

Making Data Actionable Through Dashboards

A Human Centric Approach

Actionable Data

Today we are all drowning in data. Decision makers are looking for ways to use this data to inform their decisions, but there are substantial obstacles preventing this. Data is often unreliable, stale, locked away and missing context. Traditionally the data goes through an intensive manual process by skilled analysts to produce official reports. The reports are high level, KPI (Key Performance Indicator) centric, historic and lacking sufficient details or privacy controls for wide spread use.

At LT we have taken a user centric approach to making use of and improving our data assets. By focusing on the users instead of the data, we are able to address needs instead of getting bogged down in the data swamp. To be informed they need relevant, timely data that they can be sure is accurate.

Transitioning from static reports to live dashboards made it possible to keep up with the flow of data, provide access and context, and most importantly, allow users to see their work reflected in a meaningful way. This is helping us build a culture of data ownership while promoting continuous improvement.

Data at Lili'uokalani Trust

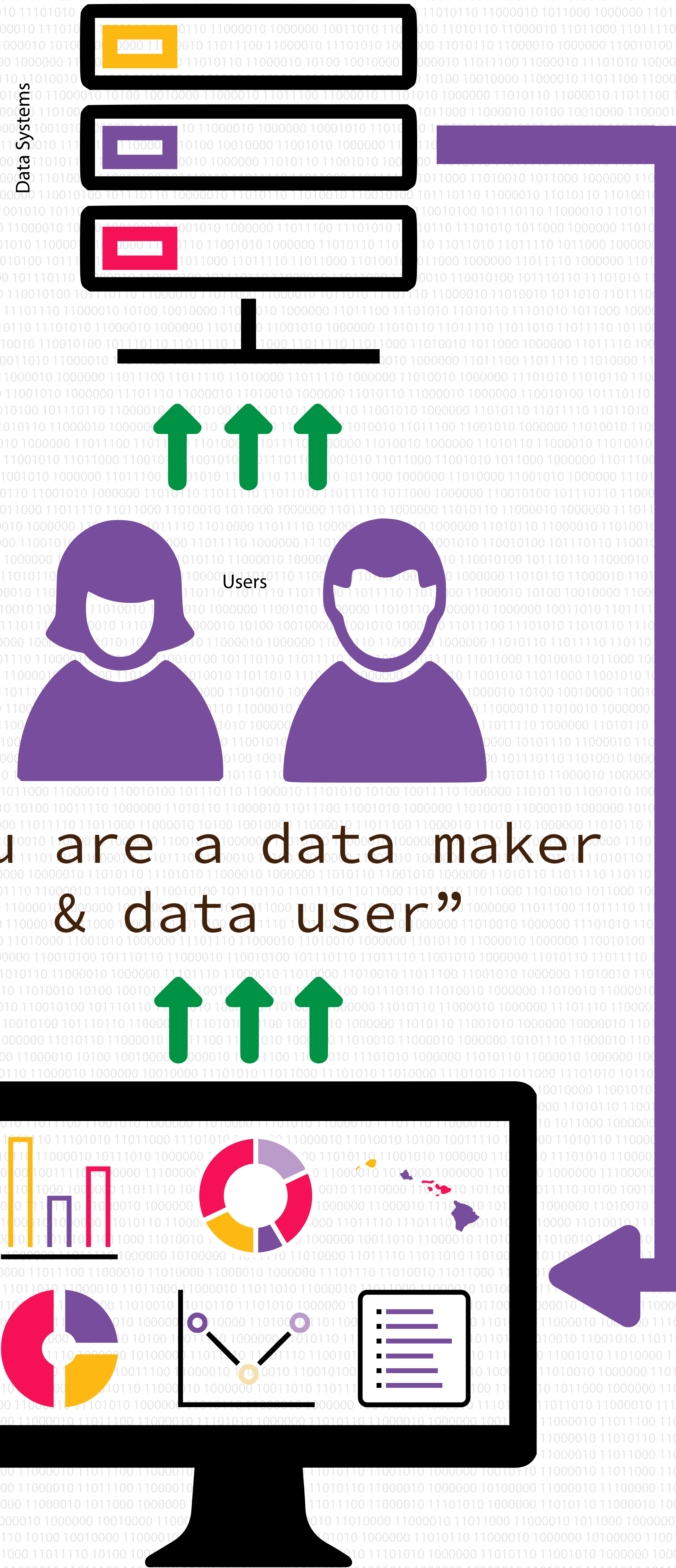
Queen Lili'uokalani executed a Deed of Trust, which established the legal and financial foundation of an institution dedicated to the welfare of orphaned Hawaiian children. Data on whom we serve, how we are serving them, and to what effect (or impact) can and should be used along with mission and values, professional standards, and the needs and aspirations of those we serve to make decisions about current and future actions.

Ho'omoe Wai Kahi Ke Kao'o

Let Us Travel Together Like Water

Flowing In One Direction - 'Ōlelo No'eau (1102)

Using dashboards to combine disparate data systems allows us to get a clearer picture of our work, increasing our impact as we align our efforts across the organization.



Speed

Transition from Annual Reporting to Quarterly Reporting and striving towards near Real-time analysis of data

Data Quality

Dashboards that monitor known issues so they can be corrected

Improvement

Users take ownership when they see their work reflected

Context

"Data-informed" decision making rather than "data-driven"

Access

Decision-makers at all levels from Trustees, to frontline workers

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