Campus-Wide Reporting and Business Intelligence Discovery

People

Tools

Data

ANALYSIS BACKGROUND

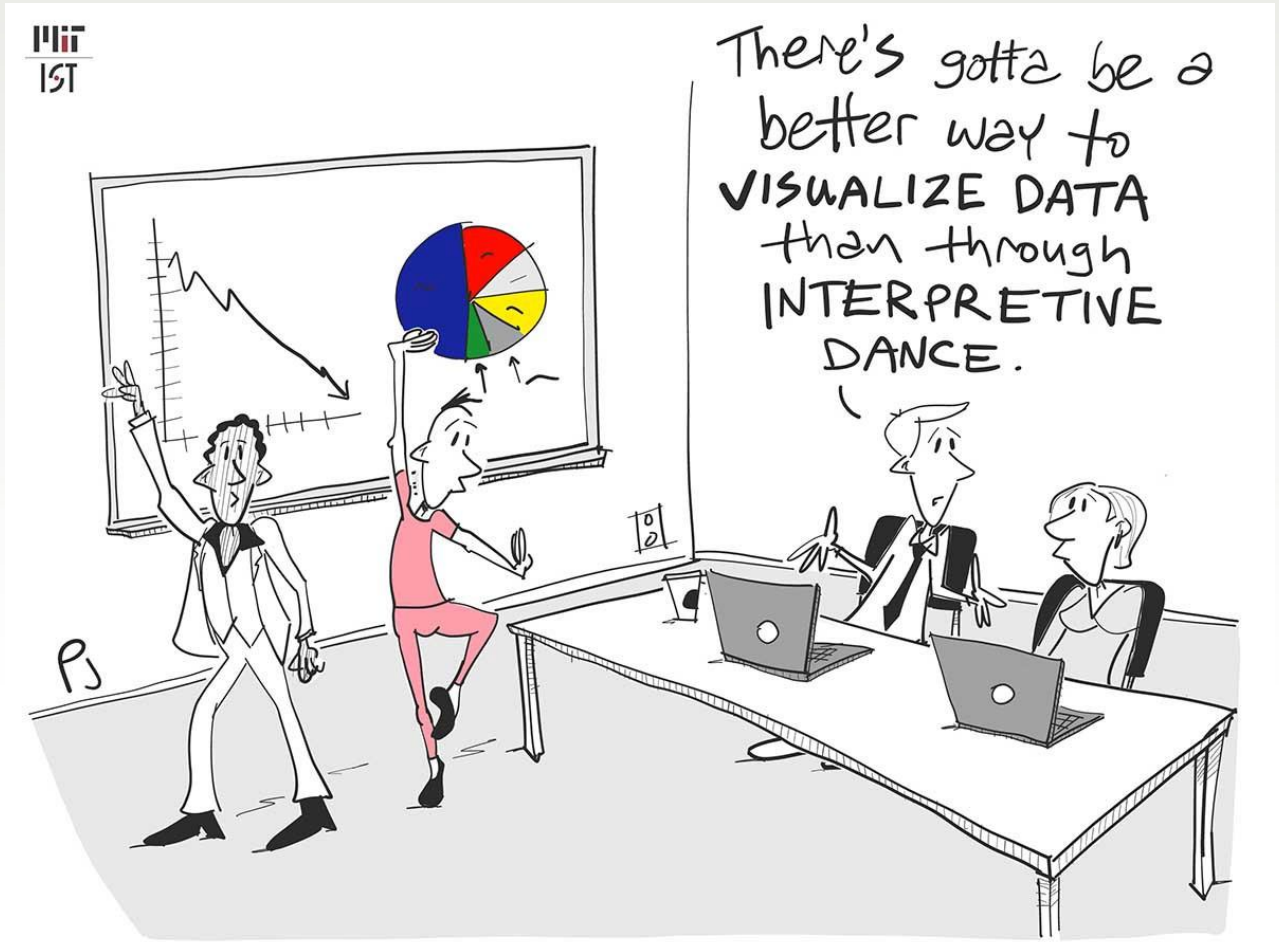
Why are we talking about Reporting and Business Intelligence?

