Australian National University

Friday 27 July 2018

BI enabled continuous University services improvement

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The Australian National University

AAIR SIG Forum
26 - 27 July 2018 Canberra, ACT
Politics, Planning and Performance:
Good Governance Starts How?

Overview

Business

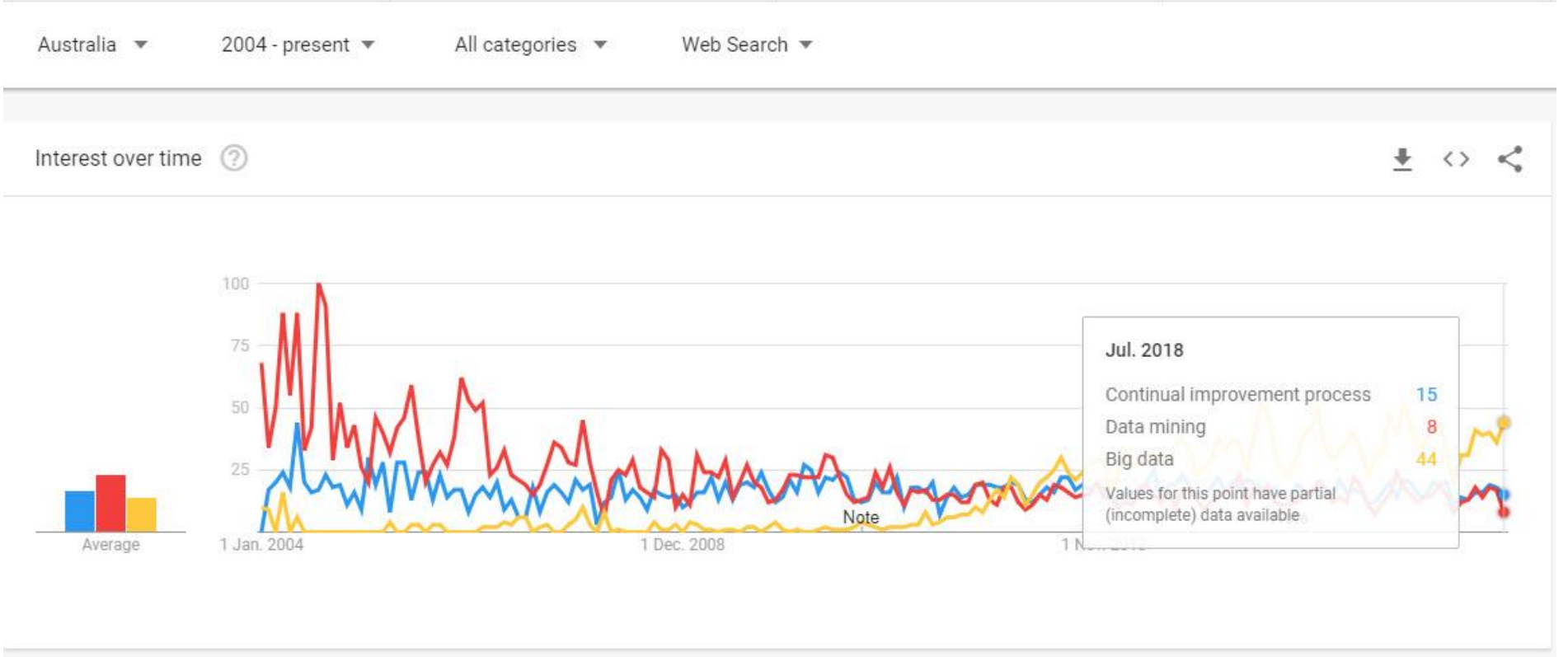
- Continuous Service Improvement & Business Intelligence
- ANU University Services Feedback
- University Services Feedback Reporting

Technical

- eForm reporting data models – Future-proof design

Continuous Service Improvement (CSI)

