

Provide integrated systems that deliver timely and relevant information

Government agencies are under enormous pressure to provide accurate information to municipal management, citizens, and federal and state funding sources about the effectiveness of programs and spending. Correspondingly, there is an ever increasing requirement for transparency and visibility into funding and disbursement detail.

Performance Management, as a defined set of tools, practices and processes, are becoming pervasive as Governments worldwide focus on improving the delivery of information on budgeting, spending, and results.

Key performance Indicators (KPIs) have become the metrics by which many government organizations are judged. Definition and measurement of these KPIs may be driven from a central or local government mandate. The use of best practices and industry driven comparatives between governmental organizations is increasing and is measuring the quality of education, health, and other locally delivered public services.

When it comes to reporting on service, budget management and monitoring against KPIs, accuracy is essential. If you haven't got the right figures, how can you make the right decisions?

Defining a methodology for measuring and reporting on performance which accurately captures the nature of multi-agency citizen centric processes can be complex. The technology requirements for integrating data across disparate systems and providing the right view of data to the correct users adds additional complexity to building an effective performance management strategy.

According to a U.K. National Consumer Council (NCC) report with similar findings in the United States, when it comes to Performance Management in local government and public health organizations, "Communication is essential within shared learning environments. Communication is not only a centrally supported initiative but also mission critical."

Microsoft Business Intelligence solutions give real-time, whole-organization information, which can be communicated to - and shared with - everyone who needs it across an organization. So everyone gets a better understanding of where they are against KPIs and can be more effective at providing services to the general public.

Microsoft Business Intelligence (BI) offers data warehousing, reporting and analysis, and performance management products and toolsets that can enhance productivity and foster confident decision making based on departmental plans and budgets that are fully-aligned with overall government strategy. Organizations can turn data into insight, transform ideas into actions, and turn change into opportunity. The enhanced productivity and organizational efficiency resulting from BI projects often funds the initiative itself resulting in high return on the investment of public funds!



"We wanted to build a technology platform that supports the Department as it delivers services to the citizens of Chicago in an effective and efficient way."

**Dr. Terry Mason, Commissioner, Chicago
Department of Public Health**



Combine people, process, and technology to improve service levels to citizens and stakeholders

The City of Chicago – Department of Public Health (“CDPH”) is engaged in a transformational business process and information technology initiative called Project FOCUS whose primary goal is to improve service levels to citizens while reducing costs. This initiative is delivering the business process standardization, organizational efficiency, access to information, and a scalable technology platform necessary for CDPH to meet the service delivery demand envisioned through 2020 and beyond.

CDPH operates in metropolitan Chicago, Illinois which has a population of 2.8M people and is the third largest metropolitan area in the United States. Chicago hosts 41M visitors each year, operates one of the largest airport facilities in the world (O’Hare) and is the vibrant economic center of the US Midwest.

At over 40 service sites across the city, CDPH’s 1,200 employees provide a variety of direct clinical care services and population-based health services such as communicable disease control, environmental health protection, health promotion and health surveillance. CDPH also engages in policy development, performance management and improvement, epidemiology, and community and system-wide planning.

In addition to delivering core public health services, CDPH is also a major provider of primary care services by operating a

network of community-based clinics available to some of Chicago’s most under-served populations.

To accomplish this organizational charter while preparing CDPH for the next decade of service, they initiated Project FOCUS. “We needed to create a Shared Services Organization (“SSO”)” said Carlo Govia, CFO and First Deputy Commissioner of CDPH. “The goal is to move from a paper-driven disparate operation to one that is fully integrated and has the agility to effectively serve citizens as needs change.” “We also have responsibility to report to local, state, and federal governments about the use and effectiveness of programs and funding.”