Challenge/Opportunity

- Stand alone shadow databases and Excel spreadsheets
- Requests to purchase new reporting & BI tools
- Data sharing in dissimilar systems
- Lack of data integrity, untimely reports and labor intensive reporting processes

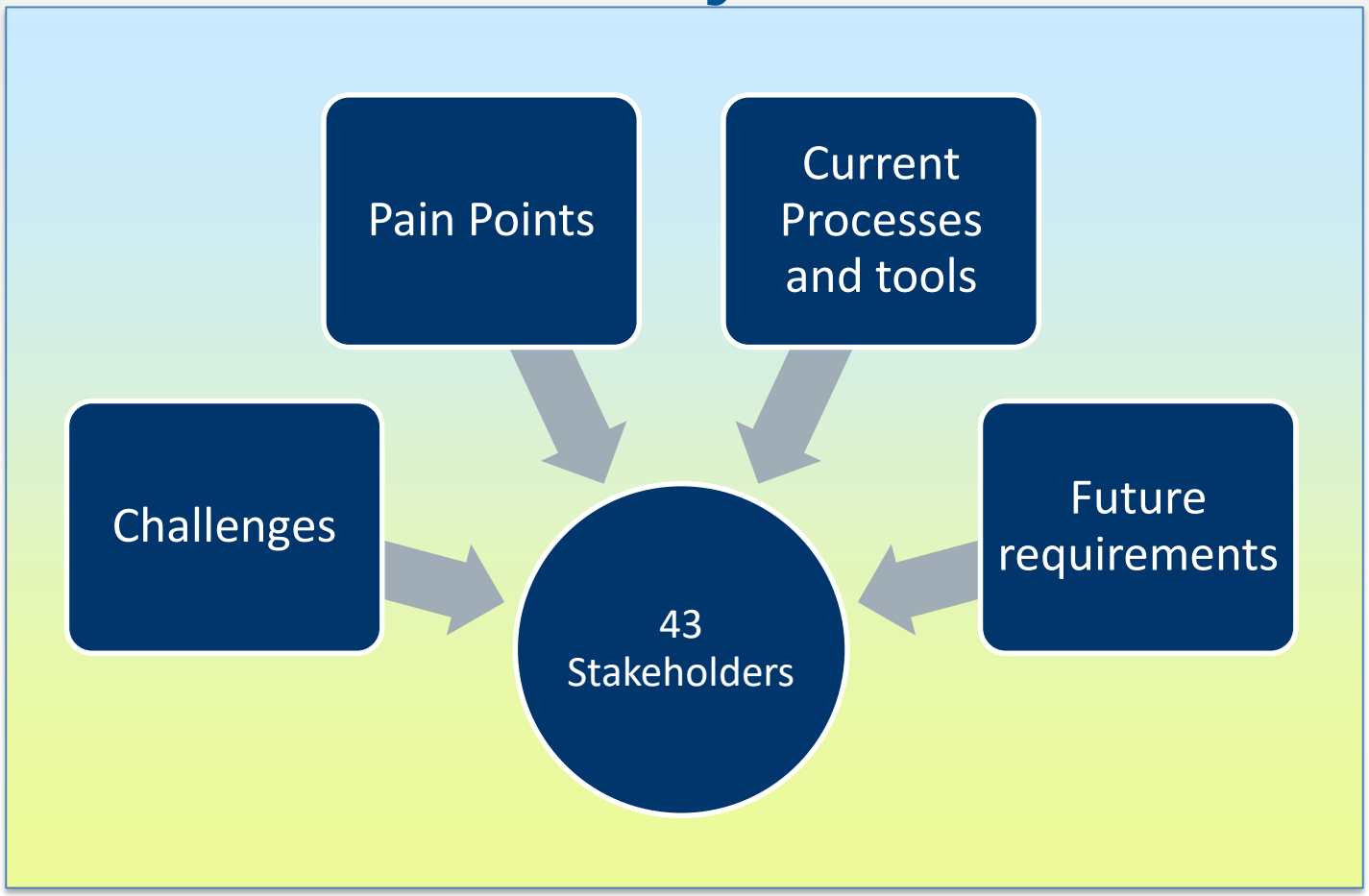
Concerns

- Key information scattered across many platforms
- Software is not a quick fix. Don't fall prey to vendor hype and high price tags
- Data silos, data consistency and audit trail
- Higher education has undergone profound transformations and grown much more competitive. This has created urgent needs for ad-hoc reporting and presentation of data for fast decision-making purposes.

