

# **Business Intelligence Concepts, Tools and Applications**

## **BI Summative Project: BPM for Blazin' Burger Fast Food Restaurant Exercise**

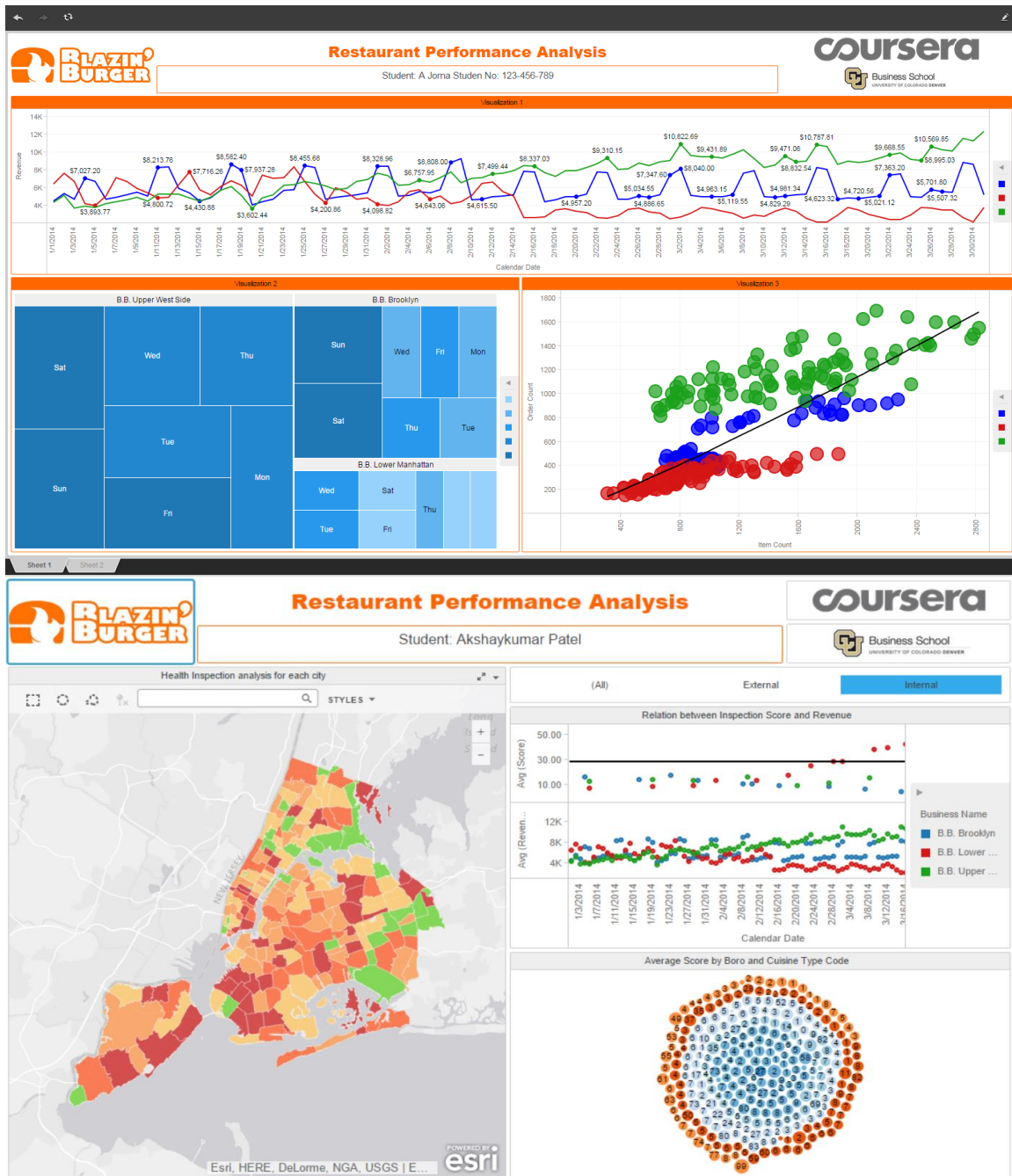


# Introduction

Over the last year, the three New York locations of fast-food restaurant Blazin' Burger have produced mixed financial results. You, the regional manager, have been tasked with analyzing the performance data from each location, gathering additional external data, and identifying the causes of these results.

