City of Tallahassee
Water Administration Custom Dashboard

Client
City of Tallahassee, FL

Industry
City Government
Water Utility

Client Benefit
BI Capability Demonstration
Work Management Metrics
Time & Labor Dashboard
Finance Budget Dashboard

Modules
SAP BusinessObjects
Enterprise
Dashboard Builder
Performance Manager
CMC User Administration

Hardware/Software
Hardware – Various
Database – MySQL
Platform – Windows

The Municipal Water Utility (MWU) for City of Tallahassee, FL is owned by the citizens of Tallahassee, Florida and operated for the people of that community. The MWU is dedicated to protecting and enriching the quality of life in the Tallahassee community, and committed to providing reliable utility services, environmental leadership, and customer service excellence.

Project Description
The primary objective was to create an interactive Performance Management tool using a SAP BusinessObjects Enterprise (BOE) to help MWU understand metrics and goals. The results provided a visual representation of existing key performance indicators MWU users could "see at a glance" information to understand how they were performing to plan. As part of the installation, Drill-Down capability from metrics to the underlying detailed reports was also deployed.

Scope of Services
Database connection, SAP BusinessObjects administration, and Drillable Dashboards for a visual representation of existing key performance indicators for MWU Administration. This included technical support, training, BusinessObjects administration, MySQL database coding, project management, and documentation.

> "Allowed for greater visibility without extensive report research."
>
> Brian Scott
> *MWU Administration*

Accomplishments Included:

- Work Management – including 10 Goal-based Metrics
  - View and study trends against every Mobile Work Order
  - Observe work orders of 10 different classifications meeting or failing expected volumes
  - ■ ◆ ● Threshold Indicators and ➔ icons can be clicked to reveal detailed charts and graphs over time.
- Time & Labor Dashboard
  - Drillable from Earning Code ⇒ Dept ⇒ Workgroup ⇒ Employee
  - Study hours per Employee per Earnings Code over time
- Finance Dashboard
  - By department and project, indicates expenditures accumulate to meet budgeted
- Recreated Data Mart & SAP BusinessObjects Universe
- The project was completed on time and budget, producing a three-piece set of dashboards.

Benefits
Utility Administration personnel could visualize, see alerts on, and drill into goal-based metrics of water utility key performance indicators. This allows for them to have more accurate viewing of information and timeline decision making.