Christine Bishop

Product Marketing Manager
Business Intelligence &
SQL Server

Business Intelligence Summit 2007

Microsoft

Microsoft

Agenda

Chris Caren - Opening keynote

Morning tea

Bruno Aziza – PerformancePoint Server 2007

Sean Downer – Royal Children’s Hospital Case Study

Lunch

Three track this afternoon

BUSINESS INTELLIGENCE SUMMIT 2007

Business Intelligence Summit 2007

Microsoft

Microsoft Business Intelligence

Chris Caren

General Manager

Microsoft Business Division

Business Intelligence Summit 2007

Information Overload

Microsoft

Spreadsheets

Scorecards

IM/chat

Newspapers

Financial reports

Meetings

Documents

Email

Portals

Business books

Slide decks

Webcasts

Presentations

RSS feeds

Project plans

Intranet

Blogs

Dashboards

Magazines

Analytic applications

Television reports

Internet

Charts and graphs

Charts and graphs

Microsoft

The Execution Gap…

- 95% of a typical workforce does not understand how the organizational goals and objectives relate to their jobs
- 90% of organizations fail to execute their strategies successfully
- 86% of teams spend less than one hour per month discussing strategy
- 60% of organizations do not link their strategies to their plans and budgets

Source: Palladium Group/BSCOL

Microsoft Confidential

Conventional Thinking… Conventional Results.

Gartner Survey of 1,400 CIOs

1,400 CIOs in more than 30 countries representing $90B+ in IT Spending

> *Gartner: "Business Intelligence will surpass security as their [CIOs] top technology priority this year."*

InformationWeek article on BI Spending

- Less than a quarter of workers use BI software today
- Only 8% report more than half of employees use BI software
- But, 38% say more than half of their employee's will use BI software in two years

http://www.gartner.com/press_releases/asset_143678_11.html

http://www.informationweek.com/showArticle.jhtml;jsessionid=IFNUVEI1VUFNYQSNDBOCKH0CJUMEKJVN?articleID=181500685

Our Vision:
BI for Everyone

YESTERD

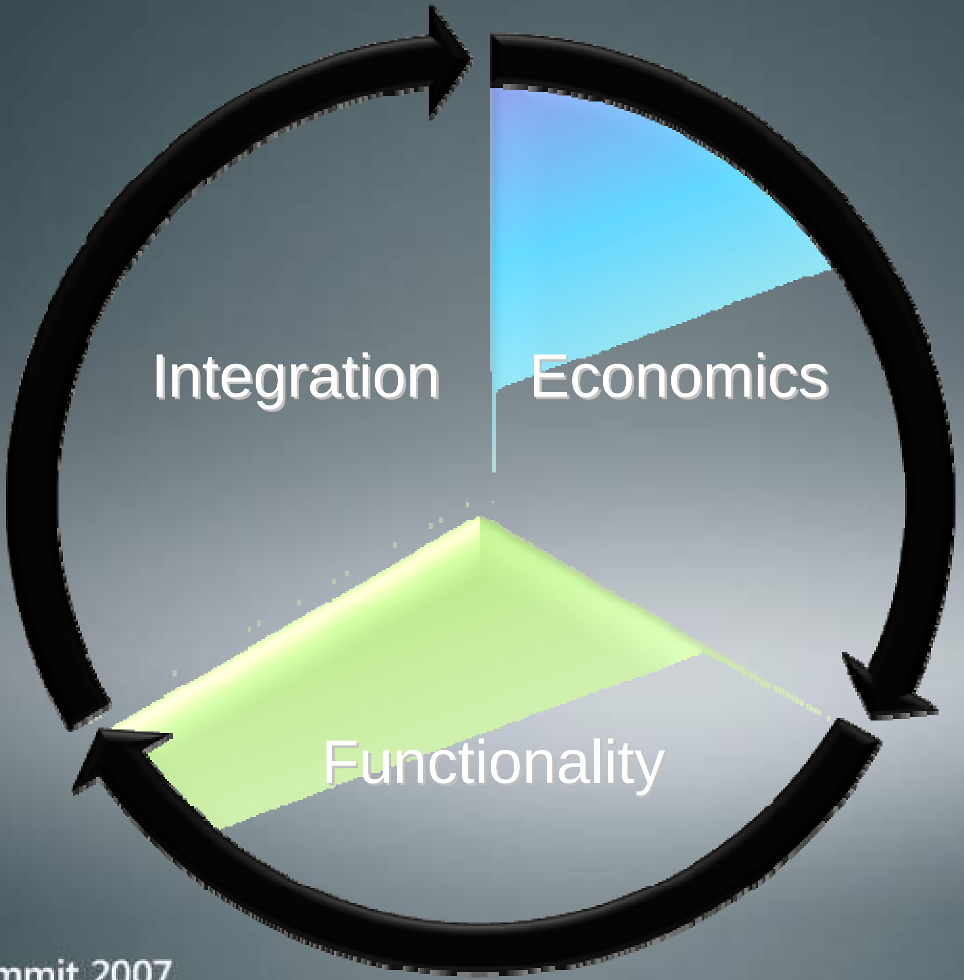
Speciali
BI Tools

TODAY...

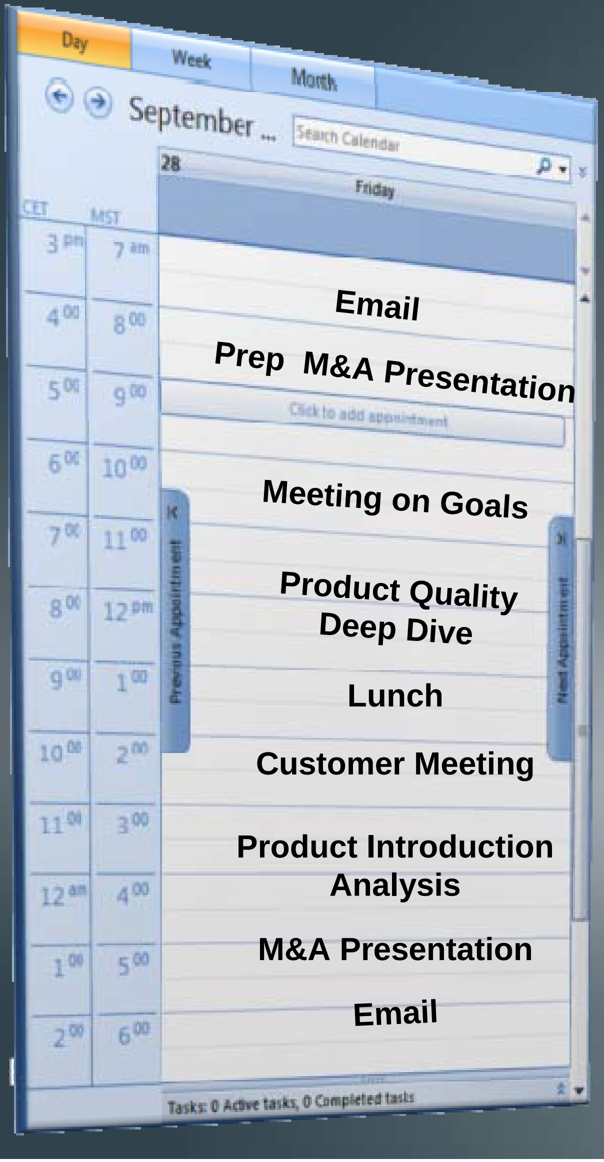
BI for Everyone

BI For Everyone

How do you get there?


Integration
Economics
Functionality

Focus on Functionality: A Typical Information Worker's Day….


Day
Week
Month
September ...
Search Calendar
28
Friday
CET
MST
3 pm 7 am
4 00 8 00
5 00 9 00
6 00 10 00
7 00 11 00
8 00 12 pm
9 00 1 00
10 00 2 00
11 00 3 00
12 am 4 00
1 00 5 00
2 00 6 00
Click to add appointment
Previous Appointment
Next Appointment
Tasks: 0 Active tasks, 0 Completed tasks

Email

Prep M&A Presentation

Meeting on Goals

Product Quality Deep Dive

Lunch

Customer Meeting

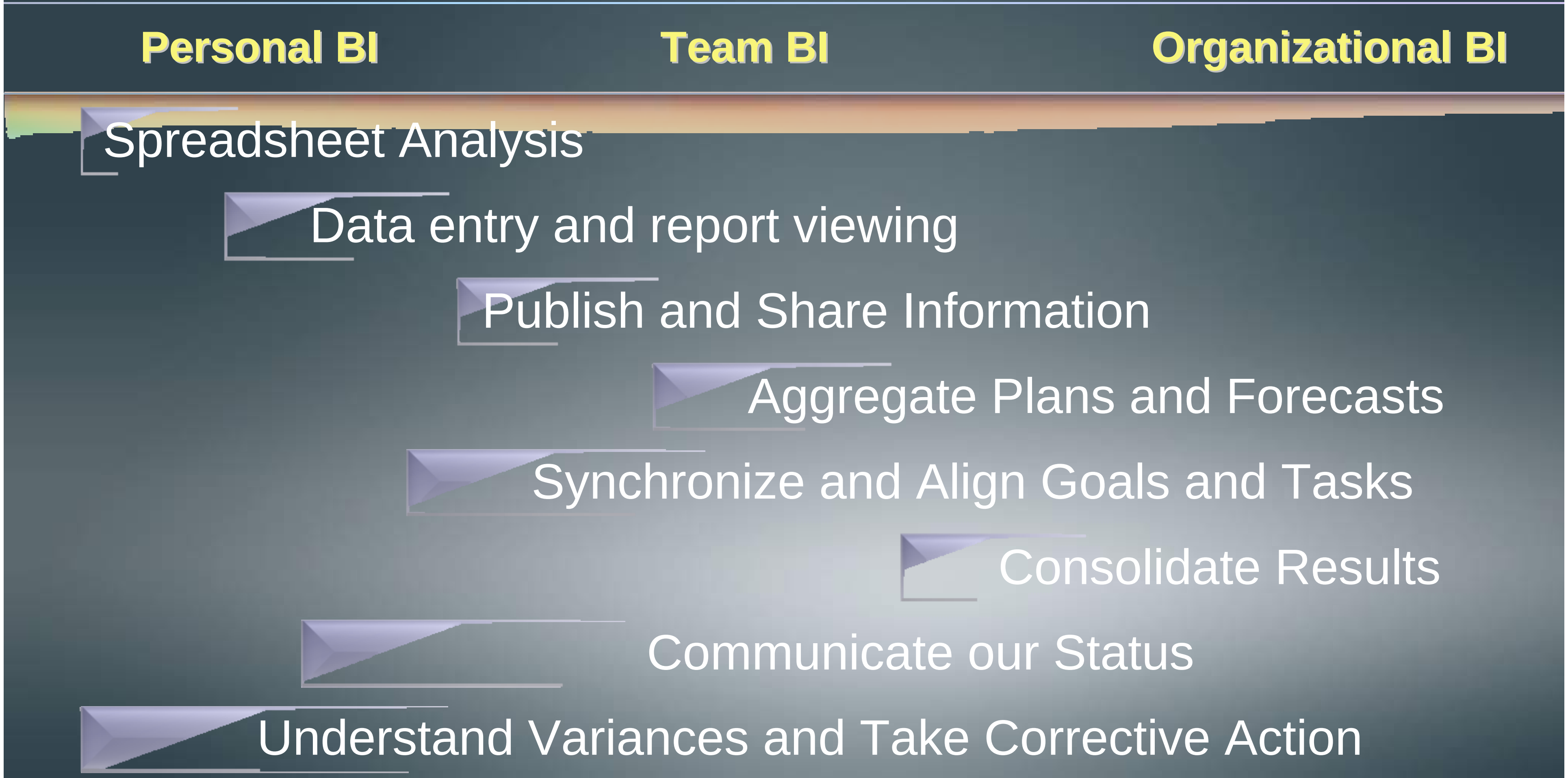
Product Introduction Analysis

M&A Presentation

Email

1. E-mail, meetings, conference calls, analysis
2. Work on proposals, approve some things, etc.
3. All reliant on some component of a BI system
   - ✓ Review of feedback from colleagues on proposals and ideas
   - ✓ Presentation preparation
   - ✓ Ad hoc analysis and "what-if's"
   - ✓ Understand market trends and direction
   - ✓ Plan or adjust based on analysis
   - ✓ Make decisions based on the data and analysis at hand

There Are Key Capabilities Needed To Support This Spectrum



Personal BI **Team BI** **Organizational BI**

Spreadsheet Analysis

Data entry and report viewing

Publish and Share Information

Aggregate Plans and Forecasts

Synchronize and Align Goals and Tasks

Consolidate Results

Communicate our Status

Understand Variances and Take Corrective Action

What We Are Doing About It

Microsoft

- Increasing our BI Investments
- Extending our BI product line: SQL Server and Office
- Partnering more broadly and deeply
- Delivering a market leading Performance Management Application

Comprehensive Approach to BI

Microsoft

PLATFORM

Microsoft SQL Server 2005

- Trusted platform
- Data warehousing
- Developer-ready
- Enterprise scalability

TOOLS & APPLICATIONS

Microsoft Office

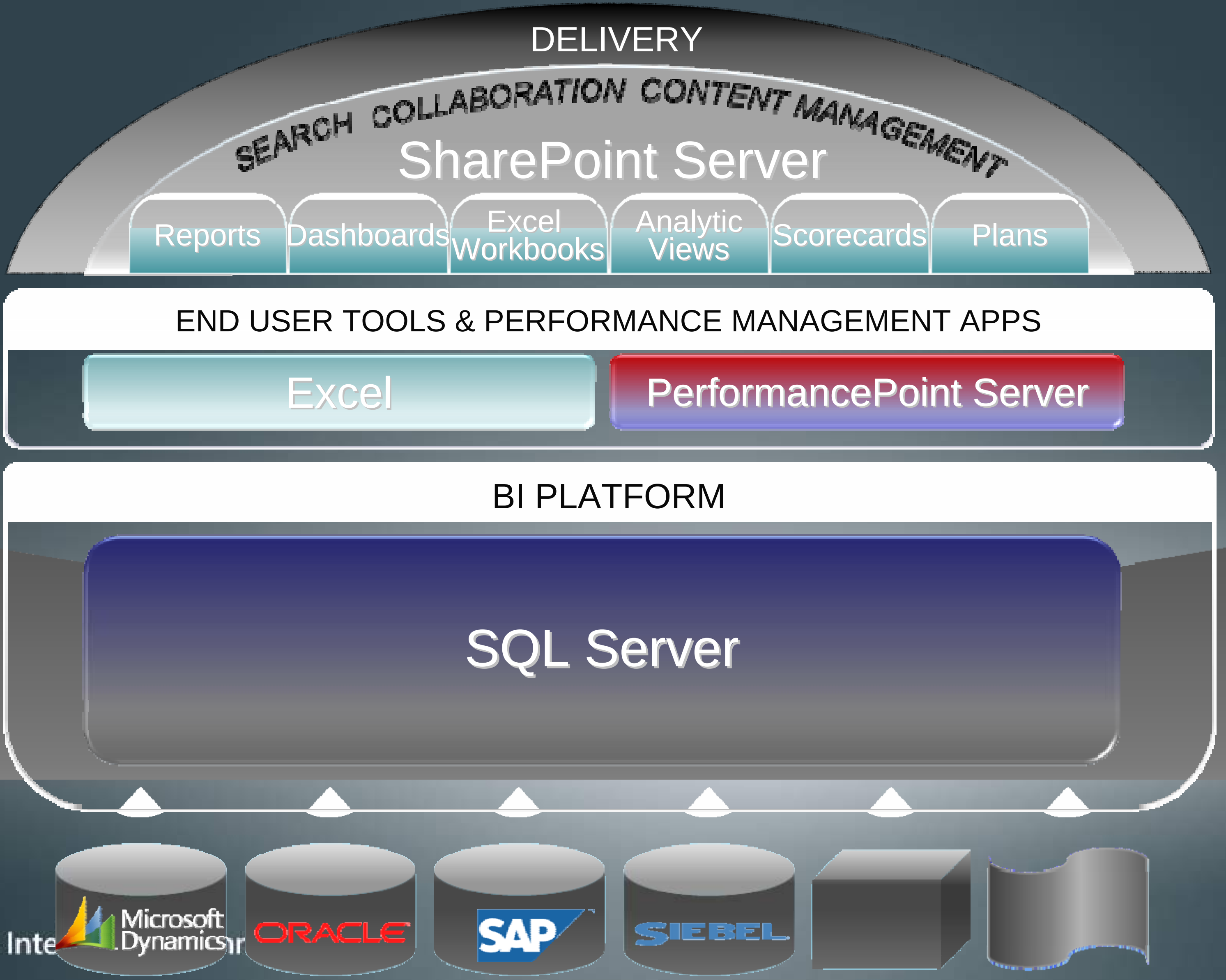
Microsoft Office PerformancePoint Server 2007

Microsoft Office SharePoint Server 2007

- Collaborative BI
- Pervasive reach
- Performance mgmt
- Search, Content mgmt

Our End-to-End BI Offering

Microsoft



DELIVERY

SEARCH COLLABORATION CONTENT MANAGEMENT

SharePoint Server

Reports | Dashboards | Excel Workbooks | Analytic Views | Scorecards | Plans

END USER TOOLS & PERFORMANCE MANAGEMENT APPS

Excel

PerformancePoint Server

BI PLATFORM

SQL Server

Microsoft Dynamics
ORACLE
SAP
SIEBEL

Performance Management

Performance Management software has the potential to transform how people drive business performance

Performance Management can give you the ability to

- Understand what is happening in the business
- Set a course for where you want to take the business
- Give you more confidence in your decisions

Performance Management

Performance Management Applications

Financial

- Budgeting, Planning and Forecasting, Consolidation, Management Reporting, Scorecards & Analytics

"I need to improve our analytics capabilities so we can understand our current business performance and do a better job of planning for the future."

Operational/Supply Chain/MFG

- Operational Dashboards, Supply Chain Analytics, Constraint Based Planning

"I need better visibility into my cost of operations so I can target specific cost reduction opportunities that won't have a negative impact."

Sales/Customer/Marketing

- Analytic CRM, Sales Forecasting, Campaign Management & Analytics, Sales Scorecards

"I need better visibility into our pipeline performance so I can focus on deals that help me grow business with my most profitable customers."

