



Client Success Story

South Australian Employment Tribunal / Self-Service Analytics & Reporting

Challenges

The organisation did not have an aligned understanding and visibility of case management performance and activity.

Solution

Develop a Balance Scorecard aligned performance monitoring framework (PMF) and build Power BI based dashboards for key operational groups. The project collaboratively identified and documented the organisation's strategic goals and objectives across different accountability groups and perspectives and follow through with the development of dashboards reflecting areas of interest for those accountability groups. All this was done over an 8-week period, with weekly presentation and demonstration of the final product.

Benefits

The PMF provides clarity and focus around:

- Strategic objectives and how they relate and how they can be measured.
- Timely provision of key information about case management through visual dashboards to internal stakeholders.
- Self-service case management data model allowing ongoing internal development of reporting and access to data.
- IT staff are now able to spend more time on other tasks rather than painstakingly collate data in response to business requests.

Capabilities

Systems analysis

Business analysis

Data modelling

Report design and development

Technologies

Power BI Desktop & Service

SQL Server

Domains

Case management