

Case Study



Healthcare utilizes Data Academy to build out service offerings



BUSINESS CHALLENGE

Industry:

- ▶ Healthcare

Brief Company Description:

- ▶ Healthcare provider

Area of Focus:

- ▶ Data Academy

The client team wanted to build a self-service platform for all employees to provide a structured framework of best practices for BI technology, training, and report development. The key component of the platform was to provide a learning series to upskill employees as report consumers, business analysts, and developers.

This initiative was occurring simultaneously with a migration to the cloud, taking up a lot of the DSA team's time. In addition, standing up a self-service community with a robust learning curriculum was not a skillset of the team.



KEY INITIATIVES

- ▶ Create the Reporting & Analytics Academy, developing distinct learning paths based on the employee persona
- ▶ Launch & Market the self-service platform and academy to build awareness and drive a desire to take advantage of the resources
- ▶ Academy was developed and made available through the client's own learning management system, making it easy for all employees to find and take the training courses



RESULTS

- ▶ Increased utilisation of the organizational dashboards & data (3,500 users enabled - 60%)
- ▶ Increased curation of data driven assets with over 4,500 unique views and continual growth