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Data 2.0: What?

So What?

Now What?

Jay D. Offenberger
Data Analyst
Employment Services Division

administrative resource center

Data 2.0: What? So What? Now What?

Outline:

1. Why Data?

   Better Data, Better Decisions

   (video available on the ARC customer page)

2. Most Organizations have big dreams for the future.

   (Mission, Vision, Values, Goals, & Objectives)

3. While struggling to accomplish dreams of the past.

   (Action Plans & Metrics)

4. Data can help bridge the gap!

   (What? So What? Now What?)

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Data 1.0: Better Data, Better Decisions

1. Why Data?

Better Data, Better Decisions

a) History of using data to make decisions.

b) Why is it necessary to use data in my job?

c) What benefits can using data provide me?

d) Is all data equal?

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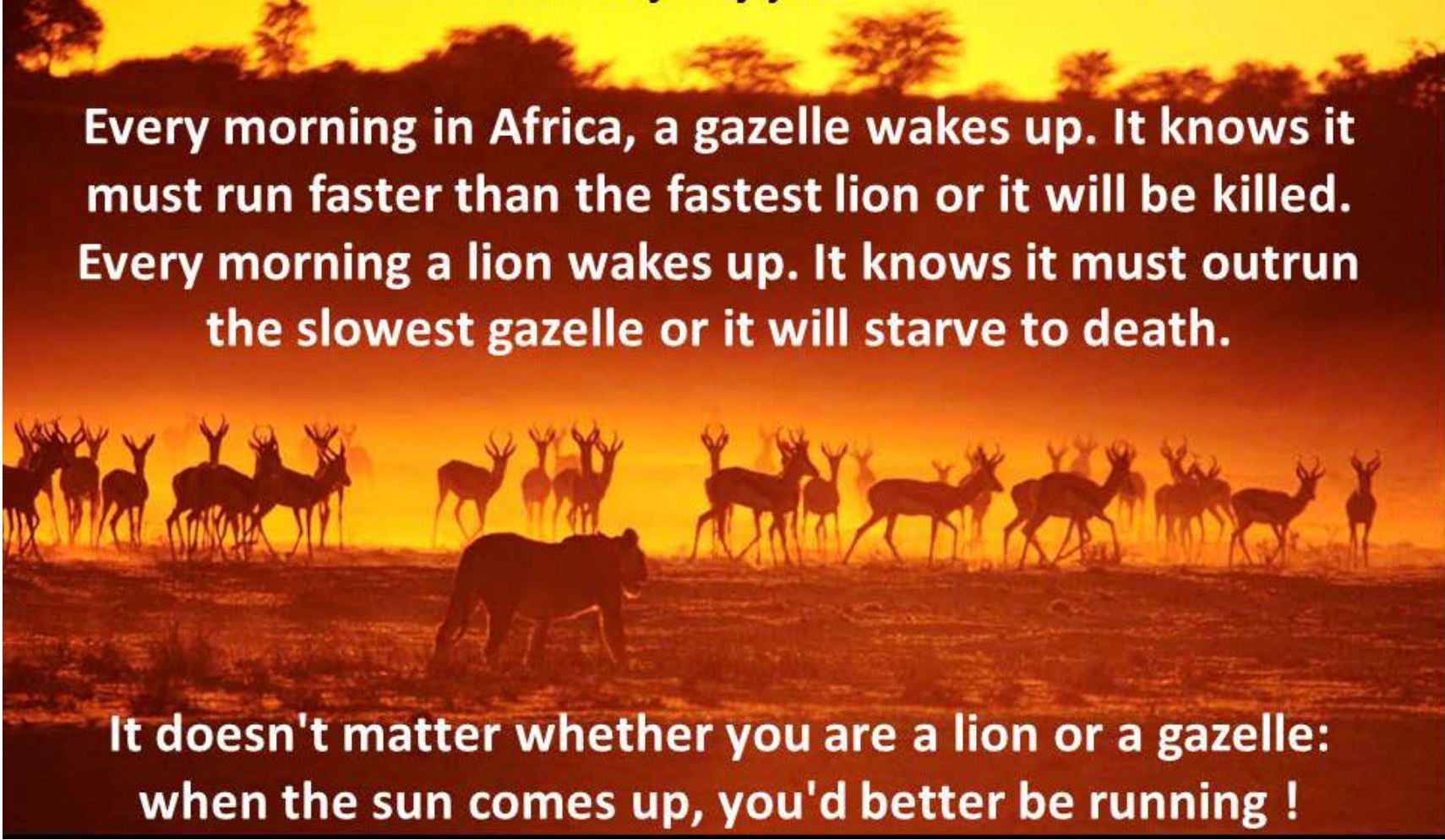# Data 1.0: Better Data, Better Decisions

W. Edwards Deming Quotes

"Without data, all anyone has are opinions. Data elevates the probability that you'll make the right decision."