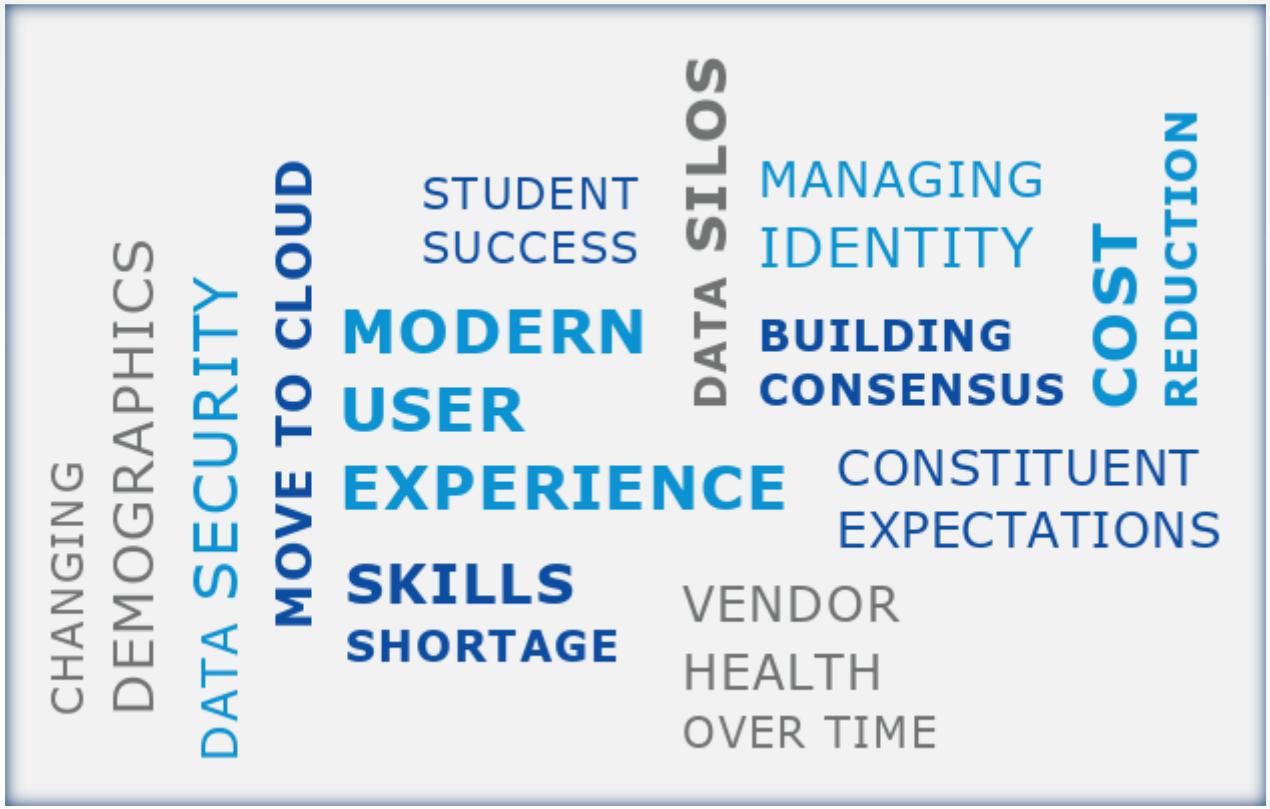


ANALYSIS APPROACH

Discovery Phase

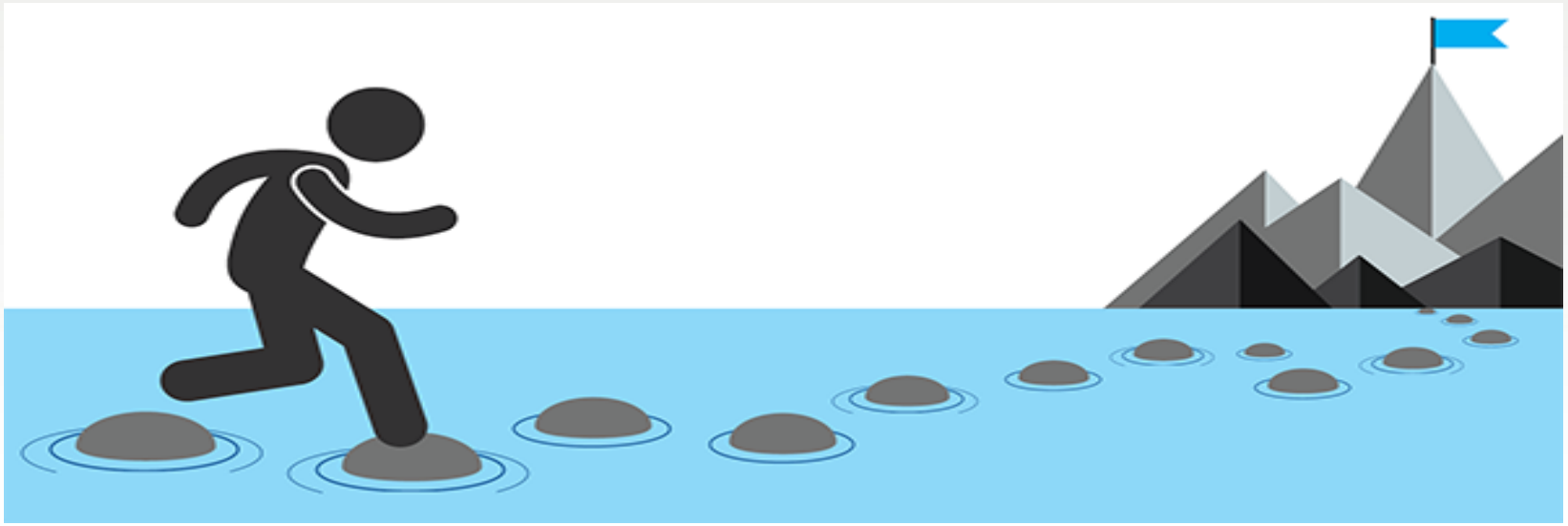


Pain Points


CHANGING DEMOGRAPHICS
DATA SECURITY
MOVE TO CLOUD
STUDENT SUCCESS
MODERN USER EXPERIENCE
SKILLS SHORTAGE
DATA SILOS
MANAGING IDENTITY
BUILDING CONSENSUS
COST REDUCTION
CONSTITUENT EXPECTATIONS
VENDOR HEALTH OVER TIME

What are the challenges?

- No comprehensive data governance principals
- No single data source
- No established data dictionary and definitions
- Lack of data management experience in some areas
- Lack of confidence in data integrity
- Unclear records retention period



SHORT TERM RECOMMENDATIONS

Steps toward long term solutions

Establish a campus-wide Data Governance Body

- Develop Policies
- Determine Data Ownership
- Document Standards
- Maintain institution-wide data dictionary
- Set data definitions
- Provide guidance for sharing data

Establish Argos as the interim reporting tool

- Currently implemented and used by several departments
- Assign proper resources to support training and rollout of this existing tool

Minimize the use of Microsoft Access to query Banner

- Use an enterprise solution that is centrally managed
- Security concerns with direct connection to Banner Production environment
- Individual Oracle accounts are costly
- Optimized load on mission critical Banner ERP
- Similar queries can be performed in Argos

Steps toward long term solutions (cont.)

Replace BI Query

- BI Query has been end of support by the vendor for many years
- Due to turnover, institutional knowledge is fading
- Migrate users to Argos or other existing tools to meet needs

Limit direct connections to Banner and data warehouse

- Creates unnecessary maintenance for desktop support
- Might impact performance of other systems
- Additional maintenance for EAS on account access and permissions

Interim BI & data presentation tool

- Microsoft Power BI features are available with WWU's enterprise license
- More economical
- No additional license required for view only

Long Term Sustainability

- Reporting and BI tool
- Analysis of campus reporting and BI needs
- Compare existing reporting solutions
- Compare existing BI & data presentation tools
- Assess current data warehouse environment
- Make recommendations for long term solutions

Enterprise Application Services

Data Governance
What is the purpose?

"The exercise of decision-making and authority for data-related matters."

1. Integrity
2. Transparency
3. Auditability
4. Accountability
5. Stewardship
6. Checks-and-Balances
7. Standardization
8. Change Management

What is the goal for Data Governance at WWU?

