LAWSON

Providence Health & Services

ProvConnect
Business Intelligence

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PBI Project Goals

▸ Simple, easy access to information

▸ Push information to decision makers when action is needed

▸ Develop on our core back office technology (Lawson- aka "ProvConnect")

▸ Collaborate with other BI projects to ensure organizational data integrity

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Providence Portland Medical Center Project

▶ Started March, 2007

▶ Dashboard for department managers

▶ Content determined by pilot group of 8-10 managers

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Guiding Principles

▸ Pilot **department manager** group to guide and direct content

– Providence Portland Medical Center/Oregon Region executive teams to validate manager accountabilities and processes

▸ Focus on information that is currently available in ProvConnect (Finance, HR/Payroll, Supply Chain)

▸ Use technical solutions that are available today

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PPMC - Measures of Success

✓ The dashboard is a tool that managers use regularly and depend on for their back office information

✓ Managers report time savings because they spend less time looking for information and more time acting on it

✓ Managers report that they have valuable information they did not have before
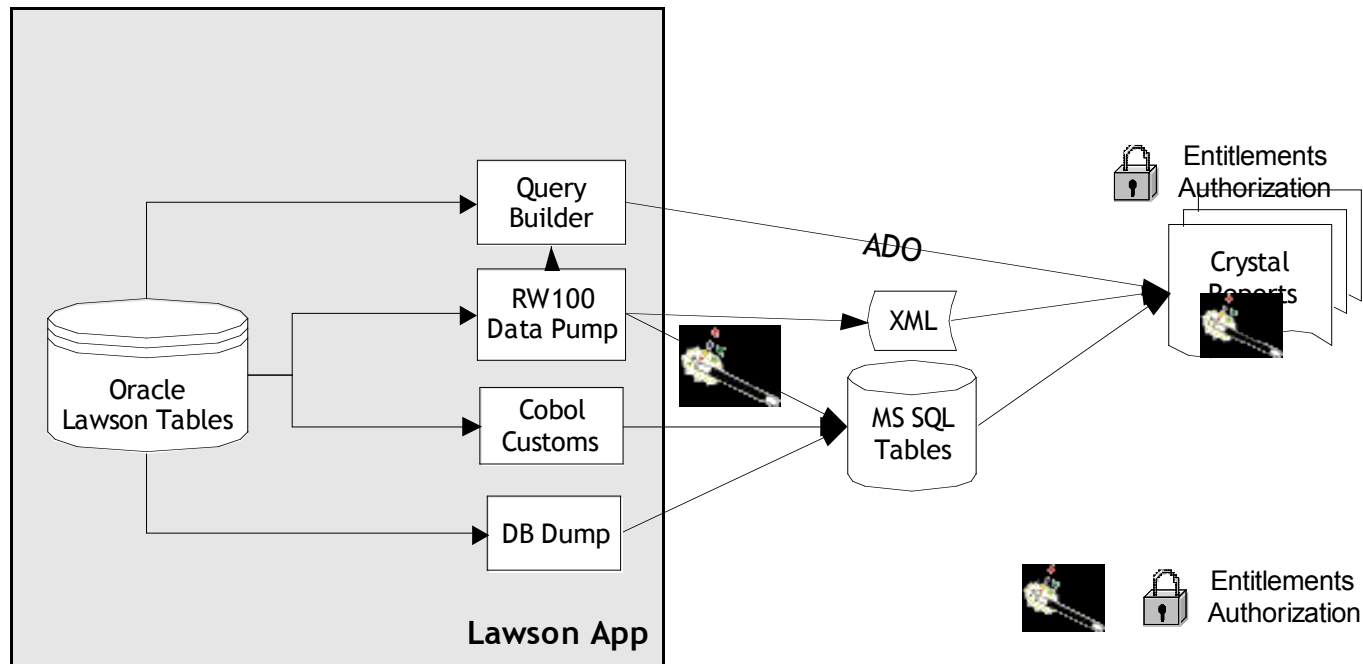
✓ Managers recommend use of the dashboard to their peers