"In God We Trust; all others must bring Data!"

"If you can't describe what you are doing as a process, you don't know what you are doing."

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Every morning in Africa, a gazelle wakes up. It knows it must run faster than the fastest lion or it will be killed. Every morning a lion wakes up. It knows it must outrun the slowest gazelle or it will starve to death.

It doesn't matter whether you are a lion or a gazelle: when the sun comes up, you'd better be running !

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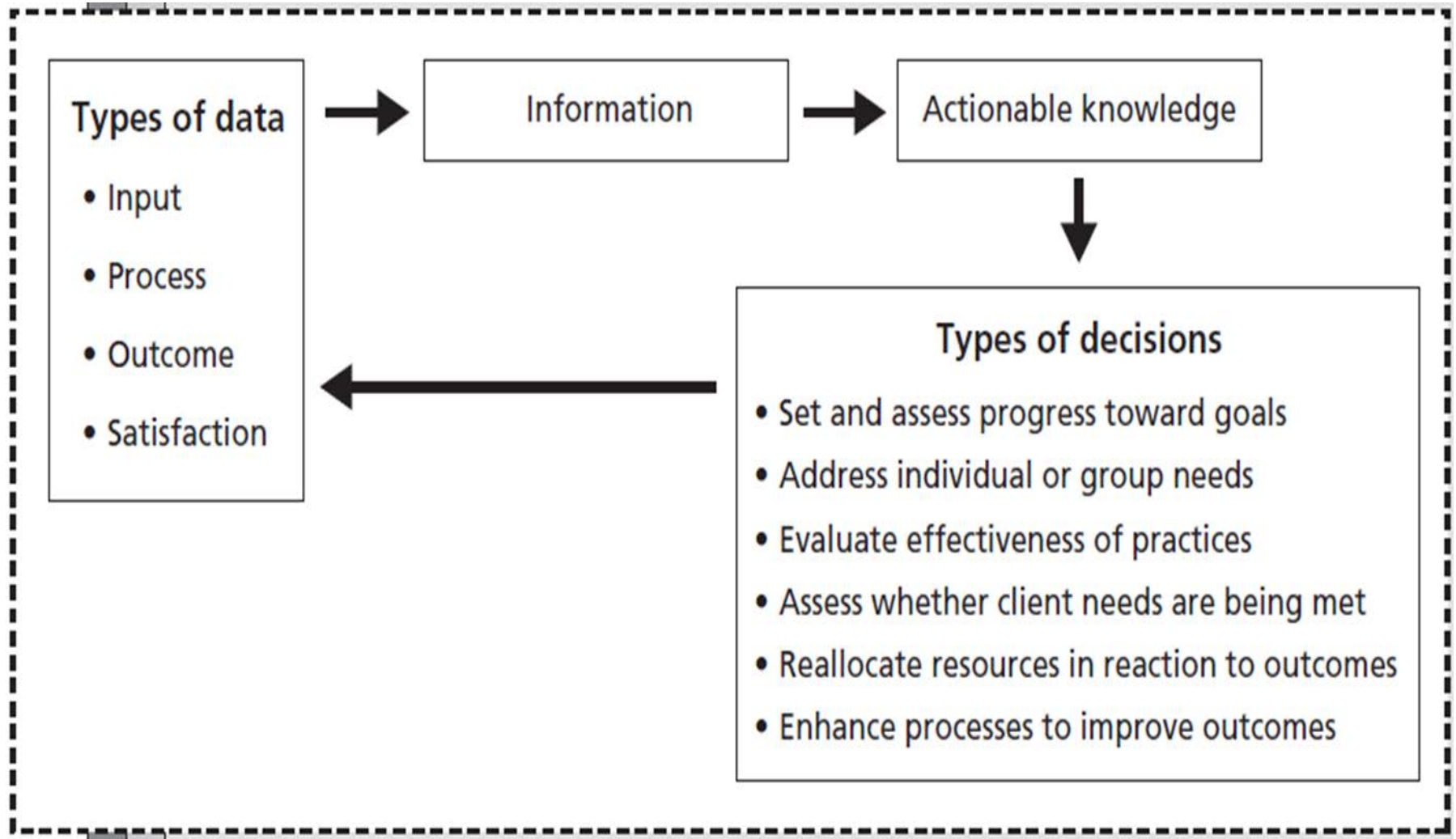
Data 1.0: Better Data, Better Decisions