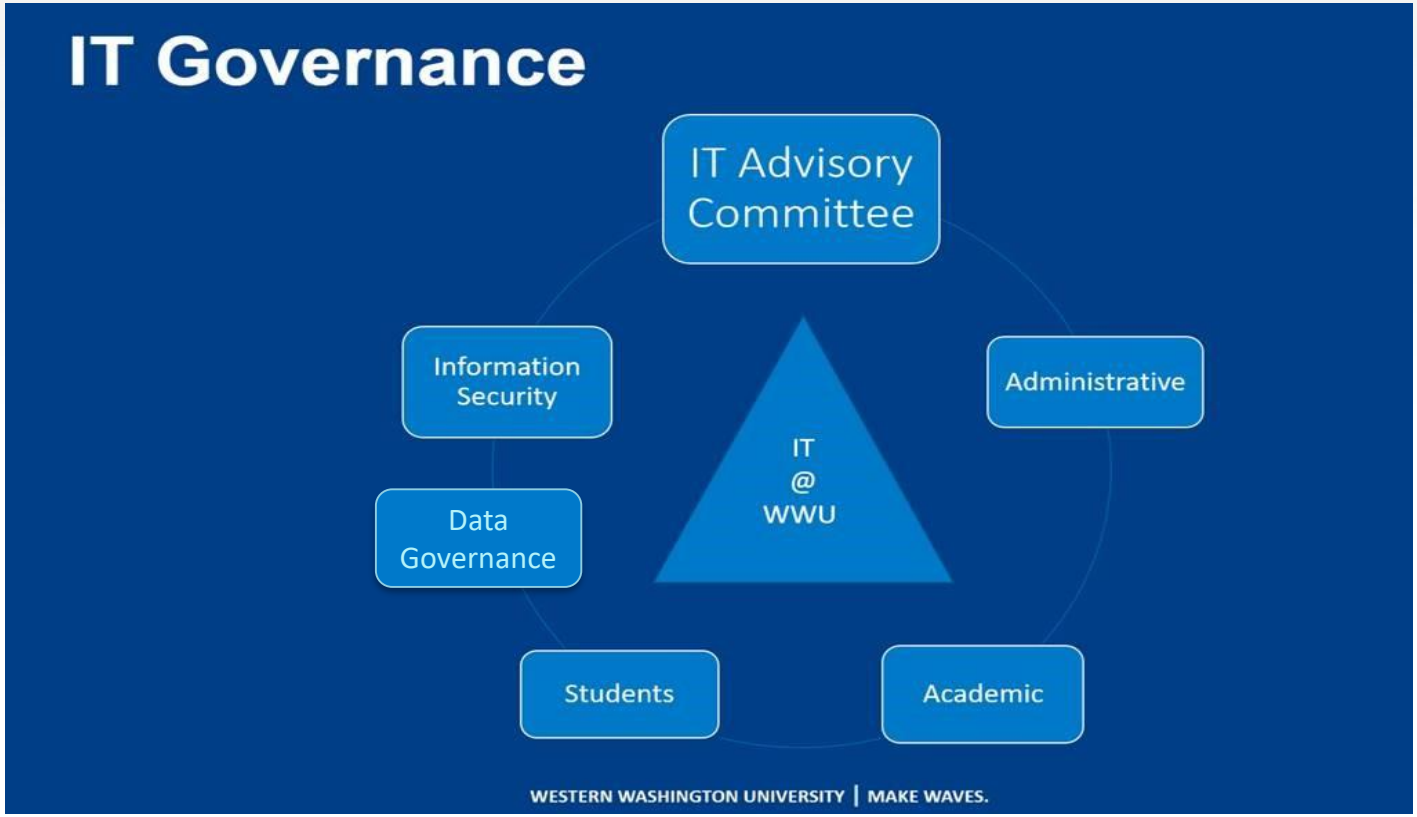
Make better decisions about data

- Achieve WWU Mission
  - Pursuit of excellence, in an environment characterized by principles of shared governance, academic freedom and effective engagement
  - Integrity, responsibility and accountability in all our work
- Foundation of all reporting
- Getting answers quickly
- Build trust in our data
- Timely reporting

Data Governance helps define:

- Who can make the decisions about data
- When they make decisions
- How to communicate the decisions
- What are the decisions:
  - Set the data rules
  - Set the data definitions
  - Researches the industry standards
  - Verify compliance requirements