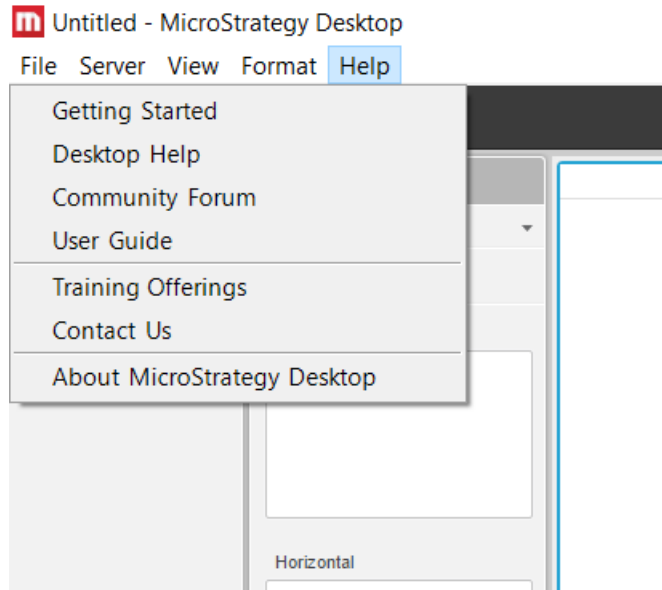
Your first assignment is to create a presentation-ready dashboard to monitor the Key Performance Indicators (KPIs) for all three restaurant locations. To achieve this, you have been given access to the latest Sales and Marketing data for those locations.

The final result of your Analysis should look like this (Two pages)



## Before Getting Started

For a quick reference or additional help, you can click on help in the menu bar to troubleshoot, access video references or the user guide.

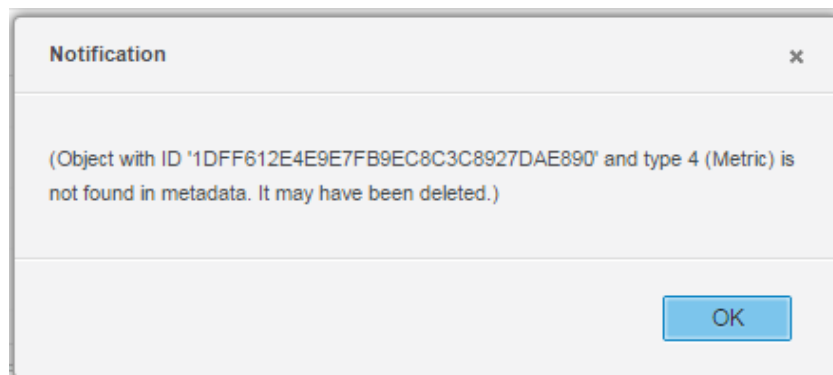


It is recommended to have a copy of the **User Guide** close by for a quick refresher of steps when needed.

Also review the video recordings available under the **Getting Started > See Video Tutorials**

## Troubleshoot:

While doing your analysis, if you were to encounter a notification similar to the below, your only action is to close out of Desktop and restart your efforts from where you last saved your work. Throughout the document there are reminders to save your work progress, but please save frequently to ensure your rework will be limited.



## Getting Started

### Connect to Your Data

In order to find out what factors are driving the performance of the three restaurant locations you were tasked with analyzing, you will need to connect to the data.

The data sources you will use for this project are:

- Regional Store performance
- NYC\_Health\_Inspections

The data preparation for each is:

#### 1. Regional\_Store\_Performance

- Worksheet to bring in is **3Locations**
- Once the dataset is brought into your Visualization editor you will rename the dataset within the dashboard dataset panel to **Regional\_Store\_Performance**  
(Don't forget to complete this step later on)



If the Excel file has several sheets, the Select Worksheets screen allows you to import multiple sheets at once as part of the same dataset. Each sheet is imported as a separate table within the dataset and you can create joins between tables.

