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ITWS-4600: Data Analytics  
31 August 2025

### **Assignment 1**

Read it and provide a short, written review/critique of the case study (is there a solid business case, what is the area of application, what approach/ methods, tools were taken/used, what were the results, actions, benefits?).

Case Study: [NJ Department of Community Affairs](#)

The case study shows the problem that government services are often inefficient and overall outdated. It talks about how the main issue is that the DCA and the NJBPU's process is "manual, paper-based, and fragmented", which overall leads to slow adjudication and delayed access to financial aid for New Jersey residents. In order to solve this, the solution or goal that they came up with was to create a "data mosaic" for a consolidated view of resident information. This is great as it shows how digital transformation is going to be beneficial for end-users where these outdated systems are directly harming them. This would also be a good direction to take it because it tackles the fragmentation problem at its root.

This would be done through improving the delivery of many assistance programs, including utility aid (USF, USFHEAD), weatherization (WAP), and lead-based hazard assistance (LRAP). By focusing on these specific programs, it would be a strategic strength because it would translate to a better quality of life for a vulnerable population.

To do this, the IBM consulting team used IBM Design Thinking and a technology stack centered on Microsoft Platform and Azure to build a unified portal. The use of IBM Design Thinking is also a good methodological choice because it would ensure the solution is user-centric rather than just a digitized version of the old and inefficient process. This approach resulted in a 60% reduction in application time for the residents as well as an 88% cut to adjudication timelines. These quantifiable results shows that the project was overall successful as there was a large improvement in efficiency and a better quality of life for families in need. The new system also provided a reusable framework for future programs and offers data insights that we couldn't make before. There are also many long-term benefits that can come from this change which shows the project was a foundational investment for a more agile government as well.