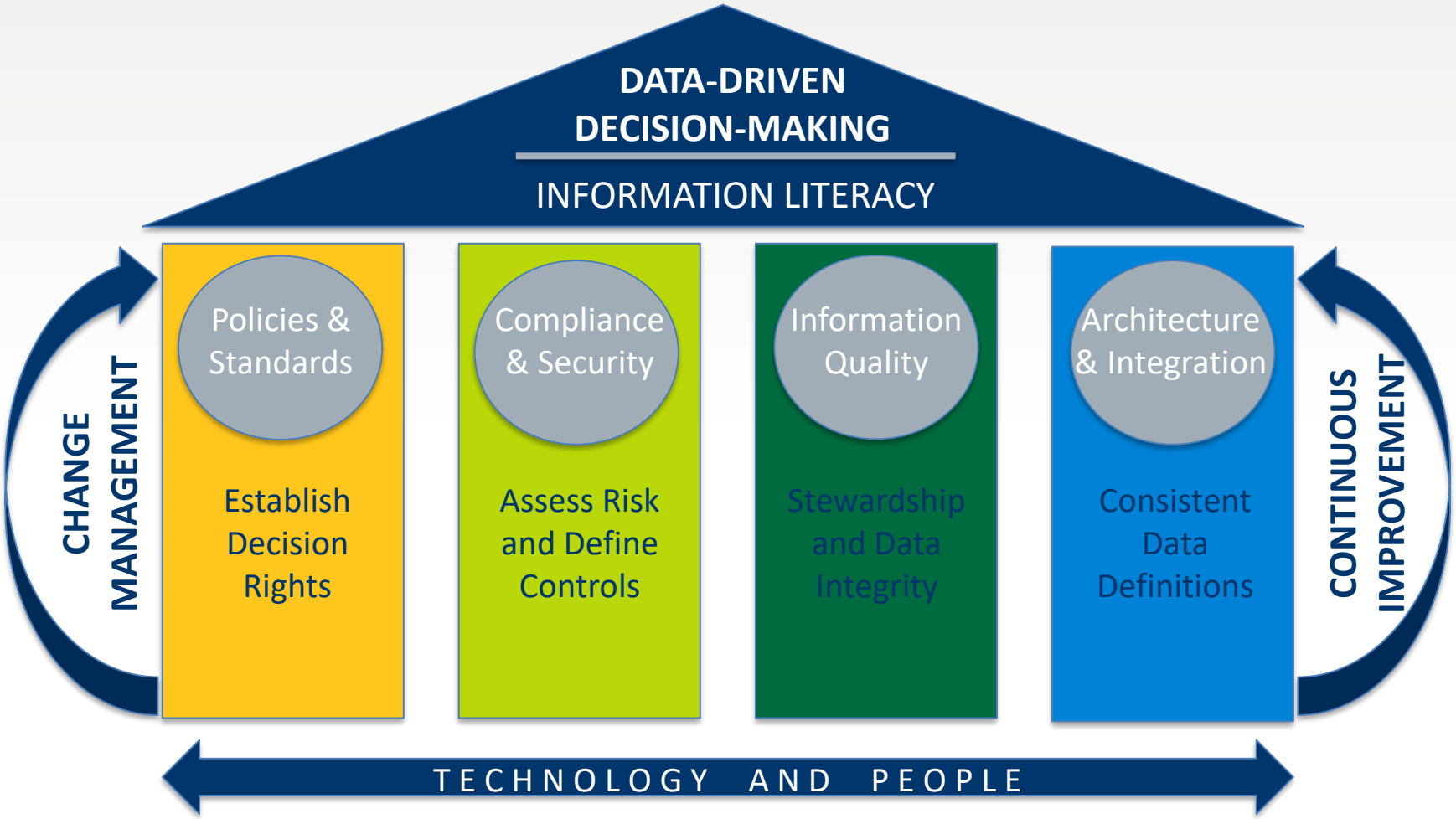
Why is Data Governance important for WWU?



