# Government Business Intelligence Competency Center

Joint Legislative Oversight Committee for Information Technology

October 11, 2012

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# CJLEADS

The **Criminal Justice Law Enforcement Automated Data Services (CJLEADS)** program integrates data found in the state's various criminal justice applications to provide up-to-date criminal information in a centralized location via a secure connection for use by state and local government criminal justice professionals.

## Objectives

- To provide a comprehensive view of an offender's statewide criminal information through a single web portal, allowing for identification with a photographic image

- To provide an "Offender Watch" capability to monitor offender status

## Status

- Statewide deployment was completed in June, 2012

- Over 24,000 courts, corrections and law enforcement using the system statewide

- Continuous improvement to ensure comprehensive data and up-to-date technology

    - Release of mobile version of CJLEADS in July, 2012

    - Functional enhancements to the watchlist and reporting capabilities

    - Focus on real-time access to statewide warrants and federal information

# NC FACTS

The **North Carolina Financial Accountability and Compliance Technology System (NC FACTS)** program will strive to develop an enterprise process to detect fraud, waste, and improper payments across State agencies.

## Objectives

- To coordinate with State agencies to identify on-going fraud activities, data, and interest in participating in the enterprise fraud, waste, and improper payment initiative

- To set priorities for developing and implementing potential applications

- To identify a pilot application area

- To coordinate with State agencies to recommend program resources necessary to address incidents of fraud, waste, or improper payments identified by the system

## Status

- Receiving data from
  - Department of Secretary of State
  - North Carolina Accounting System
  - BEACON
  - CJLEADS
  - Social Security Administration
  - Division of Employment Security

- Analysis effort include
  - Quick Hits
  - Advanced Analytics

# GBICC

The purpose of the GBICC is to support coordinated, effective and efficient development of North Carolina BI capability to generate greater efficiencies in, and improved services by State agencies.

## Objectives

- Research current BI efforts and identify BI needs
- Manage data governance to resolve inhibitors to and facilitate interagency data sharing
- Recommend an enterprise BI strategy to ensure BI projects support enterprise efforts
- Facilitate the implementation of BI solutions to meet business needs
- Establish data standards and tools to foster interagency sharing and data consistency
- Foster continuing research on BI solutions for better decision making

