Garnering Support for Your Business Intelligence Initiative

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Your Presenter

Linda Sullivan
• Executive Director, Institutional Knowledge Management
  University of Central Florida

• lindas@ucf.edu
Agenda

• Introduction to UCF

• Overview of UCF BI & information delivery

• The starting point

• Strategies used to gain support

• Keeping it going

• Take aways
University of Central Florida (UCF)
Business Intelligence at UCF

• Housed in IKM (Enterprise Decision Support)
  • 4 developers, 1.5 systems administrators

• Census data warehouse
  • Additional data marts

• Use multiple data sources – (PS Prod, RDS, warehouse…)

• Deliver through information portal
  • Single sign-on through UCF portal

• Just purchased a visual analytics solution
Starting the Project

• Need for reporting solution identified (1999)

• Initial setup of data warehouse (July 2005)

• Added additional staff (developers, project manager (Nov 2005))

• Identified, established formal stakeholder group

• Project website
Project Information

Please click on the 'Data Warehouse Project Information' link to access the current version of the project plan, the initial project scope document and other information related to the overall project.

Training & Support

IR staff members are available to provide you with the training & support you will need to navigate the data mine. Use the 'Training & Support' link for your connection.

Frequently Asked Questions

If you don't find the question or answer you're looking for in the FAQs, email your question to dwarehouse@mail.ucf.edu

Resources & Information

Information/demo source on SAS Business Intelligence is available from this site. Use the 'Resources & Information' link for your connection.

Stakeholder's Group

The Data Warehouse Stakeholder Group represents a cross-section of key data users in the UCF community who are helping to guide the development of the project. Please click on the 'Stakeholder's Group' link to access meeting minutes, handouts and further information.

What's New?

With each new program development there is a new file made available with new data. Use the 'What's New?' link for your connection to updates as they become available.
Stakeholders' Group

The Data Warehouse Stakeholders' Group is a project advisory group with individuals representing a cross-section of key data users in the UCF community. The stakeholders' preview warehouse development projects and provide development recommendations; they are also project decision-makers who are helping guide the data warehouse project into an excellent enterprise-wide data system that will facilitate the creation, access, and dissemination of institutional knowledge pertinent to UCF.

Stakeholder minutes for 3/31/06 meeting and handouts attached below.

**UCF Data Warehouse Minutes 3/31/2006**

- UCF Data Warehouse Name Suggestions
- Data Warehouse Structure Draft-Modified

Stakeholder minutes for 5/4/06 meeting and handouts attached below.

**UCF Data Warehouse Minutes 5/4/2006**

- Data Warehouse SDCF WVR DIM Contents
- Action Items 3/31/2006
- Data Warehouse ADMISSIONS DIM Contents
- Data Warehouse SDCF COURSE DIM Contents
- Data Warehouse SDCF DATA DIM Contents
- Data Warehouse SDCF FLSHSP DIM Contents
- Data Warehouse SDCF STPND DIM Contents
- EG - Graphic OutPut Options
Data Integrity is Key!
Educating Administrators
Strategies
Strategies

• Low-hanging fruit – quick, easy “do-able” projects

• Targeted Proof of Concept development – unmet need

• Bottom up AND Top Down development
Strategies

• Low-hanging fruit – quick, easy “do-able” projects

• Targeted Proof of Concept development – unmet need

• Bottom up AND Top Down development

• Multiple levels of data and information needs
  • Functional, operational, strategic

• Converted old delivery system into information portal
Soft Roll-Out

- Introductory hands-on workshops
- Additional development
- Promote BI tools as solutions for other units
- Use BI tools for user support, satisfaction
- Training for all levels – “Road Show”
- Demonstrations to key, influential groups
The Value of BI

• Initially focused on quantitative data: portal access counts

• This didn’t capture the value of what was provided

• Capture and measure value of BI – internally/externally
  • Time saved in data request responses
  • Fewer routine requests
  ** User feedback
    “I go there all the time.”
    “It used to take me (hours, days, weeks) to get this information.”

Suggestion: post video testimonials on your project or dept website!!
New Champion Opportunities

• Pursue collaborations

SUCCESS STORY

• Large division
• High demand for data and information

• Proposed joint funded data analyst position
• Portal page with dozens of reports, plus dashboard for mobile
Recent Strategies

• Campus-wide training initiative
  • Quarterly hands-on workshops
  • Over 300 faculty & staff trained on information portal and BI tools
  • Feedback systems in place

• Seek out new development opportunities
  • SUCCESS STORY > Office of Undergraduate Research

• Generate reliance on tools and information – make them indispensible!! 😊
Need a Quick Start Solution?

“You have 6 months!”

- Identify what will make the most impact in time allotted and with existing resources / skill levels

- Manage expectations

- Focus development to meet near-term requirement – All the bells and whistles can be added later
Strategy Summary

1. Focus on do-able projects - look for the “low-hanging fruit”
2. Create demand from the bottom-up!
3. Recruit or develop champions for your BI initiative
4. Have a BI “stump speech” prepared – business value of BI
Questions?
This presentation and all Alliance 2014 presentations are available for download from the Conference site at www.alliance-conference.com

Presentations from previous meetings are also available