NEW UTS: BI SYSTEM

1. What is 'BI'?

Business Intelligence (BI) refers to the "skills, processes, technologies, applications and practices used to turn data into information to support decision making".[1]

2. What is the new UTS BI System?

ITD and PQU are working together to deliver an integrated performance management capability for UTS to better support the monitoring of UTS Key Performance Indicators (KPIs) and related management information. The new BI System will allow for more informed and timely management decision-making within the university.

The UTS BI System is a strategic KPI reporting tool designed primarily for managers to provide a holistic view of the university's performance. This first release of the product is targeted at the "Research Performance & Standing" and "Learning and Teaching" performance domains.

3. How is this System different to the old one?

The new BI System provides:
- User-friendly dashboards and scorecards
- An increase in the breadth of data available
- Full alignment to the university's strategic plan
- Standardised architecture, utilising a data warehouse to store all data
- Replacement of old manual processes for creating the data cubes required for reporting and analysis
- On-line text fields for performance commentary, replacing Excel spreadsheets.

The system will continue to provide cubes and reports on demand for courses, student survey results (Graduate Destinations & CEQ, SFS, SSS etc), EFTSL against targets and government reported student, staff, finance and research data.

4. How will the System help me?

The new system will allow you to:
- View trend data for all university KPIs along with available benchmark data and forward targets when you want to view it
- View trend data for faculty KPIs, once faculty scorecards are developed. Faculty scorecards will use targets and metrics aligned to the UTS-level KPIs.
- Enter and edit commentary for university KPIs you are accountable for either as a Data Owner, Lead Director/Manager or Executive Sponsor, including interpretation of results and identification of improvement actions, and view commentary for other KPIs
- Generate printable PDF reports for performance domains and individual KPIs
- Allow drill-down of university KPI results to the 'division minus 1' or 'faculty minus 1' levels where appropriate and where disaggregated data is available
- View "reports of the month" that update you on recently released public data (eg. university rankings) or PQU analysis of interest.

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[1] (Wikipedia - http://en.wikipedia.org/wiki/Business_intelligence)

5. How can I be sure that the data in the System is accurate and up to date?	Data accuracy and timeliness are being assured through:
	• Data Owners are part of the design, test and sign off of the data being utilised by UTS:BI assuring quality data is reported
	• Data loading being automated and frequency being dictated by data availability and need
	• Within reports there is the option '(+) Metadata Definitions' which provides online information about the source (Refresh date, Cube name, PQU contact).
	• Longer term, resources permitting, an intention to recruit a Data Custodian to:
	   – provide a holistic UTS view of data that will facilitate analysis of data from different data sources
	   – resolve master data management issues
	   – provide ongoing data maintenance, final data quality checking and facilitation to resolve data issues at their source.

6. What training and support is available?	The following training and support will be available in various combinations: • Existing UTS BI Fundamentals training (available through : http://www.hru.uts.edu.au/professional/development/it.html) • UTS:BI Dashboard and Scorecard training (currently under development) • General technical support (for technical problems such as access not working) • PQU User support (Contact Michael Rothery in the PQU Strategic Intelligence Team, x 3127 http://www.pqu.uts.edu.au/about-pqu/teams/strategic_intelligence_team.html)
7. How do I gain access to UTS:BI?	Contact the PQU Strategic Intelligence Team (details above) for access forms. http://www.pqu.uts.edu.au/bi-program/index.html
8. Who is managing the BI System?	Management of the system is the joint responsibility of ITD and PQU. The project team will continue development of the system for the remainder of 2010. Business As Usual (BAU) work will be managed by PQU.
9. What enhancements to the System are planned?	Over the remainder of 2010, university KPIs for the two final performance domains, "University Environment & Engagement" and "Organisational Sustainability & Capability" will be delivered, **along with a suite of Faculty Scorecards.** Capacity for further major enhancements will be contingent on future resourcing.
10. Where can I go for more information?	http://www.pqu.uts.edu.au/bi-program/index.html
11. What do I need to do now?	Arrange access to the System and attend one of the training sessions.