## Status

- Statewide inventory of current data analysis processes, data needs, tools and challenges
- Report of key areas identified in the inventory results for further research
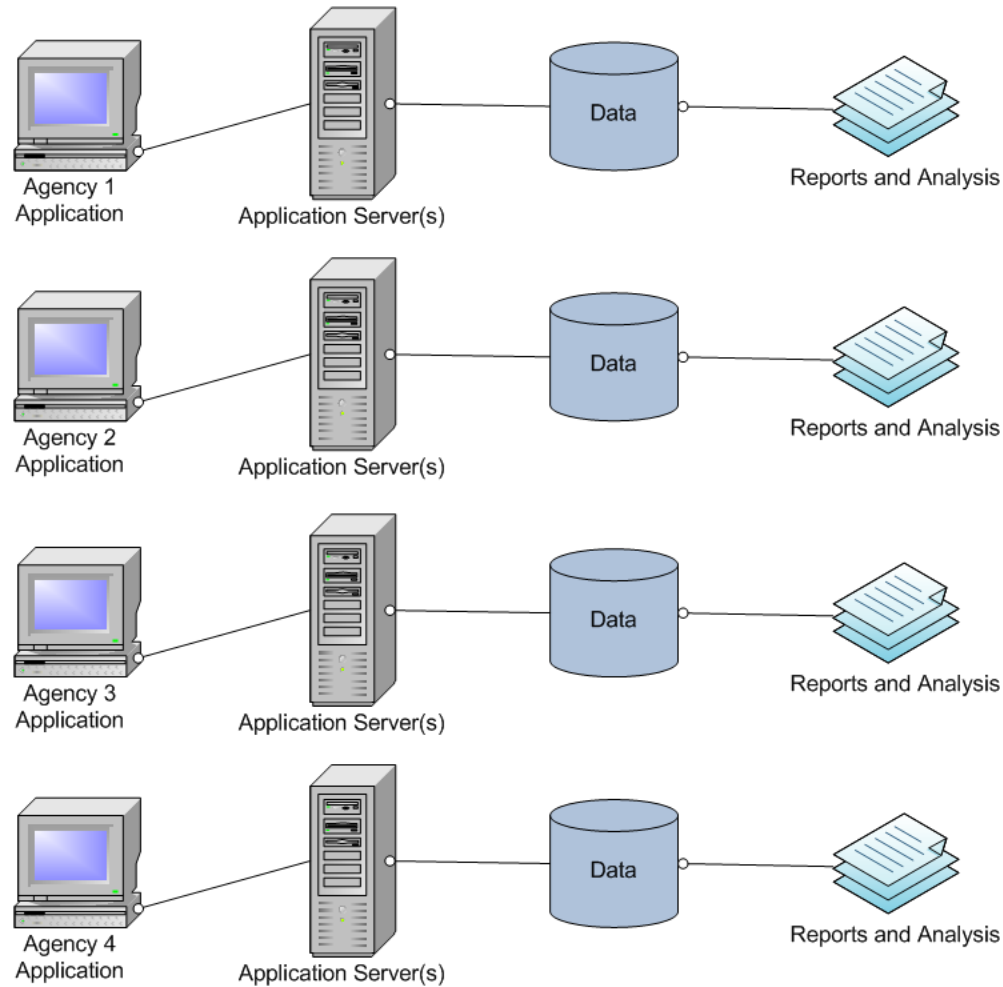
# BI Maturity Model
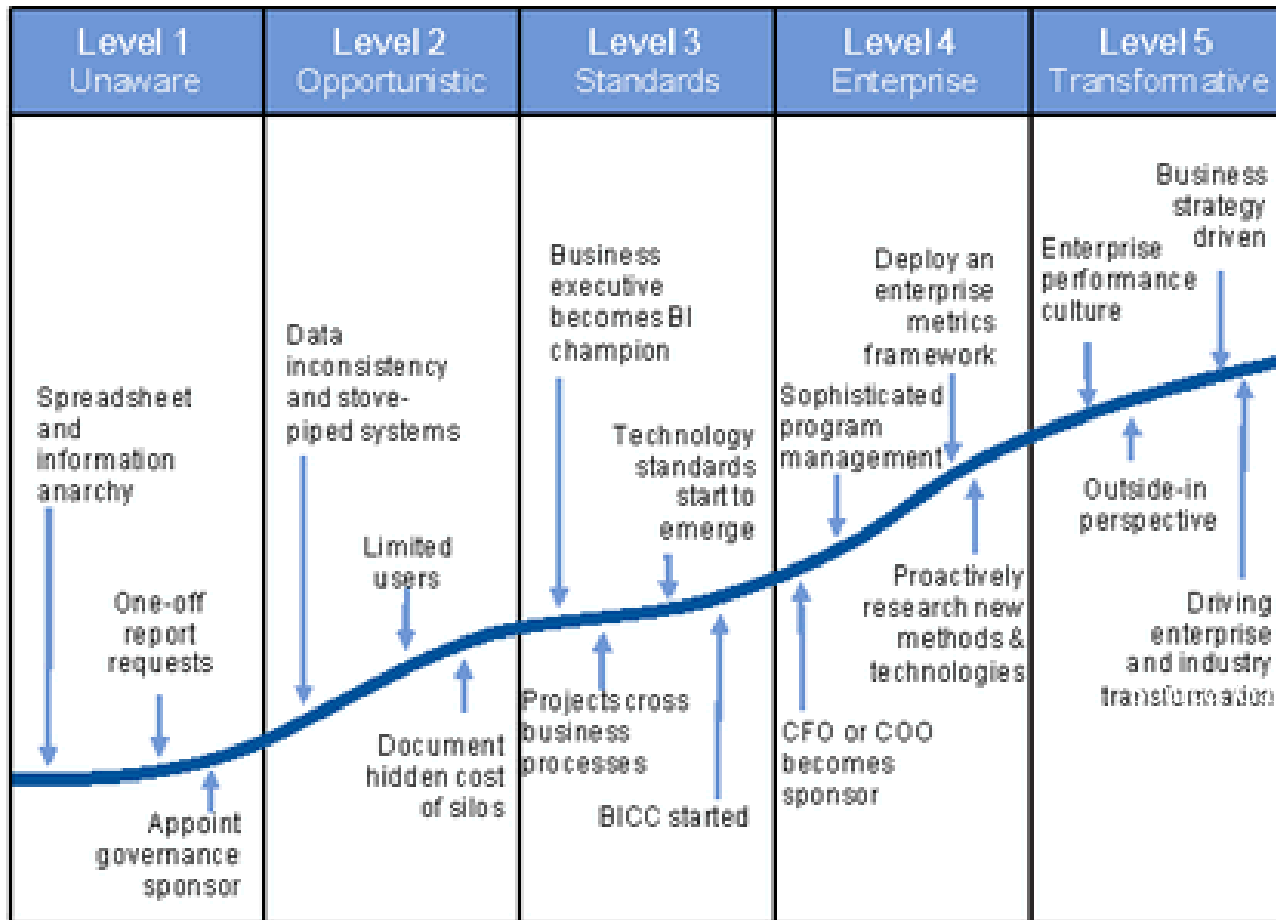