Advantages of Data based Decision Making

➢ Standardize Expectations

➢ Standardize Processes and Policies

➢ Facilitates fast and accurate Communication

➢ Enables Evaluation and Accountability

➢ Enables Goal setting

➢ Facilitates Change Management

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Data 1.0: Better Data, Better Decisions

| Types of data | → | Information | → | Actionable knowledge |

- Input
- Process
- Outcome
- Satisfaction

Types of decisions

- Set and assess progress toward goals
- Address individual or group needs
- Evaluate effectiveness of practices
- Assess whether client needs are being met
- Reallocate resources in reaction to outcomes
- Enhance processes to improve outcomes

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Data 1.0: Better Data, Better Decisions

Hierarchy of Data →

No Data	Unorganized, Incomplete, or Faulty Data	Improper Data Analysis	Analyzed Data	Analyzed Data with External Comparisons

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Data 1.0: Better Data, Better Decisions

The goal is to turn Data into Information & Information into Insight.

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Data 2.0: What? So What? Now What?

Outline:

✓ Why Data?

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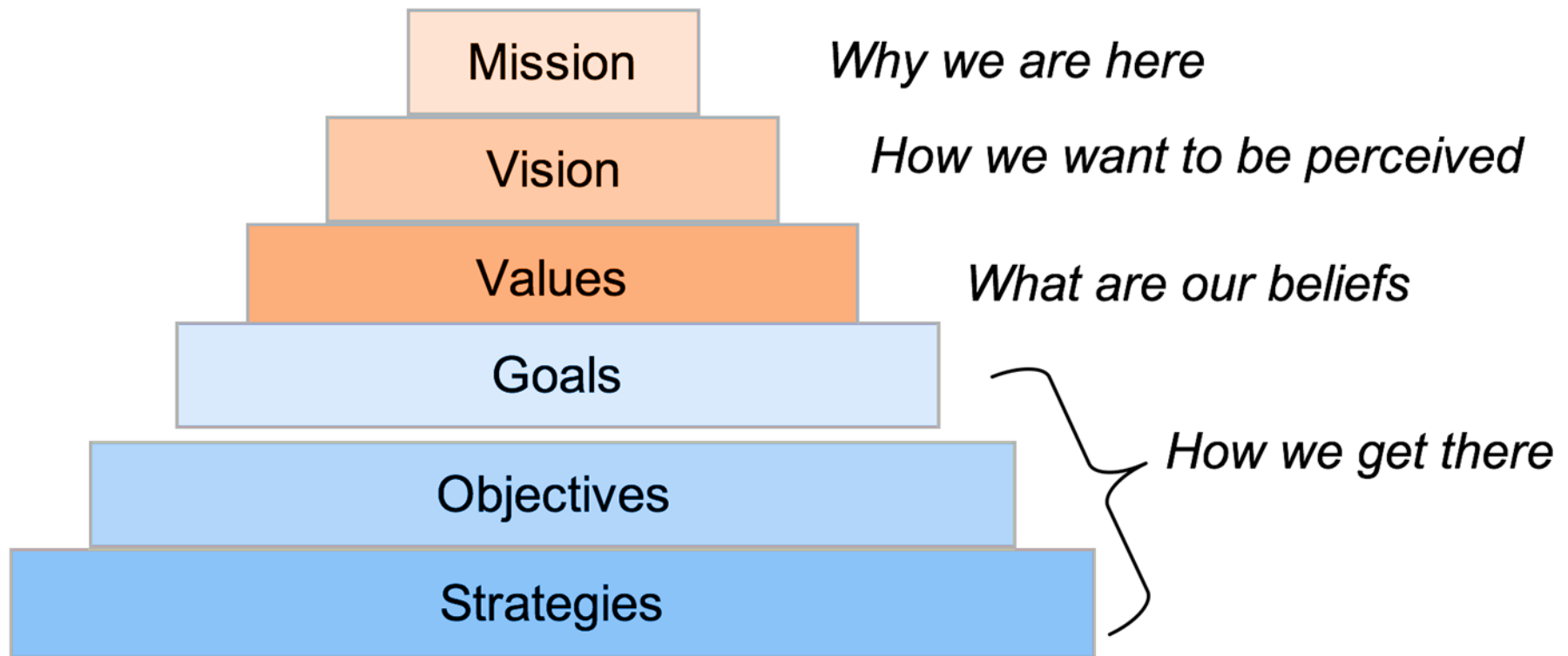
4. Data can help bridge the gap!