PBI Tools Summary

▸ Dashboards – Lawson Framework Services

  – Delivered in the Lawson Portal

▸ Lawson Smart Notification

  – Alerts to user triggered by events

▸ Analytics – Executive Viewer to Essbase, MSAS/SSAS

  – Table or chart presentations of summarized data

  – Interactive, business-focused analysis for power users

▸ Reports – "Prov Reports" (BOE) and Lawson Reporting Services

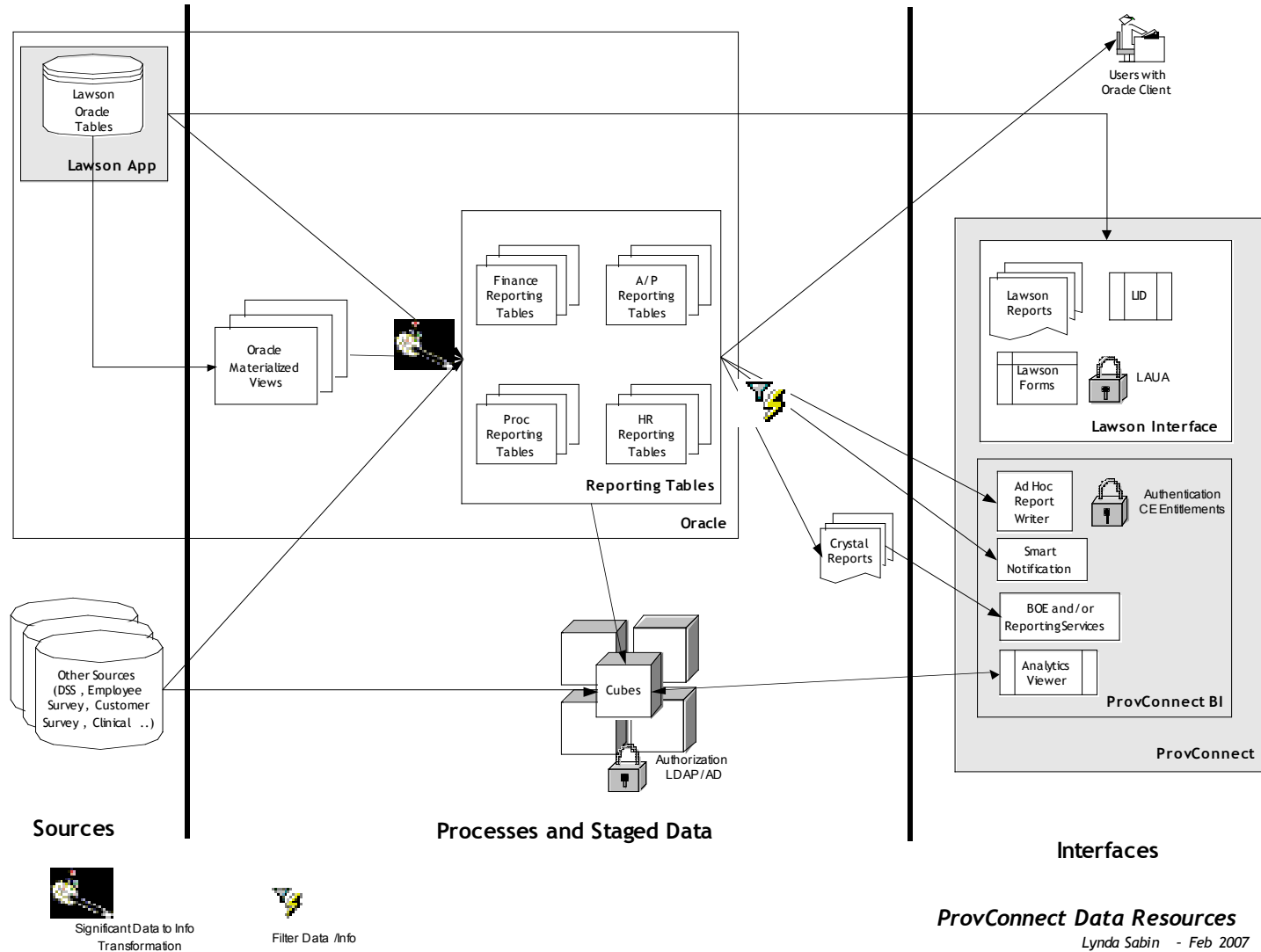 – Formatted Crystal Reports

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PBI Supporting Data

▸ Reporting Tables from production data

– Oracle

▸ Analytic cubes (built from Reporting Tables)

– Hyperion Essbase

– Microsoft/SQL Server Analysis Services

▸ Additional data marts

– e.g., E WA/MT HR Data Mart from Meditech systems (SQL Server 2005)
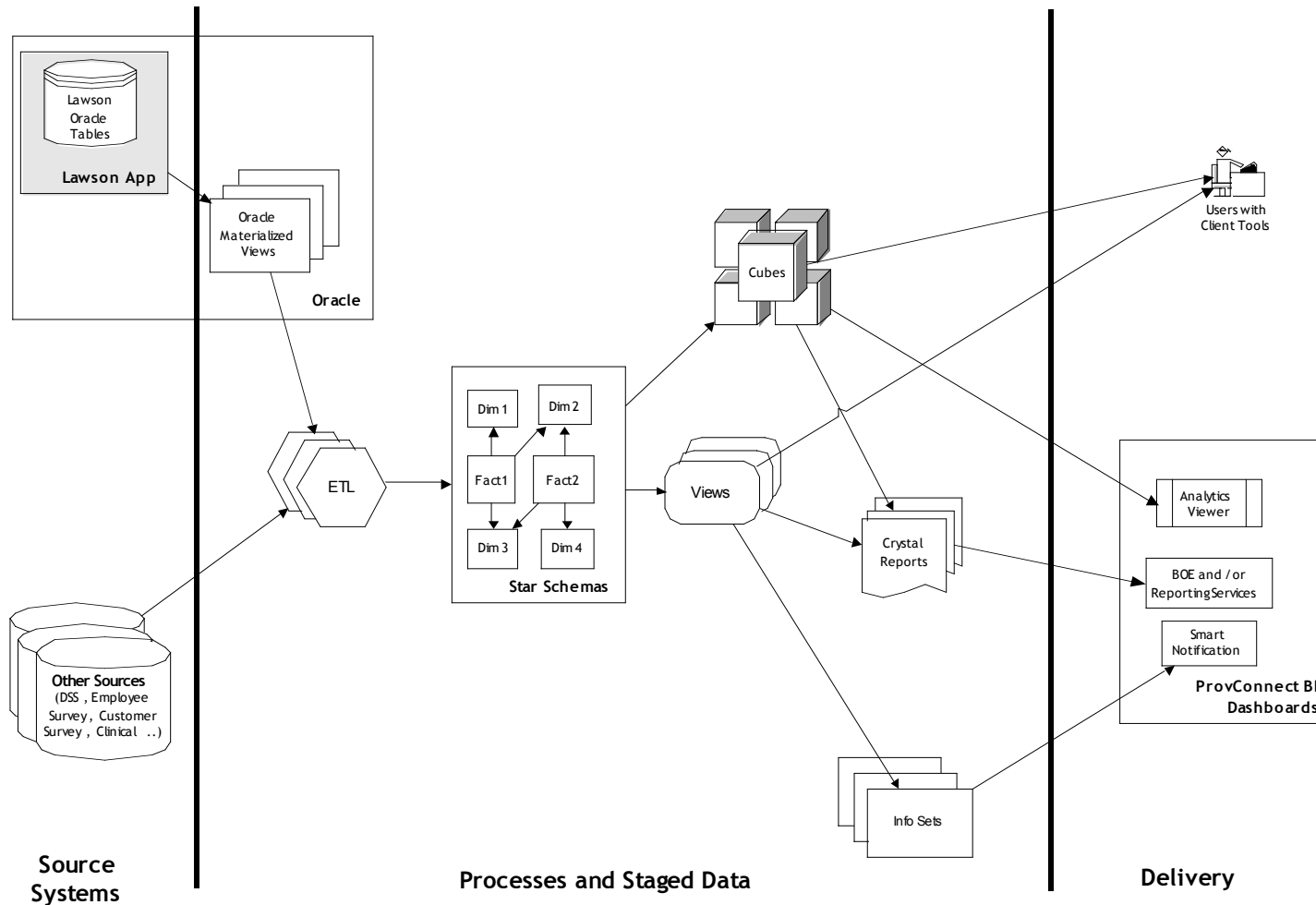
ProvConnect Data Sources