BI = business intelligence
BICC = BI competency center

Source: Gartner (August 2010)
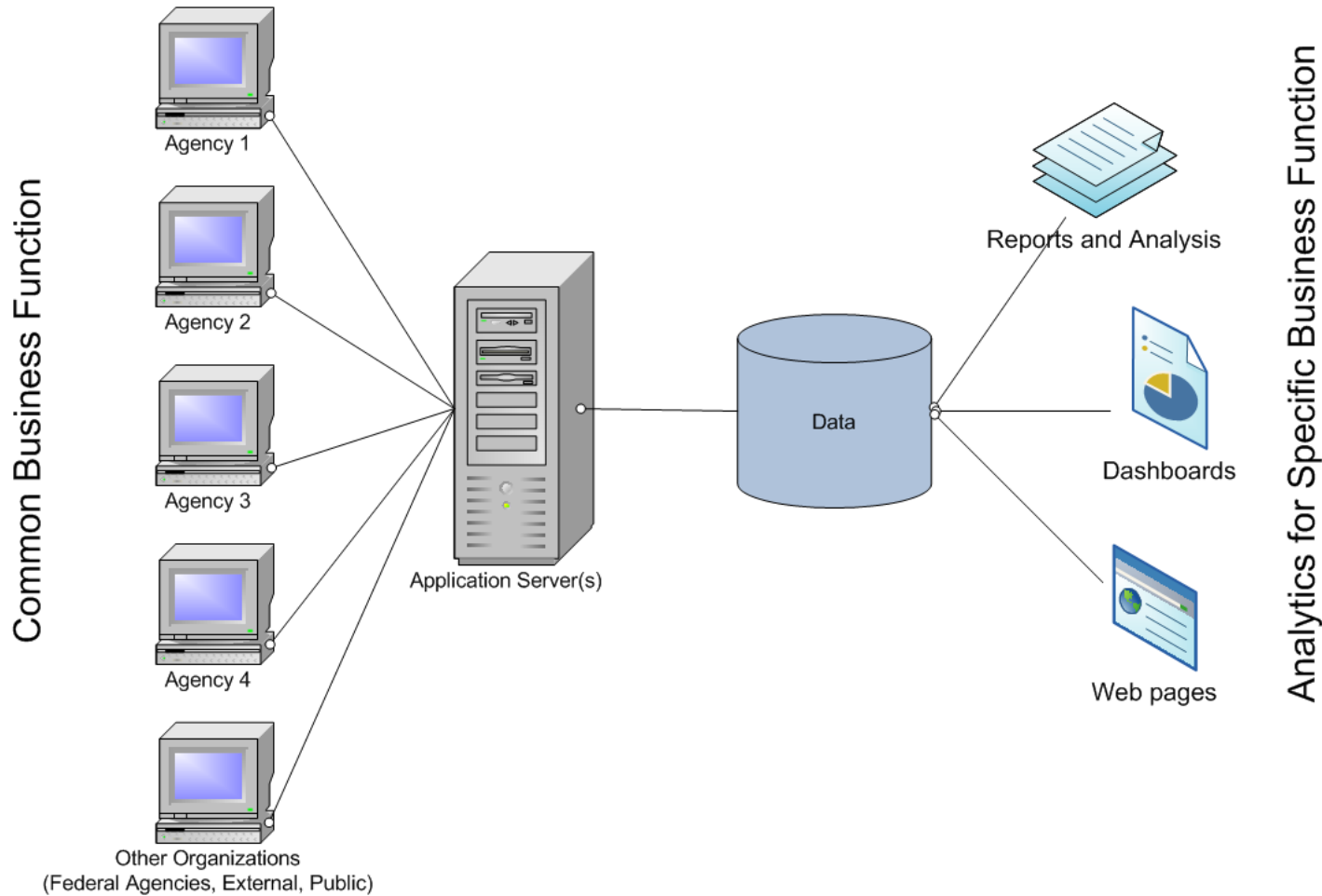
# Stand-alone Operational Systems