Time-tested practice



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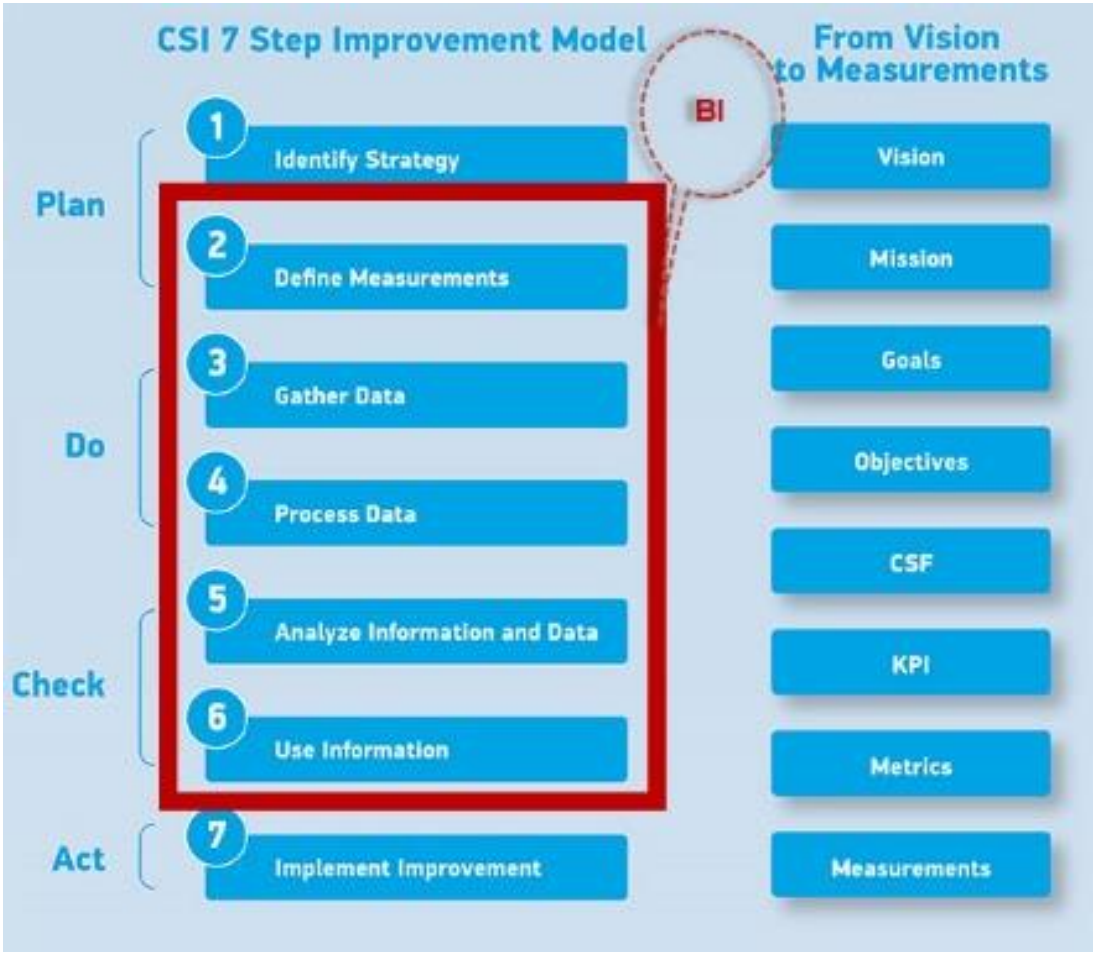
CSI



Pivot role of BI

"What gets measured (and reported) gets managed."

BI enables CSI, CSI drives BI.

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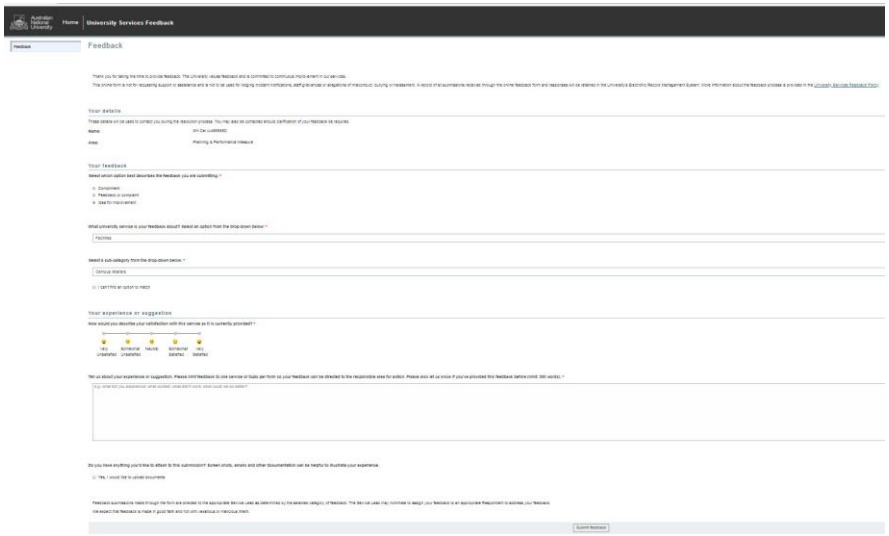
ANU University Services Feedback

