Service Catalog

The Data Analytics Center of Excellence (CoE) primary focus is assist agencies in delivering analytical solutions for better data-driven decision making and measuring customer experience for the public sector. The team helps partners modernize and make more effective and efficient use of their data management, analysis, and reporting capabilities to better achieve their mission and improve operational effectiveness.

To be successful, the Data Analytics CoE services employs an approach that simultaneously identify incremental improvements to the present state while envisioning a desired future state that will achieve greater advancements in program outcomes. The team's methodology is based upon an open-source framework for mature information management that addresses a range of core competencies, including business process re-engineering, business intelligence, enterprise data collection and management, data governance, and data visualization and reporting.

DATA-DRIVEN CULTURE & GOVERNANCE
Assess governance, tools, and processes maturity. Establish metrics to measure true program value. Analytics maturity assessment and roadmap to a data-driven organization.

DATA INTEGRATION
Catalog data sources and elements. Clean and model data. Extract, transform, load (ETL) development and automation. Implement big data and data lake solutions.

DATA SCIENCE
Exploratory data analysis, customer sentiment analysis, fraud analytics, and geospatial analytics. Statistical and predictive modeling. Data driven decision-support.

DATA VISUALIZATION & STORYTELLING
Align data and analytics to strategic initiatives. Communicate complex ideas with clarity, precision and efficiency. Convey context and translating insights to decisions via online, interactive dashboards and applications. Deliver dashboard and visualization solutions (e.g. Tableau, Qlik, PowerBI).

THE FIVE COEs

Cloud Adoption | Contact Center | Customer Experience | Data Analytics | Infrastructure Optimization

The success of the **IT Centers of Excellence** depends on our ability to identify and harness best practices within and outside of government. If you are interested in learning more about the Centers of Excellence or discussing tools or solutions, please reach out to us at connectcoe@gsa.gov. Or visit us at coe.gsa.gov.