



INFORMATION BUILDERS SUCCESS IN

# State and Local Government



Information Builders provides **better data** and **better analytics** to improve transparency, accountability, and efficiency.

## Better Data for the City of Charlotte, NC

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“Charlotte’s master data management solution for addresses, based on solid technology and outstanding service from Information Builders, has enabled the City and the County to work towards the common goal of enhance citizen service.”

Jeff Stovall  
Chief Information Officer

## Better Analytics at the Georgia Department of Labor

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“By merging financial data with performance data we were able to show them how much was spent and who benefited from it, so they could verify the return on their investment.”

Alan Carson  
Workforce Systems Manager

## BETTER DATA

# Data Integration and Integrity Requirements for State and Local Government

- A single, 360-degree view of citizens, employees, and programs to improve public service
- The ability for employees to proactively manage data quality to improve the consistency and accuracy of information shared with the public, or used in program planning and budgeting
- Automated information exchange to increase the efficiency of program enrollment and other critical transactions and workflows
- Comprehensive data governance to retain full control and auditability of data generation, handling, and management

## BETTER ANALYTICS

# Analytics and Reporting Requirements for State and Local Government

- Advanced and predictive analytics that provide insight into citizen demographics, program participation, and other important information
- Comprehensive performance management that aligns processes with goals through close monitoring of key metrics
- Self-service, public-facing business intelligence (BI) to promote stronger relationships and better information sharing with communities and other agencies
- Purpose-built BI apps that give business users the ability to easily interact with analytics content



# Louisiana Dept. of Children and Family Services

The Louisiana Department of Children and Family Services supports children and families across the state.

## Fighting Fraud, Enhancing Disaster Preparedness

Information Builders' WebFOCUS and iWay Software solutions support a Common Access Front End (CAFÉ), which creates a single record for each case, promoting greater visibility across programs while increasing the effectiveness of key social services initiatives. These solutions also help combat fraud in the Supplemental Nutrition Assistance Program (SNAP) and Child Care Assistance Program (CCAP), enable better matching of children with appropriate foster homes, and accelerate disaster recovery during power outages.



# Choctaw Nation of Oklahoma

The Choctaw Nation of Oklahoma is a native American tribe with 230,000 members spanning 10 counties.

## Streamlining Financial Management

WebFOCUS helps the Choctaw Nation provide better reporting to its finance team. Comprehensive financial reports and dashboards with advanced analytics improve the accuracy of accounting practices, while saving thousands of dollars through accelerated report development. The improvements have led the Nation to deploy analytics applications to support everything from day care centers to casinos.



InfoApps™ deliver **interactive analytics content**, such as visualizations, charts, and graphs, to business users.

## Cincinnati, Ohio

Cincinnati is Ohio's third-largest city, with a population of 300,000.

### Empowering Thousands of Workers

More than 1,000 users across all agency departments – including finance, police, sewage, and waterworks – run financial reports such as balance statements, classified expenses, net revenue details, capital project summaries, staffing analysis, and budget consumption via the City's secure intranet. Additionally, City accountants can create and send reports via e-mail. This saves significant time and money, while doubling the number of staff who have access to vital information.



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Performance management identifies opportunities to **increase efficiency** and **reduce costs**, while improving transparency.

## Irving, Texas

Irving, Texas is the 13th-largest city in the state and a Malcolm-Baldrige winner.

### Big Savings Through Performance Excellence

Robust performance management promotes transparency and accountability across all City agencies by presenting data through dashboards, scorecards, and interactive reports. Established metrics align budgeting with strategic planning, so workers know where to focus and how to allocate resources. A clearer view into operational performance leads to more than \$44 million in cost savings, more than 50,000 hours of improved productivity, and \$25 million in increased revenues.



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Self-service and public-facing BI make information **readily accessible** to large numbers of internal and external stakeholders.