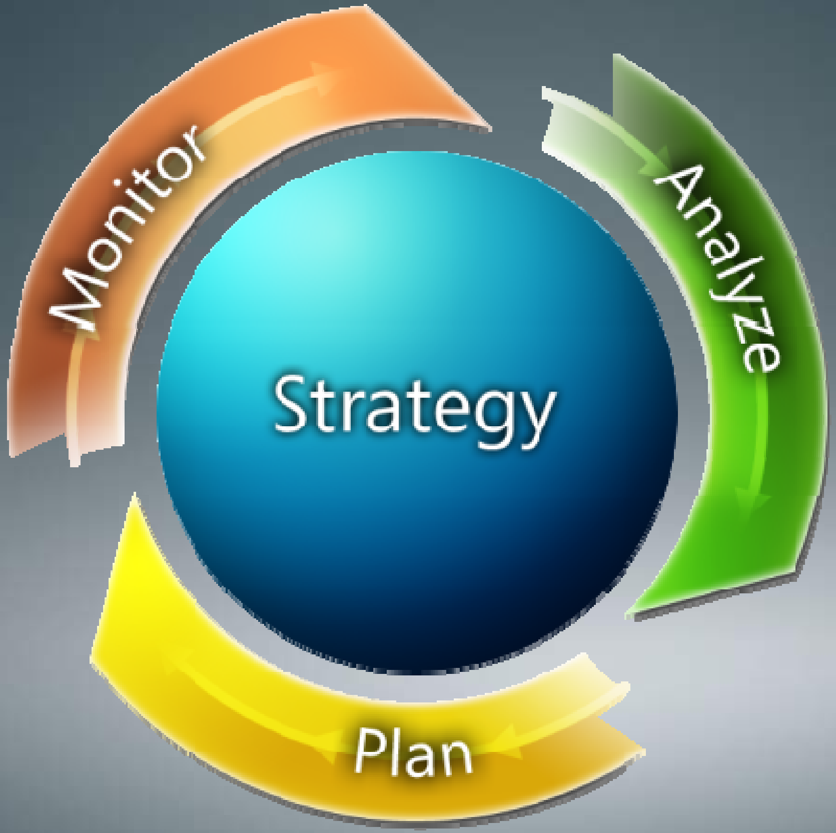
Human Resources

- HR Analytics, Headcount Planning, Talent Scorecards, OPEX Planning & Analytics

"I need better visibility into our talent management so I can plan for growth and understand issues before they become troublesome."

Performance Management

Better execute on strategy


Monitor
Analyze
Plan
Strategy

What happened?
What is happening?

Why did it happen?

What will happen?
What do I want to happen?

The Role of Excel

Why Business Users Love Excel:

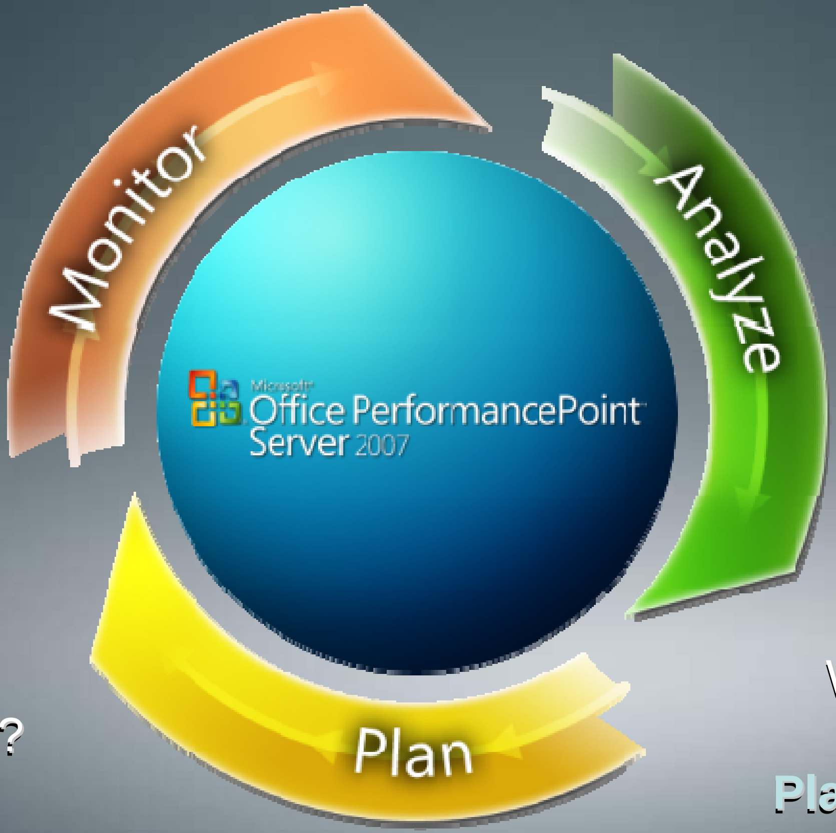
- Familiar
- Powerful
- Flexible
- Where people work

What PerformancePoint Server 2007 Brings:

- Excel with “live” and interactive data
- Processes and rules
- A central model
- Security
- Trust

Performance Management

Capabilities Delivered


Monitor
Analyze
Plan
Microsoft Office PerformancePoint Server 2007

What is happening?
Scorecards and Dashboards

What happened?
Reporting

Why did it happen?
Analytics

What will happen?
Forecasting

What do I want to happen?
Planning, Budgeting, Consolidation

Office PerformancePointServer 2007

Market Momentum

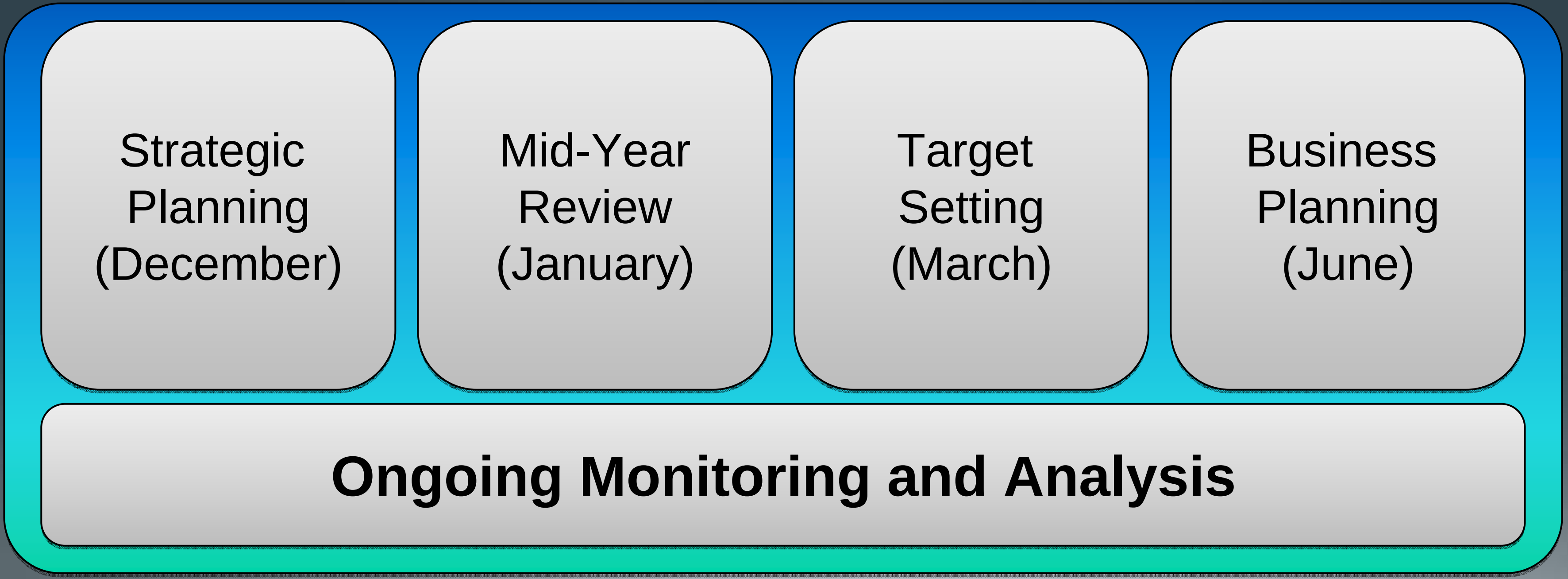
- **10,000+** Customers in CTP
- Almost **1,000** Partners Trained
- Enterprise Customers around the globe
- In use at Microsoft for 2+ years!

Performance Management at Microsoft:

An Internal Case Study

Business Intelligence Summit 2007

Microsoft's Performance Management Process



Strategic Planning (December)

Mid-Year Review (January)

Target Setting (March)

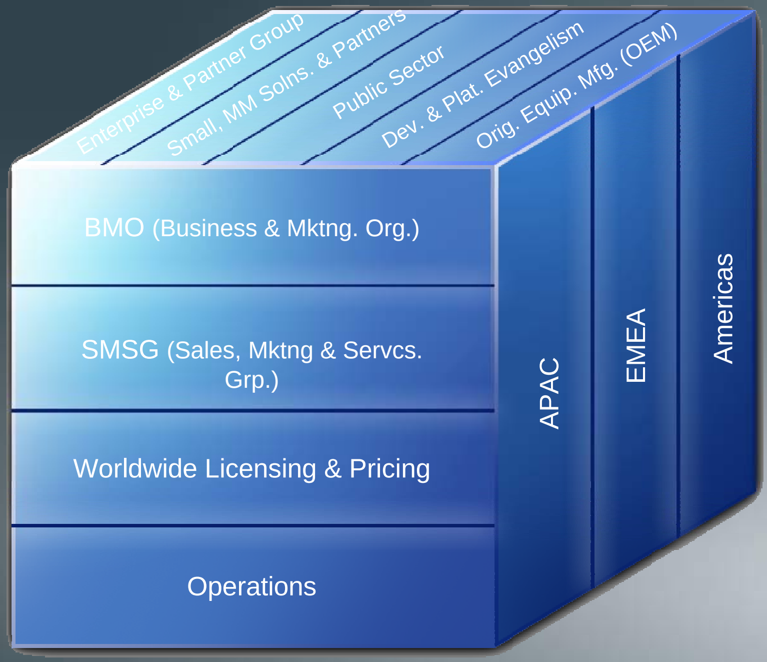
Business Planning (June)

Ongoing Monitoring and Analysis

- Strategic plan with 3-5 year outlook, key investments
- Performance status at Mid-Year Review
- Target setting turns long range plans into annual goals
- Business planning turns annual goals into operational plans

Performance Management

Challenges In The Business Divisions (MBD)



Enterprise & Partner Group
Small, MM Solns. & Partners
Public Sector
Dev. & Plat. Evangelism
Orig. Equip. Mfg. (OEM)

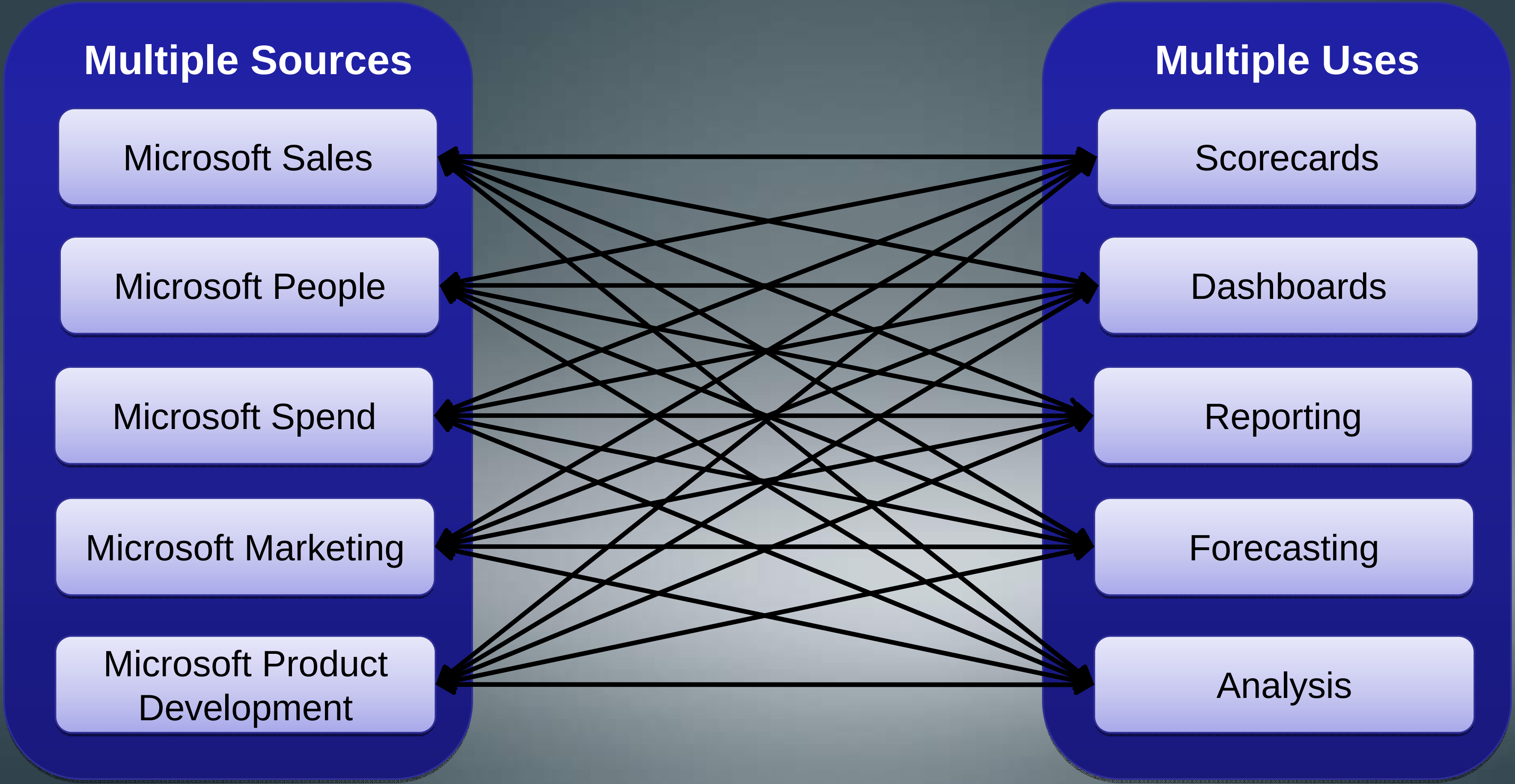
BMO (Business & Mktng. Org.)
SMSG (Sales, Mktng & Servcs. Grp.)
Worldwide Licensing & Pricing
Operations

APAC
EMEA
Americas

- Multi-dimensional matrix
- Top down target, bottom up budget
- Disconnected processes and tools
- Inconsistent data definitions
- Overlapping accountability

Disconnected Data

A Tangled Web



Multiple Sources

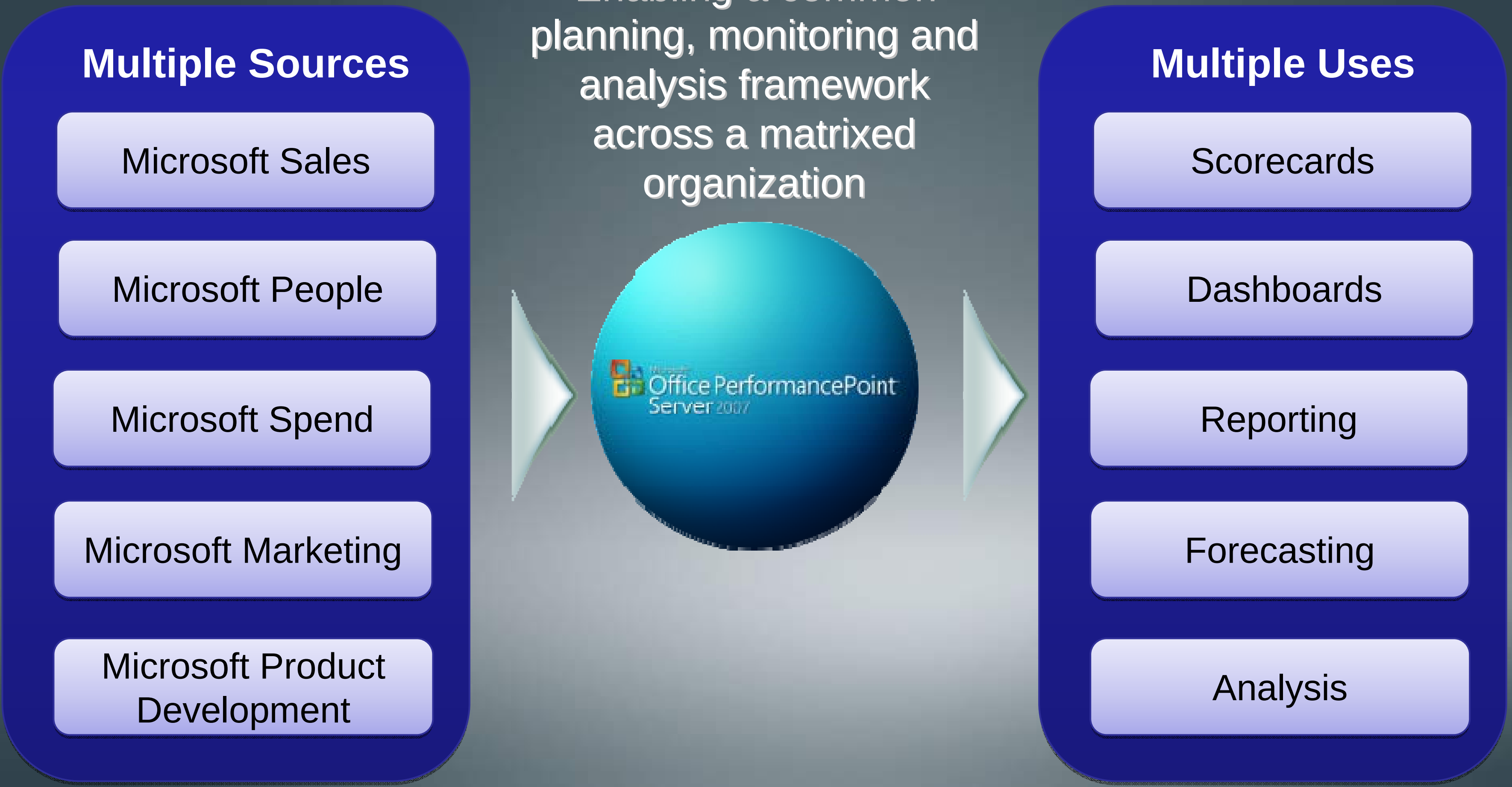
- Microsoft Sales
- Microsoft People
- Microsoft Spend
- Microsoft Marketing
- Microsoft Product Development

Multiple Uses

- Scorecards
- Dashboards
- Reporting
- Forecasting
- Analysis

Microsoft Business Division's Performance Management Solution

Enabling a common planning, monitoring and analysis framework across a matrixed organization



Multiple Sources

- Microsoft Sales
- Microsoft People
- Microsoft Spend
- Microsoft Marketing
- Microsoft Product Development

Microsoft Office PerformancePoint Server 2007

Multiple Uses

- Scorecards
- Dashboards
- Reporting
- Forecasting
- Analysis

Microsoft Business Division's Solution

Microsoft
Microsoft Office PerformancePoint Server 2007

Challenge

- Disconnected scorecard, reporting, and analysis
- Inconsistent processes and taxonomy
- Manual and inefficient data gathering

