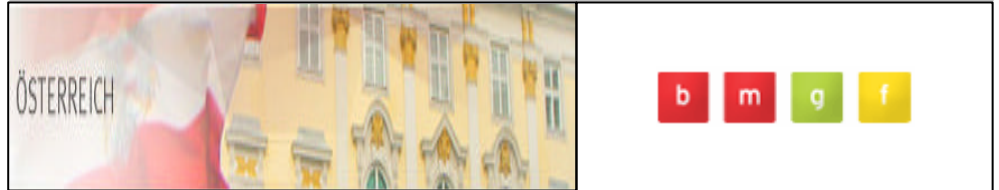


# FEDERAL MINISTRY OF HEALTH AND WOMEN



## BUSINESS INTELLIGENCE IN PUBLIC ADMINISTRATIONS

Public authorities are keenly aware of the need to be effective, economical and close to the people they serve. Business Intelligence (BI) helps them analyze and simplify their business processes, improve the way they use resources, and quickly identify any developments that are off target. Like the corporate sector, public organizations too are discovering that modern controlling systems are the only way to bring together all the commercial, political and thematic information they need.

Austria's Federal Ministry of Health and Women derives its data from all kinds of sources: diagnostic and service/benefit reports, cost accounting records and hospital statistics, to name but a few. And demand is growing for electronic access to public information and the electronic exchange of documents.

In April 2000, the ministry's Healthcare Economics section introduced a new, uniform system to let it manage and analyze complex and comprehensive data from all kinds of sources in a single, integrated system. It uses the Cognos PowerPlay and Cognos Impromptu Business Intelligence solutions to support this project.

DIAG, the documentation and information system that is used to perform analyses in the Austrian healthcare sector, is the final stage in a project that has lasted some 20 years. During this period, the ministry has worked with various IT applications on an

assortment of internal and external hardware and software platforms. Data was originally edited using a conventional database solution. However, the huge volumes of data involved severely limited what staff were able to do. Only small, manageable sets of data could ever be processed at a time – and that involved several manual interim steps. All of which tied up a vast amount of resources and often led to deadline overshoots.

### THE SOLUTION

Detailed specifications were drawn up for the target solution. CSC AUSTRIA helped the ministry to analyze requirements, produce the catalog of specifications and evaluate both suitable software solutions and the providers behind them.

Austrian legislation on healthcare documentation requires relevant data to be forwarded to the federal ministry. The planned application had to pool and manage all this data in a shared database. Close attention was paid to both the operational side and to the need for analysis, for which purpose a standard data warehouse solution was proposed. This solution had to generate standard reports on the empirical findings of healthcare and service/benefit activities in Austria's hospitals. But it also had to be able to answer ad-hoc queries without the need for any special programming.

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To facilitate long-term comparisons, the ministry also wanted to import legacy data to the new system. In addition, applications had to be developed using web technology that was based on standard Java.

A further criterion was data independence for diagnostic and service/benefit reports, cost accounting records from Austria's hospitals, healthcare statistics, master data management, documentation and data input (data logistics).

#### **EXCITED USERS**

After a request for proposals was issued in 1999, management consultancy Mummert & Partner won the contract by offering a tailor-made solution concept that would use Cognos PowerPlay and Cognos Impromptu to provide the data warehouse functionality. Following an in-depth analysis, development and prototyping phase, the DIAG system went into operation on the first set of regular desktop PCs in April 2000.

Assisted by Mummert & Partner, users were able to design their own reports after only a short learning curve. Users were very positive about their initial experience of working with the new system, recalls Harald Gaugg, head of the Healthcare Economic section: "Ultimately, it was the fact that the Cognos solutions were so easy to use, coupled with their extensive analysis and application options, that clinched our decision for this provider."

Today, the staff of Gaugg's section can very quickly produce ad-hoc analyses and new reports on their own. The new analysis facilities go far beyond merely modeling the reports that were available on the old system: They also provide completely new ways to link information from different sources. As a result, it now takes much less time to process the continual data updates that flow in from the various Austrian hospitals.

#### **OTLOOK**

The next phase of the project involves identifying what each of Austria's states needs to get out of using the DIAG system. Plans already exist to have the system used by individual states (state funds) before it is finally introduced throughout the Austrian Republic. Some of the activities in the pipeline include defining standard reports for diagnostic and service/benefit reports and for hospital statistics and cost accounting records. There are also plans to optimize the entire data logistics chain, from hospital to state to federal ministry.

#### **WHY COGNOS?**

Only Cognos delivers a complete range of integrated, scalable software for corporate performance management. Cognos products let organizations drive performance with enterprise planning and budgeting, monitor it with scorecarding, and understand it with business intelligence reporting and analysis. Founded in 1969, Cognos now serves more than 22,000 customers in over 135 countries.



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