To improve University services

*“To improve, we need to know **what's not working** for you,*
*we want to know **what suggestions** you have*
*and **how** we can make things easier for you.*



*[W]e have established a new **web-based process***
that lets you quickly and easily submit your feedback
*on **any University service**,*
***at any point in time**.*

If you have an idea or something
isn't working - with one simple click
you can have your views heard
and get a timely and considered response.”

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ANU University Services Feedback

Golden Triangle of Success

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ANU University Services Feedback

People

Contributor

member of the University community submitting feedback on a University Service via the online form.

Service Lead

Division Director (or equivalent) responsible for feedback received.

Feedback Respondent

staff member tasked with responding to a submission. The service lead can elect to also be the feedback respondent.

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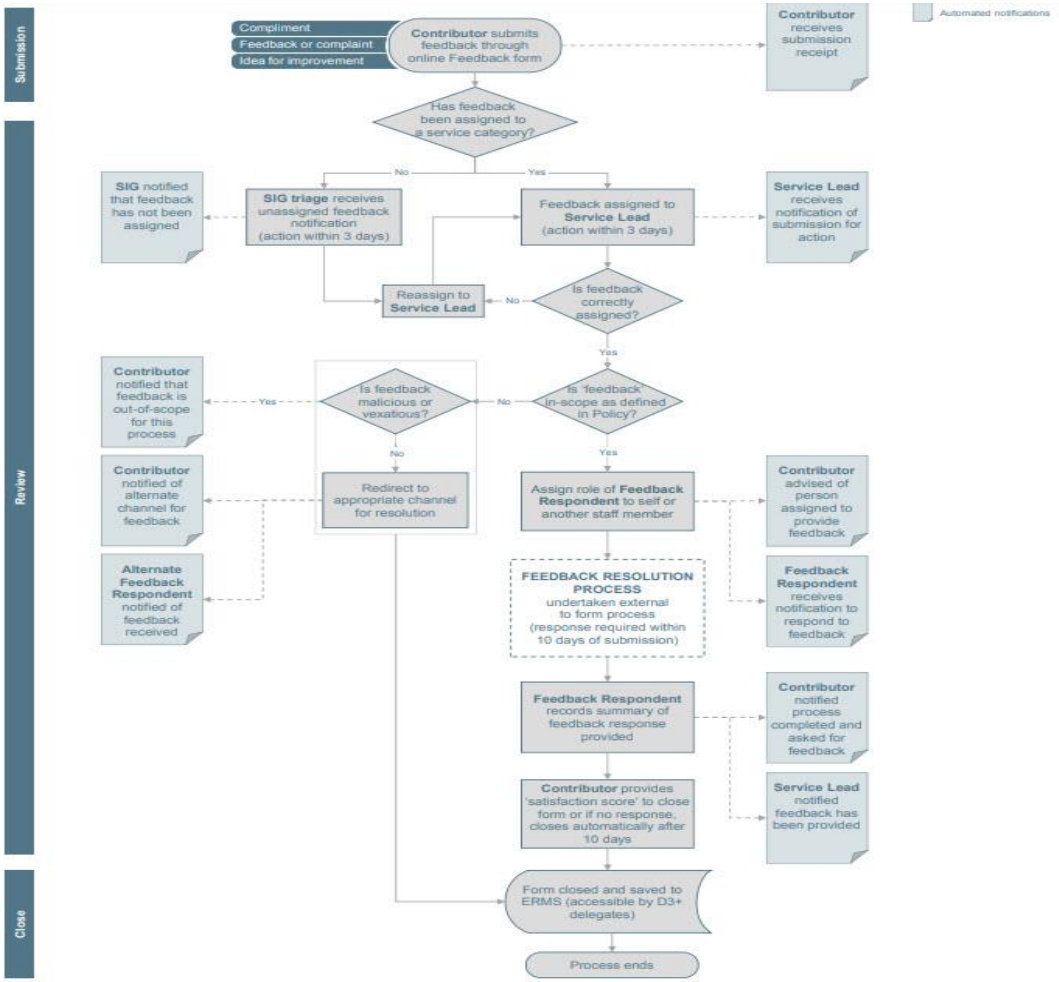
ANU University Services Feedback