Solution

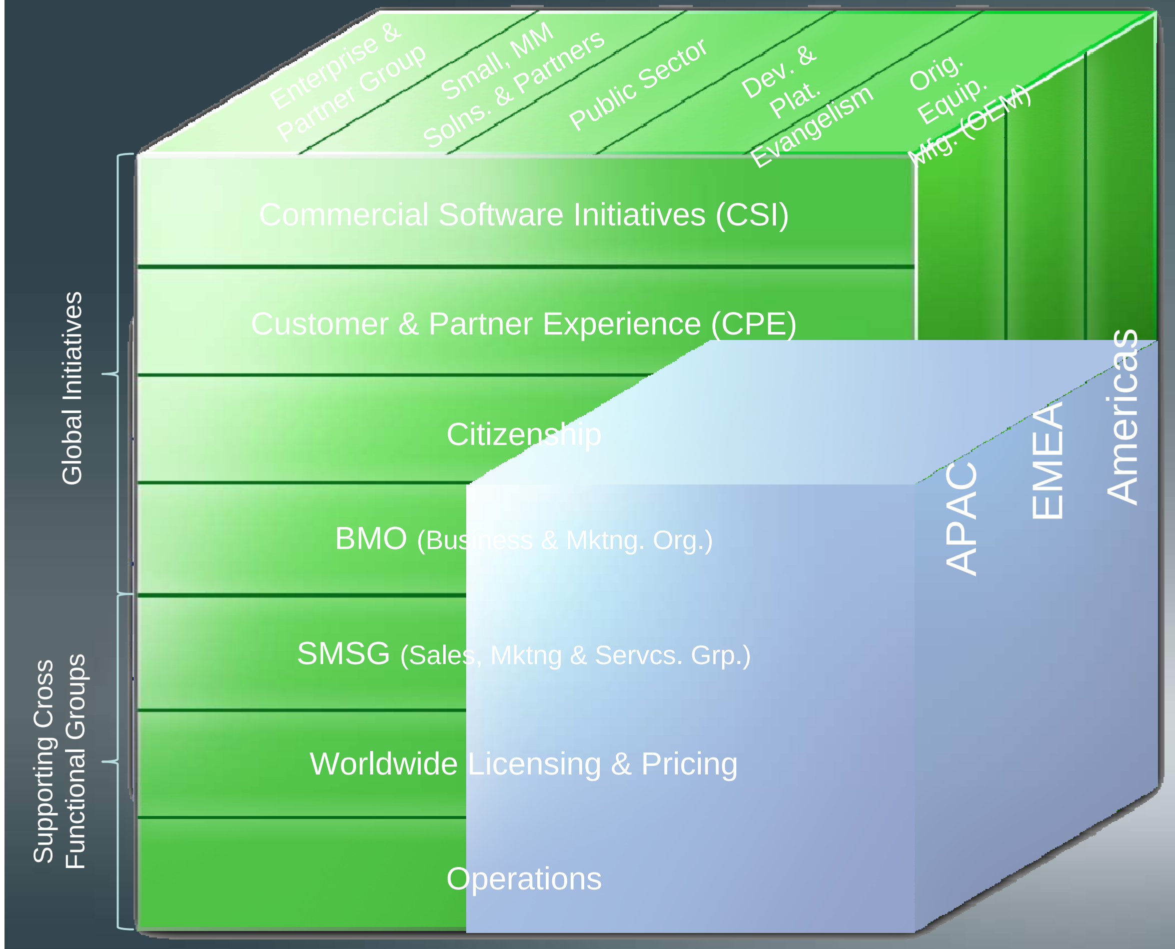
- PerformancePoint - scorecards and drill down
- PerformancePoint - workflow
- SharePoint – web presentation
- Excel Services -"thin" spreadsheets
- SQL Server 2005 - sound data

Results/Benefits

- Consolidated and Simplified
  - 5 processes →1
  - Dozens of data sources → 1
  - 15 reports →1
- Consistent and Accurate
  - One set of data rules
  - One data transformation
- Customized
  - Business user administration
  - Saves weeks/months

Performance Management

Challenges At Microsoft Worldwide



Enterprise & Partner Group

Small, MM Solns. & Partners

Public Sector

Dev. & Plat. Evangelism

Orig. Equip. Mfg. (OEM)

Global Initiatives

Commercial Software Initiatives (CSI)

Customer & Partner Experience (CPE)

Citizenship

BMO (Business & Mktng. Org.)

Supporting Cross Functional Groups

SMSG (Sales, Mktng & Servcs. Grp.)

Worldwide Licensing & Pricing

Operations

APAC

EMEA

Americas

- Multi-dimensional matrix
- Top down target, bottom up budget
- Disconnected processes and tools
- Inconsistent data definitions
- Overlapping accountability

Microsoft's Planning and Forecasting Solution

Microsoft

Microsoft Office PerformancePoint Server 2007

Challenge

- Multiple legacy tools
- Offline modeling
- Manual reporting and data transformation
- Inefficient consolidation

Solution

- PerformancePoint - planning and forecasting
- Excel – end user interface
- SharePoint – web presentation
- SQL Server 2005 – Sound, integrated data

Results/Benefits

- Consolidated and Simplified
  - Integrated planning/forecasting/reporting
  - Flexible refresh saves days
- Consistent and Accurate
  - One data model
  - One user experience – saves training
- Customized
  - Custom driver based modeling in Excel

It's a New Day for Business Intelligence

End-to-End BI Solution

Enterprise Ready

Bringing BI to Everyone

Microsoft

תודה Dziękuje Takk Kiitos 谢谢

ευχαριστώ 謝謝 감사합니다 Tack

Merci

Thank You!

Dank u

Ďakujem Спасибо Tak Asante

Gracias Grazie شكراً dhanayawad

Obrigado ありがとう Danke Mulţumesc

Microsoft®

Your potential. Our passion.™

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BUSINESS INTELLIGENCE SUMMIT 2007

Microsoft

Microsoft® Office PerformancePoint™ Server 2007

Bruno Aziza

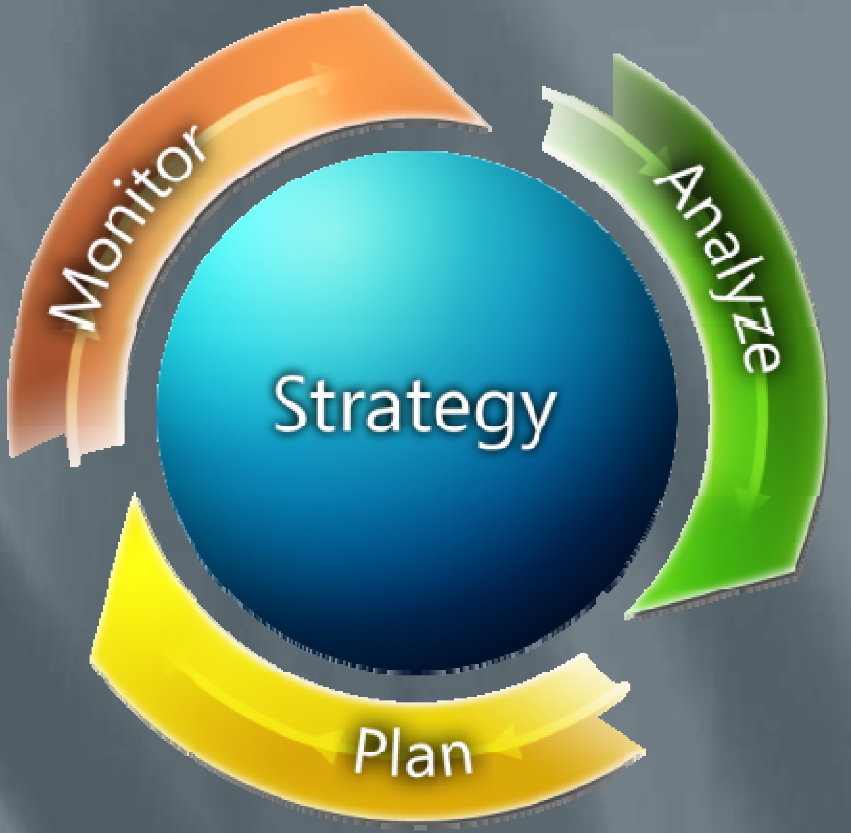
Senior Product Manager, Business Intelligence

What is Performance Management

Performance Management is defined by the processes, methodologies and technologies organizations use to **monitor, analyze and plan** business performance.

Performance Management

Better execute on strategy


Monitor
Analyze
Plan
Strategy

What happened?
What is happening?

Why?

What will happen?
What do I want to happen?

Microsoft Office PerformancePoint Server 2007

PM Protagonists

Business Executives

CFO, CEO, COO.
Controller, Finance Executive.
General Manager, Line of Business Manager.

Information Workers

Power Users, Business Analysts, Modelers.
Contributors.

IT Managers

BUIT
Corporate IT

Executives care about driving performance

Accelerate the decision making process.

Flexibility to handle changing business conditions.

Aligned, accountable and secure PM.

They can’t accomplish this because

“6 months for planning,
5 months for budgeting,
2 weeks to develop a forecast”*

Microsoft Office PerformancePoint Server 2007

* Best Practices in Planning and Management Reporting by David A. J. Axson.

Information Workers want to contribute to performance

Need a user-friendly and flexible environment.

Collaborate as part of the performance management process.

Define, modify and maintain business rules without IT.

They can't accomplish this because

"Half their time
collecting and validating data
rather than
analyzing and planning"*.

Microsoft® Office PerformancePoint Server 2007

[* Best Practices in Planning and Management Reporting](#) by David A. J. Axson.

IT Managers want to enable business users

Reduce the complexity, maintenance and cost of the performance management infrastructure.

Empower the business to improve performance.

Provide access to information
while supporting the compliance process.

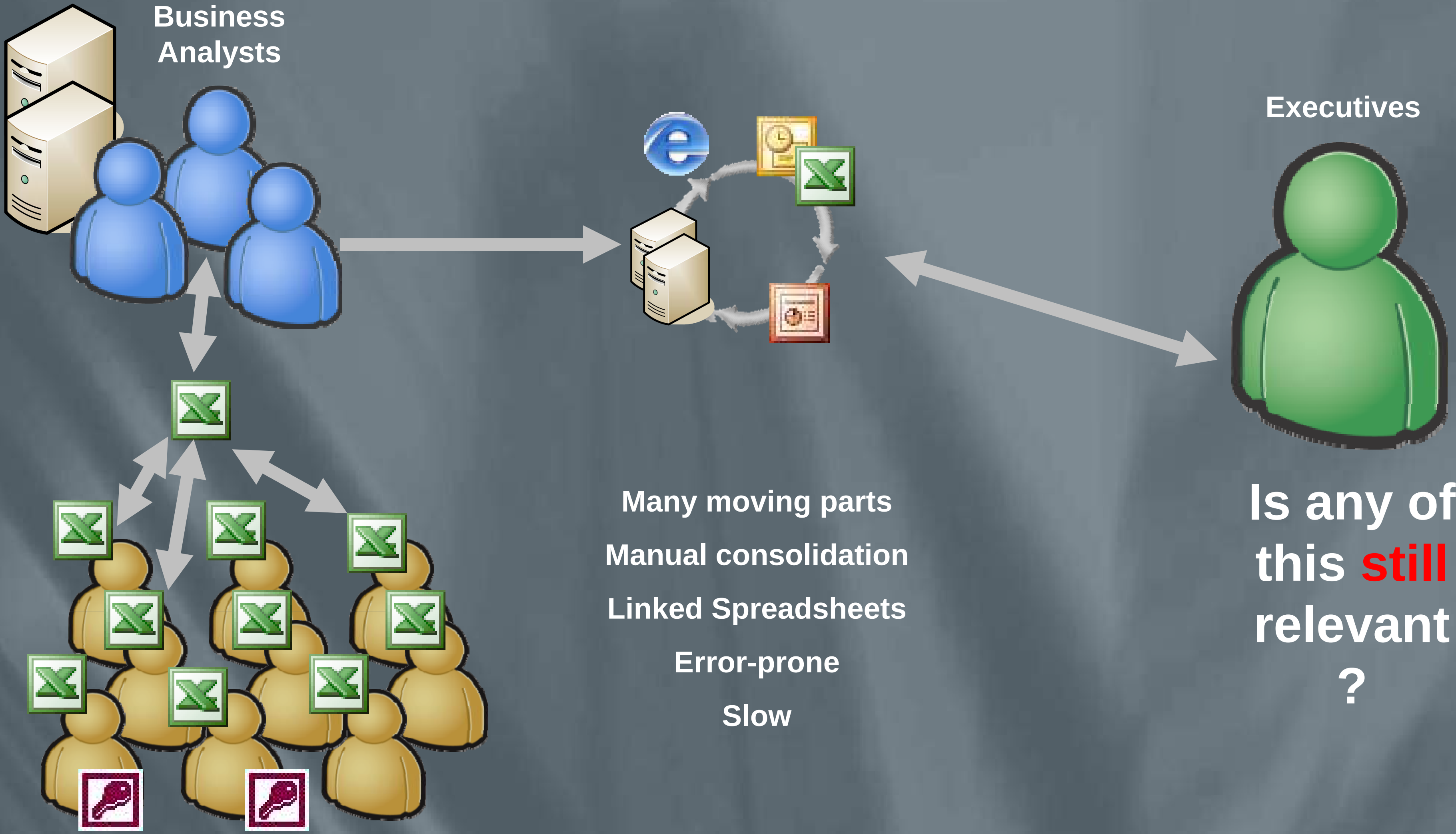
They can't accomplish this because

"10 general ledger systems,
12 different budgeting systems
13 different reporting systems"*.

Microsoft Office PerformancePoint Server 2007

* Best Practices in Planning and Management Reporting by David A. J. Axson.

How PM is addressed today


Business Analysts
Executives

Information Workers

Many moving parts

Manual consolidation

Linked Spreadsheets

Error-prone

Slow

Is any of this still relevant ?

Microsoft Office PerformancePoint Server 2007

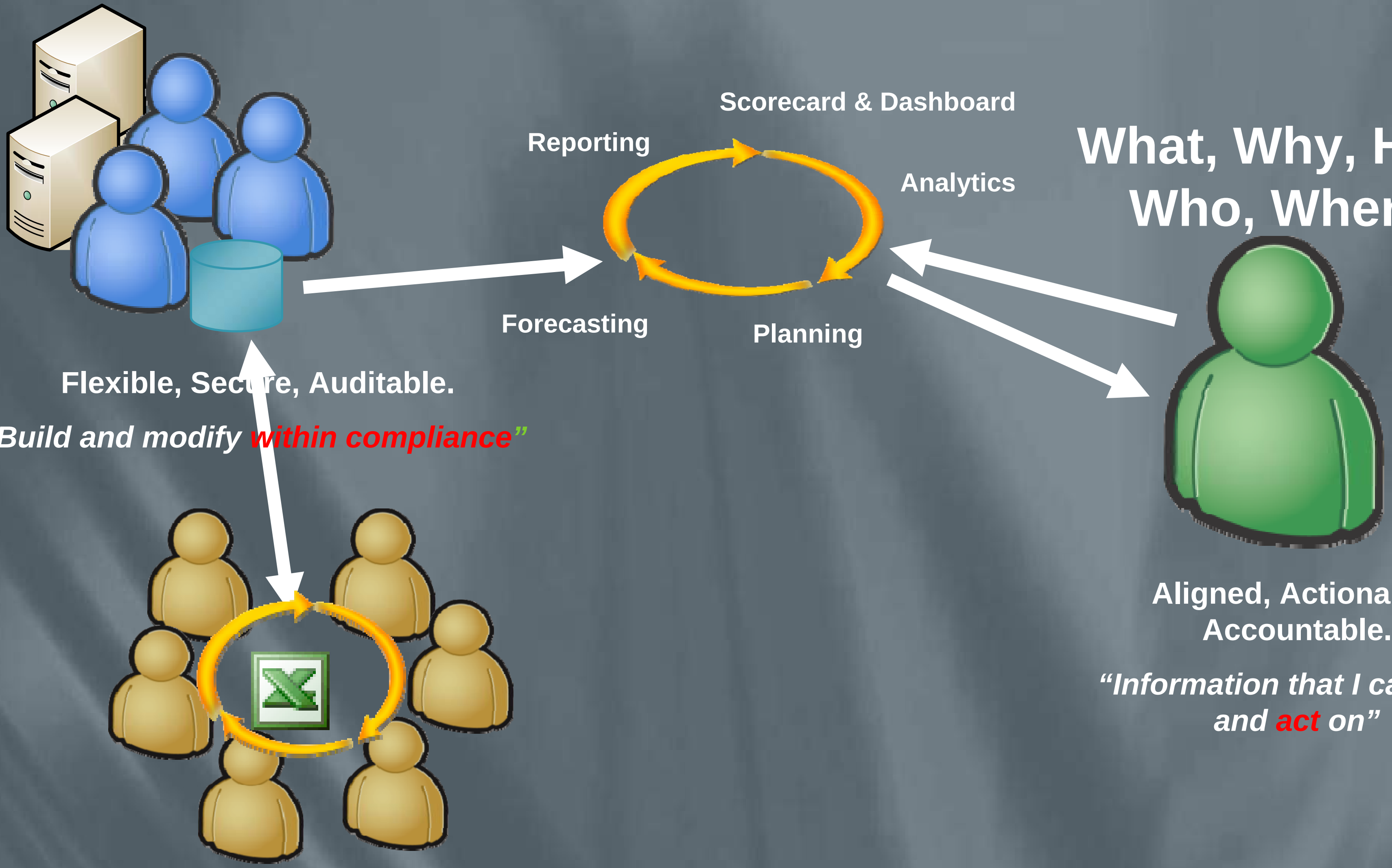
While the IT managers ask

…rmation?

…es”*.

* Best Practices in Planning and Management Reporting by David A. J. Axson.

How PM can be addressed



Scorecard & Dashboard

Reporting

Analytics

Forecasting

Planning

What, Why, How, Who, When?

Flexible, Secure, Auditable.

“Build and modify within compliance”

Aligned, Actionable, Accountable.

“Information that I can trust and act on”

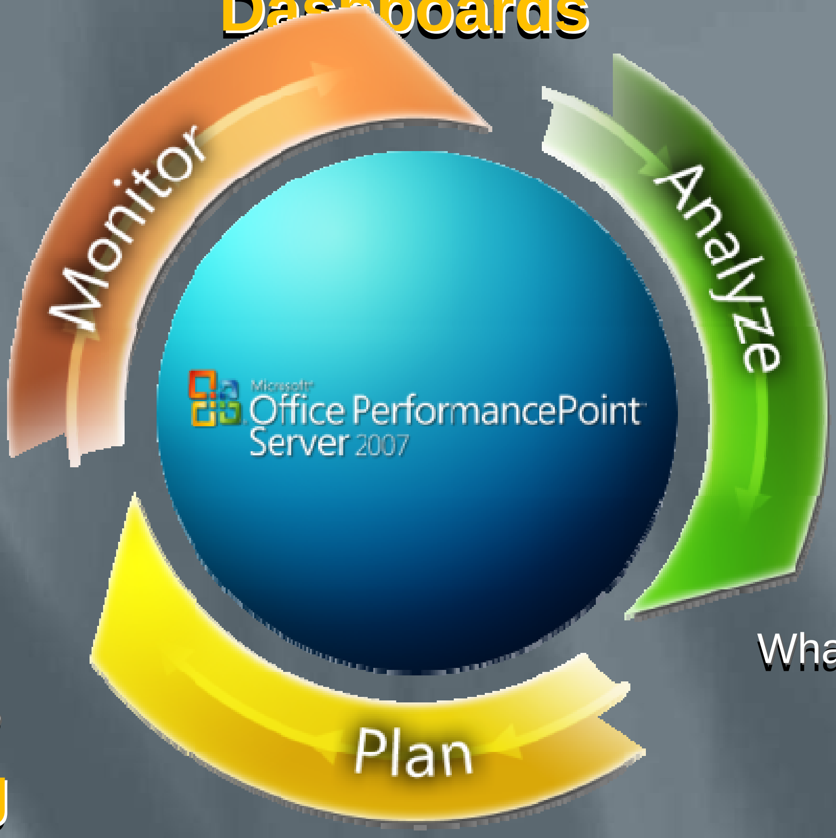
Collaborative, User-friendly, Contextual.