Mr. Govia sees the following benefits to an integrated SSO:

- Efficient administration and delivery of services
- Sharing of resources and information
- Full budget analysis and reporting

- Grant, contract and finance process tracking
- Allocation of personnel and non-personnel costs across grants
- Measures grant performance and consumption throughput
- Ability to respond to individual Business Unit priorities
- Efficient, standardized and integrated processes
- Integrated IT systems and accurate and uniform information
- Cross-training and effective knowledge transfer between Business Units

The Solution

The solution provides full visibility to each area of responsibility within CDPH. As its scalable database platform lies Microsoft® SQL Server® 2008 (“SQL”). Sitting on top of SQL is Microsoft® Dynamics GP (“GP”) for the collection and reporting of all finance related information including Grants reporting. Feeding both GP and Microsoft® Office PerformancePoint® Services is Microsoft® Dynamics Enterprise Reporting for operating and Grants-based budgeting data. Microsoft® Office PerformancePoint® Services sits under Microsoft® Office Sharepoint for posting of all operational, budget, and financial data

“Using Microsoft® Office SharePoint® Server integrated to Microsoft Dynamics ERP and Budgeting software allows the Health Department to be proactive rather than reactive because information is served up in a consumable dashboard and scorecard format.”

Carlo Govia, CFO and, First Deputy Commissioner, Chicago – Department of Public Health, Illinois, USA

Overview: The City of Chicago is the third largest metropolitan area in terms of population in the United States. The Department of Health (“CDPH”) is a service organization chartered with serving and supporting the 2.8M citizens who live and work in the City and the 41M visitors coming to the City each year.

Business Situation

CDPH engaged in Project FOCUS, a transformational initiative utilizing People, Process, and Technology to increase service levels at reduced cost to its citizens and stakeholders. The technology solution required a scalable platform on which to build connected business systems while providing a unified view of operations and performance data to management.

Solution

CDPH worked with Microsoft Gold Certified Partner Solver to deploy an integrated business intelligence solution to capture actual and budget information in the Finance, Grants, and Projects area to provide visibility to such information via dashboards, scorecards, and reports. The solution provides the integrated database platform and warehouse on which to add future relationship management (“xRM”) functionality and clinical health system connectivity.



in a dashboard and scorecard format.

There are also other business applications within the CDPH business application environment. Connectivity to those applications and the creation of a data warehouse with OLAP cubes is accomplished through Profitbase, a tool natively built on top of Microsoft® SQL Server® 2008.

Improved Performance Management

CDPH, impressed by the solution’s functionality, identified a range of areas where Microsoft® Office SharePoint Server could help it improve Performance Management (“PM”). Delivering information in a collaborative context and aggregating data from multiple business systems into a single, integrated PM environment gives the department an improved whole-of-department outlook.

“Using Microsoft® Office SharePoint® Server allows for information access as the appropriate level within the department. We are moving from a reactive environment to a dynamic proactive approach to our business,” says Dr. Terry Mason. “And we have only scratched the surface. When we add more knowledge management and search capability to the Sharepoint environment the return on investment on the solution will grow dramatically.”

Improved compliance and rapid response to issues

The workflow processes identified in Project FOCUS, and embedded in the solutions

deployed, help the department drive operations in a way that is more consistent and aligned with municipal governance and operational standards. Tighter control of expenditures at a Grant level through the use of Dynamics GP is critical to operations. And taking that information for use in Grants budgeting with Microsoft Dynamics Enterprise Reporting at an operating expense line item level has been integral to solution relevance for operating managers.

Access to the information captured in the ERP and budgeting systems through effective reporting had been an issue for CDPH in the past. Now the information is available through traditional reporting and through a portal environment. “The enhanced visibility provided by the dashboard interface in SharePoint® means that any issues are identifiable immediately,” says Govia. “Staff will no longer have to wade through sheets of data or complex tables – the information they need will be there in an easy-to-understand, collaborative context with the ability to drill-down to appropriate levels of detail.”

