

Data Integrity & Documentation

Office of Strategic Coordination - Common Fund

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DUKE BEST
City Colleges of Chicago
Web Development + Product Management

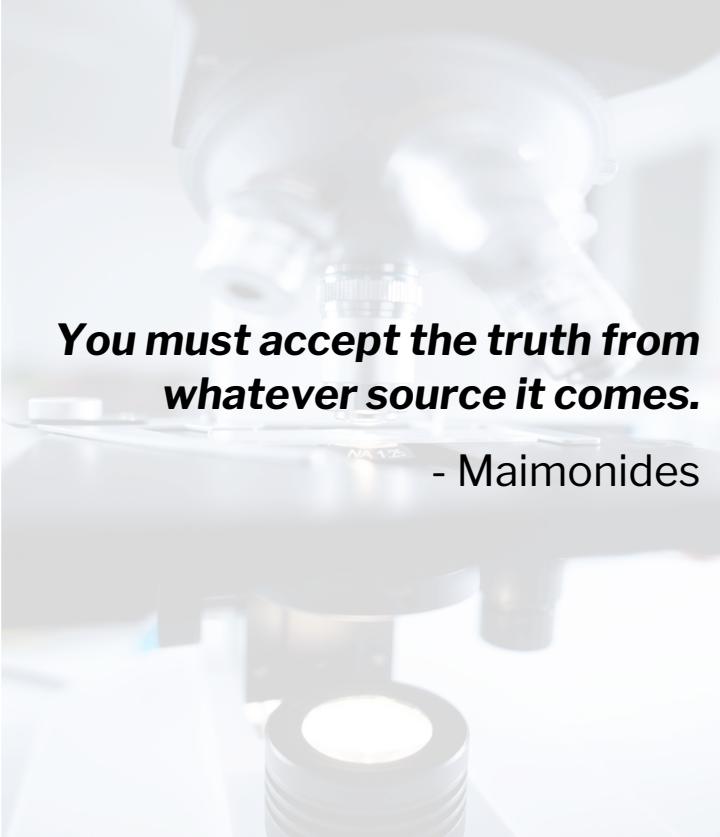
GREAT, YOU'RE HERE! NOW...

- The OSC Common Fund coordinates ‘moonshot’ investments across the NIH’s 26 Institutes and Centers involving hundreds of cross-team collaborators and millions of dollars.
- *‘... we have various data outputs that are producing different content which requires manual reconciliations. One, why is this happening and two, how can we ensure that each output is producing both accurate and consistent information?’* - G. Bramhall



FINDING THE SOURCE OF TRUTH

- Investigate outputs and data sources
- Interview process participants
- Perform root cause analysis
- Solutions: cost vs benefit
- Recommendations

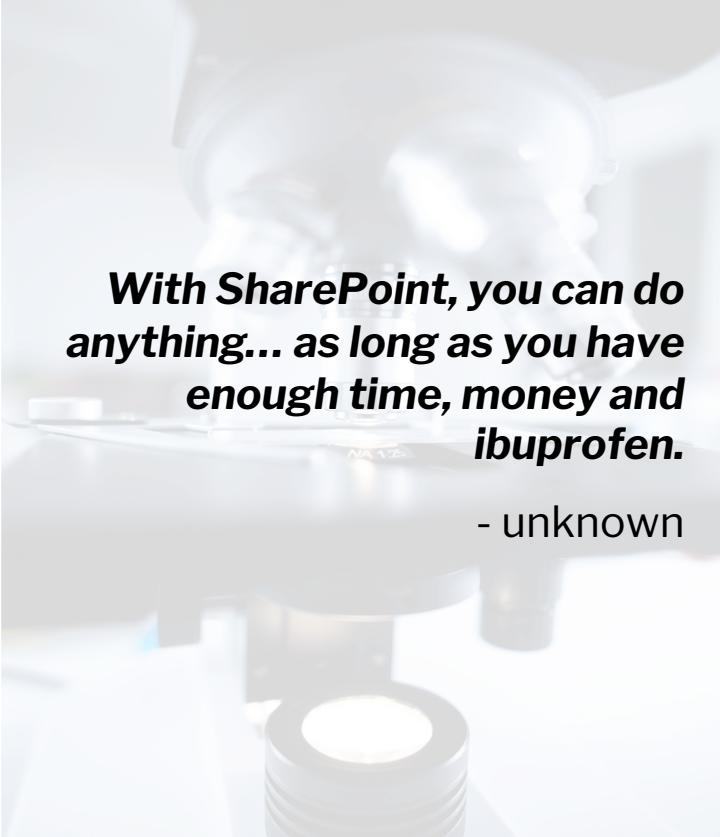


You must accept the truth from whatever source it comes.

