

Data-Driven Impact: Unlocking Operational Efficiency Through Smarter Metrics

Presenters



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Agenda

- ▲ **1** Achieving Your Desired Outcome
- ▲ **2** Data is Everywhere
- ▲ **3** Building the Foundation – Data Strategy and Governance
- ▲ **4** Agile/Iterative Approach
- ▲ **5** Cloud Enablement
- ▲ **6** Starting your Journey
- ▲ **7** Project Justification and ROI
- ▲ **8** AI Considerations



Learning objectives



- ▲ Discover steps to identify your data assets
- ▲ Learn how to leverage data to make informed decisions
- ▲ Understand the steps required to prepare for AI

Polling question #1





Data are everywhere

- ▲ Data is an essential part of modern decision-making.
- ▲ Organizations collect vast amounts of data daily.
- ▲ Analyzing data can reveal trends and insights.
- ▲ Effective data management improves operational efficiency.
- ▲ Harnessing data leads to better customer experiences.

Building the foundation



Data Strategy

- The “what” or “why”
- High-level plan for what goals you will accomplish with your data
- Alignment of technical and business
- Planning documentation/roadmap



Data Governance

- The “how”
- Framework for how you will use and manage your data
- Identifying data sources, owners, policies/procedures
- Defining access controls and audit mechanisms



Using data to improve decision making

Guidance to prepare leveraging your data resources

Identify Your Goals

- Alignment with Data Strategy
- SMART goal framework
- Business drives technology

Identify Your Team

- Subject Matter Expertise
- Technical Expertise
- Opportunities for alignment

Identify Your Data

- What data is available?
Not available?
- Where do the data live?
- How to become an expert on your data?



Start small using an agile/iterative approach

- ▲ Embrace flexibility and adaptability in project management.
- ▲ Start small through prototypes and gather feedback continuously.
- ▲ Prioritize tasks based on value and urgency.
- ▲ Foster collaboration among cross-functional teams.
- ▲ Deliver increments of work for early benefits—quick wins.



Examples of Leveraging Data

What data-in-action might look like at your organization

Program Impact Measurement

Goal:

- Help refine programs, demonstrate effectiveness to funders, and guide strategic decisions.

Data:

- Data on program outcomes (e.g., participant progress, community impact).

Community Needs Assessment

Goal:

- Align programs with real community needs and support data-driven advocacy.

Data:

- Demographic, economic, and service usage data (gaps in service)

Operational Cost Tracking

Goal:

- Improve budget management, identify cost-saving opportunities, and support transparency.

Data:

- Dashboards to monitor spending across departments and projects.

Polling question #2



Leveraging the cloud



Flexible and
scalable—
supports quick
prototypes



Reliable and
resilient



Access to new
technologies



Secure



Lower total cost
of ownership

Steps to starting your journey



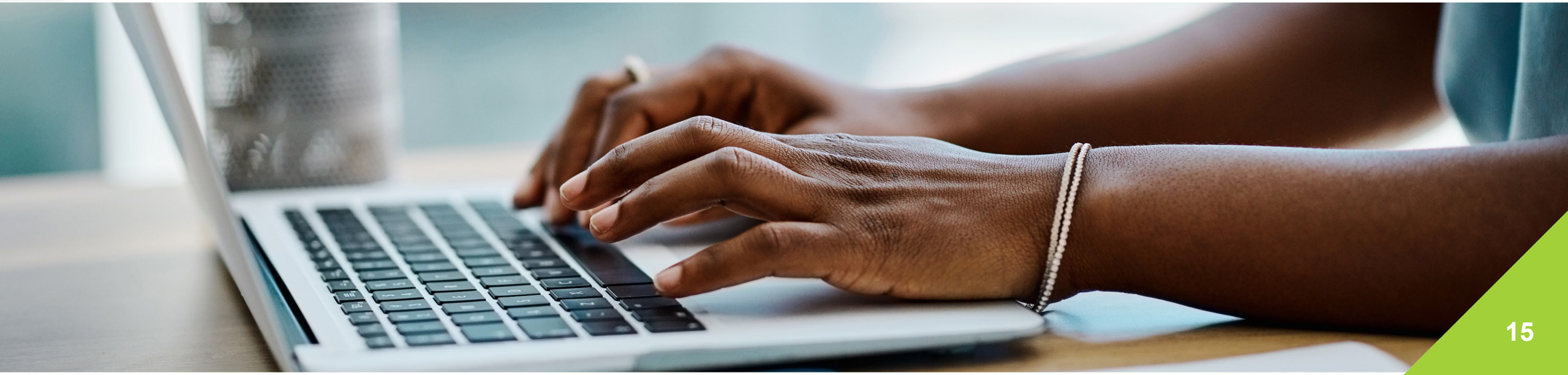


Project justification and return on investment (ROI)

