



North Star Metrics - Data Management Dashboard

Item 6B – Employee Trust Funds Board

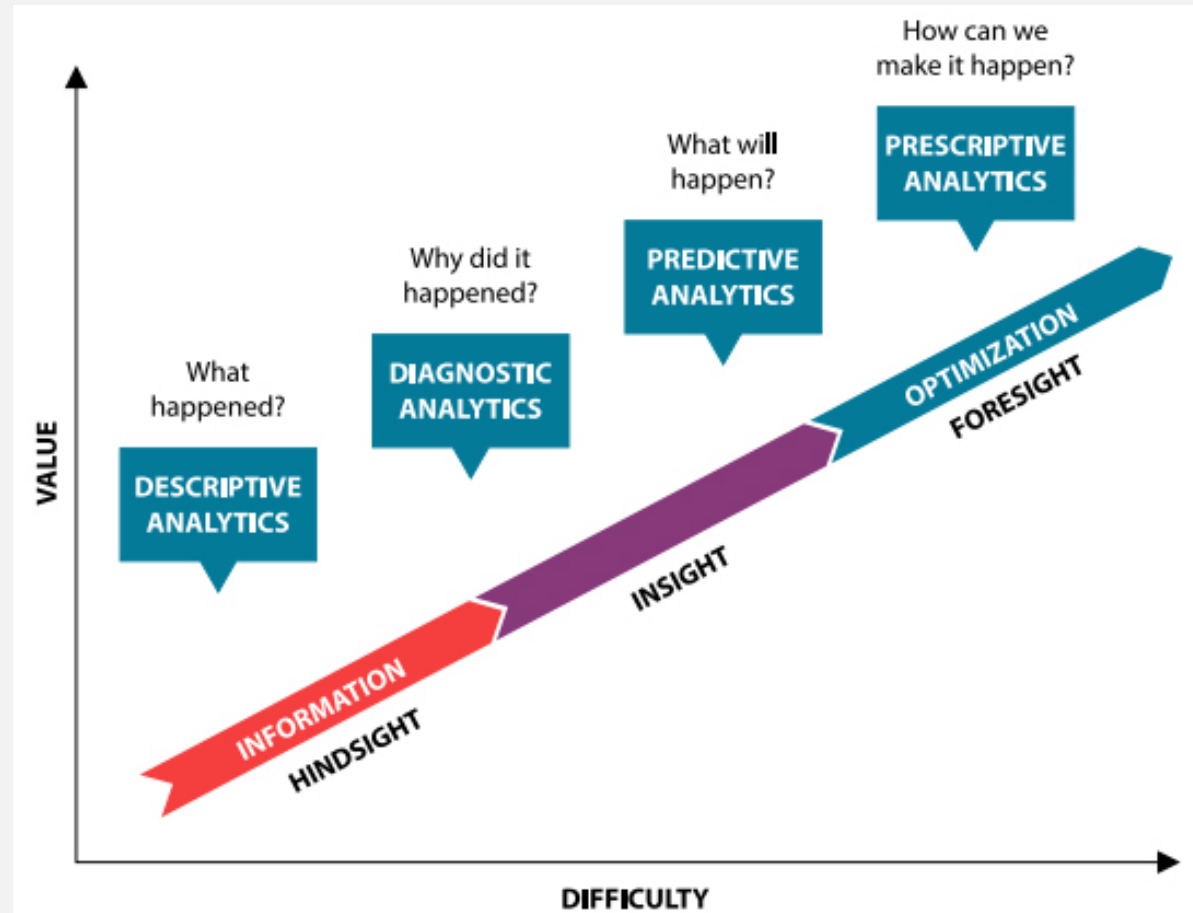
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Data Journey

Data Management Goals



Data Journey for Operations

- Strategic Planning Goal
- Data Challenges
 - Various Sources
 - Numbers Without Context
 - Incomplete Data



North Star Dashboard



- SEE data in new ways
- PREDICT trends
- MAKE CONNECTIONS between data elements

Dashboard Demonstration



Dashboard Outcomes

- Interactive
- Insight-inspiring and Evolving:
 - Revise as we use
 - See new ways to use data
 - Draw meaningful connections
- Collaborative: Best solution. Best product.

Big Picture Outcomes

Strategic Plan Goal 2: Implement outcomes-driven performance measurement and process management



Better management of operations (processes and service delivery)



North Star: An exceptional customer experience!

A photograph of a family of four outdoors. On the left, a man with grey hair and a mustache, wearing a dark sweater over a blue and white checkered shirt, is smiling. A young girl with dark hair, wearing a pink shirt, is hugging him from behind. On the right, a woman with short grey hair, wearing a red jacket over a grey patterned shirt, is smiling. A young boy with dark hair, wearing a blue and orange striped shirt, is hugging her from behind. The background is a blurred green landscape. The entire image has a semi-transparent blue overlay. The word "Questions?" is written in large, white, sans-serif font across the bottom center of the image.

Questions?

Thank you



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