- Maimonides

INVESTIGATE OUTPUTS & DATA SOURCES

- Outputs managed by different staff
- Outputs utilize different source files
- The different source files contain similar data
- Files require manual updates by each output owner
- Can one source file update all outputs?

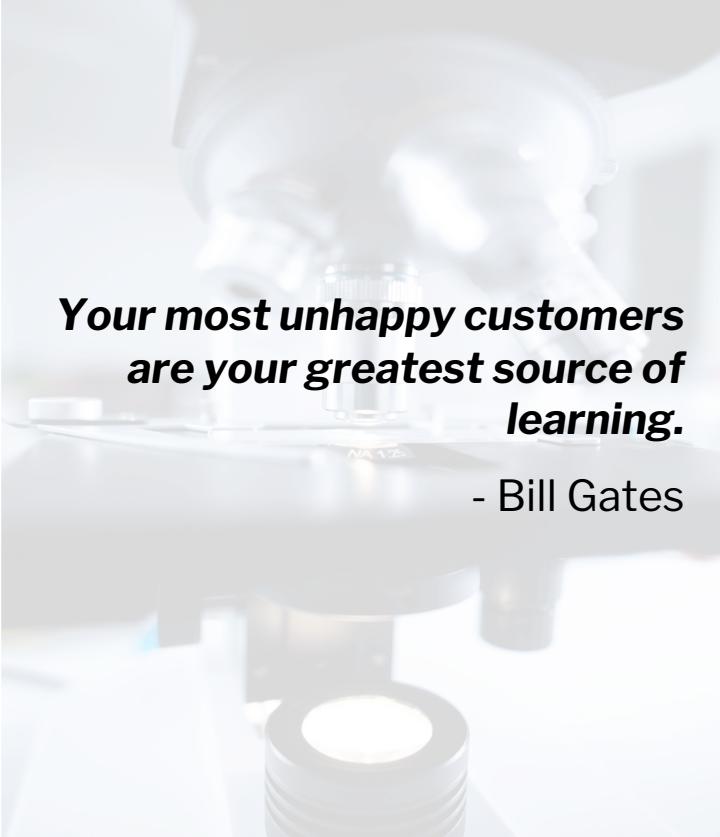


With SharePoint, you can do anything... as long as you have enough time, money and ibuprofen.

- unknown

INTERVIEW PROCESS PARTICIPANTS

- *Gemba (a Japanese term) is an opportunity for observation, not action.*
- Discussions with department heads and an external SharePoint contractor provided context for current state procedures, processes and execution timing.
- How can we synchronize the information update process across multiple data owners using different data files?