Process



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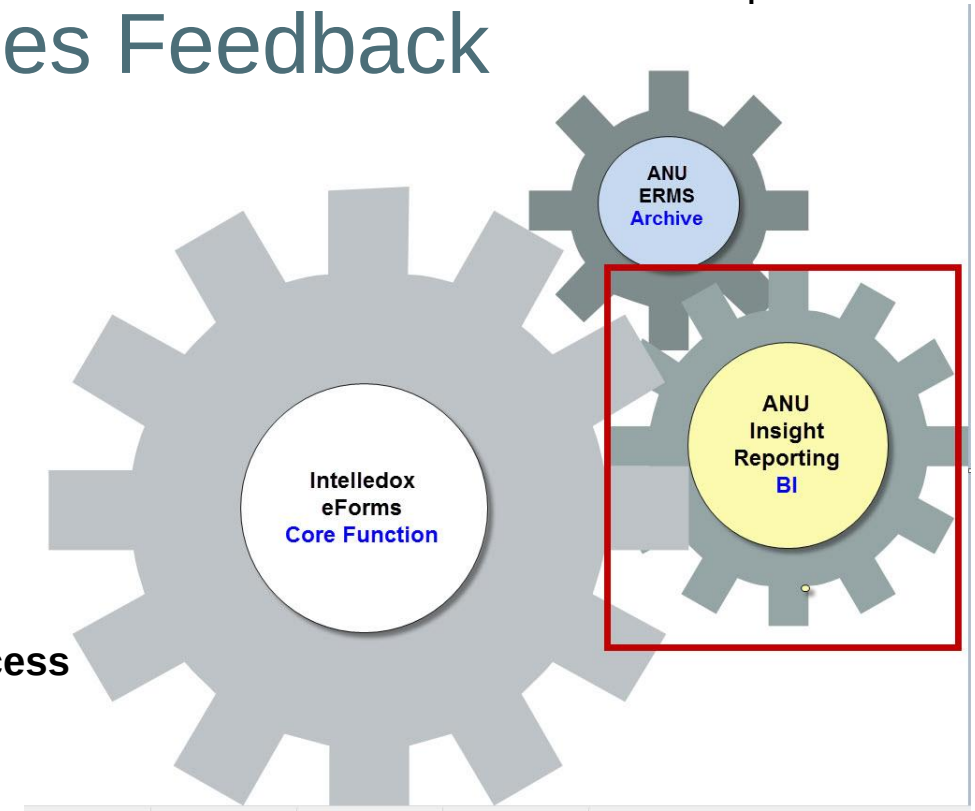
ANU University Services Feedback

Technology



- **Core function: automated feedback process**
- **<u>BI (operational and management)</u>**
- **Archiving**

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University Services Feedback Reporting

BI for CSI

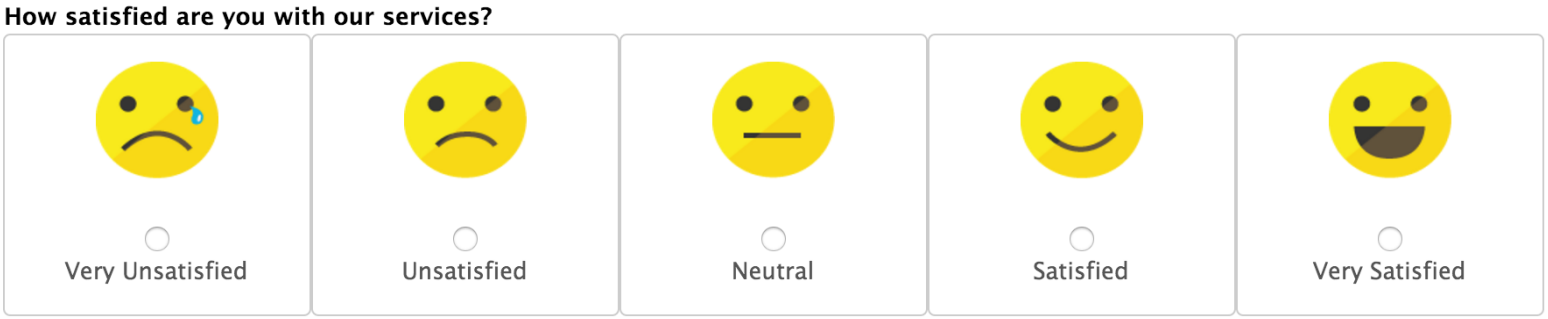
To improve University services, following metrics are selected:

- Pin point where a problem is occurring.

  5W1H.

- Identify/monitor trend.

  Satisfaction rating of services (at the **start** of feedback proces



University Services Feedback Reporting

BI of CSI

To improve the Feedback process itself, following metrics are selected:

- Make sure the contributor feels heard.
  - Response time (KPI, 10 working days)
- Make targeted communication/promotion for feedback eForm usage.
  - Who & Where
- Identify/monitor trend.
  - Satisfaction rating of feedback process (at the **end** of feedback process)

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University Services Feedback Reporting

☺ How BI is enabling/contributing CSI

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University Services Feedback Reporting

Operational reports

Service division leads have visibility over feedback progress.

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FEEDBACK EFORM TRACKING LIST

Form submitted date: On or after 01/07/2018

Contributor type:
Staff/student: All
Cohort: All
Contributor at central? not specified

Contributor organisation:
Division/College: All
Department/Research School: All

Feedback type: All feedback types

Sevice lead organisation:
Division: All

Feedback respondent organisation:
Division/College: All
Department/Research School: All

Workflow steps: All workflow steps

Working days elapsed since submission: All forms

Form ID	Contributor UID	Contributor name	Contributor type	Contributor organisation	Initial service rating (1-5)	Feedback type	Service	Category	Latest service lead organisation	Service lead re-assigned flag	Respondent name	Respondent organisation	ERMS link	Form submitted date	Current (active) workflow step	Currently assigned to	Assigned date	Elapsed working days since submission	Feedback eForm currently overdue	Feedback process satisfaction rating (1-5)
1000213240	u1234567	Optimus P	International Postgraduate Coursework Student	College Arts & Social Sciences	1	Feedback or complaint	Information Technology	Printing and copying	Information Technology Service	No				Tuesday, 24 July 2018	Service lead	ITS Director	Tuesday, 24 July 2018	1	No	
1000212932	u4567899	Bubble Bee	Central Professional Staff	Human Resources	5	Compliment	Finance and Business Services	Motor vehicle fleet and CarShare	Finance & Business Services	No				Tuesday, 24 July 2018	Service lead	FBS Feedback	Tuesday, 24 July 2018	1	No	
1000212514	u5432100	C Jumper	Central Academic Staff	DVC Global Engagement	1	Feedback or complaint	Human Resources	Staff performance, development and promotion	Human Resources	No	Jazz	Sideswipe		Monday, 23 July 2018	Feedback respondent	Wheel Jack	Monday, 23 July 2018	2	No	