  (What? So What? Now What?)

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Data 2.0: What? So What? Now What?

2. Most organizations have big dreams for the future.

Mission	*Why we are here*
Vision	*How we want to be perceived*
Values	*What are our beliefs*
Goals	
Objectives	*How we get there*
Strategies	

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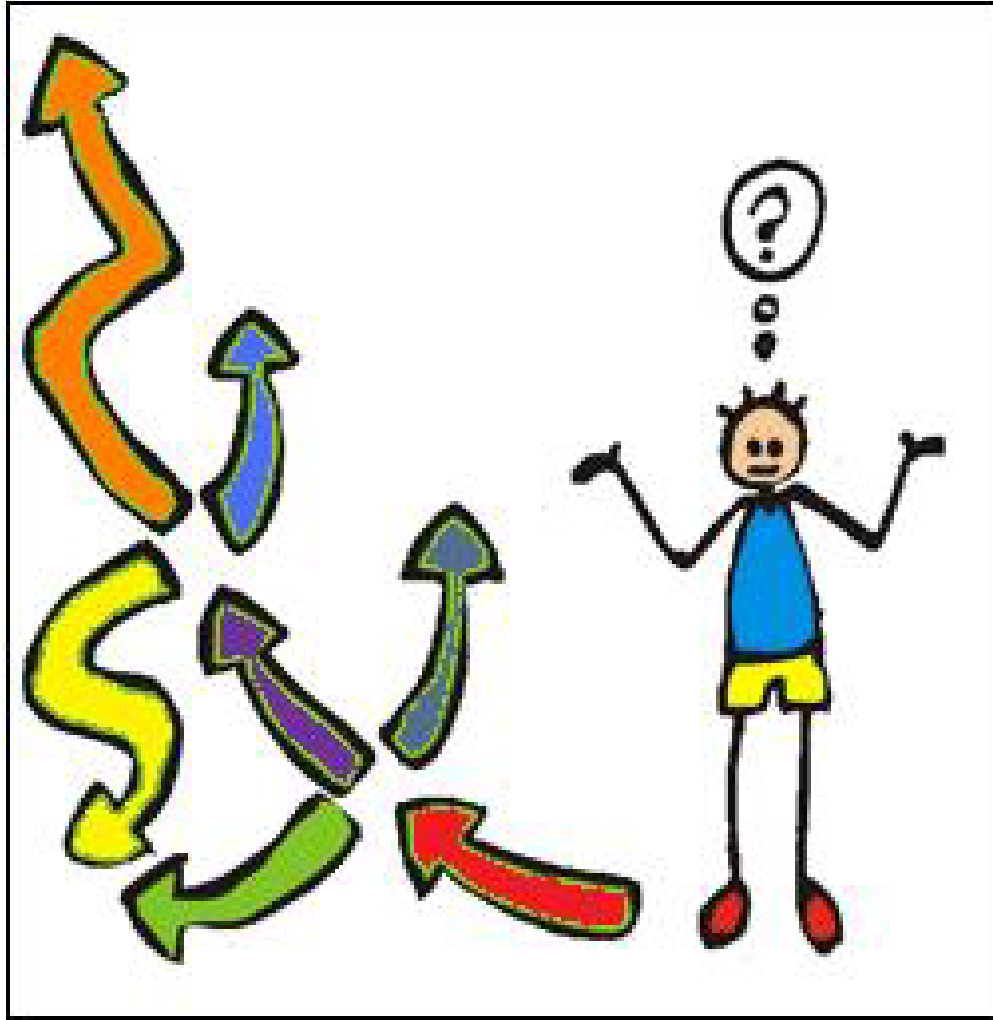
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"Resistance to change is down, but defining a vision and metrics for capability building is becoming more of a challenge. "

Overall organizational resistance to change

36 (2010) → 22 (2014), −14

Lack of credible metrics on business impact

22 (2010) → 36 (2014), +14

Defining a clear vision linked with overall business

34 (2010) → 48 (2014), +14

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3. While struggling to accomplish dreams of the past

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Data 2.0: What? So What? Now What?