MicroStrategy automatically maps the columns as attributes (your business dimensions) and metrics (your performance indicators or KPIs) that will be available for analysis. This mapping is based on the column data types, and content.

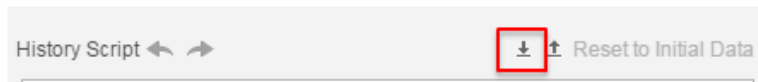
- Preparation of the data needs to be done on the columns are as follow:
  - **Camis – Location ID**  
Split the column on the separator (-) into two columns  
Call the first column **Camis** and the second column **Location ID**
  - **Country**  
Needs to be **Filled Down** to fill in the empty fields
  - **State**  
The “New York” entries in the **State** column are spelled differently, one with Init caps and the other all lowercase, they need to be edited to display the same value as **New York**.



To view a summary of the content of the column, click the drop down option by **State**, then select **Text Selector**



⇒ The Data Wrangling tool creates a script of all the actions you perform on the dataset. This script needs to be saved (exported) as **<Student Name>\_<Date>.txt** and included with your project submission at the end.



## 2. NYC\_Health\_Inspections

- Only **Score** is a Metric, all other columns should be listed as Attributes
- Ensure **Inspection Date** is of **Date** datatype



**TIP** Right mouse Click on columns provide option to change or verify data types

Once the datasets are imported you need to enrich and conform the data as follow:

- Create a **Day of Week** off of the **Calendar Date** in the **Dashboard Datasets** panel
- Ensure your **Revenue** metric is in **Currency Format** with 2 decimal positions
- Join (link) your two datasets as follow:
  - **Business Name** attribute and **Location Description** attribute
  - **Calendar Date** attribute to **Inspection Date** attribute
  - Create a new metric called **(Avg) Score** that provides the average health inspection score off of the **Score** metric by selecting **Aggregate By>Average**



**TIP** Right mouse Click on attributes within the dashboard dataset panels provide option to choose from



⇒ With the datasets added, take a moment to save the dashboard. When saving your dashboard, name it **<Student Name> - Restaurant Location Analysis**



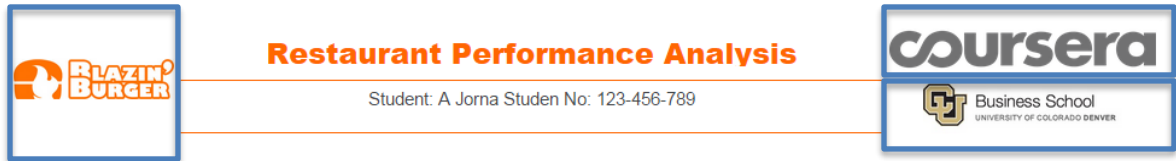
**TIP**

Data Blending allows you to combine data from multiple, diverse sources in a single dashboard and even visualization. This is particularly useful when you are trying to analyze data that is related but maintained separately and allows you to greatly expand your analysis.

## Visualize Insights

### Worksheet 1

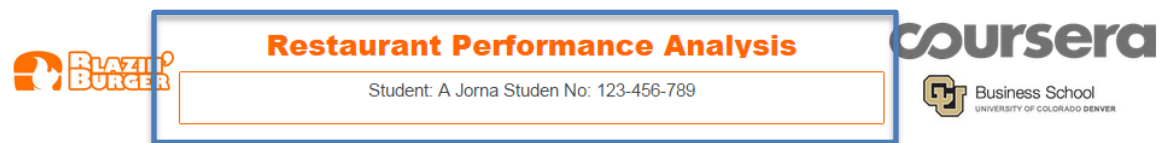
1. Three images (logo's) as part of the heading



The Image URL's for the images are as follow:

- Top left: Image in downloadable files with the name **BlazinBurger.png**
- Top Right - Coursera: <http://tinyurl.com/zxyu6we>
- Top Right - CU: <http://tinyurl.com/zoqzmz3m>

