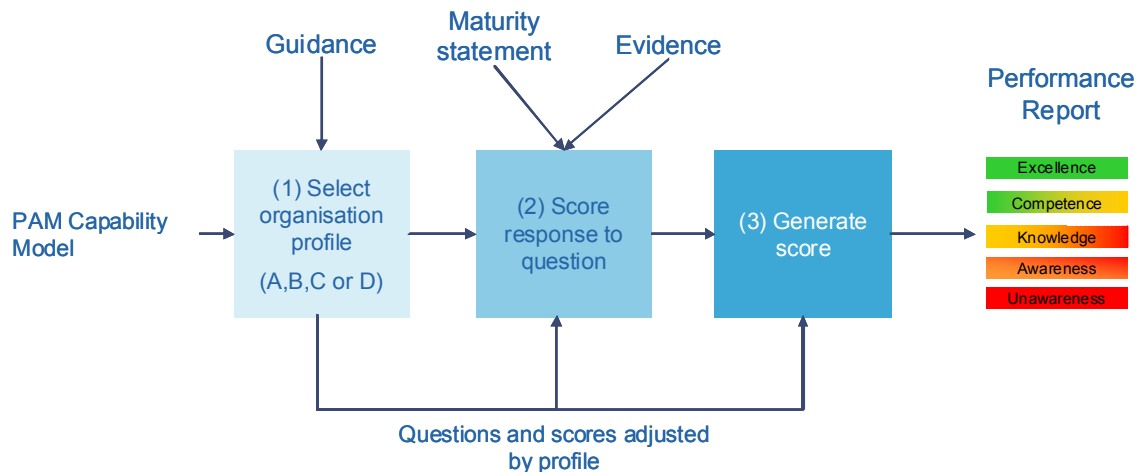
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Background

The PAM Capability Model has been jointly developed by the Office of Government Commerce (OGC) and the National Audit Office (NAO) and is a self-assessment tool that will enable organisations to measure and monitor their property asset management capability and identify areas for improvement.

The PAM Capability Model is structured around three key stages:



How has the tool evolved?

The PAM Capability Model has evolved from the assessment framework used by the NAO in their 2007 study of central government's use of office property and the OGC's Maturity Matrix. It provides departments and arms length bodies with a single, integrated tool that assesses property asset management capability throughout the full asset lifecycle.

For more information on the OGC Maturity Matrix

http://www.ogc.gov.uk/high_performing_property_the_maturity_matrix.asp

High Performing Property Routemap and Milestones

The PAM Capability Model is a key element within the High Performing Property (HPP) Programme and is a mechanism through which departments and their arms length bodies can ensure that they have the right processes, management arrangements, skills and staff in place to deliver real transformation across the central government estate.

The HPP Routemap requires a number of departments to have achieved 'excellence' in PAM capability by March 2009 and all organisations with significant usage of property to have reached 'excellence' by March 2011. The PAM Capability Assessment framework will help the OGC and auditing and scrutiny bodies to monitor HPP progress.

For more information on HPP

http://www.ogc.gov.uk/better_asset_management_efficiency_in_property_asset_management.asp

Guidance

Access to the tool / key user groups?

It is intended that the PAM Capability Model is made as widely available to public sector bodies as possible. It is accessed through the Government Secure Intranet where it will be available to a range of users including Departments, Executive Agencies, NDPB's, the OGC, approved peer reviewers, the internal audit community and the NAO.

Structure of PAMCAM

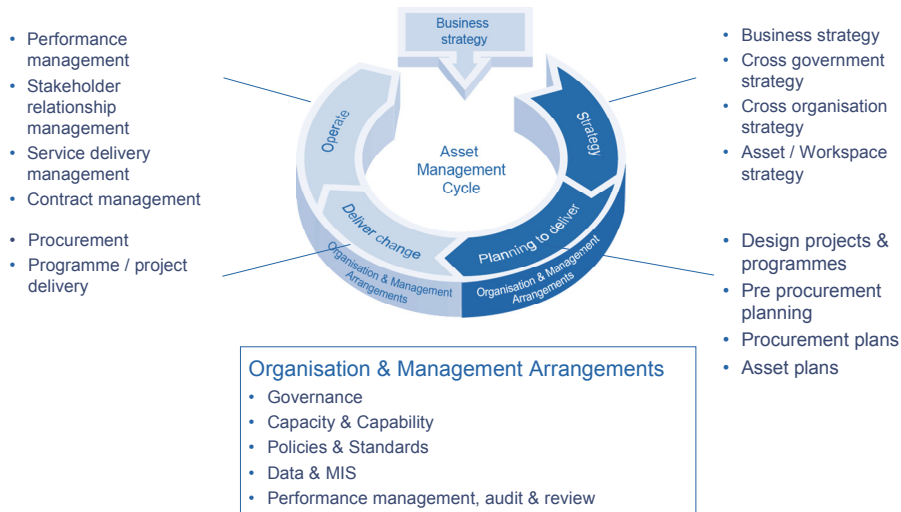
The tool examines the capability of departments and their sponsored bodies in terms of:

- Four PAM process areas (e.g. strategy); and
- The organisation and management arrangements that enable effective and efficient PAM activity and outcomes (e.g. appropriate governance structures).

The starting point for the tool is that there is a property asset management cycle (see diagram) which, when simplified, comprises four process areas. The PAM Capability Model requires users to self-assess their capability against leading practice across these four process areas, namely:

- Strategy;
- Planning to Deliver;
- Deliver Change; and
- Operate (business as usual).

The organisation and management arrangements that support and enable good PAM processes are also tested. The PAM Capability Model allows users to self-assess their capability against leading practice in five areas:



Technical Issues

To enlarge the font size, click on 'View' in the browser, select 'text size' and choose either 'larger' or 'largest'. (The default font size is medium).

There is some technical functionality that is not available in the current release of the PAM Capability Model. This includes:

- The ability to paste copies of diagrams from Powerpoint, Excel and Word documents into the evidence sections of the survey response.
- The ability to paste sections of excel documents into the evidence sections of the survey response.
- The ability to paste in active hyperlinks to documents or web pages held on intranet and internet sites.

Questions

- It is not expected that an organisation will initially be able to respond as partial or full to all questions
- A partial score requires presence of all partial evidence unless indicated.

Output

An organisation's PAM capability will be expressed by the model as a maturity profile. The more mature an organisation's profile, the greater the likelihood that the organisation's property assets and associated revenue resources will be managed efficiently and effectively and fully support desired service outcomes.

The PAM Capability Model generates two types of performance report (see diagram):

1. Overall score presented as a maturity profile for each assessment area; and
2. Detailed score reports: each assessment area can be broken down into its constituent sub-areas e.g. the score for 'strategy' can be examined under business strategy, cross-government strategy etc.

Maturity Profile

	Strategy	Planning to deliver	Deliver change	Operate	Corporate Governance	Capacity & Capability	Policies & Standards	Data & MIS	Performance Mnt, Review & Audit
Excellence									
Competence							3.75		
Knowledge	2.73		2.50	2.50	2.50			2.85	
Awareness		2.00				1.75			1.50
Unawareness									

Detailed score reports

Strategy	2.73
Business Strategy	2.50
Cross government Strategy	0.00
Cross organisation Strategy	3.13
Asset / Workplace Strategy	3.00

Corporate Governance	2.50
Advisory and decision-making structure	2.12
Roles and Responsibilities	3.25

User Registration Form for access to PAMCAM

All users will need to be registered for e-PIMS and should provide their existing e-PIMS user login id in the form below. If you are not currently an e-PIMS user please register using the following links. An authorised signatory usually a HPP Champion should complete section 1 below and the Lead contact details should be completed at section 2.

The PAMCAM application can be accessed over both the GSI and Internet using the following url's:

GSI = <http://www.epims.ogc.gsi.gov.uk/nao>

Internet: <https://www.epims.ogc.gov.uk/nao>

A word version of the registration can be found at:
http://www.ogc.gov.uk/documents/User_Registration_Form_for_access_to_PAMCA_M.doc for electronic use to forward to [David McClare](#).

1. SIGNED AGREEMENT TO THE PAMCAM	
Name and Signature* of Authorised Signatory:	Organisation:
Tel:	Email:
Fax:	
2. Departmental Lead Contact – e-PIMS Login Id.	
Name and Signature* of Lead contact:	
Tel: Email	

Signatures can be electronic

Please return the completed form to David.McClare@ogc.gsi.gov.uk (or by post to the address below) in the e-PIMS support team either via email or post. You will then be sent an email response detailing access to the PAM CAM within 3 working days.

OGC

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