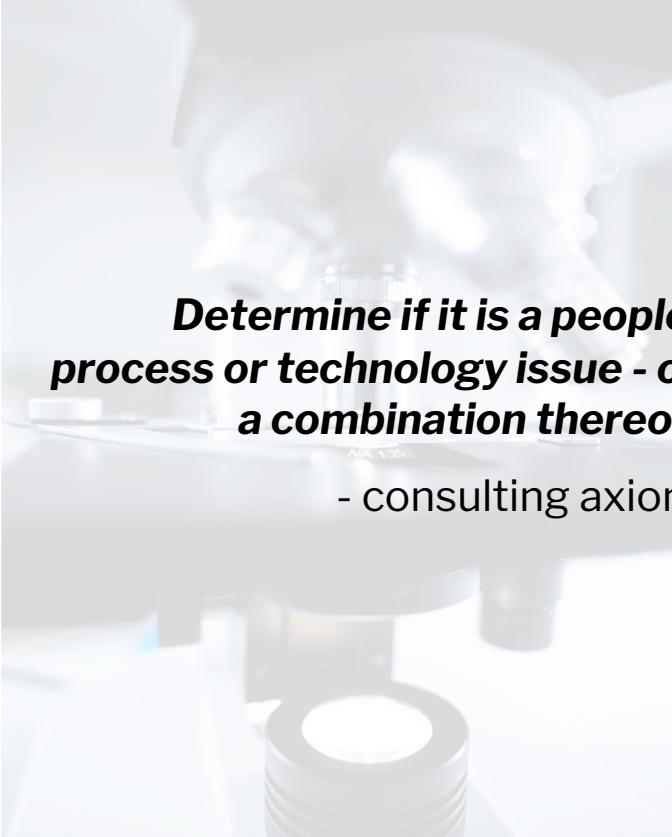


***Your most unhappy customers
are your greatest source of
learning.***

- Bill Gates

PERFORM ROOT CAUSE ANALYSIS

- Rapid OSC headcount growth over the previous 18 months
- New org structure with new managers
- Remote workforce preventing informal hallway communications
- New SharePoint content managers continuing to get up to speed
- Ergo, it is neither a people nor a technology issue, it is the process.

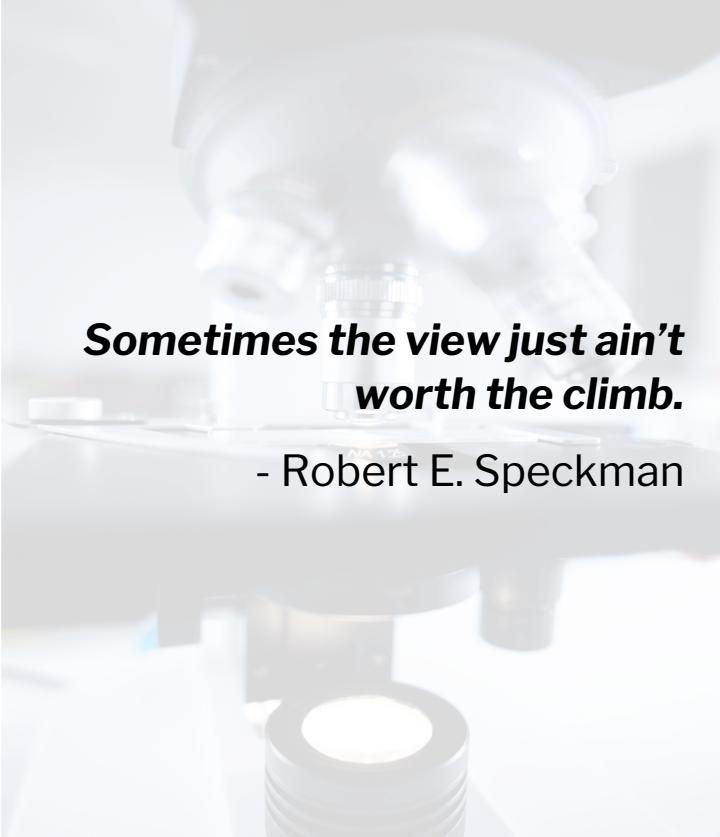


Determine if it is a people, process or technology issue - or a combination thereof.

- consulting axiom

SOLUTIONS: COST vs BENEFIT

- Technically, you could invest the time and money to create a fully integrated software solution; one data file to rule them all. However...
- Costs > Benefits: insufficient technical resources, a backlog of existing - higher priority - projects, the current system is sunsetting and a solution would be potentially moot < 24 months.
- What can be done, that is sustainable in perpetuity, with available resources?