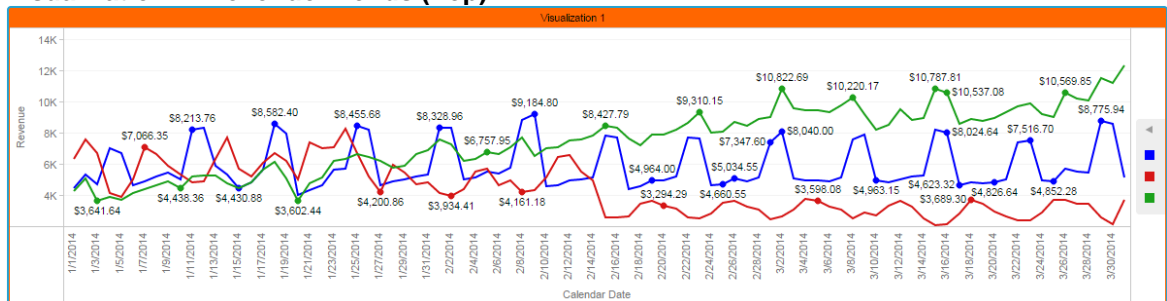
2. Two Text Boxes as part of the heading



The text boxes contain the heading of the dashboard in the top and student information in the bottom.

3. Three Visualizations

#### Visualization 1: Revenue Trends (Top)



Graph Type: Line Chart

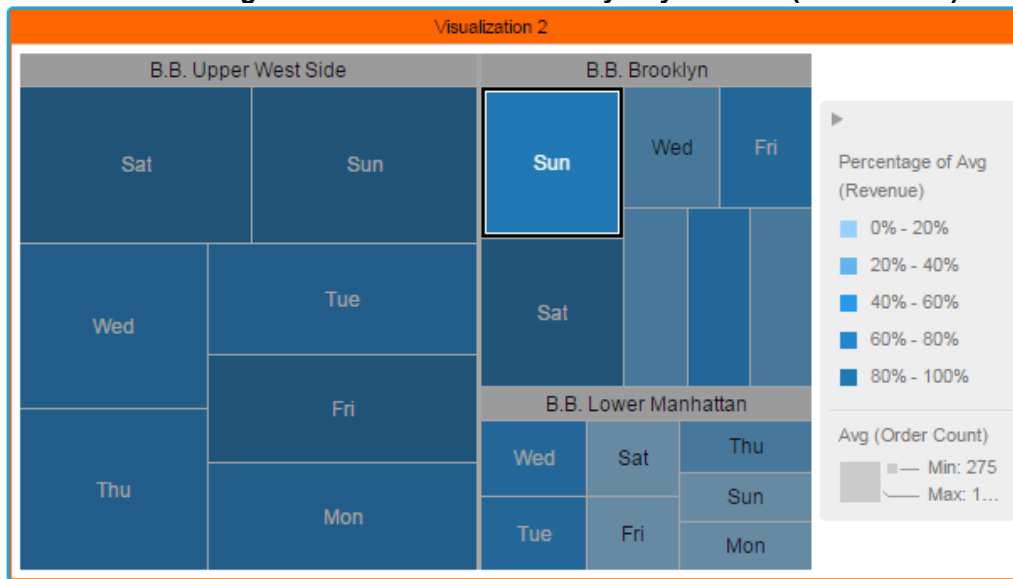
Y Axis: Revenue

X Axis: Calendar Date

Grouped By: Location Description

*You can now easily see in the line chart how revenue for all three locations was very similar until the middle of February. At this point, there was a big change—one greatly improved, one held steady, and the third significantly worsened. Now that you have identified the revenue trends, you need to create additional visualizations to find other insights.*

**Visualization 2: Avg Revenue vs Order Count By Day of Week (Bottom Left)**



Graph Type: Heatmap

Grouped By: Location Description and Calendar Date (Day of Week)