Reduce Cost

- Process
  - More Effective (output quality)
  - ❖ More Efficient (output timeliness)

- People
  - Increase knowledge (training, education, varying experiences)
  - Increase Productivity
    - Improve Employee Engagement
    - Improve Employee Satisfaction

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**"Enough with all of the Strategic Planning,
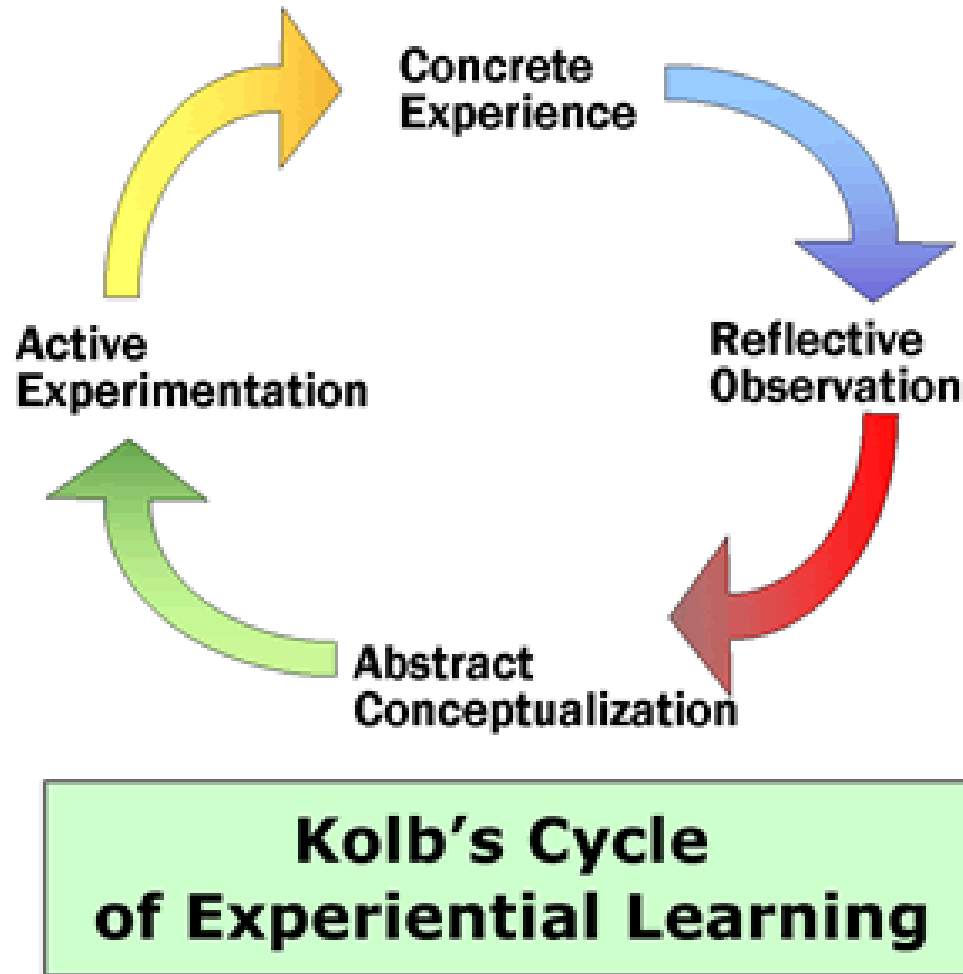just get out there and kill something!"**

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Data 2.0: What? So What? Now What?

4. Data can help bridge the gap!

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Data 2.0: What? So What? Now What?

Kolb's Cycle of Experiential Learning

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The Simplest Experiential Learning Cycle

DO IT.

What?
What happened?
What were the results?

So What?
What do these results imply?
How did I influence the outcome?

Now What?
What will I do differently next time?

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Data 2.0: What?

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Data 2.0: So What?

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Data 2.0: Now What?

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Data 2.0: What? So What? Now What?

