

WICSEC 2015

FORT WORTH
CITY OF COWBOYS AND CULTURE

Shaping the Future for Children

Challenges to Organizational Transformation

When Desire and Will
Can't Overcome
Obstacles



Introduction

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Idea in Brief

Transformation with Analytics

The ultimate test of any leader



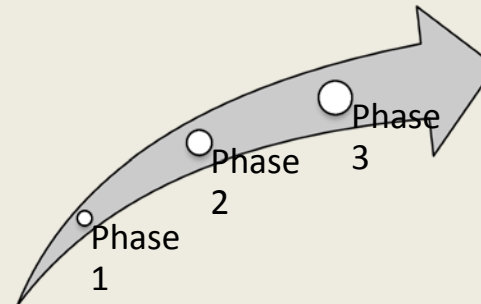
Success isn't sustainable without transformation



Transformation is hard!



A phased approach is best!



Leadership

Transformation with Analytics

Commit to innovation
through technology,
people, and process



Emphasize fact-based
decisions



Provide opportunities
for staff to demonstrate
how analytics impacts
their business and
decision-making



Single Initiative

Transformation with Analytics

Place data collection and analysis under common leadership with common technology and tools



Apply critical mass to the pressing issues facing cross-functional teams



Eliminate proliferation of spreadsheets and databases where data is wrong and multiple versions of metrics exist

Interlude: So What?

Transformation with Analytics



Transformation of data validation,
compilation, and storage



Transformation of
reports after
identifying 100+
unique performance
metrics



Transformation
of 30+ data
sources



Transformation of how
data is self-reported
across multiple
locations

Culture & Focused Effort

Transformation with Analytics

If it doesn't provide service and quality to our citizens, we should re-prioritize



Build concepts of “test & learn” to effectively measure impact of transformation



Instill respect for measuring, testing, and evaluating quantitative evidence



Gauge performance based on fact-based decision making

People & Technology

Transformation with Analytics

Hire, retain Data and Business Analysts who possess top notch quantitative analysis skills



Staff should be able to express complex concepts in simple terms and interact productively with decision makers



Self Service tools are key for long-term, but only if you're ready for it



Present data in standard formats, integrate it, make it accessible to everyone





Phases

Transformation with Analytics

Urgency

Coalition

Vision

Short-term Wins

Produce More

Institutionalize



In Summary

Transformation...

- ✓ ...is key to your success
- ✓ ...takes leadership and hard work
- ✓ ...helps support service and quality
- ✓ ...leadership makes it easier to overcome obstacles when will and desire can't

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