“Information that is relevant to me”

Microsoft Office PerformancePoint Server 2007

Performance Management

Capabilities required


Monitor
Analyze
Plan
Microsoft Office PerformancePoint Server 2007

What is happening?

Scorecards and Dashboards

What happened?

Reporting

Why did it happen?

Analytics

What will happen?

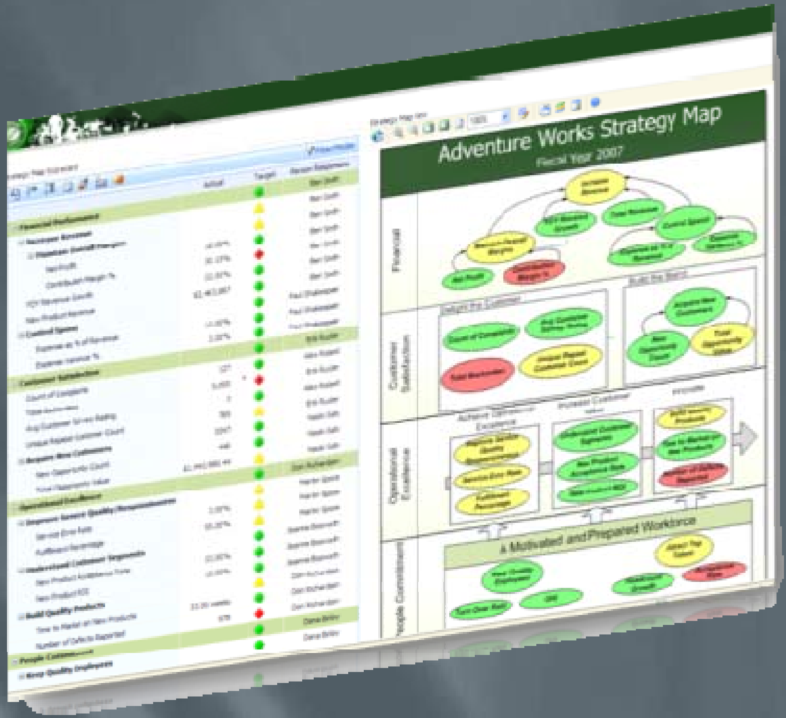
Forecasting

What do I want to happen?

Planning, Budgeting, Consolidation

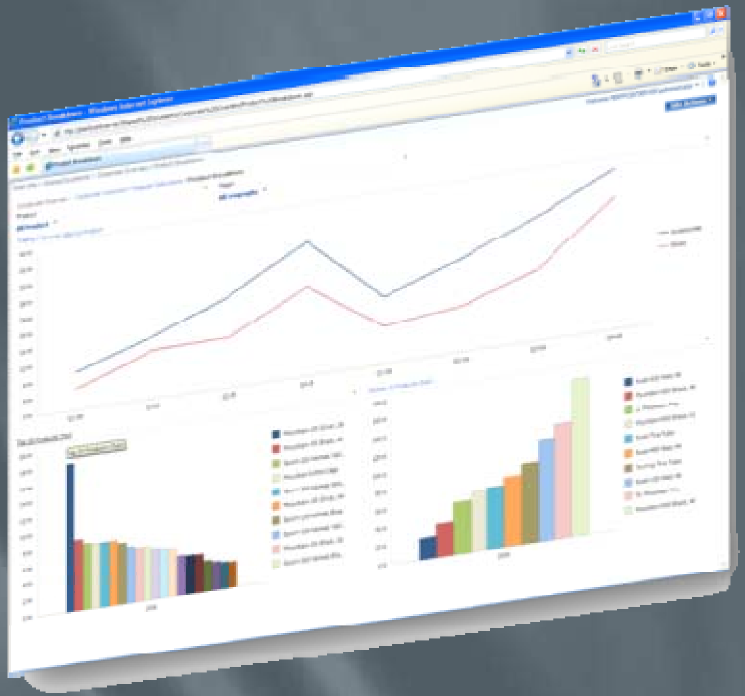
Microsoft Office PerformancePoint Server 2007

Rich Monitoring Capabilities


Adventure Works Strategy Map
Fiscal Year 2007
Financial
Customer Satisfaction
Operational Excellence
People Commitment
A Motivated and Prepared Workforce

- Spans from personal **performance dashboards** to
  formal methodology-based and **cascading scorecards**
- Access wide range of **structured**
  and **unstructured** data-sources
  for more comprehensive dashboards and scorecards
- Rich dashboard **filters** to dynamically filter all views on the dashboard.
- **Contextual KPIs** and

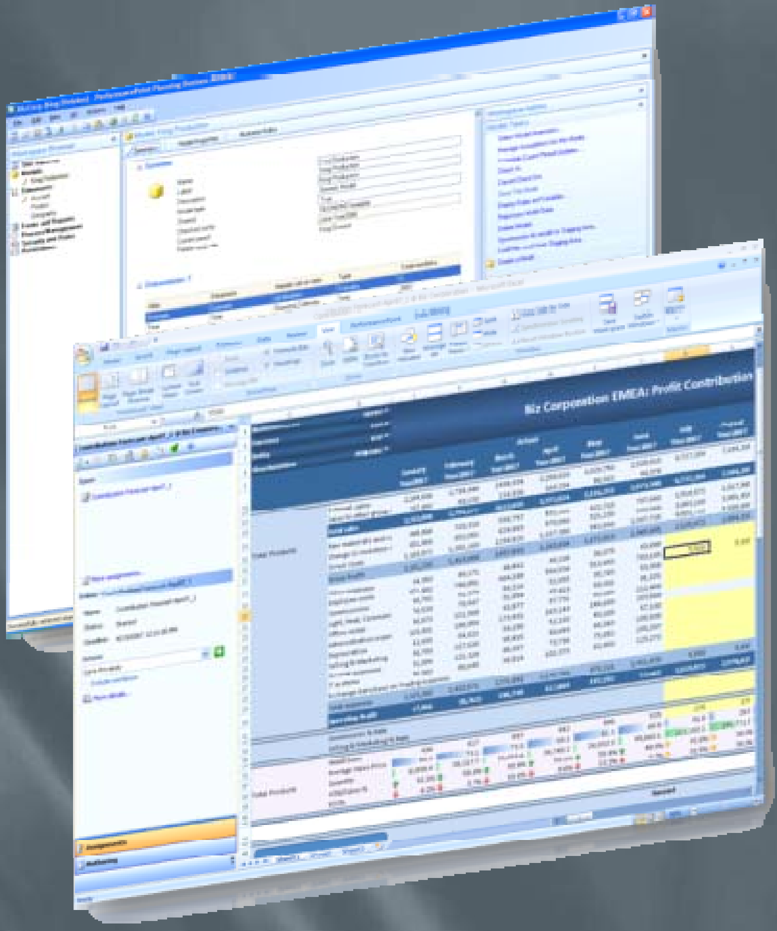
Analysis And Data Visualization



- **Web-based thin analysis** provides users with rich analytical functionality out of the box, minimizing help required from IT Staff
- Analytics include multidimensional **slice and dice**, **drill-across**, **drill-to-detail**, **root-cause analysis**, and **centralized business logic** definitions
- **Predictive analytics** allow for forecasting and trend analysis
- **Guided and contextual analysis** through tight

Microsoft Office PerformancePoint Server 2007

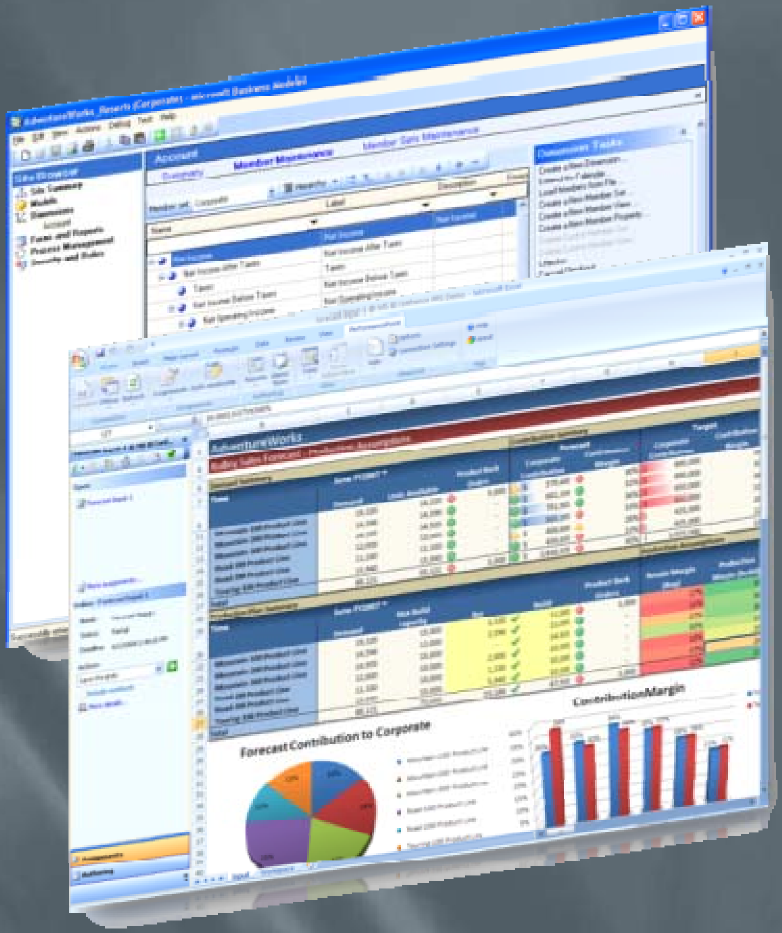
Planning And Modeling



- Business users design models the way they think about their business
- **Top-down** and **bottom-up** planning functionality connecting people and driving accountability
- **Process management** to manage forms, workflows, submissions, approvals, reports, notifications and annotations
- **Secure** and **auditable** environment
- Spans from single model deployments to enterprise scenarios

Microsoft Office PerformancePoint Server 2007

Reporting And Consolidation



- Construct models that **drive profitability analysis** incorporating standard financial functionality
- Support management and GAAP consolidation process with **multiple currency conversions**, **inter-company eliminations** and **reconciliations**, **multi-tier allocations**
- Dynamic and standard reports including **financial** and **business performance reports**
- Publish live reports from Excel to Reporting Services and Microsoft Office Server providing **consistency of experience** for report consumers

Analyst quotes

The OLAP Report

Nigel
Pendse

There is now no doubt that Microsoft is **deadly serious about taking a very big bite** out of the performance management market.

PerformancePoint has a scalable architecture, designed with considerable attention to performance, and early customer reports are positive. Indeed, PerformancePoint is reported already to **outperform some of the established market-leading products.**

(OLAP Report, June 27, 2007)

Download preview here

Microsoft Office PerformancePoint Server 2007

AMR Research

AMR Research

It's the **total Microsoft** solution, not just the BI/PM products... While some competitors will dismiss Microsoft products as not scalable or lacking functionality, **that assessment is short-sighted.**

(Market Outlook: Microsoft's Looming Impact on the Business Intelligence and Performance Management Market
June 27, 2007
By John Hagerty)

customers

Energizer

Integrated Performance Management Solution enables leading manufacturer to move towards leaner and more efficient annual business planning

Customer Business Challenge

- Lack of comprehensive performance management solution for European region to provide more effective business planning and forecasting abilities
- Disparate systems cause difficulties in consolidating budget and forecast data at the region level

Solution

- Secure and integrated solution to streamline the business planning process, improve the quality and consistency of data, and enable in-depth and flexible analyses
- Built on Microsoft Office PerformancePoint Server 2007 and Microsoft Office 2007

Customer Results/Benefits

- Familiar interface that enables hundreds of “difference makers” to improve the thousands of decisions that directly impact the business
- Ability to analyze and forecast a complex business drivers mix across organization, product and customer at any level that was not previously possible

Microsoft Office PerformancePoint Server 2007

Case study and video here

Skanska USA Building

Easy to use interface helps construction giant build better planning and forecasting, improves reporting and streamlines consolidation of information

Customer Business Challenge

- A high dependency on accurate forecasting, analysis and project costs to ensure profitability was challenged by delays from cumbersome processes and high data volumes
- Delays in report creation stalled the discovery of issues, making decisions and taking action

Solution

- Easy-to-use, integrated and secure performance management solution that empowers more employees across the organization to manage the company’s profitability
- Built on Microsoft Office 2007 and Microsoft Office PerformancePoint Server 2007

Customer Results/Benefits

- Enhanced data usability and improved timeliness and accuracy of the forecasting, planning and budgeting process
- Quick, easy access to accurate and consistent data provides the ability to create a wide variety of reports that enable flexible, in-depth analysis and closer monitoring of the bottom line

Microsoft Office PerformancePoint Server 2007

Case study and video [here]

Oticon A/S

Complete Performance Management Solution improves key functions and processes for leading global manufacturer and seller of hearing aids

Customer Business Challenge

- Manual processes and inconsistent and inaccurate data created extra work for employees
- Lack of integration drove a need to improve several key financial processes such as financial consolidation, budgeting, forecasting, and reporting

Solution

- A PM framework to create a seamless architecture that would integrate key aspects of finance and business and drive better business performance
- Built on Microsoft Office 2007 and Microsoft Office PerformancePoint Server 2007

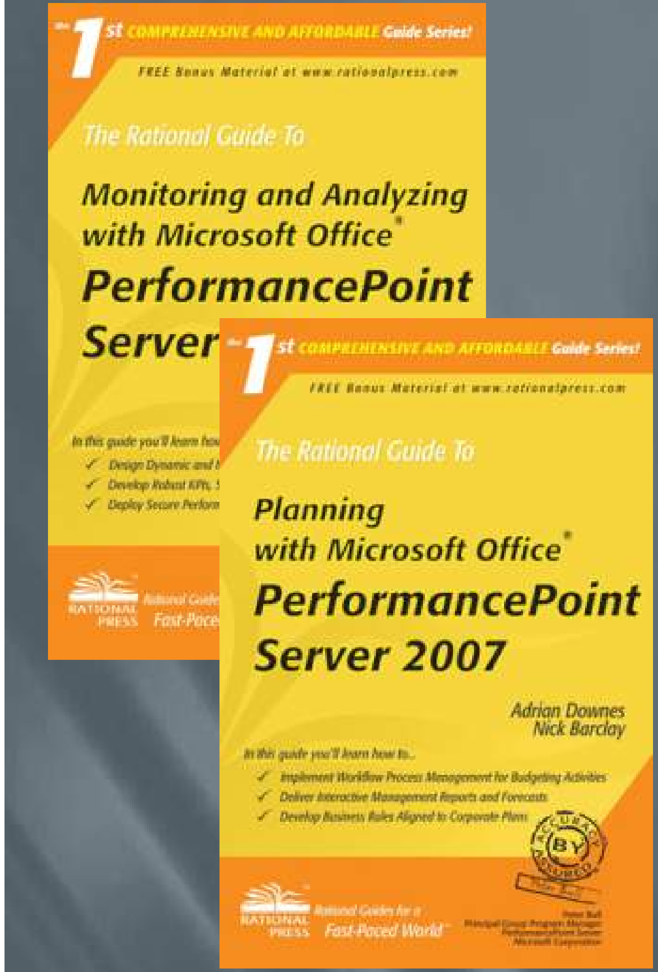
Customer Results/Benefits

- Automatic consolidation of financial results from all companies while allowing users at local and enterprise levels to continue work in Excel
- Ability to move towards complete integration of processes and systems and to fully automate the data life cycle of BI intelligence solutions

Microsoft Office PerformancePoint Server 2007

Demo

Books


the 1st COMPREHENSIVE AND AFFORDABLE Guide Series!
FREE Bonus Material at www.rationalpress.com
The Rational Guide To
Monitoring and Analyzing with Microsoft Office® PerformancePoint Server
the 1st COMPREHENSIVE AND AFFORDABLE Guide Series!
FREE Bonus Material at www.rationalpress.com
The Rational Guide To
Planning with Microsoft Office® PerformancePoint Server 2007
Adrian Downes
Nick Barclay
In this guide you'll learn how to...
✓ Implement Workflow Process Management for Budgeting Activities
✓ Deliver Interactive Management Reports and Forecasts
✓ Develop Business Rules Aligned to Corporate Plans
ACCURACY BY ASSURED
RATIONAL PRESS
Rational Guides for a Fast-Paced World™

- Get Started
- Practical content
- Reviewed by product team.
- 250 pages each.