Integration and Data Warehouse tools

Essential to the deployment of the integrated solution is the use of tools that increase deployment effectiveness and reduce long-term support costs. CDPH selected Profitbase for connectivity to all business applications, creation of the data warehouse with combined data, and the creation of OLAP cubes for consumption by Microsoft® Office PerformancePoint®

Services and Microsoft® Office SharePoint® Server. “This tool allows us to deliver solutions faster and empowers CDPH to maintain the solution at a lower cost after it has been deployed,” says Nils Rasmussen of Solver, The strength of Profitbase combined with Microsoft® SQL Server® is that any additional business applications can be easily plugged into the architecture including linked databases to other internal or external data sources including clinical or xRM data.

Software plus Services

CDPH understands that its primary objective and core competency is the delivery of Health related services to the citizens of Chicago. This recognition led CDPH to place the entire application infrastructure at a hosted facility dedicated to network and application up-time. The benefits of deploying Microsoft Software plus Services provided by their partner reduce the concerns of software upgrades and version control between solution components for their integrated application.

Benefit

- Visibility of KPIs mapped against targets
- Improved Grants management
- Improved tactical and strategic budgeting and forecasting
- Improved organizational agility and responsiveness
- Alignment with local, state, and federal governance and operational standards
- Reduced cost of service

Software & Services

- Microsoft® Office 2007
- Microsoft® Office Sharepoint Server
- Microsoft® Office PerformancePoint® Services
- Microsoft® SQL Server® 2008
- Microsoft® Dynamics GP
- Microsoft® Dynamics Enterprise Reporting
- Microsoft® Windows Server® 2003 Enterprise Edition
- Profitbase

Partner: Solver, Inc.



Microsoft solutions

Create and maintain a clear picture of what is happening in your organization and how it relates to overall performance

Measuring and managing performance is a constant process that requires access to insightful information on demand. Because scorecards and dashboards help people monitor performance and represent goals, status, and trends in easy-to-consume key performance indicators (KPIs), these tools are deeply integrated into the Microsoft, Business Intelligence (BI) offering.

Scorecards are a representation of your organization's strategy. They provide a rich visual environment that maps all the KPIs against organizational objectives, showing current status, plans, and trends. Scorecards help align everyone in your organization to goals and objectives.

A dashboard is a collection of graphs, reports, and KPIs that can help you monitor such things as progress on a specific initiative, the effectiveness of operations, and progress against objectives. You can build a dashboard that supports a wide variety of users, from individuals to the organization as a whole. Together Microsoft® Office SharePoint® Server and Microsoft® PerformancePoint® Services provide flexible and comprehensive scorecard and dashboard solutions that can empower you to monitor performance, measure outcomes against KPIs, and share information across the organization. And because these solutions are integrated with the rest of Microsoft's BI tools, they can easily help you turn insight into action and execute your strategic and tactical plans.

Dashboards built with PerformancePoint® Services 2007 are highly interactive and are deployed in a zero-footprint, no-download Web environment. You can deploy scorecards and dashboards built by PerformancePoint® Services 2007 directly to Microsoft® Office SharePoint® Server 2007.

When you use Office SharePoint® Server 2007 as the central delivery point for all business intelligence (BI) data, you also have access to a wealth of other capabilities, such as enterprise search, content management, communication, and collaboration.

With Microsoft Office SharePoint Server 2007, you can centrally deploy and manage all your business information and applications through a Web environment that ensures a central place where people can find and access the information they need.

Solver, Inc. is a Microsoft Gold Certified Partner focused on delivering Performance Management solutions to Public Sector organizations.

As Gold Certified Partner, Solver provides you with the highest levels of technical expertise, strategic planning, and hands-on skills for each of the Microsoft technologies available for solution development. We can help your organization to:

- **Improve regulatory reporting** by collection performance data in amore automated manner
- **Increase efficiency** by reducing data collection and analysis time
- **Provide access to real time information** with a solution that share a single data model across the organization
- **Streamline budgeting and planning cycles** with powerful workflow
- **Build an enterprise-grade, scalable performance management solution** using the Microsoft Business Intelligence platform
- **Enable workers to access highly visual information** with comprehensive scorecard and dashboard solutions