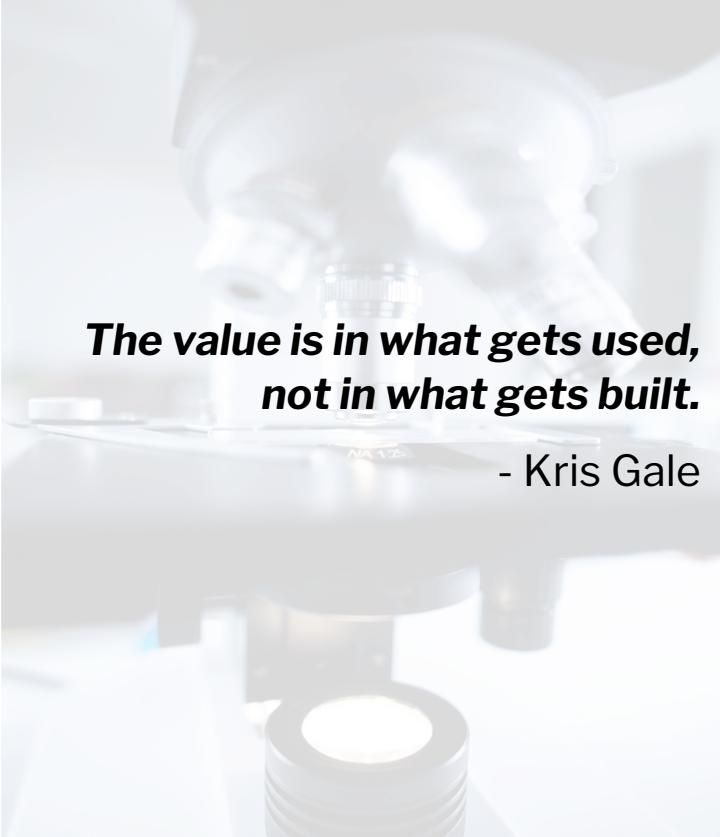


Sometimes the view just ain't worth the climb.

- Robert E. Speckman

RECOMMENDATIONS

- SharePoint content management owners to have training session with consultants to address specific data update procedure: time < 30 minutes
- Consultants to add export option to specific data table: time < 1 week
- Outlook email template and distribution list to notify all stakeholders of requisite data changes to be made: time < 1 week



***The value is in what gets used,
not in what gets built.***

- Kris Gale

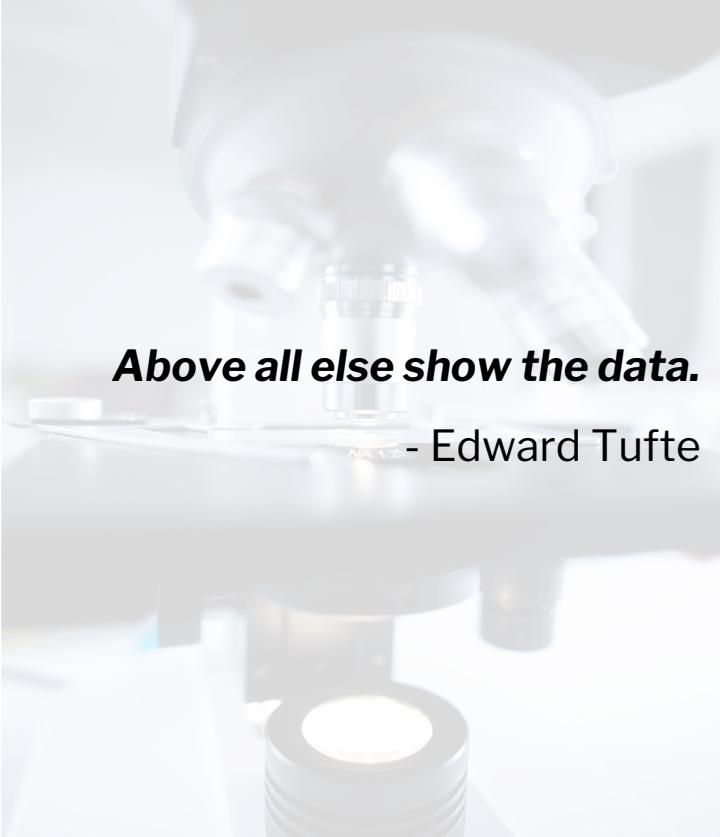
GREAT, YOU'RE DONE! NOW...

- Common Fund investments span 10 years and we field a lot of inquiries from congress, comms, the media, etc. about aspects of our various programs.
- *'... we're launching a new dashboard to answer frequently asked questions from stakeholders regarding 'what / when / how much ____.' We need user training materials and sample use case scenarios so the staff can effectively utilize the new tool.'* - G. Bramhall



DOCUMENTING THE NEW DASHBOARD

- User documentation for navigating interfaces, setting / removing query filters, and exporting results
- Use case examples for sourcing and processing common internal and external information requests regarding the Common Fund's historical performance to date as well as for each of the individual programs.



Above all else show the data.

- Edward Tufte

THANK YOU OSC TEAM