Time to Hire

Pinch Points

WHAT

SO WHAT

NOW WHAT

Reduce Vacancies

Improve Process

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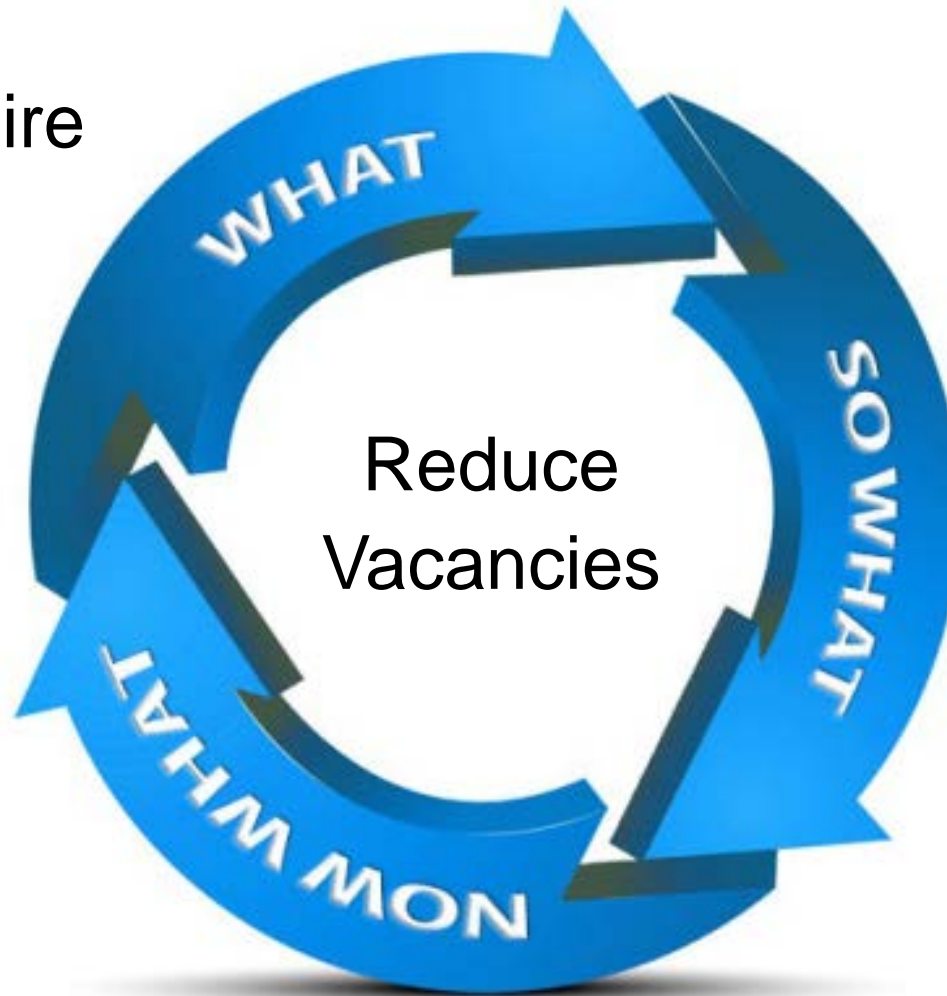
Data 2.0: What? So What? Now What?

