



Service | Innovation | Value

SAS VA Implementation at Shared Services Canada

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Shared Services
Canada

Services partagés
Canada

Canada 

Agenda

Two main goals for today's presentation:

- Briefly describe SSC's Data Management and Business Analytics service.
- Walk-through of how SAS Visual Analytics supports DM/BA implementation.

Context

Shared Services Canada



- Mandated to deliver email, data centre and telecommunication services to 43 federal departments and agencies (known as Partner Organizations).
- To also provide other optional services to government departments and agencies on a cost-recovery basis.

Data Mgmt and Business Analytics Service

- DM and BA Services at SSC
 - Help assess analysis and reporting needs; SSC data sources.
 - Support access to, and manage, data sources.
 - “Make sense” of data for analytical and reporting purposes.
 - Develop metrics, build reports and publish dashboards.
 - Support reporting cycles.
 - Offer advanced services and training.
 - Support self-serve model.
- SAS toolset - enterprise-wide license with components that support DM and BA services (e.g., Enterprise Guide, Visual Analytics, Enterprise Miner, Forecast Server, etc.)

Implementing DM/BA Services

- There's one approach:
 - Top Down – present to business lines and identify those that could immediately benefit from the services and/or SAS toolset.
- And then there's another approach:
 - Bottom Up – Work with the business lines in an incremental way to demonstrate usefulness of services and SAS toolset.



Central Tenants of a Bottom Up Approach

- Discuss the “big” picture, but keep it simple.
- Identify the general audience.
- Identify the data source(s).
- It's OK not to know.
- Start with a Proof of Concept.
- Keep it agile.
- It's an iterative approach.

VA is Central to the Bottom Up Approach

- Proof of Concept (PoC) - a demonstration, the purpose of which is to verify that certain concepts have the potential for real-world application.
- Every project starts with a PoC.
- We identify a single metric, a simple report, or a metric/report to replicate.
- We find data, import in VA, and try to create the metric or report.



VA is, literally, the PoC

- Unless you're a full-on data *geek*, PoC is crucial for understanding the art-of-the-possible.
- It's tangible, provides *aha* moments, and educates on how to work toward the “big” picture.
- It's something that people can see, use, and show others.
- It gently coaxes along those who know they should know about data, metrics, KPIs, analytics and more – but don't.



The Power of VA

- As we develop the PoC, users see:
 - it's user-friendly
 - the simplicity of drag-and-drop
 - how easy it is to change report templates (i.e., objects) and data fields
 - how easy it is to quickly build reports/dashboards
- Supports self-serve model.
- Scales as project matures with more sophisticated metrics, reports and eventual analytics.

SAS[®] Visual Analytics
Visual data exploration at its best

Beyond the Proof of Concept

- Frequently revisit central tenants - Big Picture, Audience, Data and Sharing.
- Evolve data mgmt requirements to support VA work.
- Iterative process – leverage VA to continually build and get feedback.
- It will take longer than you think!



Summary

Bottom Up approach helps to demystify the process of understanding and using data for decision-making.

Tools such as VA enable “nontechnical” users to make effective use of data and gain insights.

Once the foundation is in place, VA can quickly scale beyond simple metrics and reports – explorations, data mining, forecasting, and more.

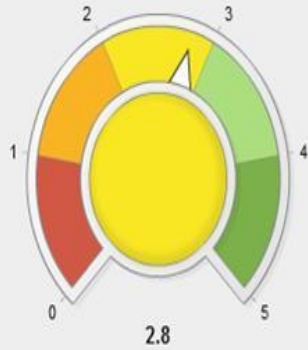
Partner Feedback Results

General Monthly Results Change in Scores Lowest Overall Scores Timeliness

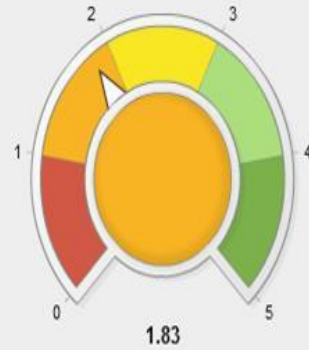
September 2016 (43)

Partner Organization:

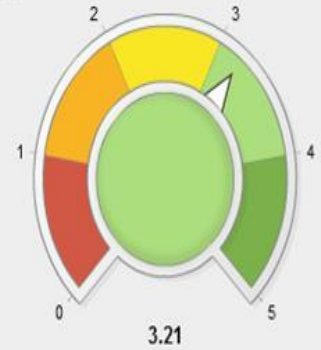
Overall Score



Timeliness



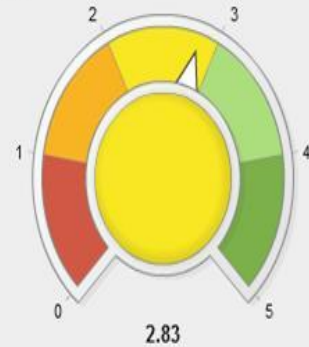
Ease of Access



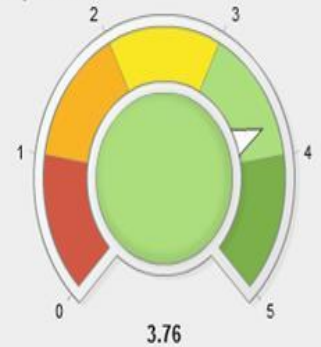
Positive Outcomes



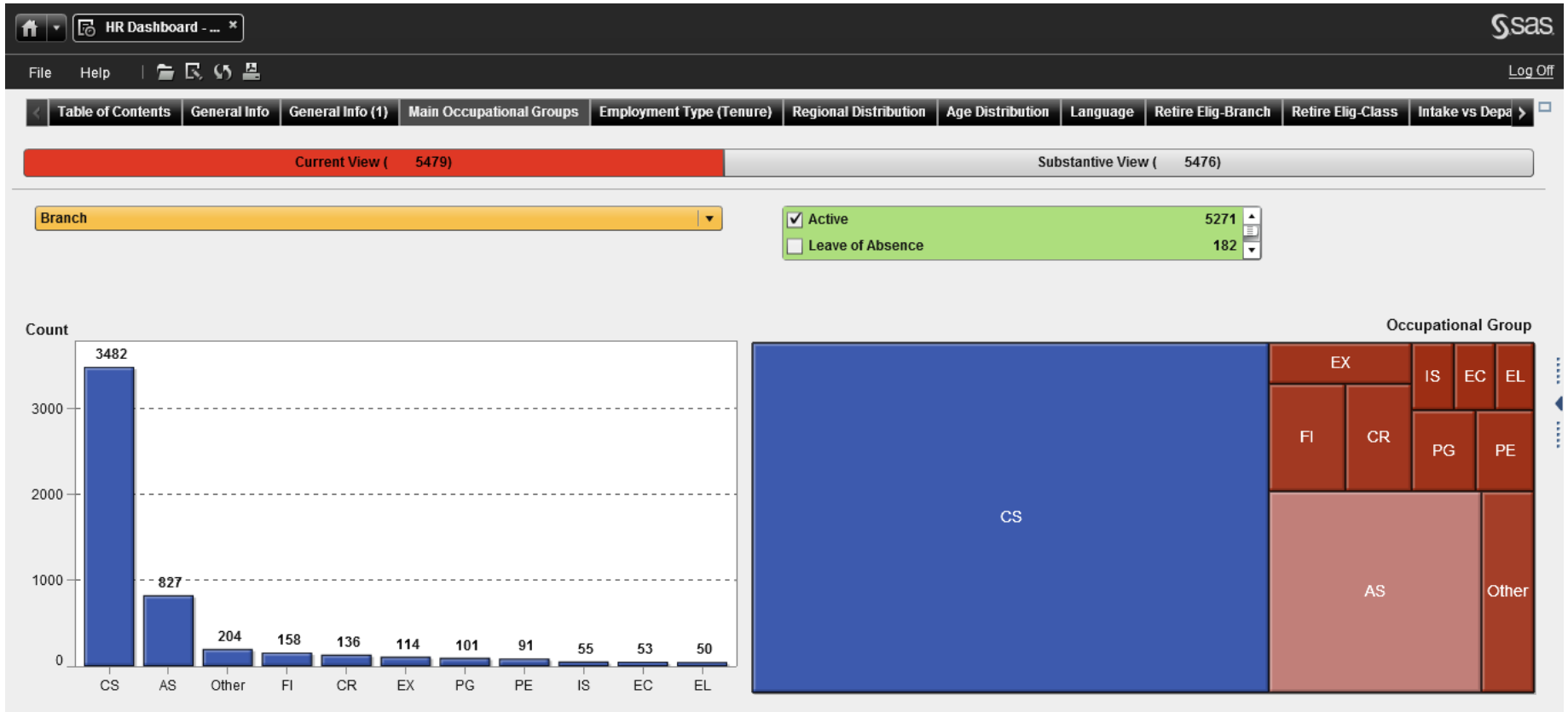
Process Aspects



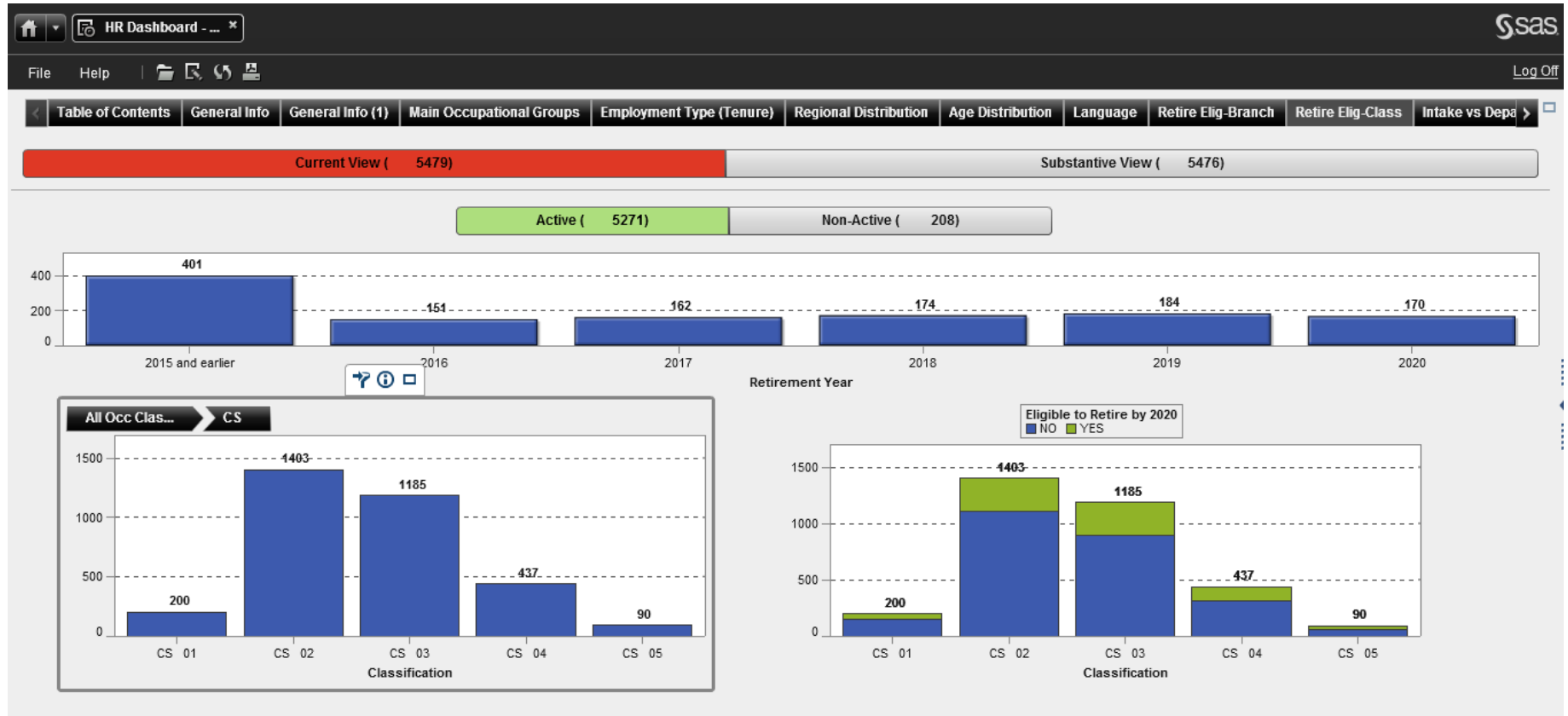
Engagement Experience



Main Occupational Groups



Retirement Eligibility



Internal Movement

HR Dashboard - ... x

File Help | Log Off

[General Info](#) |
 [General Info \(1\)](#) |
 [Main Occupational Groups](#) |
 [Employment Type \(Tenure\)](#) |
 [Regional Distribution](#) |
 [Age Distribution](#) |
 [Language](#) |
 [Retire Elig-Branch](#) |
 [Retire Elig-Class](#) |
 [Intake vs Depart](#) |
 [Internal Movement](#)

Branch MoveFrom: |
 Branch MoveTo: |
 Promotion (160):

Branch MoveTo	Corporate Services	Cyber & IT Security	Data Centres	Executive Services	Networks and End User	Service Management	Strategy	Total
Branch MoveFrom	Frequency	Frequency	Frequency	Frequency	Frequency	Frequency	Frequency	Frequency
Corporate Services	40	.	1	3	1	.	.	45
Cyber & IT Security	1	17	1	19
Data Centres	1	1	18	1	2	.	2	25
Executive Services	.	.	.	1	.	.	.	1
Networks and End User	2	.	.	.	26	2	.	30
Operations	.	.	5	.	10	3	1	19
Service Management	1	.	2	.	.	7	.	10
Strategy	2	.	.	.	1	.	3	6
Transform Service Strategy Des	1	1
Unmapped	.	2	.	.	1	1	.	4
Total	47	20	27	5	41	13	7	160