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Final Copy of Case Study

LOCATION:
New York, NY, US

ORGANIZATION:
Georgia Department of Human Services, Division of Child Support Services

YEAR:
2011

ORGANIZATION URL:
<http://www.ocse.dhr.georgia.gov/portal/site/DHS-OCSE/>

STATUS:
Laureate

PROJECT NAME:
Georgia Department of Human Services (DHS) Business Intelligence (BI) project

CATEGORY:
Human Services

PROJECT OVERVIEW

The State of Georgia Department of Human Services (DHS) Business Intelligence (BI) project establishes an enterprise data warehouse and business intelligence platform for DHS with real-time data extract capabilities from the legacy mainframe applications at DHS. The solution provides reliable information to DHS executives, managers, and agency analysts. It allows program performance metrics to be tracked (historical trends, Year-over-Year, Year-to-Date) and allows users to view the interconnectedness of the various programs within DHS and impact of policy decisions in one program on other programs such as increased use of fatherhood programs on reduction in TANF caseload and increase in child support payments/collections. The analytics solution will allow DHS to look at the entire human services program based on the outcome for its recipients to further promote self-sufficiency. In its first phase of implementation, the Division of Child Support Services (DCSS) within DHS implemented its business analytics reporting requirements in the enterprise DHS BI infrastructure. The project provides DHS with a base solution and a solid platform to extend in future to other program areas within DHS.

SOCIETAL BENEFITS

The DHS BI Solution lays the foundation for decision support analysis, data mining, and management information reporting to better understand its customer service needs, empower its staff to analyze past and current events, and to derive greater value from a centralized data source to determine and influence future events.

PREVIOUS PROJECT UPDATED/EXPANDED?

Project is completed. The DHS Enterprise BI infrastructure established. The DCSS within DHS is the first program area to implement its business analytics reporting using the established enterprise infrastructure. In subsequent phases, additional program areas within DHS can leverage the



BI infrastructure and add their respective subject areas to the DHS BI solution.

PROJECT IMPLEMENTATION COMPLETE?

Yes

PROJECT BENEFIT EXAMPLE

Venkat Krishnan, DHS, CIO "This project has laid a strong foundation for an Enterprise Data Warehouse for the Department. This project will enable DCSS Leadership to focus their energy on key outcomes and performance goals, maximize process effectiveness and monitor out-of-bounds situations thus resulting in increasing recoveries and in better management of their resources" Keith Horton, Director, Division of Child Support Services, DHS "Our vendor and IT team did an extraordinary job of collaborating, designing and building a first class Data Warehouse. We now have the capability of conducting predictive analytics and have empowered every child support worker in our agency with the ability to make accurate and timely actions on their caseload." Nancy Hunnewell, Program Manager, DCSS "The Business Analytics solution empowers our workers to take more ownership of performance of their caseload. It allows each worker in the state to see the impact of their caseload on our federal reporting performance. The reports personalize caseload of each worker by displaying to them - who our customers are, how much we have helped them, and how much more we can do." Before the implementation of the BI solution, the process used to take enormous time and effort from both regional office staff and central IT staff to compile the data and develop graphs and charts using Excel and other office tools to develop the executive presentation. Now this process is eliminated and the BI solution provides the regional managers to directly use the business analytics solution saving time and effort and providing up-to date information to act on. Additionally, as the DHS transforms itself to a data driven organization that provides case agents transparency and access to data to help improve their productivity, DHS sees an enormous potential for overall improvement in program performance customer service delivery.

IS THIS PROJECT AN INNOVATION, BEST PRACTICE? Yes

ADDITIONAL PROJECT INFORMATION

Other project highlights: • First of its kind in HHS using Oracle BI solution and integrating Informatica Power Exchange for real-time data extract to the data warehouse from legacy mainframe applications. • Start to finish: Go-Live in less than 7 months • Value to DHS: empowering workers with data and transparency to key metrics that help improve their efficiency and ultimately increase program performance • Real time change data capture from legacy mainframe system • Four dashboard and 20 pages with over 150 reports using 5 years history (50 GB active DB converted) • Over 1400 users and data warehouse stores more than 380,000 cases and over 1.2 million participants in the program and 7 million total participants • Provides individual level performance and allows evaluation of various policies on the outcome; for example impact of worker training on performance