Corporate Support

31. These activities support standardisation. They cover the cross-cutting activities required by the organisation to deliver its work programme efficiently and effectively. When a capability improvement is fully integrated in Production, its support is transferred to one or more activities of Corporate Support.

<table>
<thead>
<tr>
<th>Corporate Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manage Business Performance and Legislation</td>
</tr>
</tbody>
</table>

Figure 5 Corporate Support activity area of the GAMSO

32. This activity area is broken down into 10 activities. The activities are:

- Manage Business Performance and Legislation
- Manage Statistical Methodology
- Manage Quality
- Manage Information and Knowledge
- Manage Consumers
- Manage Data Suppliers
- Manage Finances
- Manage Human Resources
- Manage Information Technology (IT)
- Manage Buildings and Physical Space

Manage Business Performance and Legislation

33. These activities manage how the organisation conducts its business, including agreed changes to the business, in order to achieve planned outputs and outcomes. These include:

- Manage business performance
- Manage change and risk
- Manage legislation and compliance

Manage Statistical Methodology

34. These activities manage the statistical methodology used to design and carry out the statistical production process. These include initiating and ensuring that standard statistical methods and practices for the processes and sub-processes are identified, put in place in the organisation, and reviewed, to continuously improve efficiency of the production process. Examples include, but are not limited to, management of cross-cutting statistical methods for:

- Frames and samples
- Editing and imputing
- Weighting
- Estimation
- Time series and seasonal adjustment
- Disclosure avoidance
- Data linkage

Manage Quality

35. These activities cover developing and administering a quality framework and cross-cutting work with tools to assure quality, i.e. compliance with the quality framework that should cover quality linked to the organisational framework, processes and products. Such tools comprise quality indicators (including balancing quality components), user surveys, self-assessments, quality reviews or audits, certification and labelling of statistics. Quality documentation here refers to the organisational level and covers quality declarations, policies and relevant guidelines such as guidelines on handling of errors and revisions.

36. The activities include:

- Manage quality framework
- Manage quality assurance tools
- Manage quality documentation

37. The GAMSO includes quality management activities at an organisational level. Quality management activities that are more directly related to the statistical production (e.g. setting process quality targets and monitoring compliance, seeking and analysing user feedback) are included in the GSBPM (for further information, see Section VI. Cross-cutting process of the GSBPM).
Manage Information and Knowledge

38. These activities include the ownership or custody of records, documents, information and other intellectual assets held by the organisation and the governance of information collection, arrangement, storage, maintenance, retrieval, dissemination, archiving and destruction. They also include maintaining the policies, guidelines and standards regarding information management and governance. These include:

- Manage documents and records, including archiving and destruction
- Manage knowledge
- Manage information standards and access rights
- Manage metadata and data

39. The GAMSO includes information and knowledge management activities at an organisational level. Metadata management activities that are more directly related to the statistical production are included in the GSBPM (for further information, see Section VI. Cross-cutting process of the GSBPM).

Manage Consumers

40. These activities cover the management of communication and exchanges between governmental or international institutions, the public, and other stakeholders in direct or indirect support of organisational services. They therefore deal with the relationships between statistical organisations and the public, including those via the media. This includes general marketing activities and dealing with non-specific consumer feedback. This also includes measures to educate and inform users so that they fully understand statistical outputs, and to promote and improve levels of statistical literacy in society in general. These include:

- Manage communications and media relations
- Manage stakeholder consultations
- Manage cross-product user support

Manage Data Suppliers

41. These activities cover the relationships with data suppliers, which could include public sector and/or private entities that supply data for statistical activities. This includes cross-process burden management, as well as topics such as profiling and management of contact information (and thus has particularly close links with statistical business processes that maintain registers. These include:

- Manage data sharing agreements
- Manage data transfer

Manage Finances

42. These activities cover the organisation's ongoing use of financial and accounting information to measure, operate and predict the efficiency and effectiveness of its activities, including procurement and contracts, in relation to the organisation's goals and objectives. Supplier refers to commercial providers of goods and services for the statistical organisation. These include:

- Maintain accounts (including assets and liabilities)
- Manage procurement and contracts
- Manage suppliers of equipment, office supplies and services

Manage Human Resources

43. These activities cover employee performance, recruitment, skills development, talent management and succession planning work. These include:

- Manage employee performance
- Manage and develop skills
- Manage talent
- Manage recruitment
- Ensure succession planning

Manage IT

44. These activities cover coordination and management of information and technology resources and solutions. They include the management of the physical security of data and shared infrastructures. These include:

- Manage IT assets and services
- Manage IT security
- Manage technological change

Manage Buildings and Physical Space
45. These activities cover maintenance of the building and allocation of physical space the organisation occupies. These include:

- Manage environmental, mechanical, and electrical needs
- Manage arrangement of office space
- Manage distribution of offices within space