Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

MIGRATION AND IMPLEMENTATION TO THE POWER PLATFORM FOR IMPROVED DATA-DRIVEN PRODUCTIVITY WITHIN DHCW

BY BRYONI KEIGHLEY

School of Applied Computing

INTRODUCTION

Will migrating to the Power Platform improve data-driven productivity within DHCW?

Since becoming a Special Health Authority [1], Digital Health and Care Wales (DHCW) [2] are required to report on their performance to Directors and to Welsh Government. This performance is measured against the deliverables set out in the Integrated Medium Term Plan [3] to ensure DHCW is making good progress towards these.

To achieve this, a new approach to the analysis and publication of corporate data is required so performance can be tracked, monitored, and improved over time.

This project explores the implementation and migration to Microsoft's Power Platform within a business environment. The project evaluates the impact the migration will have on the data-driven productivity of teams within DHCW.

AIM

To migrate corporate reporting in DHCW to the Power Platform and evaluate the impact this has on the productivity of teams

OBJECTIVES

Power BI implementation within DHCW (awareness, education, accessibility, governance)

Migration of old corporate reporting systems to new Power Platform solutions

Evaluation of the impact the migration has on productivity within DHCW

REFERENCES

[1] "Digital Health and Care Wales," Welsh Government, [Online]. Available: https://www.gov.wales/digital-health-and-care-wales. [Accessed 2023].
[2] "About Digital Health and Care Wales," DHCW, [Online]. Available: https://dhcw.nhs.wales/about-us/. [Accessed 2023].
[3] Digital Health and Care Wales, "Integrated Medium Term Plan", 2022.
[4] A. Hagget, "Work package specification for organisational performance reporting," 2021.

DESIGN & IMPLEMENTATION

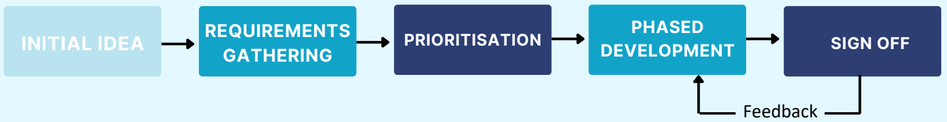
The development of the Integrated Organisational Performance Report (IOPR) was based on the previous reporting solution. The old process was different for each directorate, as there was no standardisation, resulting in inconsistent reporting.

The IOPR aimed to take the previous reports and consolidate them into one standardised and automated report using Power BI and Power Apps.

The objectives for the IOPR project were set out in a specification document [4] at the beginning of the project.

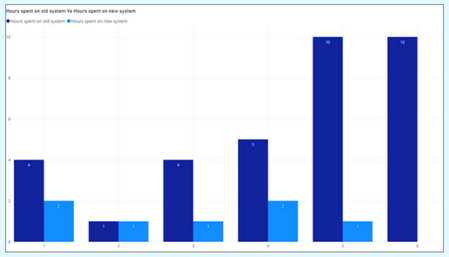
The Corporate Power BI team worked alongside Organisational Performance and users to design a Power App meeting all their needs.

The development was planned in phases, with tasks prioritised by how much demand certain reports have.



RESULTS

From the data collected, it can be seen that migrating to the Power Platform has resulted in positive changes to the efficiency and productivity of teams within DHCW. Although still early in the migration process, there has already been a positive response to the IOPR solution overall.



Significant time was saved on the monthly reporting process after migrating to the IOPR solution. 2-10 hours were reported as the savings for some teams. A reduction in the work required improves overall productivity within DHCW.

83% of respondents prefer the new IOPR solution compared to their old reporting solution. The same number of respondents already noticed a difference in productivity since the migration.

CONCLUSIONS & RECOMMENDATIONS

Overall the aim and the objectives of the project were met.

Migrating to the Power Platform did improve data-driven productivity within DHCW.

However, due to limited uptake this early on in the implementation, the feedback was also limited. The objectives will be carried forward as the implementation continues through the phases.

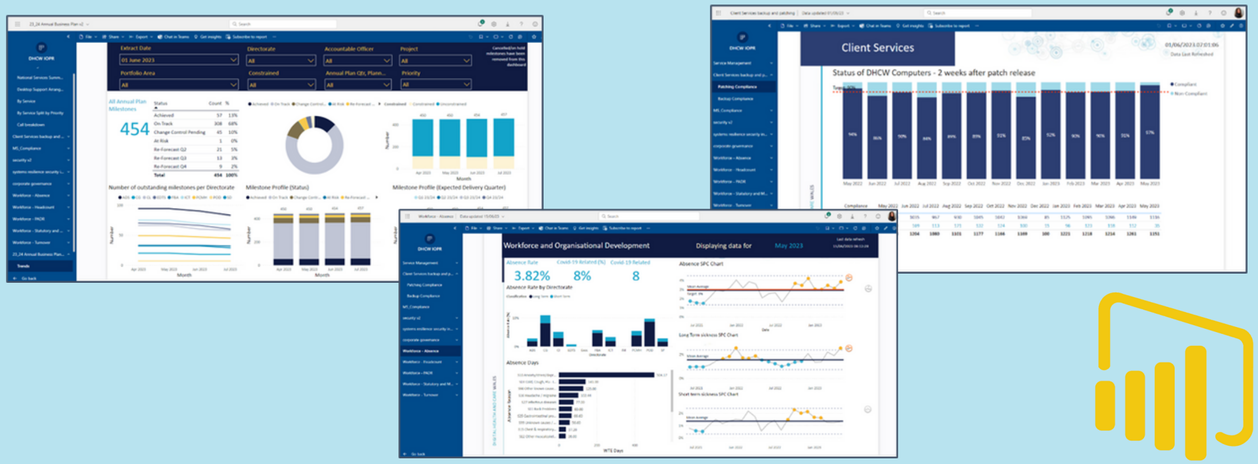
Recommended to continue with all three objectives for maximum impact on productivity going forward.

More user education is needed to improve confidence in using the new solution

Data-related challenges such as locating the correct data and applying the correct calculations need to be resolved and a systematic approach to data storage needs to be in place

This project can be replicated for all 7 Health Boards in NHS Wales for their corporate reporting.

RESEARCH

The literature review explored material on and around the topic of self-service business intelligence (SSBI). Including the history of data visualisation and business intelligence, and the introduction of SSBI. It then investigated the pros and cons of SSBI implementation, the challenges faced and success factors to consider. The literature discovered formed a solid basis for DHCW's implementation and migration to the Power Platform. Many of the challenges described in the literature were apparent within DHCW. The success factors identified were included in the migration process to ensure the transition was as smooth as possible. All relevant policies were applied to DHCW and incorporated into the assurance and best practice documentation.

This project contributes to the existing knowledge identified in the review and tests the factors listed in aiding the implementation and migration to the Power Platform.