



## Executive Dashboards Case Study

### > Goal

Consolidate 1250 employees, 59,000 PCs, 3000 servers, 1,700 business applications and 1500 customer locations throughout Virginia within 18 months.

### > Challenge

Assimilate information from multiple sources so as to effectively and efficiently manage the project.

### > Solution

Executive Dashboards

### > Results

Goal accomplished. Enhanced decision making by reducing the time required to collect information and measure process improvements.

IndigeTech  
1111 E. Main St. Ste. 1710  
Richmond, VA 23219  
(804) 344-TECH  
www.indigetechn.com

## Case Study > Executive Dashboards

IndigeTech recently implemented Dashboards for the Virginia Information Technologies Agency (VITA) to help manage several areas of their business. The goal of the Dashboards is to enable key executive stake holders to gain **improved visibility** into specific aspects of their operations. This visibility assists all levels of management with decision making and shows the results of those decisions on a frequent basis.

VITA is the Commonwealth of Virginia's new consolidated, centralized information technology (IT) organization. VITA's responsibilities include operating the technology infrastructure, governing IT investments, and procuring technology on behalf of other state agencies. The creation of VITA is the most comprehensive reform of state government information technology in the nation and establishes Virginia as a leader in the use of technology in government. The consolidation is expected to save Virginia over \$100 million.

The functions of VITA's Dashboard are to provide management with the ability to improve activities of the Human Resources (HR), Finance, and Procurement and Contracting areas. VITA's Dashboards include:

### > Executive Scorecards

Executive Scorecards give managers a quick glance, high level view of key performance indicators. Scorecards can compare actual to targeted performance and assist with monitoring progress toward strategic goals.

### > Operational Metrics

Operational Metrics provide operations managers a summary view with the ability to drill down to details for a comprehensive understanding. Users can see all the way to the purchase order level.

### > Top 10 Listings

Top 10 Listings show state-wide IT spending by category, agency, and supplier. Users can easily search, filter, and slice-and-dice information.

### > Reports and Analysis

Reports and Analysis include OLAP (online analytical processing) tools. Users can slice-and-dice information from the procurement and accounting systems across multiple dimensions including time, category, agency, and supplier.

### HR Dashboard

VITA's HR Dashboard assists with the transition of technology staff from other agencies. Information comes from spreadsheets, HR, and Peoplesoft®. The HR Executive Scorecard displays metrics by position and expenses. It compares current metrics with past metrics, as defined by the agency. In addition, the Dashboard displays a target metric and the trend of the metric over time.

“Dashboards are an increasingly important tool in helping manage our activities at VITA. We first implemented them to help focus on our consolidation project. Now, we are using them to help improve our services to customers within the Commonwealth.”

- Lemuel Stewart, CIO  
Commonwealth of Virginia

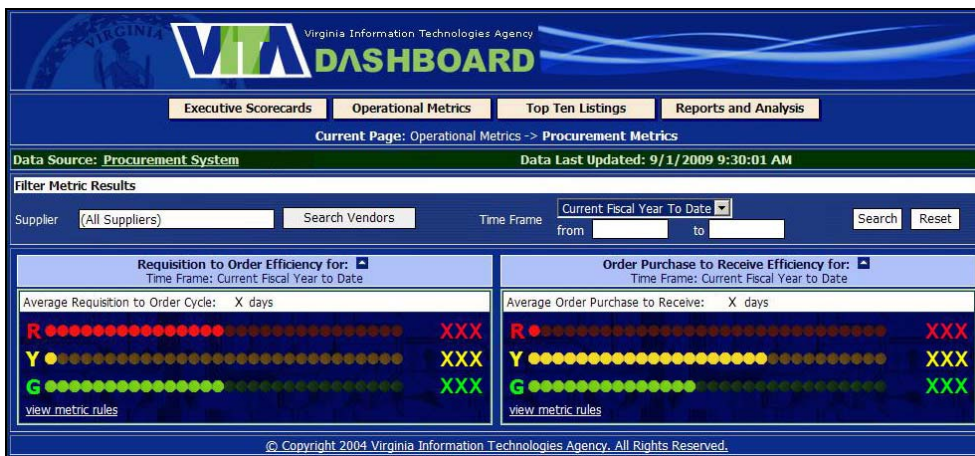
## Finance Dashboard

The Finance Dashboard monitors information technology spending. Information is obtained from Peoplesoft®, billing/budgeting, and the Central Accounting and Reporting System (CARS).

## Procurement/Contracting Dashboard

The Procurement/Contracting Dashboard assists the agency with managing suppliers and their contracts. Information comes from eVA, the Commonwealth's business-to-government web-based procurement tool. The Dashboard tracks order efficiency and receipt efficiency and has search, filter, and drill down to the purchase order level capabilities.

The Procurement Dashboard's **Operational Metrics** allows users to drill down from the high level summary information to more detailed numbers. Users can search by purchase order (PO) number, time frame, status, and many other parameters. Users can **drill-down** to view details down to the individual PO. By displaying this detail information in the Dashboard, users can find all the answers they need in a single location. Users can also perform **OLAP analysis**, slicing-and-dicing both eVA and CARS financial data across multiple dimensions such as time, category, and supplier.



*This summary view of VITA's Operational Metrics for procurement provides managers a unified, high level view with the ability to drill down to see the detailed numbers for a more complete understanding.*

## The Bottom Line

The Executive Dashboards allows managers to focus on the performance of their functional areas and reduce the time required to collect information. By extracting and combining data from existing systems and allowing the flexibility of analyzing and displaying the data, VITA has lessened the time required to identify, implement, and measure improvements.

Do you have easy access to the information required to make decisions quickly? Do you have a way to monitor your organization's performance to see the results of those decisions? Many organizations rely on performance data drawn from many different systems but don't have an easy cumulative view of this information available.

Executive Dashboards provide a **unified view of performance** by summarizing information from different systems and presenting it in a custom, web-based display for quick comprehension. Dashboards are valuable whether your business is facing a huge one-time project or trying to improve overall operations. When deployed properly, Dashboards show where your business is excelling and also, where it may need some help.

### Focus > Real World Results

VITA's Procurement Dashboard was rolled out at the end of June 2004. In the six months prior to that, the time to process a requisition was 9.33 days. In the six months after the Dashboard release, the time diminished to 3.83 days. This 41% improvement in the cycle time was attained while at the same time the volume of requisitions increased over 400% from 542 to 2188.