Order it here! **Monitoring and Analyzing** with Microsoft Office PerformancePoint Server 2007
Order it here! **Planning** with Microsoft Office PerformancePoint Server 2007

Resources

Product information

- What is Microsoft Office PerformancePoint Server 2007 here
- Interactive product demo here
- Features here
- Top ten benefits here
- Case studies here
- News and Reviews here
- System requirements here
- Licensing here
- More @ http://www.microsoft.com/performancepoint

Datasheets

- Overview of PerformancePoint Server 2007 here
- Monitoring Performance here
- Data Analysis and Visualization here
- Planning, Budgeting, Forecasting and Modeling here
- Management Reporting and Consolidation here

Datasheets

Data Sheet: Overview of Microsoft Office PerformancePoint Server 2007

- http://download.microsoft.com/download/4/5/2/452D8197-1940-4442-8134-B6B82F57CFE8/PPS_Datasheet_Overview_09_07.docx

Datasheet: Monitoring Performance

- http://download.microsoft.com/download/2/D/6/2D6BA8EB-E9B9-4B6B-977B-EA540D7B0302/PPS_Datasheet_Monitor_09_07.docx

Datasheet: Data Analysis

- http://download.microsoft.com/download/A/D/8/AD86296B-0D93-4C7D-9C4A-9EDB0B883598/PPS_Datasheet_Analytics_09_07.docx

Datasheet: Planning Budgeting and Forecasting

- http://download.microsoft.com/download/A/1/A/A1A739C0-F39A-4475-930F-C01B1850A2A4/PPS_Datasheet_Plan_9_07.docx

Datasheet: Management Reporting

- http://download.microsoft.com/download/E/F/E/EFE23D78-7987-4895-B4B9-C8F421FCB77C/PPS_Datasheet_MgtReporting_09_07.docx

Additional resources

Product information

- What is Microsoft Office PerformancePoint Server 2007 here
- Features here
- Top ten benefits here
- Case studies here
- News and Reviews here
- System requirements here
- Licensing here

Marketing

- Interactive product demo @ http://www.microsoft.com/bi/performancepointlaunch/demo/index.htm
- Marketing site @ http://www.microsoft.com/business/performancepoint
- Launch site @ http://www.microsoft.com/bi/performancepointlaunch/

Documentation and Support

Documentation

- Evaluation edition of the product to be available on 9/25 on Download Center
- Enterprise edition of the product will be available to MSDN subscribers early October.
- Enterprise edition of the product will be commercially, widely available on Volume Licensing early November
- Note that for internal Microsoft users, the product will be available on http://productsweb and \\products – in early October

Support

- Support tab @ http://www.microsoft.com/business/performancepoint

BUSINESS INTELLIGENCE SUMMIT 2007

Royal Children's Hospital Melbourne

Business Intelligence Case Study

Tony Stratford
Project Officer

ROYAL CHILDREN'S HOSPITAL

Microsoft

Royal Children’s Hospital

- Specialist paediatric teaching hospital
- 250 beds
- 32,000 inpatients per year
- 250,000 outpatients per year
- 3,400 staff

Hospital Management Priorities

Clinical quality and safety

- Unplanned patient returns
- Infections
- Medication errors
- Minimize treatment delay

Demand management

- Elective Surgery
- Emergency
- Outpatient clinics

Resource efficiency

- Minimizing hospital stay
- Reducing cancellations
- Maximizing throughput

Performance management

- Clinical
- Financial
- Workforce

Change management program

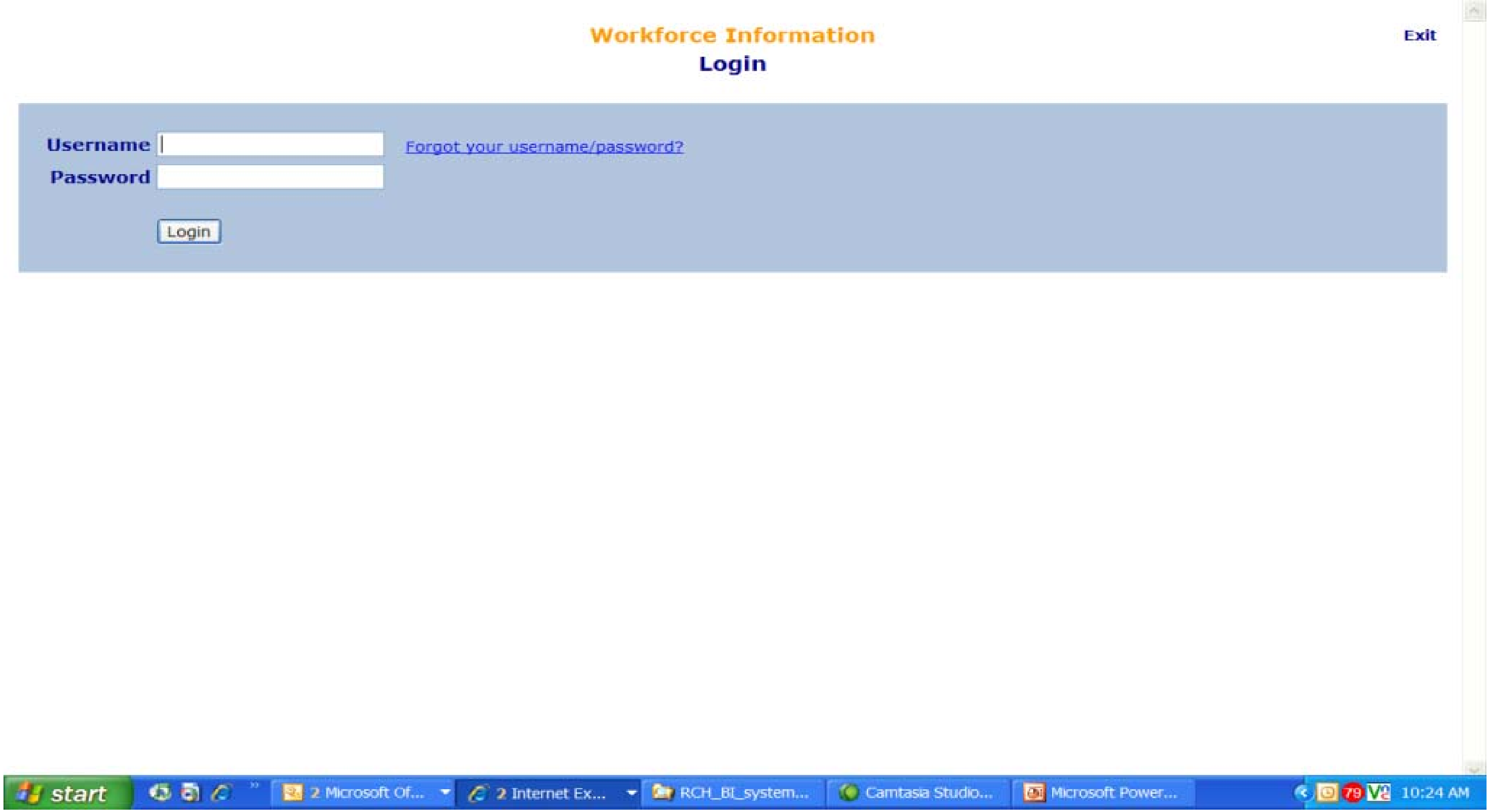
- $850M new facility planned for 2011
- Building Our Future program
  - Setting a vision and strategic direction
  - New operating models
  - Clinical and business process redesign
  - Leadership, people and culture
  - Facility redesign
- Performance management program

Performance Management System

Old reporting system – the issues

- Lots of data, not much information
- Multiple reporting sources
- Unstructured, uncoordinated reporting
- Not addressing the needs of all users
- Limited functionality - inquiry based / static pdf
- Access and interrogation was complex
- Time consuming and resource intensive
- Separate security structure

Screen Shots

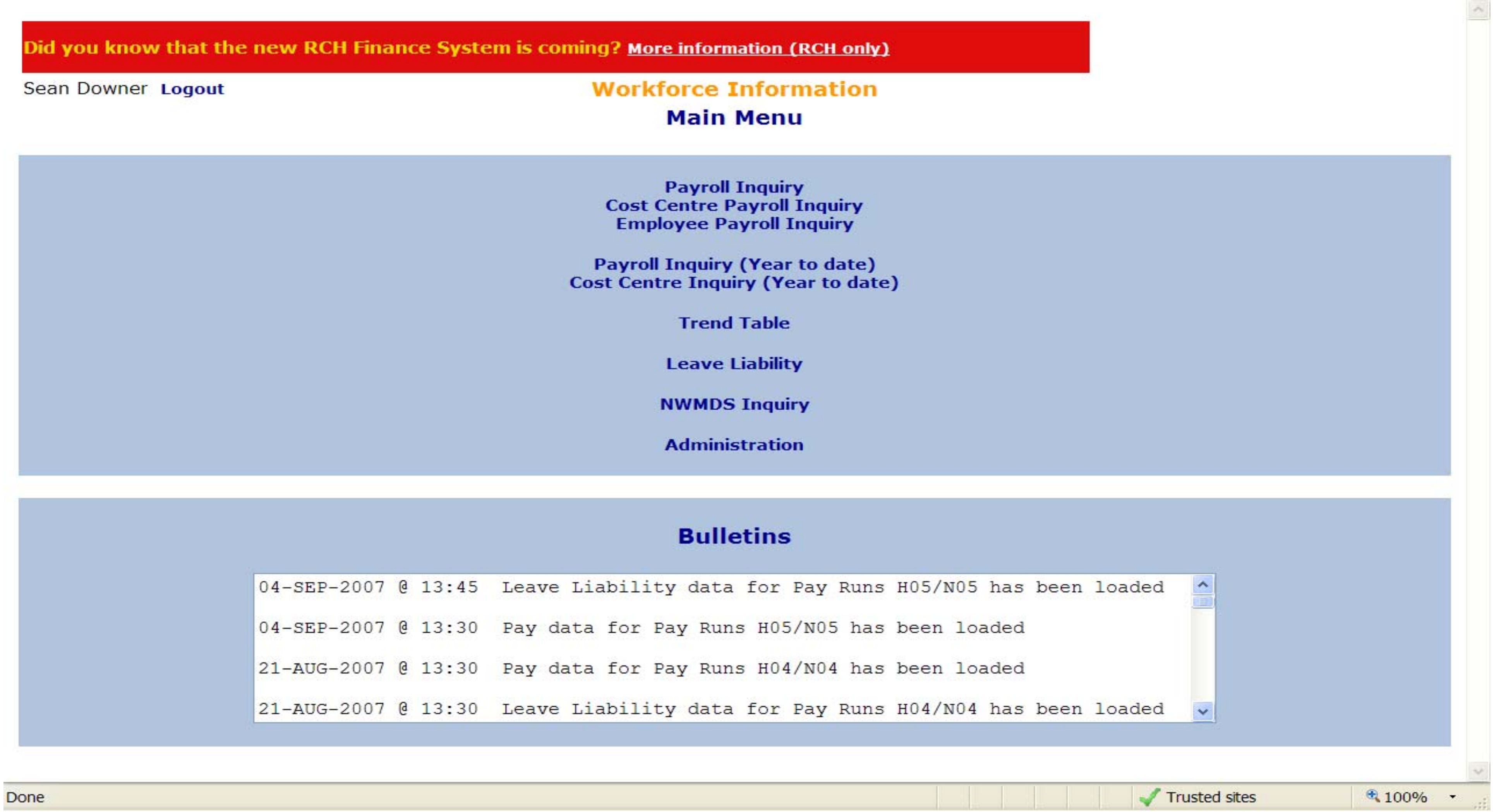


Workforce Information

Login

Exit
Username
Password
Forgot your username/password?
Login
start
2 Microsoft Of...
2 Internet Ex...
RCH_BI_system...
Camtasia Studio...
Microsoft Power...
10:24 AM

Screen Shots



Did you know that the new RCH Finance System is coming? More information (RCH only)

Sean Downer **Logout**

Workforce Information

Main Menu

Payroll Inquiry
Cost Centre Payroll Inquiry
Employee Payroll Inquiry

Payroll Inquiry (Year to date)
Cost Centre Inquiry (Year to date)

Trend Table

Leave Liability

NWMDS Inquiry

Administration

Bulletins

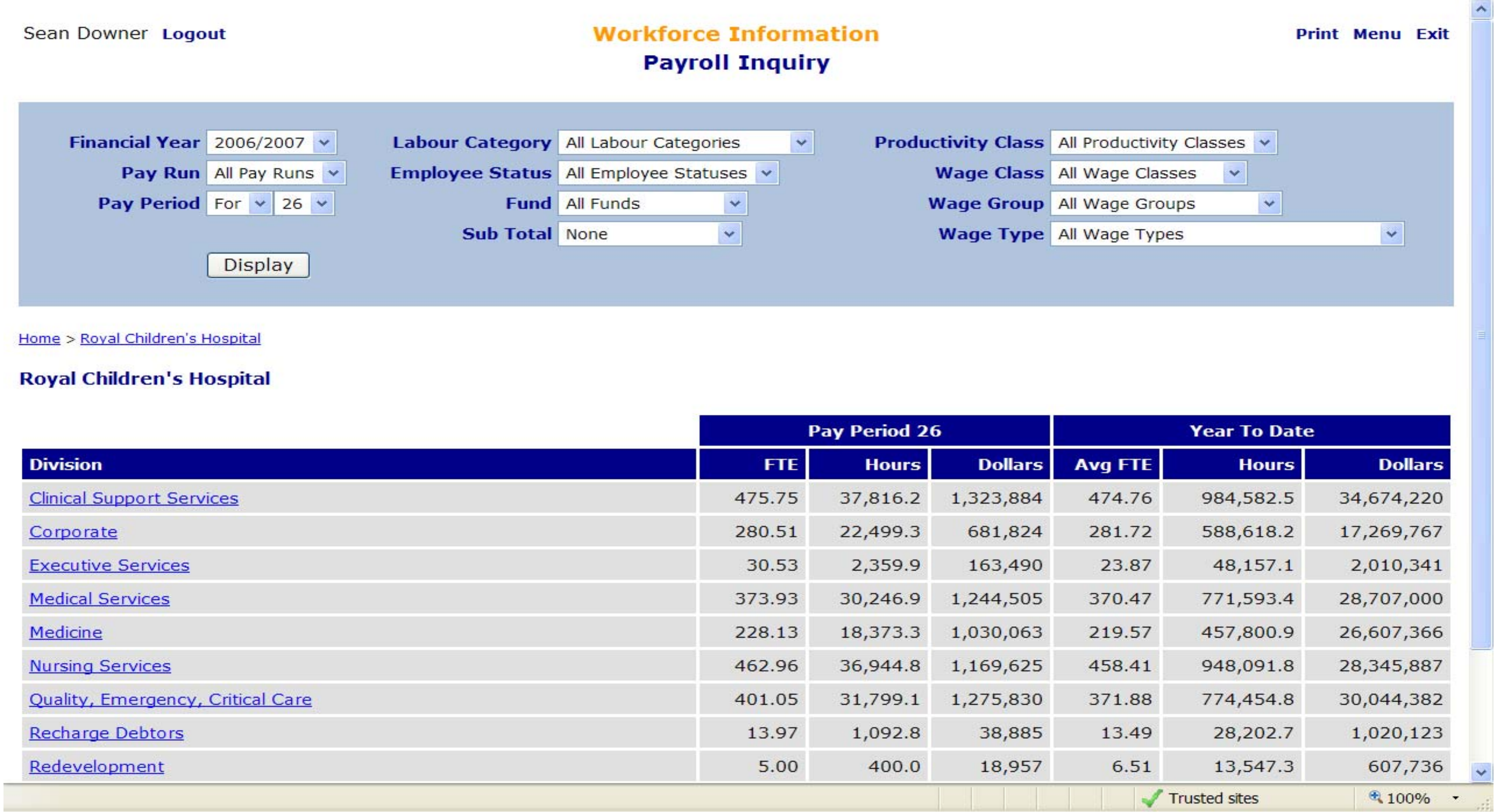
```
04-SEP-2007 @ 13:45  Leave Liability data for Pay Runs H05/N05 has been loaded

04-SEP-2007 @ 13:30  Pay data for Pay Runs H05/N05 has been loaded

21-AUG-2007 @ 13:30  Pay data for Pay Runs H04/N04 has been loaded

21-AUG-2007 @ 13:30  Leave Liability data for Pay Runs H04/N04 has been loaded
```

Screen Shots



Sean Downer **Logout**

Workforce Information

Payroll Inquiry

Financial Year 2006/2007

Pay Run All Pay Runs

Pay Period For 26

Labour Category All Labour Categories

Employee Status All Employee Statuses

Fund All Funds

Sub Total None

Productivity Class All Productivity Classes

Wage Class All Wage Classes

Wage Group All Wage Groups

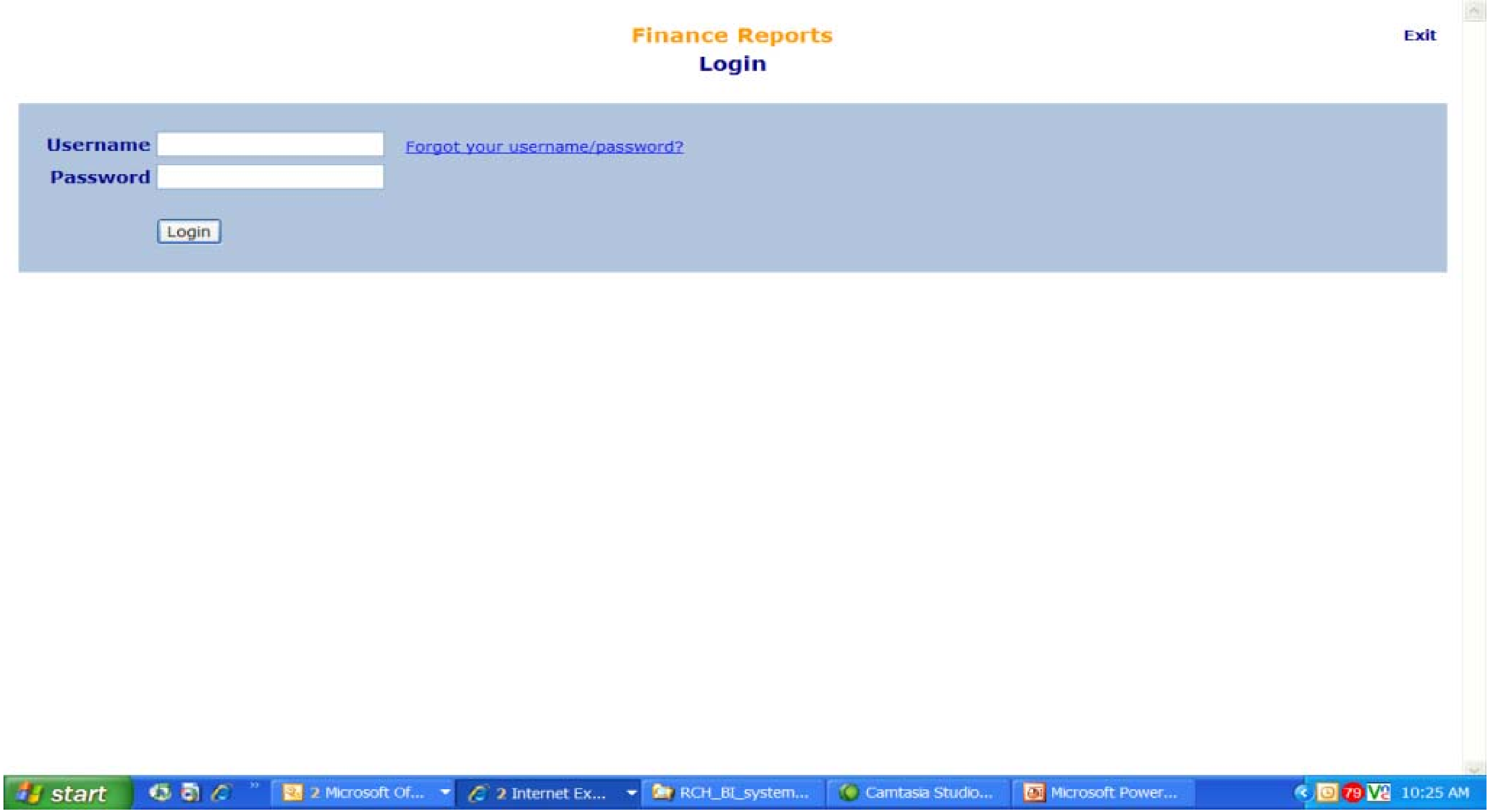
Wage Type All Wage Types

Home > Royal Children's Hospital

Royal Children's Hospital

	Pay Period 26			Year To Date		
Division	**FTE**	**Hours**	**Dollars**	**Avg FTE**	**Hours**	**Dollars**
Clinical Support Services	475.75	37,816.2	1,323,884	474.76	984,582.5	34,674,220
Corporate	280.51	22,499.3	681,824	281.72	588,618.2	17,269,767
Executive Services	30.53	2,359.9	163,490	23.87	48,157.1	2,010,341
Medical Services	373.93	30,246.9	1,244,505	370.47	771,593.4	28,707,000
Medicine	228.13	18,373.3	1,030,063	219.57	457,800.9	26,607,366
Nursing Services	462.96	36,944.8	1,169,625	458.41	948,091.8	28,345,887
Quality, Emergency, Critical Care	401.05	31,799.1	1,275,830	371.88	774,454.8	30,044,382
Recharge Debtors	13.97	1,092.8	38,885	13.49	28,202.7	1,020,123
Redevelopment	5.00	400.0	18,957	6.51	13,547.3	607,736