Hiring
Transactions

WHAT

SO WHAT

NOW WHAT

Reduce
Cost

Waste

Improve
Process

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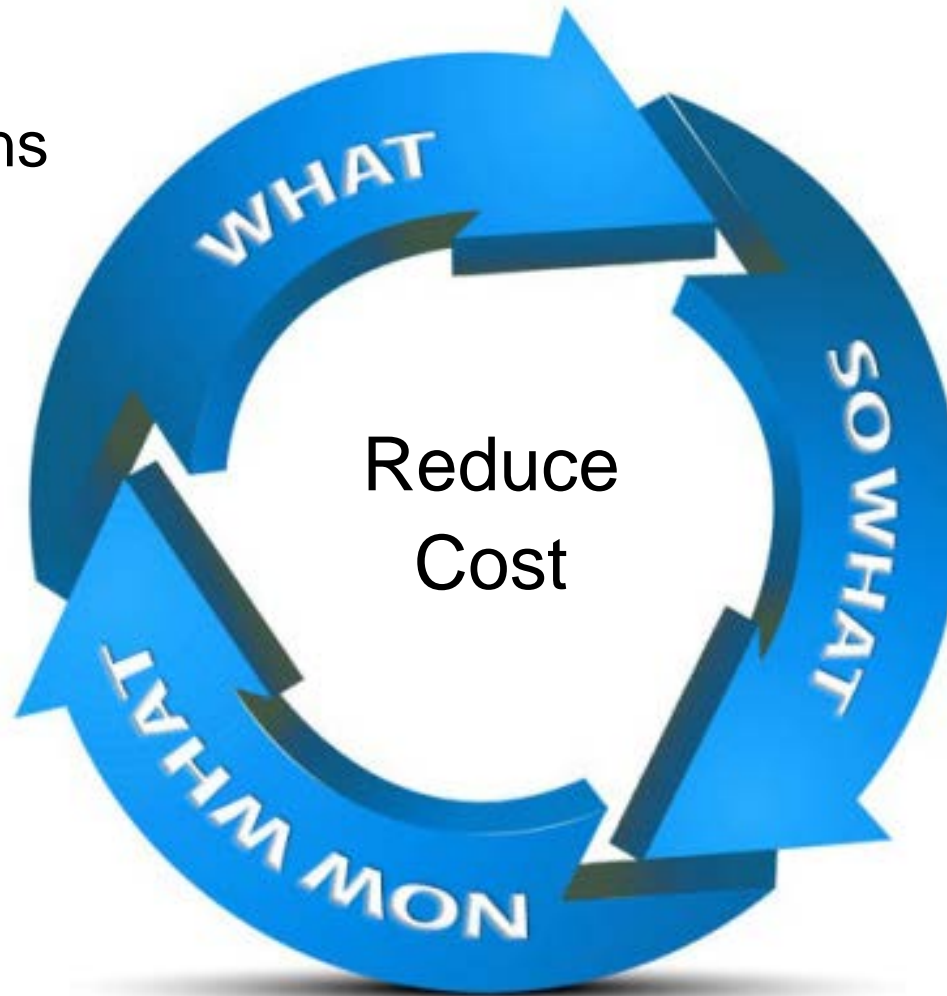
Data 2.0: What? So What? Now What?

Position
Descriptions

Excessive
Variation

Realign
Positions

Improve
Process

WHAT

SO WHAT

NOW WHAT

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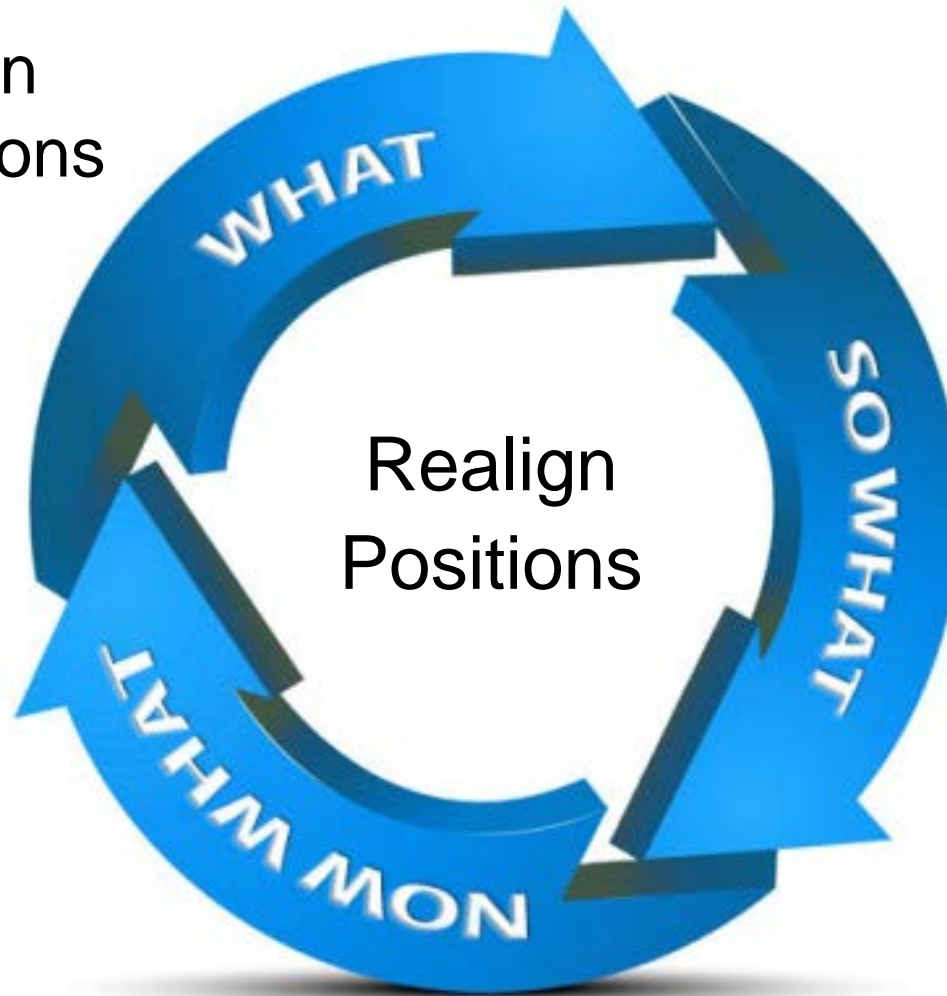
Data 2.0: What? So What? Now What?