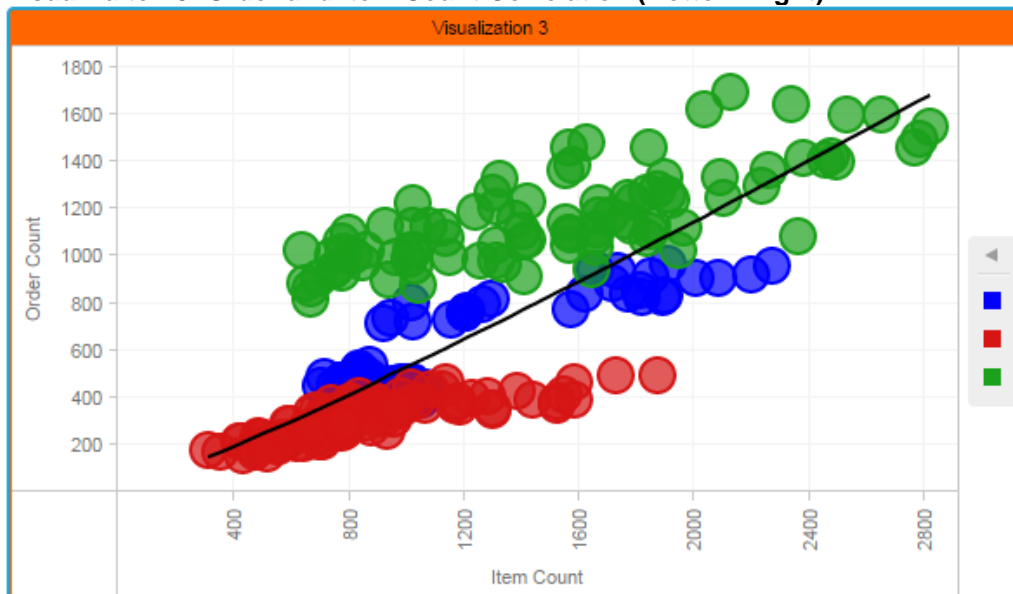
Metrics: Avg(Order Count) and Avg(Revenue)

Threshold color is set on Avg (Revenue)

*The new heat map you have created allows you to quickly compare average order counts and revenue across all three locations for specific days of the week. The color tells you the average revenue and the size of each box indicates the average order count for that day in a specific location.*

*Create a third visualization to further explore the Order Count and Item Count data.*

**Visualizaition 3: Order and Item Count Correlation (Bottom Right)**



Graph Type: Bubble Chart

X Axis: Item Count

Y Axis: Order Count  
Color Legend: Location Description  
Break By: Calendar Date

### **Polish (Finishing touches) Worksheet 1**

1. Provide descriptive names as titles to each visualization instead of the default titles generated
2. Apply **"Use as a Filter"** from the Heat map to control the Bubble chart
3. Enable the **Trend Line** on Order Count in the bubble chart
4. Provide **Only Values** on the line chart using **Data Labels**.
5. Apply your own preference on formatting of colors for box lines, text, and backgrounds.

⇒ Save you work progress to the same file name used as before.



## Worksheet 2

Now that you have analyzed the KPIs in the one dataset and identified which restaurant locations are performing the worst, we want to find the cause for these problems. In order to achieve this goal, we make use of the feature data blending from the additional dataset that was brought in. In this case, we will now compare the location data with the NYC Health Inspection data and see if there are any correlations.

1. Title with text boxes and images (logos) are the same as for worksheet 1, please follow steps 1 and 2 from when building out worksheet 1.