Screen Shots

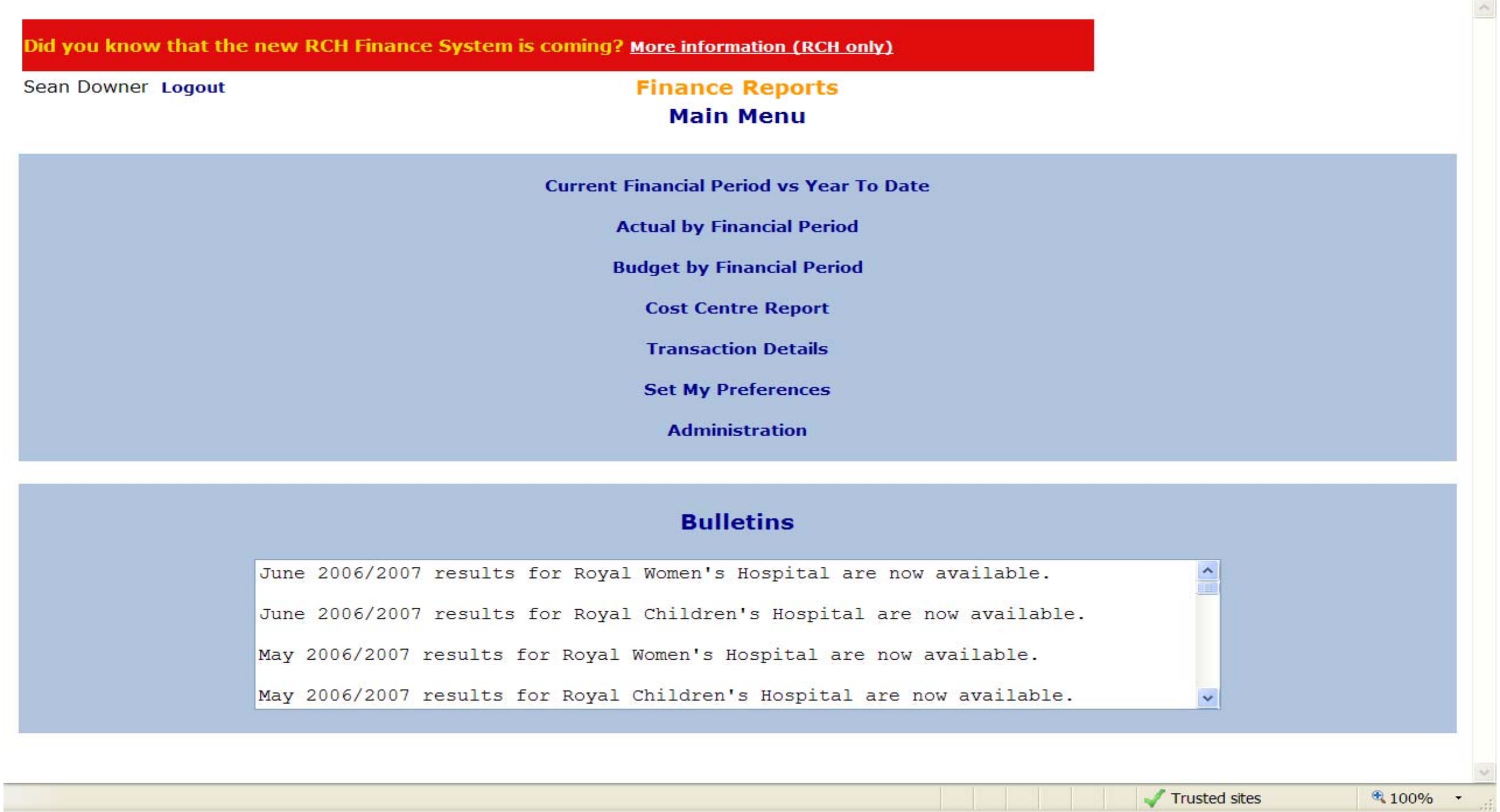


Finance Reports

Login

Exit
Username
Password
Forgot your username/password?
Login
start
2 Microsoft Of...
2 Internet Ex...
RCH_BI_system...
Camtasia Studio...
Microsoft Power...
10:25 AM

Screen Shots



Did you know that the new RCH Finance System is coming? More information (RCH only)

Sean Downer Logout

Finance Reports

Main Menu

- Current Financial Period vs Year To Date
- Actual by Financial Period
- Budget by Financial Period
- Cost Centre Report
- Transaction Details
- Set My Preferences
- Administration

Bulletins

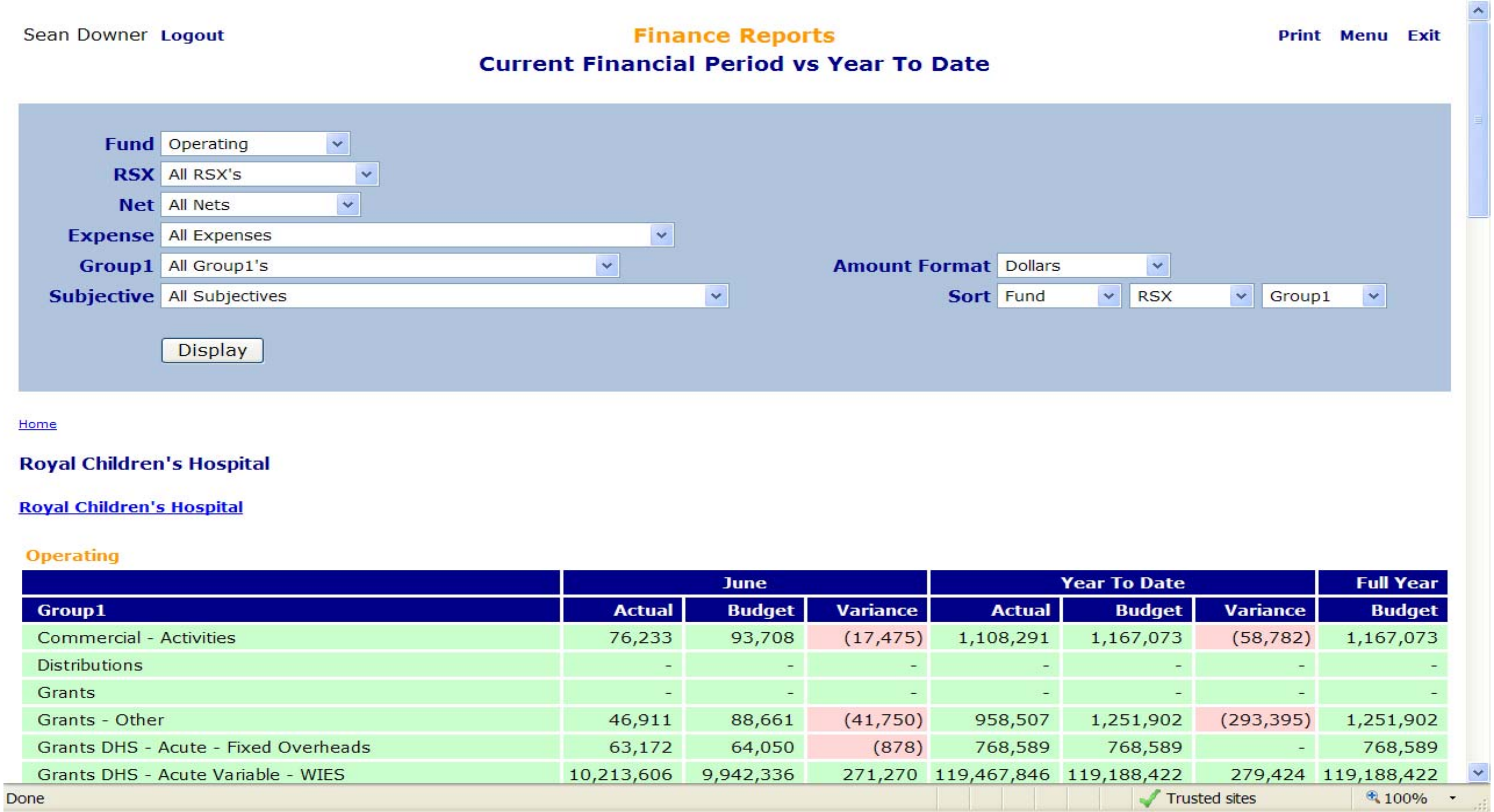
June 2006/2007 results for Royal Women's Hospital are now available.

June 2006/2007 results for Royal Children's Hospital are now available.

May 2006/2007 results for Royal Women's Hospital are now available.

May 2006/2007 results for Royal Children's Hospital are now available.

Screen Shots



Sean Downer **Logout**

Finance Reports

Current Financial Period vs Year To Date

Fund Operating
RSX All RSX's
Net All Nets
Expense All Expenses
Group1 All Group1's
Subjective All Subjectives
Amount Format Dollars
Sort Fund RSX Group1

Home

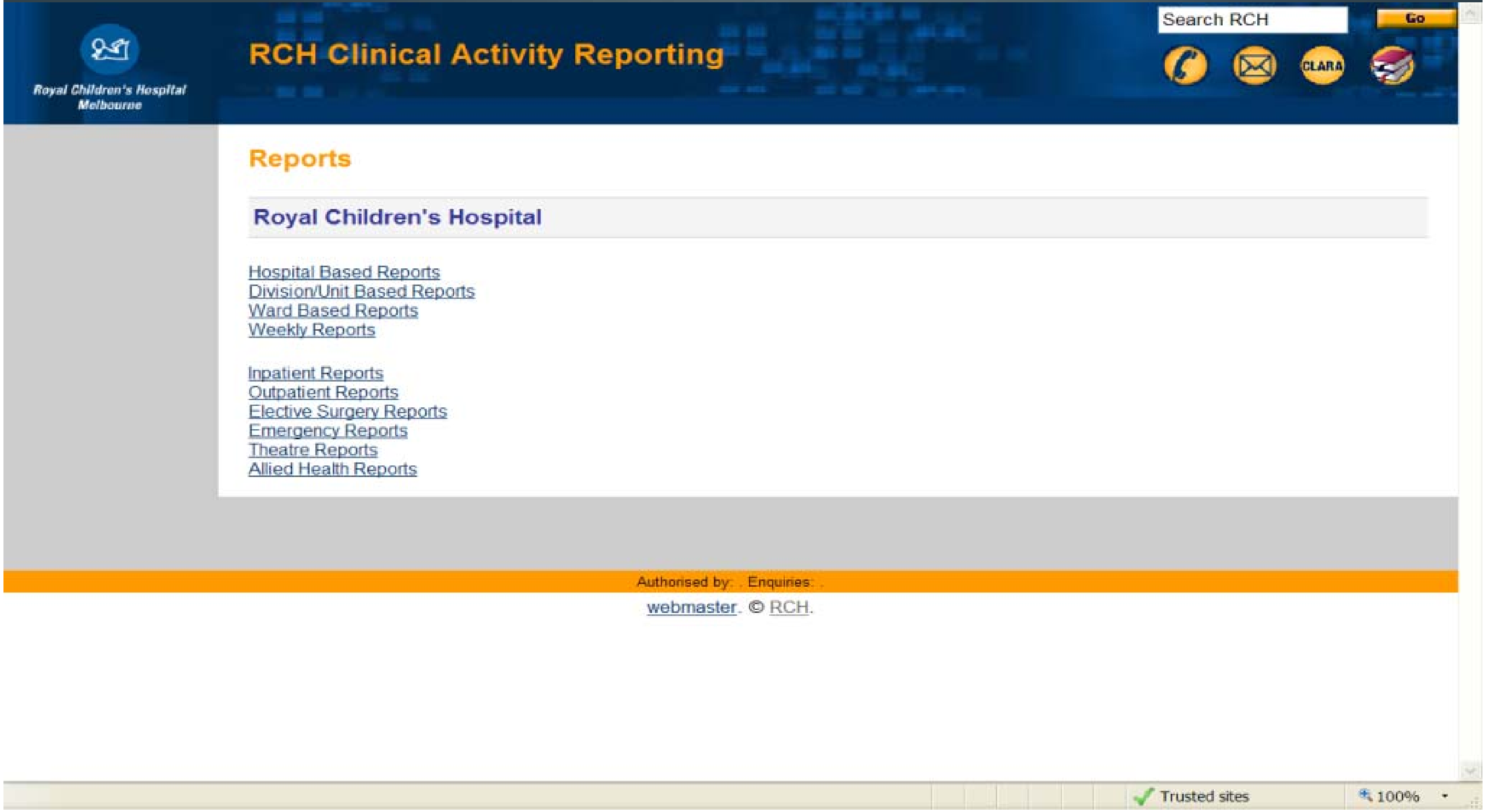
Royal Children's Hospital

Royal Children's Hospital

Operating

	June			Year To Date			Full Year
Group1	**Actual**	**Budget**	**Variance**	**Actual**	**Budget**	**Variance**	**Budget**
Commercial - Activities	76,233	93,708	(17,475)	1,108,291	1,167,073	(58,782)	1,167,073
Distributions	-	-	-	-	-	-	-
Grants	-	-	-	-	-	-	-
Grants - Other	46,911	88,661	(41,750)	958,507	1,251,902	(293,395)	1,251,902
Grants DHS - Acute - Fixed Overheads	63,172	64,050	(878)	768,589	768,589	-	768,589
Grants DHS - Acute Variable - WIES	10,213,606	9,942,336	271,270	119,467,846	119,188,422	279,424	119,188,422

Screen Shots



Royal Children's Hospital Melbourne
Search RCH
Go
CLARA

RCH Clinical Activity Reporting

Reports

Royal Children's Hospital

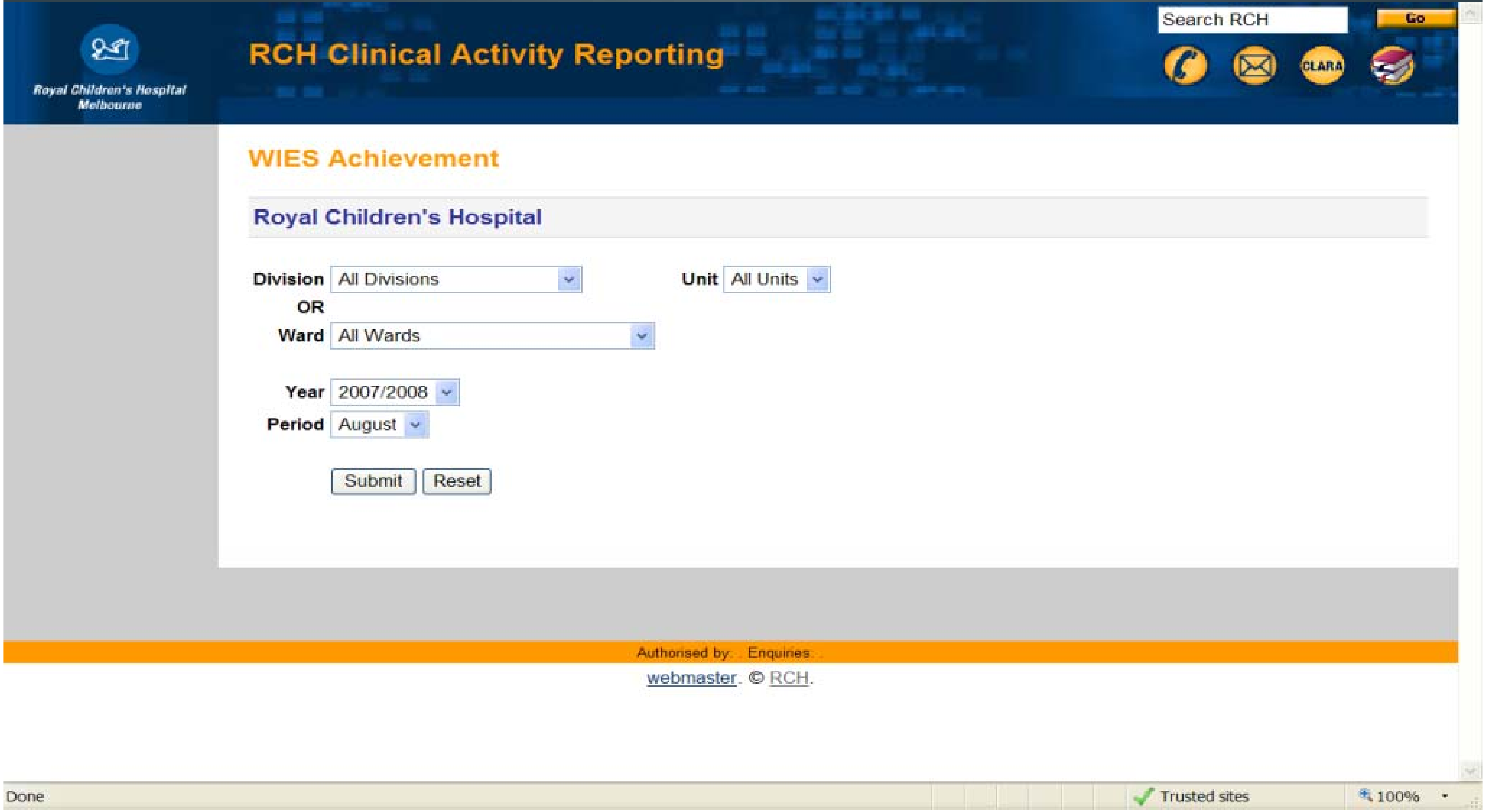
Hospital Based Reports
Division/Unit Based Reports
Ward Based Reports
Weekly Reports

Inpatient Reports
Outpatient Reports
Elective Surgery Reports
Emergency Reports
Theatre Reports
Allied Health Reports

Authorised by: . Enquiries: .
webmaster. © RCH.

Trusted sites
100%

Screen Shots



Royal Children's Hospital Melbourne
Search RCH
Go
CLARA

RCH Clinical Activity Reporting

WIES Achievement

Royal Children's Hospital

Division All Divisions

Unit All Units

OR

Ward All Wards

Year 2007/2008

Period August

Submit
Reset

Authorised by: . Enquiries: .

webmaster. © RCH.