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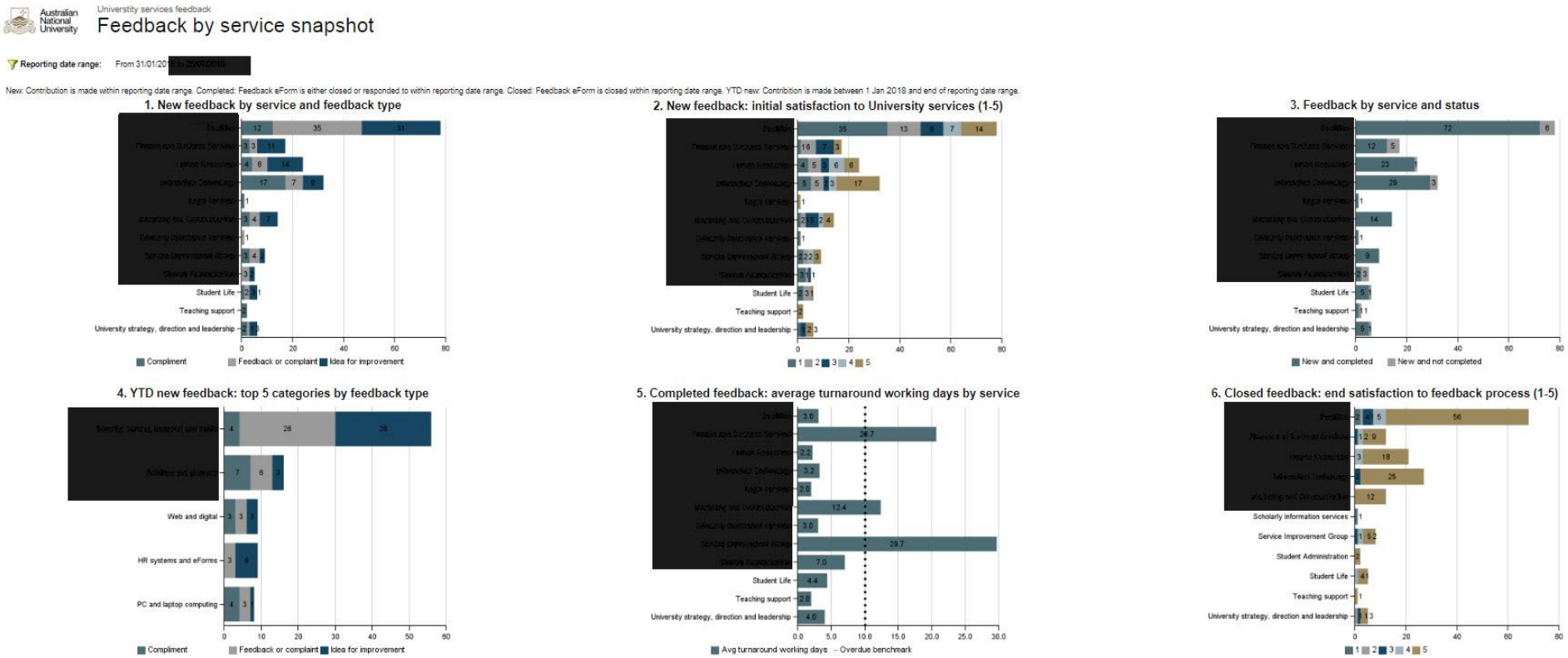
University Services Feedback Reporting

Performance dashboard

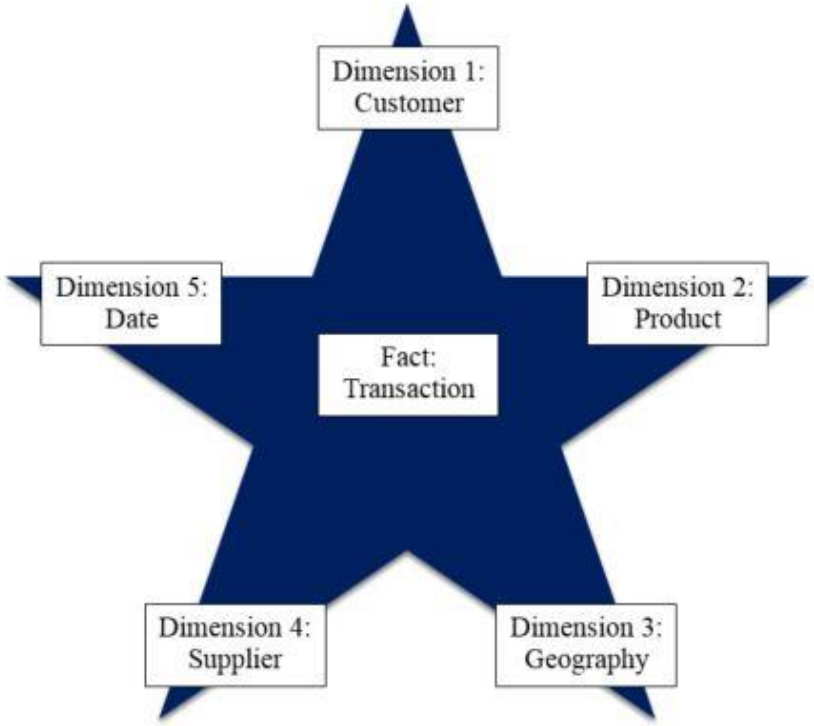
Service performance in College General Manager and Service Division Director's meeting agenda.



eForm reporting data models

Kimball method

- Create a copy of transaction data specifically structured for query and analysis (query performance & usability)
- Most important business aspects are created first.