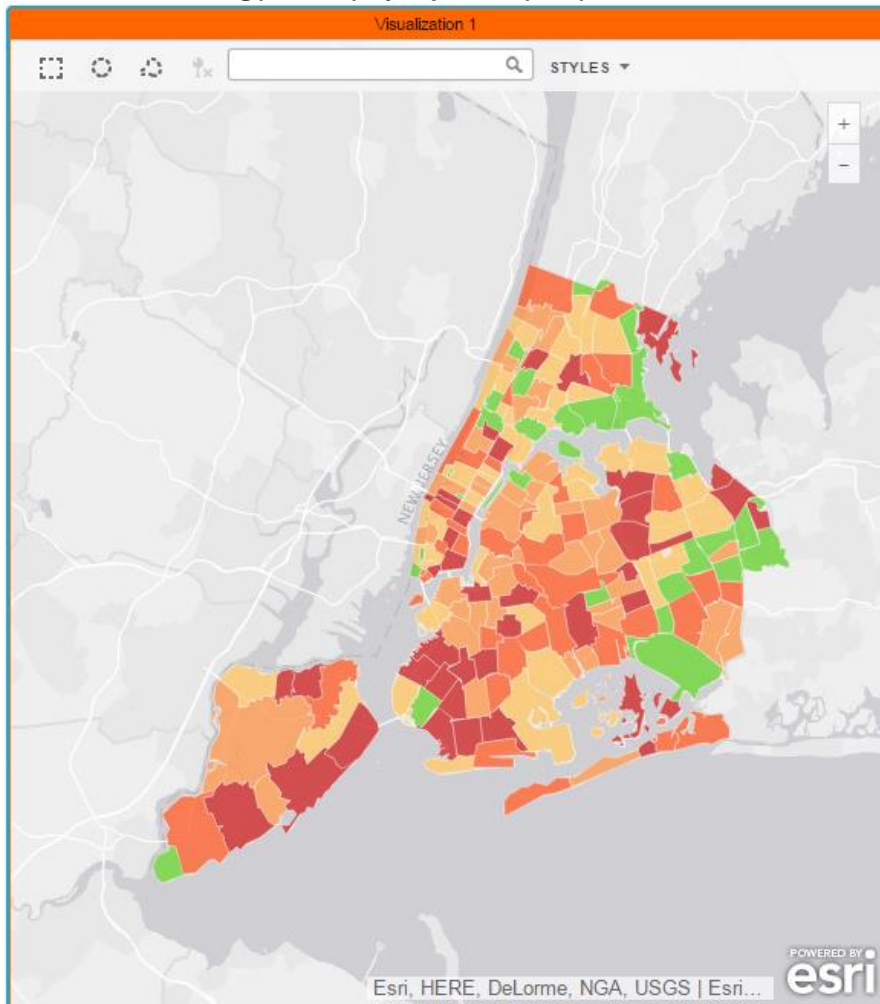
### Restaurant Performance Analysis

Student: A Jorna Studen No: 123-456-789



2. Three Visualizations

#### Visualization 1: Avg(Scores) by ZipCode (Left)



Geo attribute: Zipcode

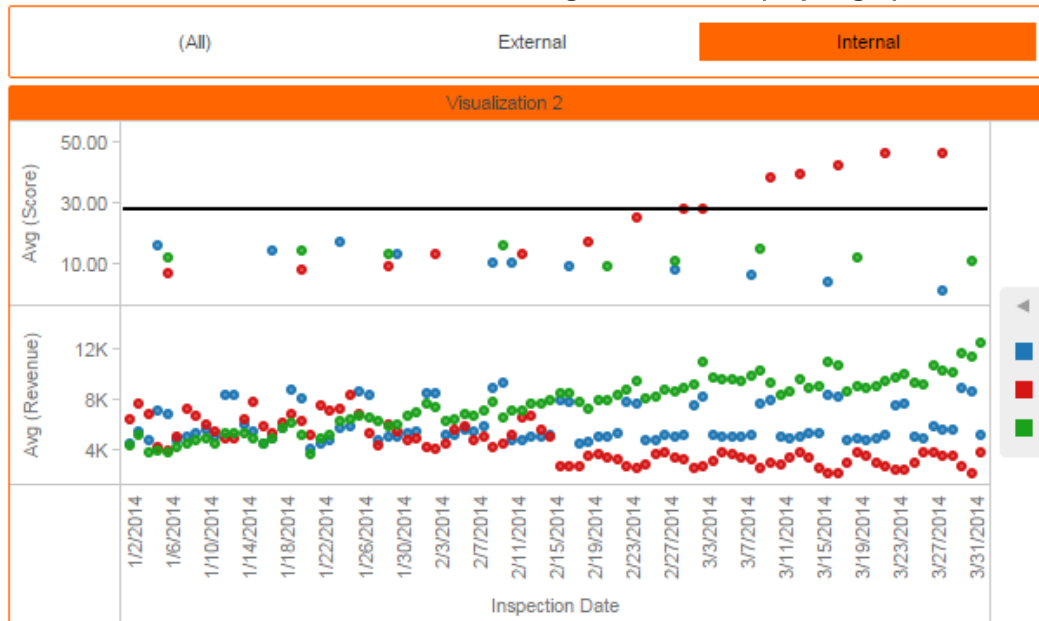
Threshold: Avg(Score) with **Color** option set to Red-Orange-Green