Done
Trusted sites
100%

ROYAL CHILDREN'S HOSPITAL

Microsoft

Objectives for new system

- Facilitate performance management framework
- Improve decision making
- Consolidated and consistent reporting
- Visible department impact
- Enable drill down to supporting reports/data
- Improve reporting content, functionality and timeliness
- Improve user interaction
- Reduce work load

Selection criteria

Software requirements (24 assessment criteria)

- User friendly
- Scorecard functionality with drill down capability
- Quality reporting tools
- Cost effective
- Maintainable in house
- Security
- Integration with other user tools (MS Office)
- Data analysis capability

Selection criteria

Implementation partner

- Expert knowledge
- Relevant experience
- Reference sites
- Structured implementation program
- Understanding of our needs
- Understandable proposal
- Outcome focused

Selection process

- 13 responses to RFT
- Evaluated 6 products
  - Sample dataset and reports
- Proof of concept (2 products)
- Presented POC to 40 hospital managers
  - Microsoft best evaluation score
  - 87% selected Microsoft as preferred product

Royal Children’s Hospital Melbourne

Business Intelligence Case Study

Matthew Long
Data Analyst
Decision Support

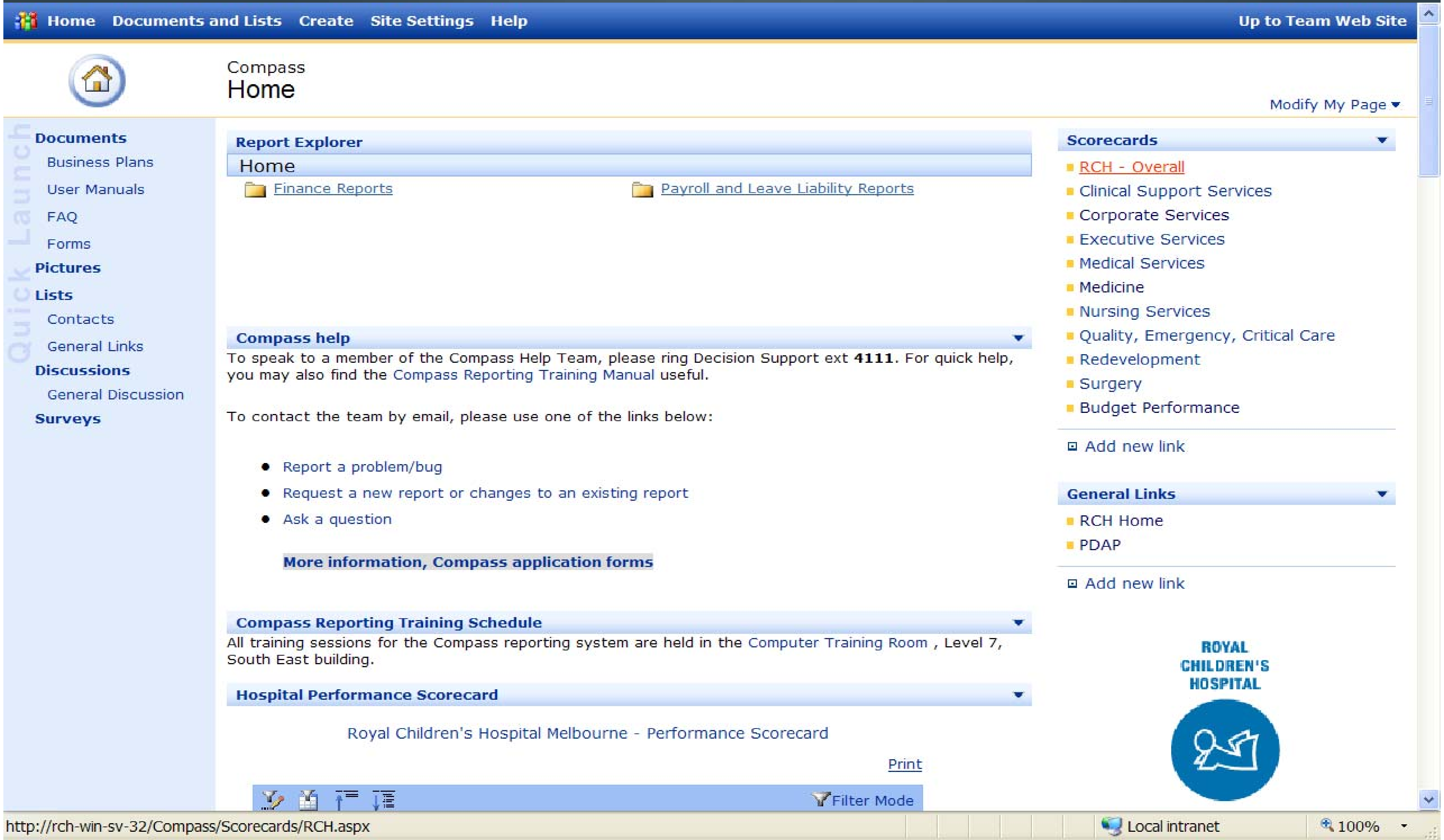
Chosen Solution

- Strategic Data Management
- SQL Server 2005 Enterprise
  - Integration Services
  - Database Services
  - Reporting Services
- Business Scorecard Manager 2005
- Windows SharePoint Services 2.0

Implementation

- 4 month timeframe
  - – Design and configure Data Warehouse
  - – Define KPI dimensions and measures
  - – Develop Scorecard framework
  - – Develop targets, thresholds, trends
  - – Design and develop reports
  - – Testing and refinement
  - – Provide user training (250+ users)

Screen Shots


Home
Documents and Lists
Create
Site Settings
Help
Up to Team Web Site
Modify My Page
Quick Launch
Print
Filter Mode
Local intranet
100%

Compass
Home

Documents
- Business Plans
- User Manuals
- FAQ
- Forms

Pictures

Lists
- Contacts
- General Links

Discussions
- General Discussion

Surveys

Report Explorer

Home

Finance Reports   Payroll and Leave Liability Reports

Compass help

To speak to a member of the Compass Help Team, please ring Decision Support ext **4111**. For quick help, you may also find the Compass Reporting Training Manual useful.

To contact the team by email, please use one of the links below:

- Report a problem/bug
- Request a new report or changes to an existing report
- Ask a question

More information, Compass application forms

Compass Reporting Training Schedule

All training sessions for the Compass reporting system are held in the Computer Training Room , Level 7, South East building.

Hospital Performance Scorecard

Royal Children's Hospital Melbourne - Performance Scorecard

Scorecards
- RCH - Overall
- Clinical Support Services
- Corporate Services
- Executive Services
- Medical Services
- Medicine
- Nursing Services
- Quality, Emergency, Critical Care
- Redevelopment
- Surgery
- Budget Performance

Add new link

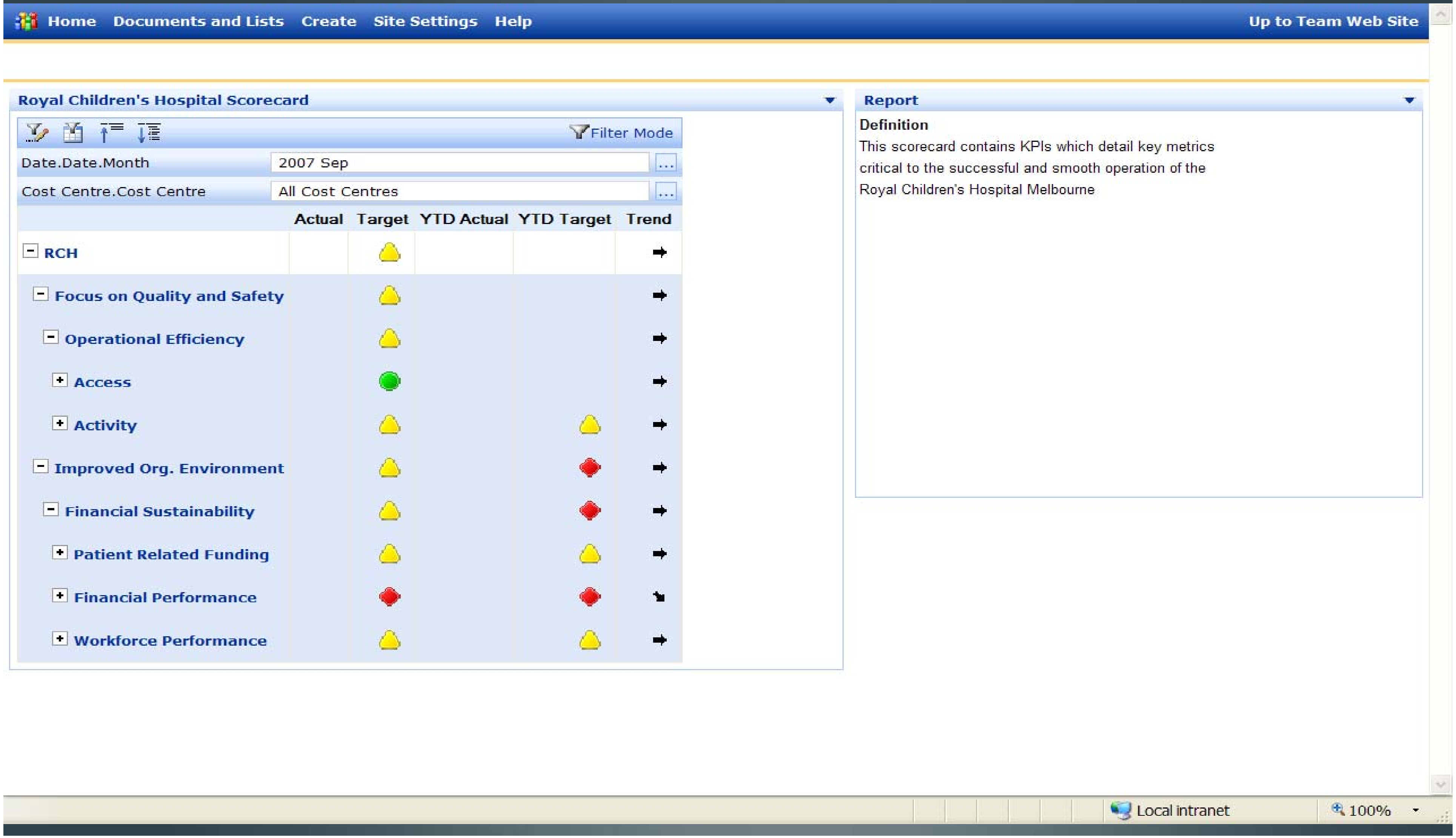
General Links
- RCH Home
- PDAP

Add new link

ROYAL CHILDREN'S HOSPITAL

http://rch-win-sv-32/Compass/Scorecards/RCH.aspx

Screen Shots


Home
Documents and Lists
Create
Site Settings
Help
Up to Team Web Site
Filter Mode
Local intranet
100%

Royal Children's Hospital Scorecard

Date.Date.Month: 2007 Sep

Cost Centre.Cost Centre: All Cost Centres

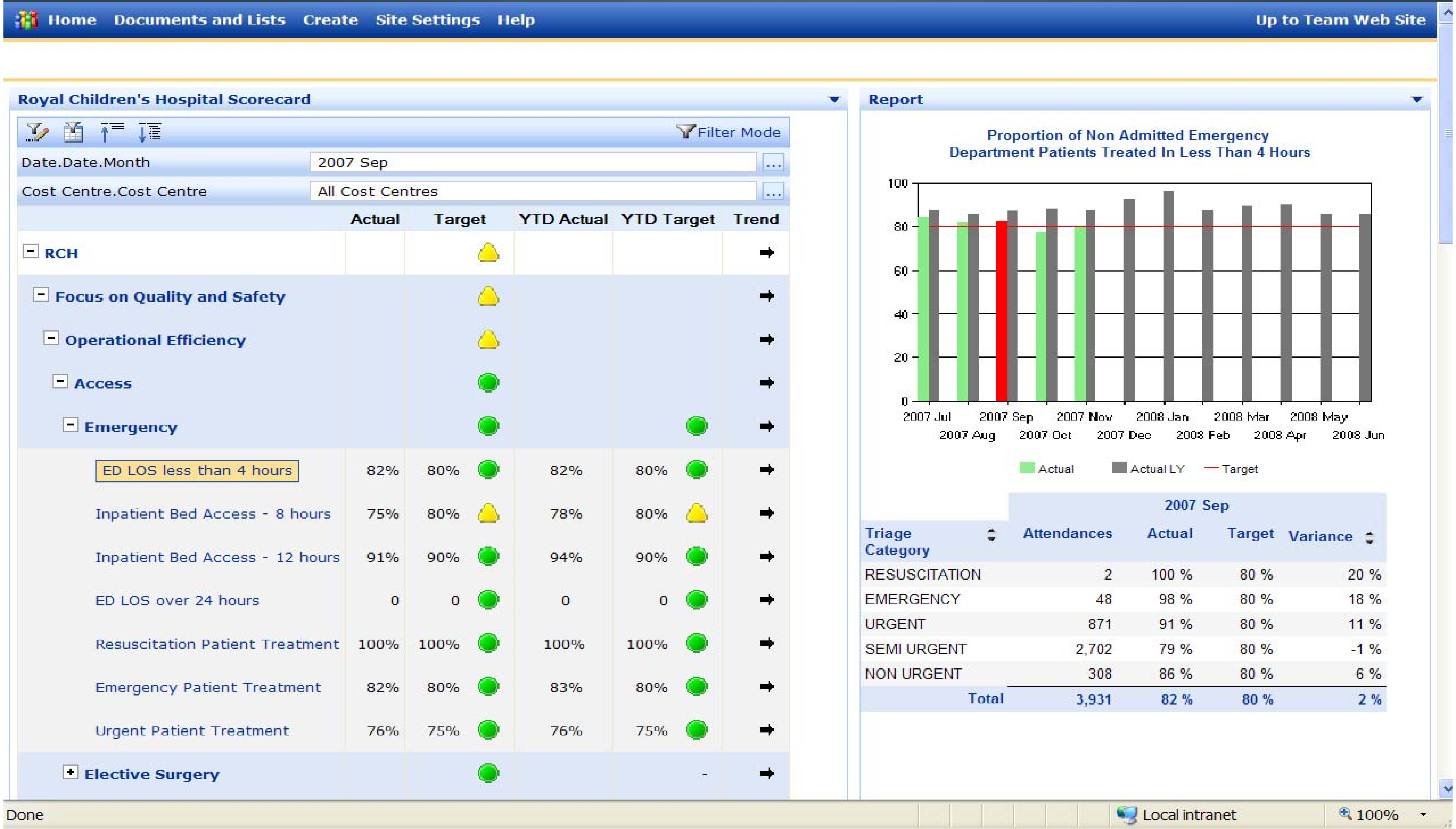
	Actual	Target	YTD Actual	YTD Target	Trend
⊟ RCH		▲			→
⊟ Focus on Quality and Safety		▲			→
⊟ Operational Efficiency		▲			→
⊞ Access		●			→
⊞ Activity		▲		▲	→
⊟ Improved Org. Environment		▲		◆	→
⊟ Financial Sustainability		▲		◆	→
⊞ Patient Related Funding		▲		▲	→
⊞ Financial Performance		◆		◆	↘
⊞ Workforce Performance		▲		▲	→

Report

Definition

This scorecard contains KPIs which detail key metrics critical to the successful and smooth operation of the Royal Children's Hospital Melbourne

Screen Shots


Home
Documents and Lists
Create
Site Settings
Help
Up to Team Web Site
Filter Mode
Done
Local intranet
100%

Royal Children's Hospital Scorecard

Date.Date.Month: 2007 Sep

Cost Centre.Cost Centre: All Cost Centres

	Actual	Target	YTD Actual	YTD Target	Trend
RCH		▲			→
Focus on Quality and Safety		▲			→
Operational Efficiency		▲			→
Access		●			→
Emergency		●		●	→
ED LOS less than 4 hours	82%	80% ●	82%	80% ●	→
Inpatient Bed Access - 8 hours	75%	80% ▲	78%	80% ▲	→
Inpatient Bed Access - 12 hours	91%	90% ●	94%	90% ●	→
ED LOS over 24 hours	0	0 ●	0	0 ●	→
Resuscitation Patient Treatment	100%	100% ●	100%	100% ●	→
Emergency Patient Treatment	82%	80% ●	83%	80% ●	→
Urgent Patient Treatment	76%	75% ●	76%	75% ●	→
Elective Surgery		●		-	→

Report

Proportion of Non Admitted Emergency Department Patients Treated In Less Than 4 Hours

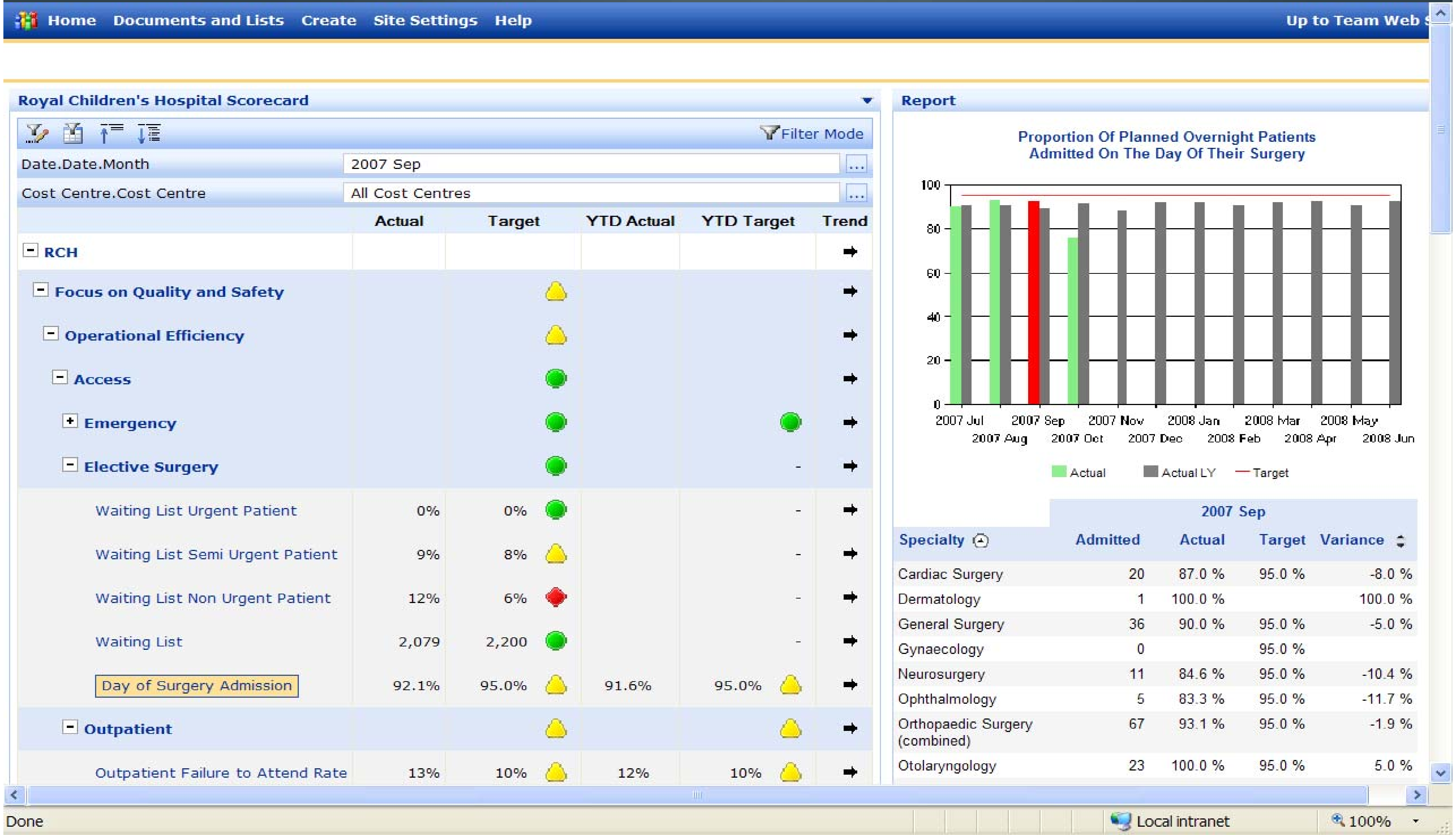
100
80
60
40
20
0
2007 Jul
2007 Aug
2007 Sep
2007 Oct
2007 Nov
2007 Dec
2008 Jan
2008 Feb
2008 Mar
2008 Apr
2008 May
2008 Jun
Actual
Actual LY
Target

	2007 Sep			
Triage Category	Attendances	Actual	Target	Variance
RESUSCITATION	2	100 %	80 %	20 %
EMERGENCY	48	98 %	80 %	18 %
URGENT	871	91 %	80 %	11 %
SEMI URGENT	2,702	79 %	80 %	-1 %
NON URGENT	308	86 %	80 %	6 %
Total	3,931	82 %	80 %	2 %

