

# **PRE-READ** APPROACH FOR REPORTING & BUSINESS INTELLIGENCE LEADING PRACTICE WORKSHOP

DECEMBER 19, 2018



# Objectives of the Leading Practice Workshop

1. Gather insights as they relate to current reporting
2. Present trends, design principles and definitions
3. Present leading practices
4. Discuss these leading practices and gather participant perspective
5. Describe next steps



# Definitions

During this workshop, we will use these terms in the following context.

- ▶ **Master Data:** the single source of basic business data used across multiple applications and processes (e.g., master vendor file, chart of accounts).
- ▶ **Transactional Data:** reflection of a business event in the accounting system (e.g., amount paid, warrant number, vendor invoice number).
- ▶ **Information Strategy:** the business and technology approach defining how financial data and information aligns to the State's overall priorities and goals.



# Definitions

- ▶ **Reporting:** the business process to get data and information from the financial management system, enabled by technology.
- ▶ **Reports:** output of the system into a document (usually spreadsheet format); often “pushed” to end users, and also could be “pulled” by end users.
- ▶ **Queries:** provision of data, per a user request, from a database; queries can be standard and ad-hoc.
- ▶ **Business Intelligence:** advanced technology application used to enable reporting; can produce both reports and queries from the database.
- ▶ **Analytics:** additional technology applications focused on discovery, interpretation, and communication of patterns in data and applying those patterns towards business purposes.



# Brainstorming Activity: Rose, Bud, Thorn

In this activity, we will think about current reporting processes in terms of:

- **Roses** (*Green Post-it*): What is currently working well, and you would not want to change? (e.g. functionality, process, other items)
- **Buds** (*Blue Post-it*): What is currently working OK, but could use some improvement or additional work?
- **Thorns** (*Pink Post-it*): What are pain points that make it very difficult to do your job and/or reducing productivity and efficiency?

## Activity Instructions

1. Individually write down your Roses, Buds and Thorns on the Post-it
2. Each participant shares their Rose, Buds and Thorns
3. Collect and combine the Post-its into corresponding categories (Rose, Bud and Thorn)
4. Discuss the results in the full group



# Reporting and Business Intelligence Leading Practices

- ▶ Establish a well-defined governance and management model
- ▶ When defining reporting policies, balance access with security
- ▶ Manage master and transactional data to ensure data quality
- ▶ Enable self-service
- ▶ Develop the “high touch” aspects to accompany the “high tech”
- ▶ Evaluate emerging technological capabilities and supplement current tools





# Break Out and Group Discussion

- ▶ We will divide up into 3 groups
- ▶ Each group will receive a poster board with a subset of the leading practices we reviewed in the prior section
- ▶ Based on the group's discussion, you will have 2 tasks:
  1. Identify which current pain points (e.g. "thorns"), or other value the State will realize by adopting this leading practice
  2. Identify obstacles that might keep the State from fully adopting this leading practice
- ▶ Be as specific as possible!
- ▶ After 15 minutes, groups will rotate (there will be 3 rotations)
- ▶ Then, we will reconvene and report back to the full group



# CONTACT INFORMATION

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