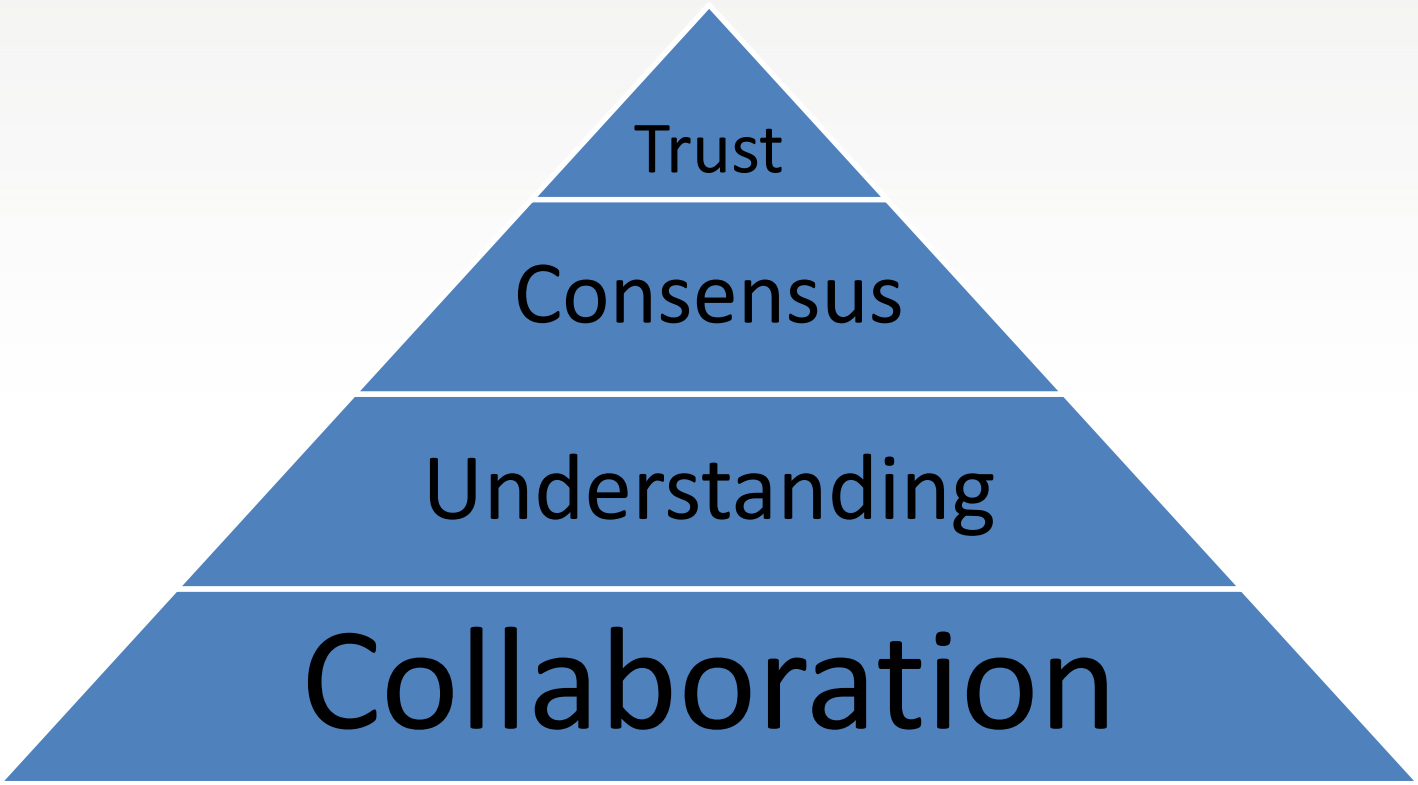
Data Governance best practices

- Identify an Executive Sponsor
- Dedicate resources
- Involve technical and functional subject matter experts
- Align data governance with data analytics efforts
- Implement a data governance tool

Data Governance Framework



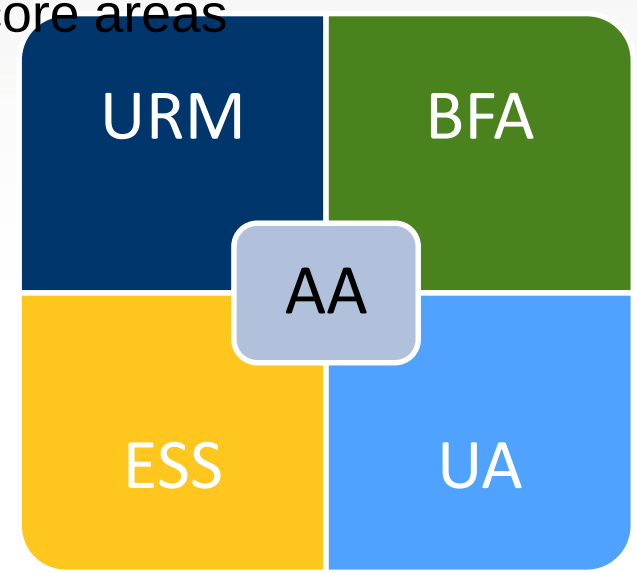
Long Term Foundation



Next Steps for WWU

- Identify the Executive Sponsor:

- Form the Data Governance Body: technical & functional SME's and data stewards from core areas



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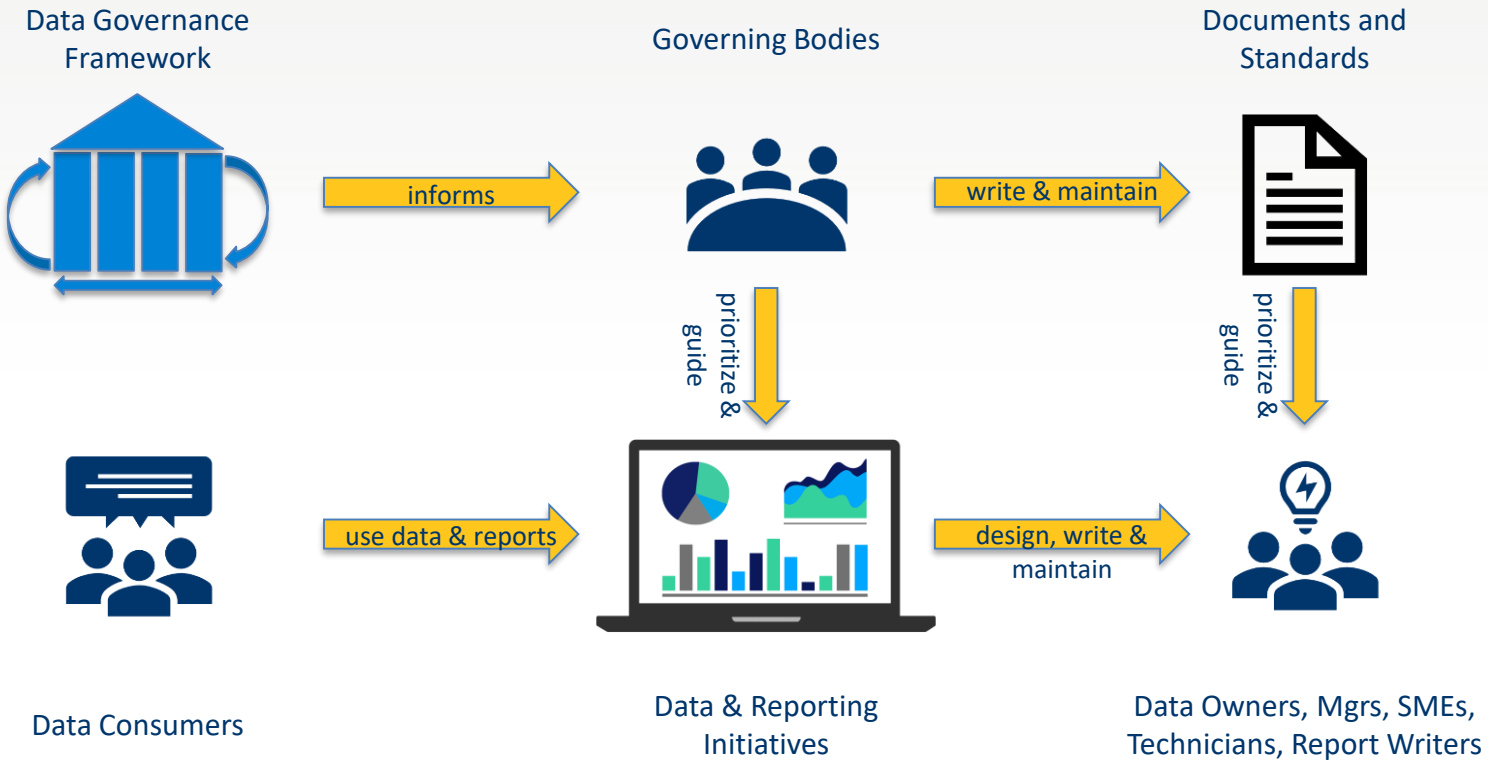
Data Governance: A Sustainable Environment



Feedback?
Comments?