Classification
Completion Times

Pinch Points

Reduce
Time

WHAT

SO WHAT

NOW WHAT

Improve
Process

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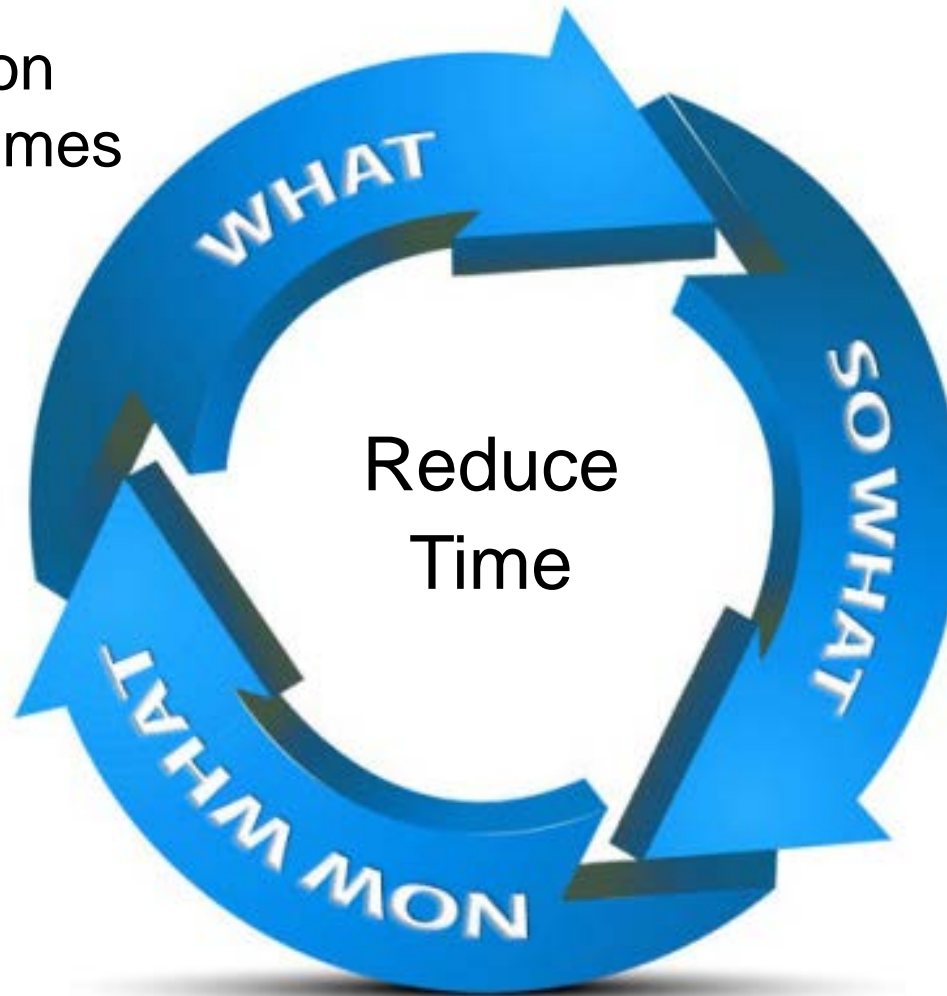
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"Data by itself is useless. Data is only useful if you apply it."
Todd Park
InspirationBoost.com

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