

DATA ANALYTICS

CUSTOMER STORY

Accurate data underpins services delivery

Qlik analytics platform is the cornerstone of IT landscape modernization





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David Pattie, First Assistant Secretary, Analysis and Data Division, DESE

Planning a lifetime of skills development

The Department of Education, Skills and Employment (DESE) is tasked with a broad undertaking. Its work begins when Australian children first enter kindergarten and carries on right through secondary schooling. It then delivers the skills, vocational training and higher education that maximize employment opportunities and strengthen the national economy. DESE's work impacts the lives of every Australian citizen.

In fulfilling its goals, DESE accumulates huge amounts of data. The data bombards DESE from multiple sources, including early childhood care providers, schools, universities, registered training organizations and employment services providers. Understanding this data is essential if Australia is to deliver a world-class education, skills and training and employment support infrastructure.

“Data is central to how the department functions,” says David Pattie, DESE's First Assistant Secretary, Analysis and Data Division. “We use it every day to influence government policy, inform operational decisions and support program management. Accurate data allows us to make informed decisions that support all Australians and to communicate with our stakeholders more effectively.”

Like others in the Australian public sector DESE has embarked on digital transformation. This includes moving workloads to the cloud and switching to an as-a-service commercial model. DESE needed to future-proof its approach to data analytics with a scalable SaaS platform.

Solution Overview

Customer Name

Department of Education, Skills and Employment

Industry

Public Sector

Geography

Australia

Function

Operations

Business Value Driver

Reimagined Processes

Challenges

- Cumbersome, time-consuming reports were often out of date on delivery
- Eliminate data time lag to understand today's reality
- Provide data in an accessible, digestible and engaging format to end users

Solution

Remodelled licensing agreement with Qlik's data analytics platform is a cornerstone for a measured move to the cloud.

Results

- Provides more accurate accessible information to users faster and more efficiently
- Frees data specialists to concentrate on more sophisticated corporate data
- Enables the most appropriate program management or policy advice to government

Informing national policy with Active Intelligence

Since 2017, DESE has held perpetual licensing for Qlik's analytics platform. It has an internal Qlik team working to build apps and deliver projects to internal users and the public. Preserving the continuity of the Qlik engagement was a priority, says Pattie.

A new licensing model was created in mid-2021 which took into consideration the department's current usage and its plans for growth over the next three years. The model covered both Qlik Cloud and Client Managed (CM), designed to assist DESE in its move to the cloud. It allowed the department to take its time and pick the best deployment route depending on the data requirements, app by app.

"The better the design of the platform, the more digestible and more intuitive that data is in closing the gap between raw data and actionable insights. That is how Qlik is helping us satisfy the immense and necessary appetite our audiences have for our data," says Pattie.

Ensuring a faster time-to-insight

Speed matters. The dynamic nature of international economies, and the impact of local events, require DESE to react quickly.

"The Qlik platform means we've been able to present contemporary data and eliminated up to a 12-month time lag. We understand today's reality," says Pattie. "Our focus is to get the best information as quickly as possible and in a digestible form."

A striking example is how DESE used Qlik's analytics platform to assemble data and integrate with real time intelligence about emergencies such as the bushfires, drought, flood and even the Melbourne earthquake.

DESE runs some of the largest programs in the nation in terms of the number of Australians who are impacted. For instance, almost one million Australians are supported by employment services. Louise O'Rance, Assistant Secretary, Performance and Data Development says: "In the past before we had a good data visualization platform linked to our data warehouse, we would produce vast quantities of reports that included spreadsheets and Word documents which were distributed manually. The process took a lot of analyst time preparing the data and it would often be out of date by the time it reached the end user."

The ability to drill down into the Qlik dashboards was highlighted at the start of the Covid-19 outbreak. DESE saw a large inflow of people into employment services who were out of work, many for the first time. "In a matter of days there were hundreds of thousands of people in small communities needing our assistance. We were able to use the mapping capability combined with data about demographics to understand about people's previous employment experience to develop local community solutions," says O'Rance.

DESE was able to develop an app and share it with state governments. The app enabled states to see the number of people requesting help from local employment services each day. Local government was then able to offer wraparound support to people who were experiencing personal or financial crises.

Enabling collaborative data exploration

The simplicity of the Qlik platform means users don't need to write complex code to drill deep into the data. DESE builds dashboards in collaboration with business users, data specialists and the IT team. These replace the cumbersome and time-consuming spreadsheets and Word documents used previously.

"We now provide an array of reports to our business users in a format that is accessible and meaningful," says O'Rance. "Instead of a one-way monologue about what an individual may think is important, we now invite questions from a wider audience. The energy really changes because it becomes a collaborative investigation into what the data really means."

The result, she adds, is more informed and nuanced decision making and a more engaging experience for the users.

The keys to success



Modernized IT landscape with measured move to the cloud



Contemporary, accurate data enabling right policy decision making

“Qlik is a very powerful engagement tool. We now provide a large array of reports to our business users in a format that is accessible and meaningful.”

Louise O’Rance, Assistant Secretary, Performance and Data Development, DESE



About Qlik

Qlik’s vision is a data-literate world, where everyone can use data and analytics to improve decision-making and solve their most challenging problems. Our cloud-based Qlik Active Intelligence Platform delivers end-to-end, real-time data integration and analytics cloud solutions to close the gaps between data, insights and action. By transforming data into Active Intelligence, businesses can drive better decisions, improve revenue and profitability, and optimize customer relationships. Qlik does business in more than 100 countries and serves over 50,000 customers around the world.

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