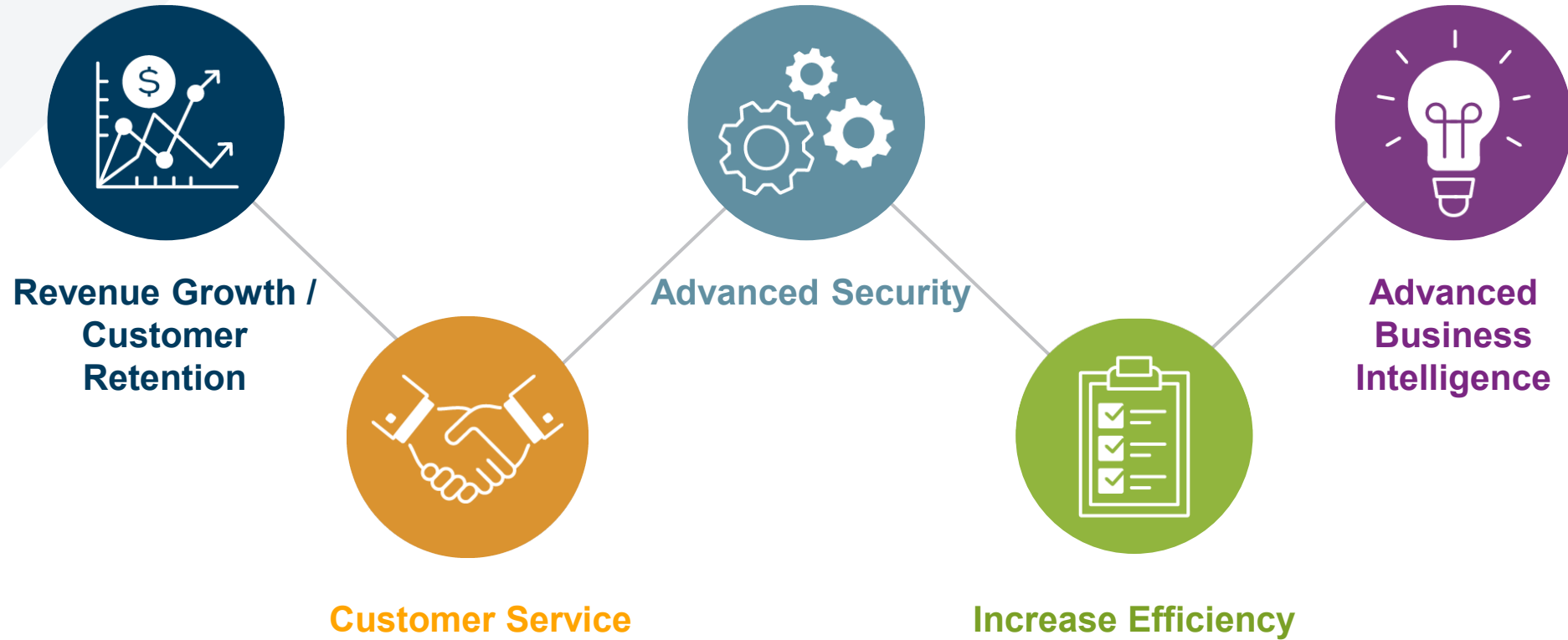
- ▲ What impact will the project have?
 - Increase efficiency/reduce cost
 - Increase revenue
 - Increase customer/employee satisfaction?
- ▲ How to measure the impacts?
- ▲ Report out regularly

Artificial intelligence

- ▲ Identify opportunities to leverage AI
- ▲ Perform a readiness assessment
- ▲ Develop an AI roadmap
- ▲ Start small
- ▲ Can you leverage existing software and/or relationships?
- ▲ Use caution but don't get left behind



Use cases for leveraging AI



Polling question #3



Questions?



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