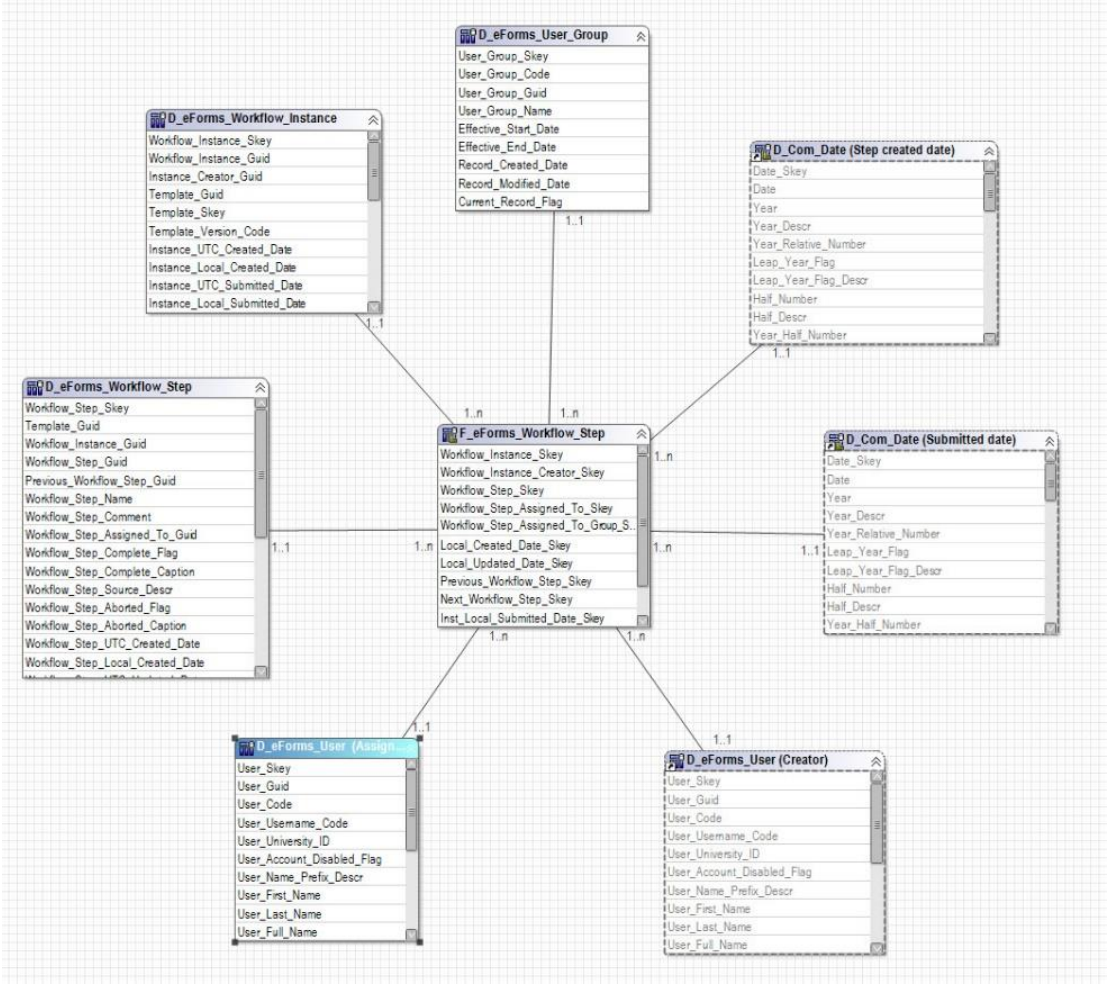
eForm reporting data models – Generic

Fact

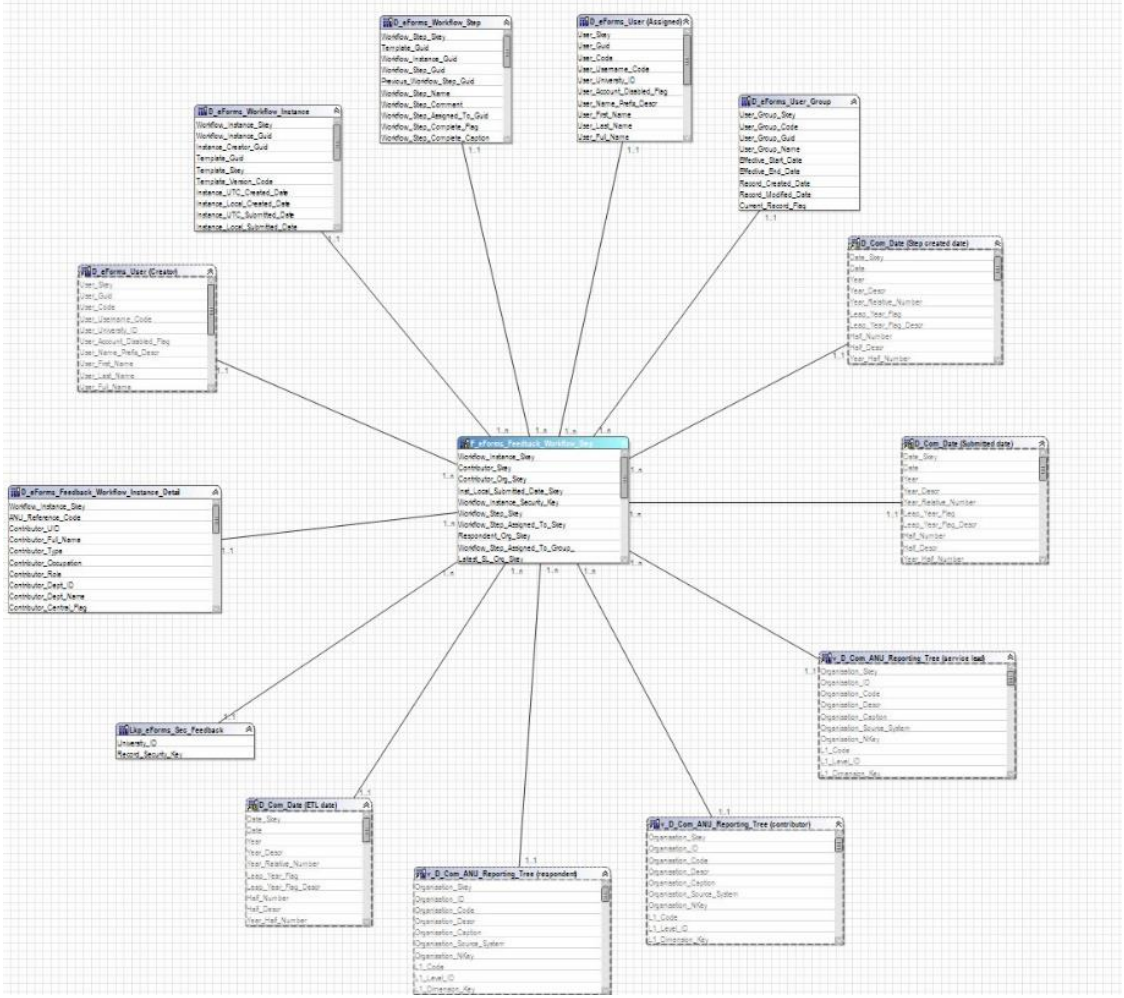
- eForm step (creation, assignment, completion)
- Grain: step vs instance (state vs object)
- Measure: step elapsed time

Dim

- SCD 1
- 5W1H



eForm reporting data models – Feedback eForm



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Future proof data modelling

Reference

Business

- Continuous improvement https://en.wikipedia.org/wiki/Continual_improvement_process;
- https://hbr.org/2012/05/its-time-to-rethink-continuous.
- Metrics selection https://hbr.org/2012/10/the-true-measures-of-success
- ANU University Services Feedback https://services.anu.edu.au/planning-governance/service-improvement/university-services-feedback

Technical

- eForm platform https://www.intelledox.com/
- Dimensional Modelling (Kimball method) https://www.kimballgroup.com/data-warehouse-business-intelligence-resources/kimball-techniques/dimensional-modeling-techniques/

Q&A

Business

- Continuous Service Improvement & Business Intelligence
- ANU University Services Feedback
- University Services Feedback Reporting

Technical

- eForm reporting data models – Future-proof design