UTILITY DECISION MAKING THROUGH ENTERPRISE INFORMATION MANAGEMENT

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Objectives

- Introduction
- Enterprise Information Management
  - Integrated Information Systems
  - Data Governance
- Analytics
  - Business Intelligence
- Data Informed Decision Making
  - Integrated Utility Master Planning
Introduction
Utility Decision Making

Decision Support

Analytics

Data
Data: Enterprise System Integration

- Majority of Service Authority data can be located on a map
- With GIS-Centric model, Service Authority data and systems can be linked geographically creating relationships for further analysis and insights
Data Governance:
The exercise of authority, control, and shared decision making (planning, monitoring and enforcement) over the management of data assets.

People:
• Executive Sponsorship
• Cross-divisional steering committee

Process and Procedures:
• Documented
• Repeatable
• Continuously Improved

Technology:
• Data Quality
• Data Security
• Data Synchronization
• Data Management
• Data Integration
Analytics: Types of Analytics

- **Descriptive**
  - What happened?

- **Diagnostic**
  - Why did it happen?

- **Predictive**
  - What will happen?

- **Prescriptive**
  - How can we make/prevent it happening?

Source: Gartner
Analytics: Business Intelligence

- System-agnostic
- Non-transactional database
- Cross-Domain reporting, analysis and insights

Data Warehouse

ETL's

PIMS
LIMS
GIS
CMMS
CIS
SCADA

Reporting
OLAP Analysis
Data Mining
Decision Support: Integrated Utility Master Planning

Integrated Utility Management / Portfolio Management Approach

Collection of programs, projects, and operations managed as a group to achieve strategic objectives

Work Identification
What work needs to be done across the organization?

Work Prioritization
What work is most important?

IUP Project

Work Management
How do we plan & execute work from an organization-wide perspective?