

Case Study

DEWRSB – Getting on top of unemployment with Forge Data Solutions and Brio

Reducing unemployment is always a high priority for a government in power. So, in May, 1998 the Job Network was created in Australia to find jobs for unemployed people. Since then, around 300 private, community and government organisations have been helping the Government do just that. According to the Minister for Employment Services, Mr Tony Abbott MP, the first contract of the Job Network performed at least 50 per cent better than the old CES at getting unemployed people into work, and consistently outperformed most Working Nation labour market programmes at getting jobs for the long-term unemployed.

The department responsible for administering the Job Network programme, Employment, Workplace Relations and Small Business (DEWRSB), aims to contribute to job creation in Australia through assisting small businesses to grow; promoting fair and flexible workplace relations; and placing people in employment efficiently and equitably.

Employment used to be part of the Department of Employment, Education, Training and Youth Affairs (DEETYA) which in 1997 chose Brio as its Business Intelligence delivery solution. On 21st October, 1998, following the last federal election, Employment was moved and DEWRSB was created.

In 1997, Roderick Ross, then Project Manager Data Warehouse for DEETYA (and now DEWRSB), was looking for a tool to assist the department to accumulate valuable information, provide trend and historical analysis and a front-end to their Corporate Management Information System (CMIS). He knew a Business Intelligence tool would provide what he was looking for, so he began with industry publications and reports to pre-evaluate a number of products and put together a mandatory list of product functionality required. Brio was chosen from four products selected to participate in a structured evaluation process involving on-site testing.

Ross says of their choice, "In the end, Brio was the best product for us. It was much easier to use than some of its competitors; it was inexpensive to get started and at the time we had a limited budget; we liked Brio's persistent cube because we required multi-dimensional analysis but didn't want the headaches of maintaining a multi-dimensional database; and Brio was the best fit with our existing infrastructure".

Brio is used for various tasks within DEWRSB, including monitoring the performance of the Job Network, managing the deployment of the Department's Australian Job Search touch screen fleet and monitoring the performance of Centrelink in its role of registering jobseekers and referring them to Job Network members.

Throughout the contract, Job Network members also receive performance reports which are accessible via the Internet. Analysts write the queries for these reports in Brio then pass them to the programmers who build the Active Server Pages (ASPs) for Job Network members to access. Ross is satisfied that through the use of Brio, the analysts are able to build business-focused queries for the technical gurus, when in the past it had been the other way around.



"We strongly believe that the combination of Forge Data Solutions' expertise together with the Brio product set enabled us to achieve the best possible result for our data warehousing project."

*Roderick Ross
Project Manager, Data Warehouse
Department of Employment,
Workplace Relations and
Small Business, DEWRSB*

**Forge Data Solutions delivers results. On time.
On budget.
Every time.**



Brio has become the primary ad hoc reporting tool for non-power users within DEWRSB and has greatly extended the accessibility of corporate data to the users. Where previously, only a few people had access to the data, now over 100 people access the data on a regular basis.

According to Ross, "Reporting via programmers just wasn't viable any more. Programmers previously had to do all the data analysis but now data analysts can use Brio and all the control is in their hands. They can produce reports quickly and easily without a specialist programmer so there is no need to go backwards and forwards with the developers and programmers to get it right. The department can react much faster and investigate situations more thoroughly as they occur".

With Brio, DEWRSB has been able to focus its resources more effectively. The Minister for Employment Services, Mr Tony Abbott MP, recently stated, "We owe it to the unemployed to ensure that they are receiving the best possible services. Because Job Network has now been operating for over 18 months, new business has been targeted to the more successful agencies. Competition ensures good value for taxpayers and high quality for jobseekers".

Forge Data Solutions, Brio's training and consulting partner, provided consulting and training services to DEWRSB from the start, and continue to do so. Initially, Forge focused its consulting efforts on the structure of the warehouse and data optimisation techniques, deployment strategies, query setup and user training. As the warehouse has matured, and as more sections adopt the tools, Forge continues to provide ongoing end-user training as well as tutorial-style advanced training for power users and consulting on special projects.

According to Ross, there are key factors involved in achieving the kind of success DEWRSB has. For a project of this kind, Ross says you need a "well structured database; a good understanding of your data; and excellent user training – all of which Forge has consulted on and provided for us".

Will Rooke from Forge added, "The success of the DEWRSB roll-out and deployment is due to many factors. One of the principal factors, in my opinion, was the tremendous commitment shown by the DEWRSB people involved. The well-planned CMIS project was characterised by a 'can do' atmosphere and a spirit of cooperation between IT and business users. As well, the CMIS team now provides ongoing expert knowledge services to the general business users of the department, to whom Forge had originally given customised basic training".

With the help of Forge, Ross continues to develop the use of Brio within DEWRSB and is currently planning the roll-out of Version 6.0, amongst other projects. "We are currently experimenting with the OnDemand Server to provide dynamic reporting over the intranet using the Brio.Insight web browser plugin with Internet Explorer. We also plan to implement an EIS system that will greatly increase the number of lower level users with access to regular canned queries. The more people who can access and analyse the data, the better placed we will be to monitor and manage the Department's programmes and services".

Flexible Data Access has enabled DEWRSB to:

- Provide detailed monitoring of Job Network performance
- Make more effective use of resources
- Give more business people the ability to access, analyse and act on data
- Easily measure outcomes of specific programmes
- Free up programmers from report writing
- Allow non-programmers to write their own reports

Forge Data Solutions has the resources for you... when you choose Forge Data Solutions you know your project will be successful.