

Quality and Productivity Commission
33rd Annual Productivity and Quality Awards Program
"Empowering Innovative Solutions"

2019 APPLICATION

Title of Project (Limited to 50 characters, including spaces, using Arial 12 point font):

NAME OF PROJECT: POWERBI ADOPTION ENABLEMENT

DATE OF IMPLEMENTATION/ADOPTION: 5/16/2017

(Must have been fully implemented for a minimum of at least one year - on or before July 1, 2018)

PROJECT STATUS: Ongoing One-time only

HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT? Yes No

EXECUTIVE SUMMARY: Describe the project in 15 lines or less using Arial 12 point font. State clearly and concisely what difference the project has made.

1 In support of the strategic goal to make the County of Los Angeles a more data-driven
 2 organization, the Internal Services Department (ISD) has recognized the need to
 3 provide easy access to innovative and powerful visualization tools for departments. To
 4 that end, the Strategic Software Solutions Division (SSSD) within ISD launched the
 5 PowerBI Adoption Enablement effort to increase use and adoption of the Microsoft
 6 PowerBI visualization tool. PowerBI provides interactive data visualizations and
 7 business intelligence (BI) capabilities in a simple interface where users can create their
 8 own reports and dashboards. This involved creating Countywide PowerBI management,
 9 platform configuration, getting started consultation, best-practice development,
 10 knowledge sharing coordination, training classes and more. In one year, the County
 11 went from a handful of users to currently 540 workspaces containing over 4000
 12 dashboards and reports. Our PowerBI Developers list has nearly 200 members and
 13 growing. This project has increased the use and power of data across the County. It has
 14 assisted, trained, helped, transformed and fostered "citizen data analysts" in more than
 15 15 Departments to empower them to create innovative solutions in their organizations.

BENEFITS TO THE COUNTY

(1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE	(2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS	(3) ACTUAL/ESTIMATED ANNUAL REVENUE	(1) + (2) + (3) = TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT	SERVICE ENHANCEMENT PROJECT
\$	\$	\$	\$	<input checked="" type="checkbox"/>

ANNUAL = 12 MONTHS ONLY

SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS Internal Services Department 1100 N. Eastern Ave. Los Angeles, CA 90063	TELEPHONE NUMBER (562) 940-3607
PROGRAM MANAGER'S NAME Jon Neill	TELEPHONE NUMBER (562) 940-3607 EMAIL jneill@isd.lacounty.gov
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE <small>(PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME)</small> Diane Quarker <i>Diane Quarker</i>	DATE 6/26/19 TELEPHONE NUMBER (323) 881-3611 EMAIL dquarker@isd.lacounty.gov
DEPARTMENT HEAD'S NAME AND SIGNATURE Scott Minnix <i>Scott Minnix</i>	DATE 6/26/19 TELEPHONE NUMBER (323) 267-2101

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1st FACT SHEET – LIMITED UP TO 3 PAGES ONLY: Describe the **challenge(s), solution(s), and benefit(s)** of the project **to the County**. What quality and/or productivity-related outcome(s) has the project achieved? Provide measures of success and **specify assessment time frame**. Use Arial 12 point font.

The Business Intelligence and Analytics (BI/BA) line of business had long been under the Strategic Software Solutions Division (SSSD), so when PowerBI became available within the Office 365 suite, questions from County departments began being directed to SSSD. As SSSD staff responded to these questions, it became apparent that the questions developed common themes across departments including licensing, publishing and storing content, security, data formats, and data sharing.

ISD-SSSD rose to the challenge of serving as the PowerBI facilitator and first set a goal to answer frequently asked questions and allow quick access to SSSD so department questions could be addressed quickly and consistently. The aim was to give a consistent message, from a common source as rapidly as possible. Customers were very anxious to get started and we wanted to respond accurately and relevantly at the same level of urgency. To support these needs, ISD initiated and developed the following:

- PowerBI informational site on Slack.com (an open-source, idea-collaboration platform) with numerous channels including:
 - getting started
 - security issues
 - general technical Q&A
 - new features,
 - admin and governance including naming conventions, and admin names
- A contact repository was created to share information with the PowerBI community and GovDelivery was used to market initiatives to the growing subscriber list.

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- PowerBI Developers Group was created to address common concerns and provide a level of Countywide guidance, discuss best practices, facilitate PowerBI developer collaboration and networking and provide a forum for knowledge sharing.

- Training Enablement
 - SSSB regularly shares resources to online training videos and offered consultation on different formalized training options.
 - Delivery of a formal PowerBI training session by Microsoft
Since June 2018, SSSD has facilitated 9 classes for 126 students from 15 departments:
 - Agricultural Commissioner/Weights & Measures
 - Auditor-Controller
 - Chief Executive Office
 - Children & Family Services
 - Consumer & Business Affairs
 - Fire Department
 - Health Services
 - Internal Services
 - Medical Examiner-Coroner
 - Mental Health
 - Parks & Recreation
 - Probation
 - Public Health
 - Library
 - Workforce Development, Aging & Community Services

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Linkage to the County Strategic Plan – 1 page only. Which County Strategic Plan goal(s) does this project address? Explain how. Use Arial 12 point font.

“You can’t manage what you can’t measure – and what you don’t measure, doesn’t get done.”

The PowerBI Adoption Enablement effort contributes indirectly to all three County Strategic Plan goals by providing the PowerBI support needed to “measure” what has been done, is being done and what needs to be done.

The County Strategic Plan goals are:

1. Make Investments that Transform Lives
2. Foster Vibrant and Resilient Communities
3. Realize Tomorrow’s Government Today

PowerBI Adoption Enablement supports an important tool that can help every manager analyze the data at their level, to gain insights quickly and make more informed decisions – selecting and tracking the “best” investments to ensure they are transforming lives in a “positive direction.”

PowerBI can be used to identify and prioritize the needs of the County and then apply and track limited resources and funds assigned to solving those issues. PowerBI can be used to measure progress towards goals along points of implemented programs. The self-service nature of PowerBI allows its use at every level of the County organization – ensuring a tool for data analysis and display that can provide new insights and ideas that can inform new and better methods and procedures. Any number of important data points can be tracked so trends can be determined.

In order to realize tomorrow’s government today, staff must be empowered with cutting edge data analysis and visualization tools. Government of the future will continue to be more “data-driven.” Providing and facilitating the use of an easy to use, countywide, self-service data analysis and visualization tool now will better position our managers to become more data-savvy as we move into the future.

Enabling the adoption of PowerBI within the County, as deep and as wide as possible, is essential to achieving the County’s Strategic Goals – first measuring and then ultimately “proving” success. The PowerBI Enablement Program has assisted, trained, helped, transformed and fostered “citizen data analysts” across the County to empower them to create innovative solutions in their organizations.

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COST AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFITS TO THE COUNTY): If you are claiming cost benefits, include a calculation on this page. Please indicate whether these benefits apply in total or on a per unit basis, e.g., per capita, per transaction, per case, etc. You must include an explanation of the County cost savings, cost avoidance or new revenue that matches the numbers in the box. Remember to keep your supporting documentation. Use Arial 12 point font

Cost Avoidance: Costs that are eliminated or not incurred as a result of program outcomes. Please indicate whether these are costs to the County or to other entities.

Cost Savings: A reduction or lessening of expenditures as a result of program outcomes. Please indicate whether these were expenditures by the County or by other entities.

Revenue: Increases in existing revenue streams or new revenue sources to the County as a result of program outcomes.

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