Map Properties:

- Map Style: Light Gray
- Map Type: Area
- Boundries: ZipCode
- Zoom: Keep Current zoom level

The map shows you the zip codes of New York colored by the average health inspection score of the restaurants in that area. The lower the score, the better the grade, so lower numbers are green and higher numbers are red. Now that you see general trends for the city, let's find out how health inspection results affected the revenue performance of each restaurant location

## Visualization 2: Revenue Performance vs Avg Health Score (Top Right)



Filter panel: Controls Visualization 2 (bubble graph)

Graph Type: Bubble chart

Attribute: **Internal/External** from NYC\_Health\_Inspection Dataset

Filter on: Internal

(Why? – Your Regional Location Dataset only contains 3 restaurants information)

X Axis (Horizontal): **Calendar Date** with display format of **Date**

Y Axis (Vertical): **Avg(Score)** and **Avg(Revenue)**

Legend (Color): Business Name

Reference line on Avg(Score) is set with option as **Constant** and value **28**

Any health inspection score above the reference line receives a C grade, the lowest possible result. In this bubble chart, you can compare the revenue performance and the health inspection scores over time for all three restaurant locations. It becomes clear that the health inspection score heavily impacts revenue performance for the restaurant location.

**TIP**

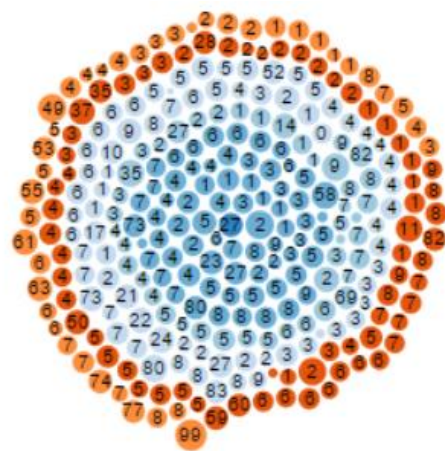
Data Blending allows you to combine data from multiple, diverse sources in a single dashboard and even visualization. This is particularly useful when you are trying to analyze data that is related but maintained separately and allows you to greatly expand your analysis.

Make sure your data between the two datasets are linked on:

1. **Business Name** attribute and **Location Description** attribute
2. **Calendar Date** attribute to **Inspection Date** attribute

*Finally add visualization that show Scores based on Cuisine Type and by Boro<sup>1</sup>. See if there are any specific Cuisines that fare good across multiple boro's*

**Visualization 3: (Avg)Scores by Boro (Bottom Right)**



Graph Type: D3 Bubble Chart  
Attributes: Boro and Cuisine Type Code  
Metric: Avg (Score)

**Polish (Finishing touches) Worksheet 2**

1. Provide descriptive names as titles to each visualization instead of the default titles
2. Apply **“Use as a Filter”** from the ESRI Map to control the D3 Bubble Chart
3. Add a Reference Line on Avg(Score) option of **Constant** set to **28** for Visualization 2.
4. Apply your own preference on formatting of colors for box lines, text, and backgrounds.

⇒ Save you work progress to the same file name used as before.

<sup>1</sup> Boro is short for borough. NYC has 5 boroughs, Queens, Bronx, Manhattan, Staten Island and Brooklyn.

*With step #2 completed above, select different areas on the map and see how the bubble updates and how specific cuisine codes do not have great scores in every boro.*

## Submission of Your Work

Once your Analysis is complete the following needs to be submitted for grading



1. Your Dashboard, This is the .mstr file you saved through the analysis process  
File Name: **<Student Name> - Restaurant Location Analysis.mstr**
2. Your Data Wrangling Script saved during the import process  
File Name: **<Student Name>\_<Date>.txt**
3. Your Project Summary **<Student Name>\_Project Summary.docx**