Non-enterprise IT Applications

# Enterprise Operational Systems
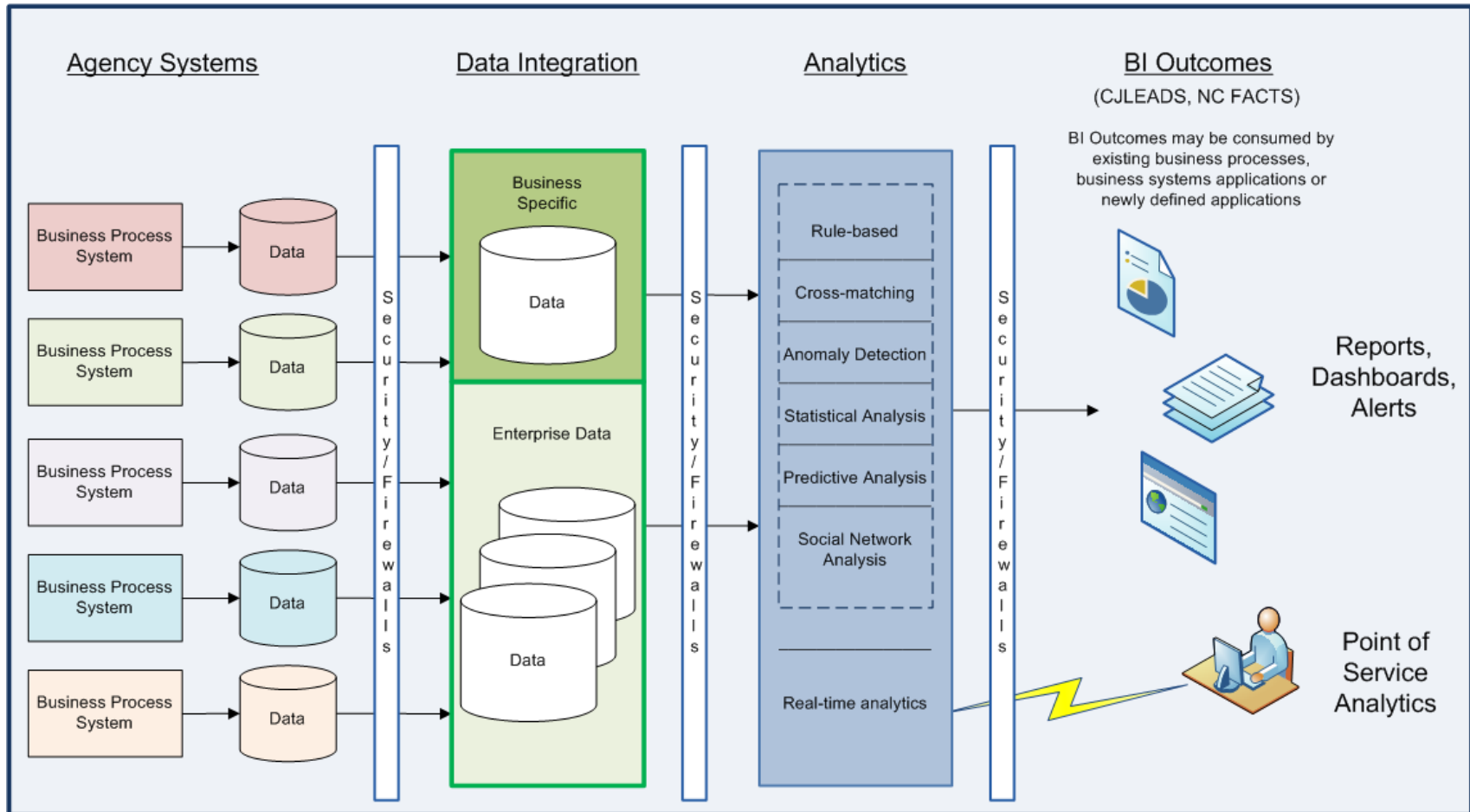


Enterprise IT Applications

Common Business Function

Agency 1

Agency 2

Agency 3

Agency 4

Other Organizations
(Federal Agencies, External, Public)

Application Server(s)

Data

Reports and Analysis

Dashboards

Web pages

Analytics for Specific Business Function

# Business Intelligence

# GBICC

**Next Steps:**
- GBICC program management activities to establish:
  - Work groups of business stakeholders to build consensus and support for BI
  - An inventory of available data sources
  - Data standards
  - Governance policy and procedures

- Research potential areas of focus:
  - Master repository of person data
  - Master repository of business data
  - Education and workforce data
  - Financial data
  - Employee misclassification

**Key Factors for Success:**

- Manage the "people" factor first
- Build targeted, easy-to-use solutions to generate demand for information
- Develop the data repository based on business need and with the ability to "re-use" information
- Continue to address governance and data sharing inhibitors