

Performance Data Management and Reporting Survey

January 2024

Objectives:

- To elicit the respondent's point of view on pain points and opportunities for performance data management and reporting
- To gain an understanding of the current state and future needs based on the respondent's agency strategy.
- To gain an understanding of competing priorities, current issues, and barriers to success.
- To gain an understanding of the agency's current data management, governance and analytic maturity

Initial Questions:

General (for both Program Leads and Tech/Data SMEs):

1. What is your current role and responsibilities within your agency?
2. What role (if any) do you play with your agency's reporting of performance management data?
3. What are the major data and analytics challenges facing your agency/organization, and what steps can be taken to address them?
4. If you had a magic wand, how would your agency want to leverage performance management data in the future?
5. What is preventing you from doing this today?
 - a. Are the barriers related to internal (agency) data challenges or statewide performance management processes, tools? Please provide specific examples.
6. Are there aspects of your agency's data and analytics operations that are working well today? If so, what are they?
7. What kind of data visualization and reporting tools do we need to effectively communicate insights to decision-makers?
8. Does your agency have a defined data strategy (a defined plan and roadmap on how your agency will manage and leverage its data assets to support its strategic goals)?
9. Does your agency have a data governance program (the systematic management of data assets, encompassing policies, processes, and standards to ensure data quality, security,



and proper utilization in alignment with organizational goals and compliance requirements)?

- a. How would you describe its maturity? Capability areas (ie Metadata, MDM, Data quality)?
- b. Does it involve both business and technical groups?
- c. Which option best describes your role's involvement with performance data: 1) Agency executive leadership and/or performance manager OR 2) Technical data manager?

Agency Executive Leadership/Performance Manager Question Track:

1. How do you see using performance management data working with your agency/organization and how will it fit into the larger strategy for your agency/organization?
2. Future State – looking 3-5 years out what new information needs do you see emerging in your area? What information or data would be a game changer for you?
 - a. How could using performance management data better align to support your agency's vision?

Technical Data Manager Question Track:

1. What data sources and systems are currently in place, and how can they be leveraged to provide insights?
2. Are there any data sources or systems that are missing or needed?
3. Is your agency exploring or leveraging advanced analytics/data science techniques, such as machine learning and predictive modeling, to drive business value? If so, please provide specific examples.
4. What are the different teams/groups using data applications within your agency (e.g. DBAs, Data Analyst)?
5. Is the data used in performance management currently available, accessible, secured and sharable as per Enterprise Architecture and InfoSec guidelines? If not, please explain.
6. Is there a shared data glossary that is widely used, maintained and adhered to while collecting, consuming and/or sharing performance management data?
7. What tools/capabilities do you need to enhance the overall user experience?
8. In your ideal world, how would you want to exchange data with an enterprise performance data platform?

Program Lead Only:

3. How do you see using performance management data working with your agency/organization and how will it fit into the larger strategy for your agency/organization?

The logo for Slalom, featuring the word "slalom" in a white, lowercase, sans-serif font on a blue background.The logo for WaTech, featuring the word "WaTech" in a large, white, sans-serif font on a blue background.

Washington Technology Solutions



4. Future State – looking 3-5 years out what new information needs do you see emerging in your area? What information or data would be a game changer for you?
 - a. How could using performance management data better align to support your agency's vision?



Follow-up Discussion:

Other Identified Interview Subjects

Name	Role/Entity	Why Interview Needed