# Minnesota Department of Education

The Minnesota Department of Education supports more than 2,000 schools and 350 districts.

## Enhancing Academic Performance

Interactive reports, charts, and graphs make it easy for authorized users to leverage student data to compare performance among schools, districts, and regions. The State can now clearly demonstrate student progress, identify strengths and weaknesses, and make better decisions to improve its educational systems. This has increased student enrollment, reduced drop-out rates, and streamlined programs.



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# Georgia Department of Labor

The Georgia Department of Labor administers unemployment insurance, provides workforce information, and oversees child labor issues.

## Tracking Labor Trends

WebFOCUS enables this agency to track metrics for close to 500,000 job seekers and employers. Data is delivered through parameterized reports and interactive displays. The environment connects workers with employers, while providing insight about shifting labor trends to managers, analysts, legislators, and economists. It also enables more accurate reporting of statistics to state and federal agencies.



# Oklahoma State Regents for Higher Education

The Oklahoma State Regents for Higher Education oversees academic standards, courses of study, grants, degrees, and tuitions for colleges and universities.

## Boosting Academic Success Rates

Improved access to data about degree completion and other student activities enables Oklahoma to participate in a national education initiative. WebFOCUS supports a public-facing performance portal that delivers insight into the academic performance and demographics of every higher education student in the state. Better insight into student performance improves the allocation of funds based on goal achievement.





Comprehensive integration solutions provide  
**better, faster, more complete** information.

# British Columbia Housing

British Columbia Housing develops, manages, and administers subsidized housing services.

## Improved Payment Processes

iWay Software supports a subsidy automation initiative by unifying legacy information in a comprehensive data warehouse. Agency employees access this data, as well as live data from production systems, to monitor more than \$100 million in annual subsidies. This environment ensures that citizens in need get help quickly, by significantly improving the way BC Housing calculates subsidies, assesses risk, and tracks the activities of providers.

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Master data management provides a **single, unified view** of citizens, staff, services, and more.

## Charlotte, North Carolina

Charlotte, North Carolina is the 22nd-largest metro area in the country, with more than 2 million residents.

### Mastered Data Across Agencies

Charlotte lacked standard processes for entering and validating property addresses, resulting in redundant efforts, inconsistent information, and high aggregate costs. iWay Software solutions automate profiling, cleansing, matching, and enrichment, creating a golden set of master records to serve multiple entities. Service representatives have a more complete and consistent view of addresses that can be linked to nearby services.



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# New Hampshire Department of Revenue Administration

The New Hampshire Department of Revenue Administration enforces tax laws for the state.

## Creating a Single Taxpayer View

The State had trouble capturing, comparing, and analyzing taxpayer data, as well as making projections. A solution for data retrieval, reporting, and analysis addresses critical data quality issues. The department can now provide better services to taxpayers and help civic leaders to judge the State's economic vitality and the practicality of taxes.



Data quality management **enhances public service** by ensuring the integrity of program and asset information.



# Brampton, Ontario

Brampton, ON is the ninth-largest and second-fastest growing city in Canada.

## Greater Data Integrity and Efficiency

An effective way to track the value and condition of tangible assets – roads, sewers, facilities, vehicles, and equipment – was needed to meet the increasing demands of a rapidly rising population. A flexible and reliable data integration and integrity environment combines diverse data to enable important business processes and create a consistent, accurate source of master data for “Property.” Leaders can now more effectively manage City assets and provide more responsive services to residents.



## How Information Builders Can Help

# Information Builders partners with government agencies to:

- Improve visibility into financial and operational management, assets, and infrastructure
- Enhance budget control, improve revenues, and reduce costs
- Eliminate fraud, waste, and abuse
- Adhere to regulatory guidelines, such as NIEM, HIPAA, HL7, and other standards
- Increase agility and responsiveness to constituent needs
- Promote inter- and cross-agency collaboration and information sharing
- Achieve the highest levels of customer satisfaction in the industry