



Ministry of Social Services and Justice Working Together

Joint Reporting Project

Overview

Raven Bay worked with a provincial government to develop a data warehouse and associated analytics environment aimed at improving insights and providing decision making to allow for more efficient allocation of resources to the citizens of the province.

This engagement brought the Ministries of Social Services and Justice together and presented the opportunity to overcome the obstacles associated with inter-ministry collaboration and experience the benefits when political and technical barriers were overcome.

The Challenge

Privacy laws limiting the sharing & transfer of information, along with the need to integrate legacy technologies required the implementation of separate data warehouse technologies and distinct analytics environments for reporting and data discovery. Raven Bay was able to overcome these obstacles, provide leadership, and deliver on the objectives within the project timeframe. The privacy requirements of the situation required the team to overcome significant security and technical challenges.

Beyond the increased workload caused by the challenges, client resource availability was lower than expected. Some of the resources did not possess the required expertise to participate in the implementation of such a complex solution. This impacted the design and effort required by our team to complete the task at hand.

In order to coincide with the client's fiscal year end, the team had to implement processes and efficiencies to complete the work in the timeframe allotted. The most significant challenges were the technical and political barriers which required constant management and stakeholder engagement.



Company Bio

The work herein was conducted with the Ministry of Social Services and the Ministry of Justice of a Provincial Government. This provincial government public service is one of the largest employers in the province. They employ approximately 12,000 people with offices located across the province.

The Solution

This solution was capable of ad-hoc querying worthy of executive-level presentation. This solution was unique in that it managed the business and security requirements of privacy while allowing for the flexibility of ad-hoc queries worthy of executive-level presentation.

The Results

The team's work demonstrated how a transformative business approach can provide an integrated family view that could be translated into a technical requirement and delivered via analytics. Through this work, client wait times were reduced. Beyond execution, Raven Bay was able to deliver value through mentorship and technical cost-savings.

We could not have completed this project in the timeframe allotted without the business and the technical expertise of the Raven Bay team. They bring a wealth of knowledge and capability that is rare to find

- Executive Director

Your team has been instrumental in our Ministries achieving Business Intelligence success.

-Director



About Raven Bay

As a full-service management consulting and analytics firm able to deliver solutions in both the business & technical realms utilizing the same set of resources; thereby shortening delivery timelines and providing more holistic solutions for our clients. Our proven methodologies & hands-on experience enabling organizations to achieve the benefits of an effective analytics program through this offering also accelerate the development & value realization of the unique Governance Model we will create for you.