ROYAL CHILDREN'S HOSPITAL

Microsoft

Screen Shots


Home
Documents and Lists
Create
Site Settings
Help
Up to Team Web S
Filter Mode
Done
Local intranet
100%

Royal Children's Hospital Scorecard

Date.Date.Month: 2007 Sep

Cost Centre.Cost Centre: All Cost Centres

	Actual	Target		YTD Actual	YTD Target		Trend
⊟ RCH							→
⊟ Focus on Quality and Safety			▲				→
⊟ Operational Efficiency			▲				→
⊟ Access			●				→
⊞ Emergency			●			●	→
⊟ Elective Surgery			●			-	→
Waiting List Urgent Patient	0%	0%	●			-	→
Waiting List Semi Urgent Patient	9%	8%	▲			-	→
Waiting List Non Urgent Patient	12%	6%	◆			-	→
Waiting List	2,079	2,200	●			-	→
Day of Surgery Admission	92.1%	95.0%	▲	91.6%	95.0%	▲	→
⊟ Outpatient			▲			▲	→
Outpatient Failure to Attend Rate	13%	10%	▲	12%	10%	▲	→

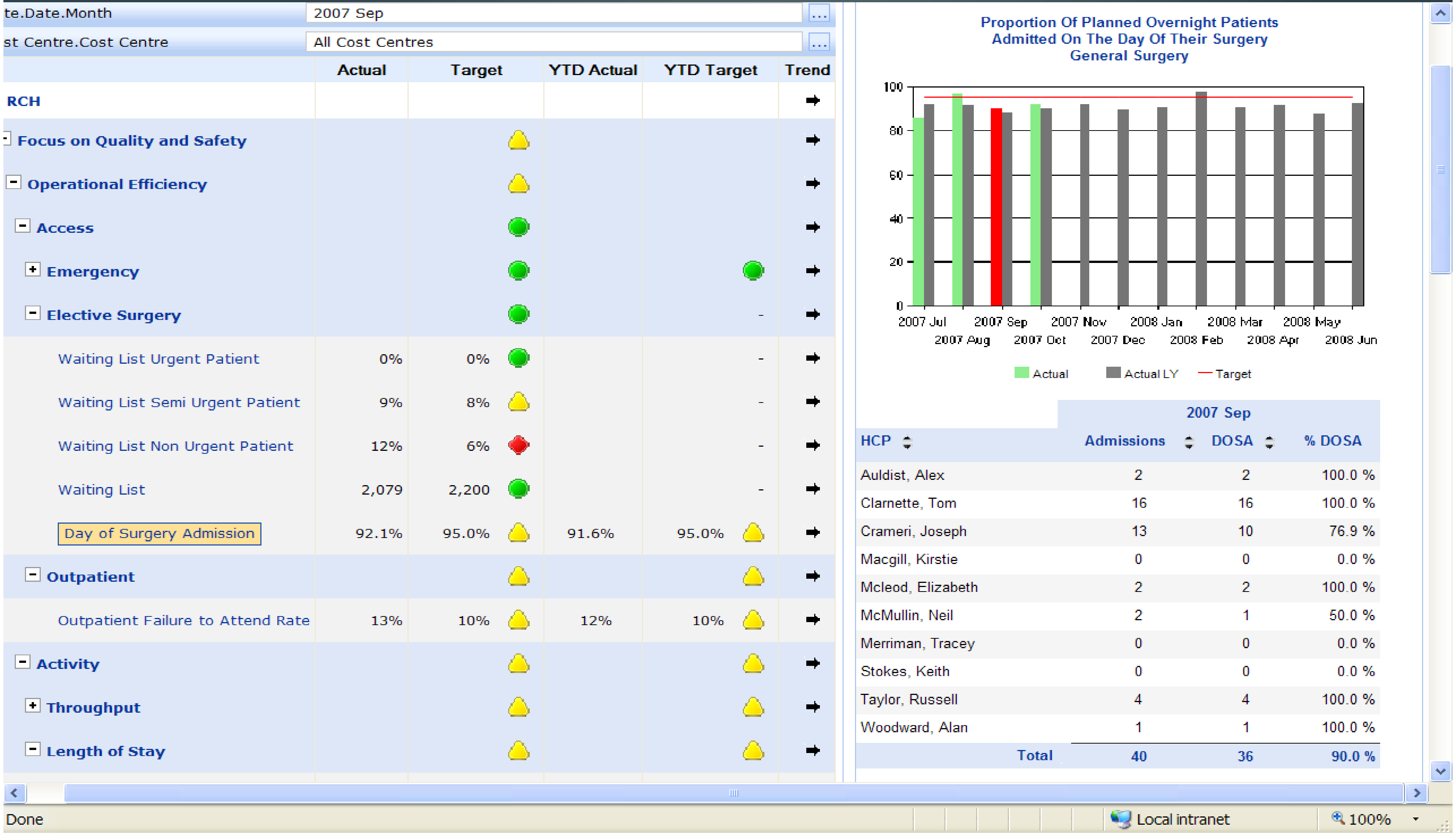
Report

Proportion Of Planned Overnight Patients Admitted On The Day Of Their Surgery

100
80
60
40
20
0
2007 Jul
2007 Aug
2007 Sep
2007 Oct
2007 Nov
2007 Dec
2008 Jan
2008 Feb
2008 Mar
2008 Apr
2008 May
2008 Jun
Actual
Actual LY
Target

	2007 Sep			
Specialty	Admitted	Actual	Target	Variance
Cardiac Surgery	20	87.0 %	95.0 %	-8.0 %
Dermatology	1	100.0 %		100.0 %
General Surgery	36	90.0 %	95.0 %	-5.0 %
Gynaecology	0		95.0 %	
Neurosurgery	11	84.6 %	95.0 %	-10.4 %
Ophthalmology	5	83.3 %	95.0 %	-11.7 %
Orthopaedic Surgery (combined)	67	93.1 %	95.0 %	-1.9 %
Otolaryngology	23	100.0 %	95.0 %	5.0 %

Screen Shots


Proportion Of Planned Overnight Patients
Admitted On The Day Of Their Surgery
General Surgery
100
80
60
40
20
0
2007 Jul
2007 Aug
2007 Sep
2007 Oct
2007 Nov
2007 Dec
2008 Jan
2008 Feb
2008 Mar
2008 Apr
2008 May
2008 Jun
Actual
Actual LY
Target
Done
Local intranet
100%

te.Date.Month: 2007 Sep

st Centre.Cost Centre: All Cost Centres

	Actual	Target		YTD Actual	YTD Target		Trend
RCH							→
Focus on Quality and Safety			▲				→
Operational Efficiency			▲				→
Access			●				→
Emergency			●			●	→
Elective Surgery			●			-	→
Waiting List Urgent Patient	0%	0%	●			-	→
Waiting List Semi Urgent Patient	9%	8%	▲			-	→
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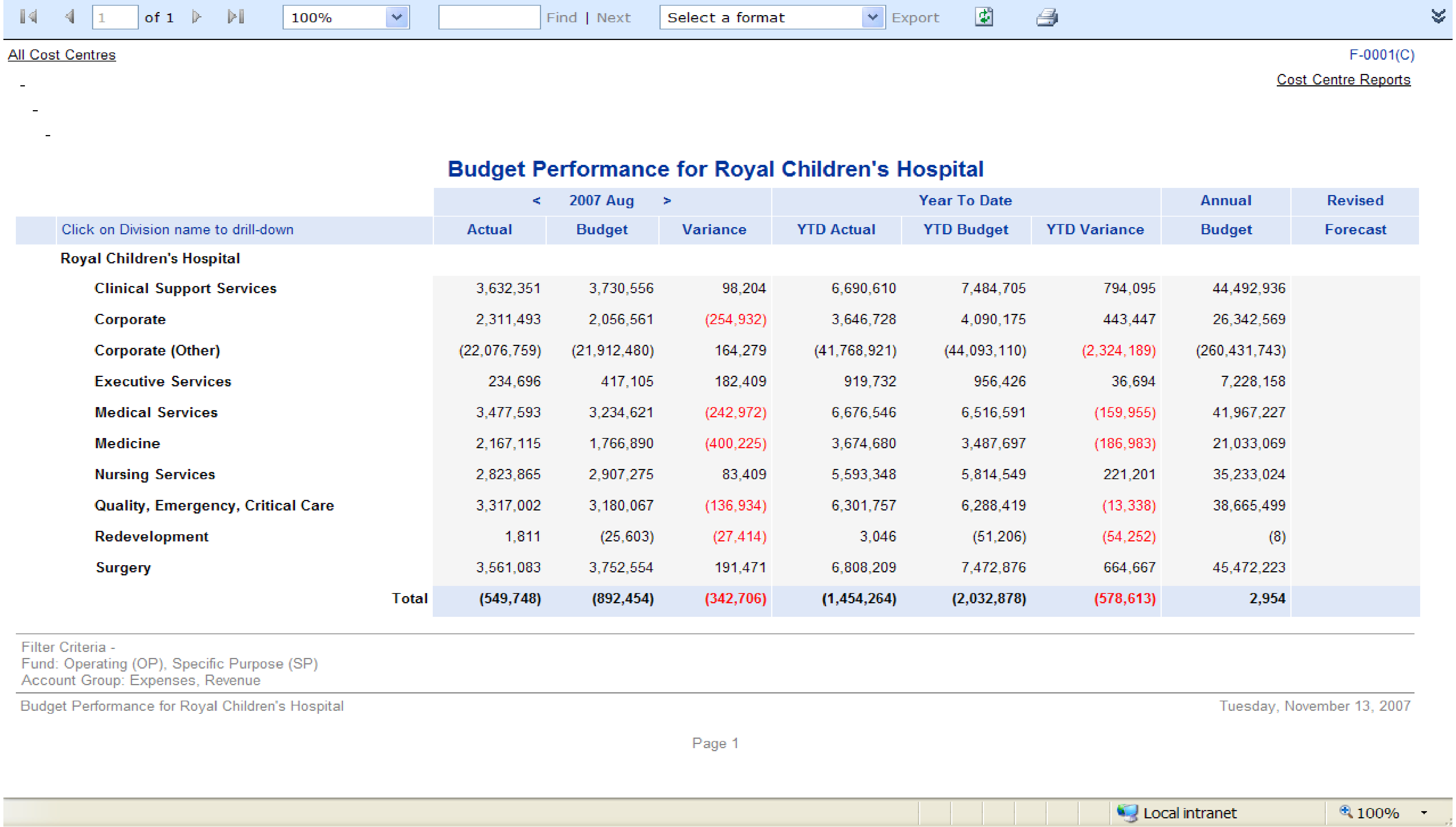
Waiting List	2,079	2,200	●			-	→
Day of Surgery Admission	92.1%	95.0%	▲	91.6%	95.0%	▲	→
Outpatient			▲			▲	→
Outpatient Failure to Attend Rate	13%	10%	▲	12%	10%	▲	→
Activity			▲			▲	→
Throughput			▲			▲	→
Length of Stay			▲			▲	→

	2007 Sep		
HCP	Admissions	DOSA	% DOSA
Auldist, Alex	2	2	100.0 %
Clarnette, Tom	16	16	100.0 %
Crameri, Joseph	13	10	76.9 %
Macgill, Kirstie	0	0	0.0 %
Mcleod, Elizabeth	2	2	100.0 %
McMullin, Neil	2	1	50.0 %
Merriman, Tracey	0	0	0.0 %
Stokes, Keith	0	0	0.0 %
Taylor, Russell	4	4	100.0 %
Woodward, Alan	1	1	100.0 %
Total	**40**	**36**	**90.0 %**

Screen Shots



All Cost Centres

F-0001(C)

Cost Centre Reports

Budget Performance for Royal Children's Hospital

	< 2007 Aug >			Year To Date			Annual	Revised
Click on Division name to drill-down	Actual	Budget	Variance	YTD Actual	YTD Budget	YTD Variance	Budget	Forecast
Royal Children's Hospital								
Clinical Support Services	3,632,351	3,730,556	98,204	6,690,610	7,484,705	794,095	44,492,936	
Corporate	2,311,493	2,056,561	(254,932)	3,646,728	4,090,175	443,447	26,342,569	
Corporate (Other)	(22,076,759)	(21,912,480)	164,279	(41,768,921)	(44,093,110)	(2,324,189)	(260,431,743)	
Executive Services	234,696	417,105	182,409	919,732	956,426	36,694	7,228,158	
Medical Services	3,477,593	3,234,621	(242,972)	6,676,546	6,516,591	(159,955)	41,967,227	
Medicine	2,167,115	1,766,890	(400,225)	3,674,680	3,487,697	(186,983)	21,033,069	
Nursing Services	2,823,865	2,907,275	83,409	5,593,348	5,814,549	221,201	35,233,024	
Quality, Emergency, Critical Care	3,317,002	3,180,067	(136,934)	6,301,757	6,288,419	(13,338)	38,665,499	
Redevelopment	1,811	(25,603)	(27,414)	3,046	(51,206)	(54,252)	(8)	
Surgery	3,561,083	3,752,554	191,471	6,808,209	7,472,876	664,667	45,472,223	
Total	**(549,748)**	**(892,454)**	**(342,706)**	**(1,454,264)**	**(2,032,878)**	**(578,613)**	**2,954**	

Filter Criteria -
Fund: Operating (OP), Specific Purpose (SP)
Account Group: Expenses, Revenue

Budget Performance for Royal Children's Hospital

Tuesday, November 13, 2007

Page 1

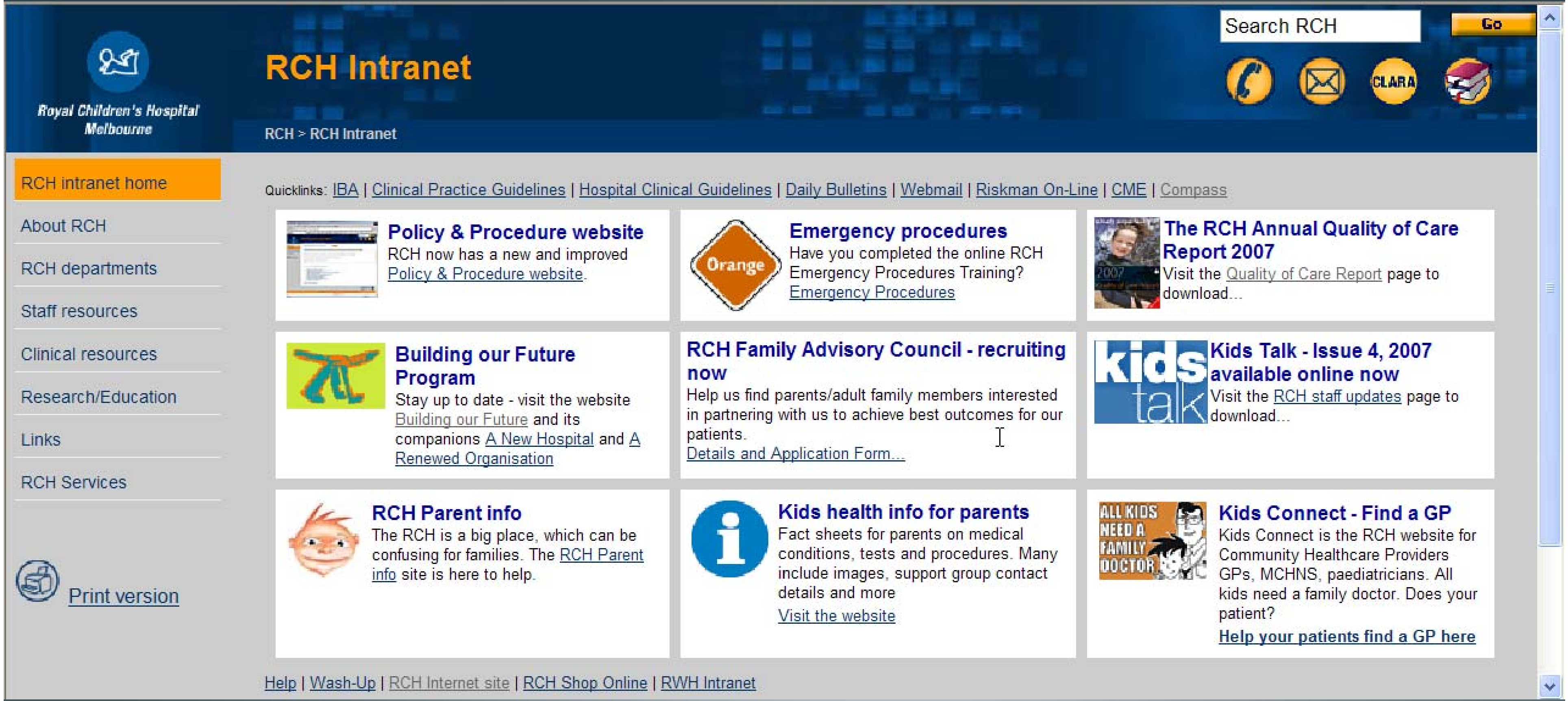
ROYAL
CHILDREN'S
HOSPITAL

Microsoft

System Demonstration

ROYAL CHILDREN'S HOSPITAL

Microsoft



Search RCH Go

Royal Children's Hospital Melbourne

RCH Intranet

RCH > RCH Intranet

- RCH intranet home
- About RCH
- RCH departments
- Staff resources
- Clinical resources
- Research/Education
- Links
- RCH Services

Print version

Quicklinks: IBA | Clinical Practice Guidelines | Hospital Clinical Guidelines | Daily Bulletins | Webmail | Riskman On-Line | CME | Compass

Policy & Procedure website
RCH now has a new and improved Policy & Procedure website.

Emergency procedures
Have you completed the online RCH Emergency Procedures Training? Emergency Procedures

The RCH Annual Quality of Care Report 2007
Visit the Quality of Care Report page to download...

Building our Future Program
Stay up to date - visit the website Building our Future and its companions A New Hospital and A Renewed Organisation

RCH Family Advisory Council - recruiting now
Help us find parents/adult family members interested in partnering with us to achieve best outcomes for our patients.
Details and Application Form...

Kids Talk - Issue 4, 2007 available online now
Visit the RCH staff updates page to download...

RCH Parent info
The RCH is a big place, very can be confusing for families. The RCH Parent info site is here to help.

Kids health info for parents
Fact sheets for parents on medical conditions, tests and procedures. Many include images, support group contact details and more
Visit the website

Kids Connect - Find a GP
Kids Connect is the RCH website for Community Healthcare Providers GPs, MCHNS, paediatricians. All kids need a family doctor. Does your patient?
Help your patients find a GP here

Help | Wash-Up | RCH Internet site | RCH Shop Online | RWH Intranet

Impacts and Benefits

- High user acceptance
  - – Familiarity with Windows, MS Office, Active Directory
- Data integration
  - – 8 systems currently populate warehouse
- Reporting
  - – Significantly enhanced functionality and currency
- Analysis
  - – KPIs linked to supporting reports and underlying data

Impacts and Benefits

- Scorecard
  - Every department represented in scorecard
  - Performance issues easily identified and tracked
- Management
  - Consistent information
  - Focused management attention on what is important
  - Complete transparency in performance results
  - Significant improvement in regulatory reporting

Looking ahead

- Departmental scorecards
  - 90 departments
  - Additional KPIs and reports
- Expansion of data warehouse
  - Risk management
  - Infection Control
  - Intensive Care
- Integration with business planning and budgeting process
- Data mining
- Notification services

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