ProvConnect Data Sources

Sources

Processes and Staged Data

Interfaces

Lawson Oracle Tables

Lawson App

Oracle Materialized Views

Finance Reporting Tables

A/P Reporting Tables

Proc Reporting Tables

HR Reporting Tables

Reporting Tables

Oracle

Other Sources (DSS, Employee Survey, Customer Survey, Clinical ..)

Cubes

Authorization LDAP/AD

Crystal Reports

Users with Oracle Client

Lawson Reports

LID

Lawson Forms

LAUA

Lawson Interface

Ad Hoc Report Writer

Authentication CE Entitlements

Smart Notification

BOE and/or Reporting Services

Analytics Viewer

ProvConnect BI

ProvConnect

Significant Data to Info Transformation

Filter Data /Info

ProvConnect Data Resources
Lynda Sabin - Feb 2007

ProvConnect Data Sources

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Lawson App
Lawson Oracle Tables

Oracle Materialized Views

Oracle

ETL

Star Schemas
Dim 1 Dim 2
Fact1 Fact2
Dim 3 Dim 4

Other Sources
(DSS , Employee Survey, Customer Survey , Clinical ..)

Views

Cubes

Crystal Reports

Info Sets

Users with Client Tools

Analytics Viewer

BOE and / or Reporting Services

Smart Notification

ProvConnect BI Dashboards

Source Systems

Processes and Staged Data

Delivery

Vision

ProvConnect Data Resources
Lynda Sabin   - Feb 2008

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Demonstration

▸ PPMC Dashboard

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Department Manager Dashboard - Next Steps

▸ Complete "foundation" for sustainable, scalable support

▸ Delivery system-wide in 2008 (February – July)

– Complete Oregon

– Add region-specific content for each region

▸ California

▸ Alaska

▸ Western Washington

"Seize BI" Initiative

"Seize the initiative to deliver enterprise business intelligence for Providence"

1. Drop (or freeze) non-ProvConnect Business Intelligence (PBI) projects
2. Partner with Application Directors
   – Collaborate with business on BI content and priorities
3. Sustainability/Scalability
   – Create production-ready BI platform for enterprise scope
4. Architecture and planning to improve foundation for rapid development
   – Security
   – Scalability
   – The right tools (e.g., leading edge, interoperable, rapid development)
5. Strategy for business buy-in, acceptance, participation in design and testing, training and support

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Lessons Learned - One

▸ Give 'em what they ask for and they'll be happy

    – Medical center department managers have their own view

▸ Up-front scope limitation critical to rein in requirements (done > perfect)

▸ Medical Center CFO/CEO as active sponsors

▸ Start with a small group – they become Super Users

▸ Dedicated IT development team =
quick turnaround on deliverables = momentum & happy managers

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Lessons Learned - Two

- Two-stage testing (before delivery to users)
    - ProvConnect analysts (internal)
    - Regional business staff
- Analytics offers major "value-add"
    - Summary view built on transaction detail
- Smart Notification is the key to actionable info
- Smart Notification has significant limits
    - "Single-threaded" – other notes on same server held during refresh
- Security is still the primary challenge