Client: Defense Health Agency (DHA)

Business Problem: Cracking the Black Box of Analytics

The value of T&E feeds an organization's understanding of its application portfolio value and business rules effectiveness. A good T&E program can demonstrate organizational health through metrics and measurement.

Challenges:

- Metrics and measurement is often tangential, lacking adequate time investment.
- KPIs themselves lack meaning if not properly conceived and measured.
- Different stakeholders need different analyses to receive real business benefit.

Solution:

Nolij brought DHA an analytics solutions to identify and capture meaningful KPIs that provide the context for leaders to make sound decisions. Our measures allow leaders to plan, mitigate risks, assess performance, refine objectives, and realign targets. To quickly evaluate progress and performance, we identified key measures for real-time evaluation:

Services:	T&E core and supporting service measures provide leadership insight into testing performance and improvement areas.
Products:	Application health KPIs provide PMOs and developers an understanding of the state of application quality and performance.
Functions:	Business function measures provide branches, divisions, and PMOs evidence of functional team performance throughout the Waterfall and Agile SDLCs.
Programs:	We track measures for leadership, branch chiefs, and program managers to understand the trends and performance of each PMO and program.

Benefit: Productivity through Data Visualization

Nolij used Domo, Tableau, and industry-leading tools to explore data through dashboards. We configured Domo to provide an all-in-one dashboard set for DHA, providing up-to-date, interactive visualizations that allow quick and easy digestion of federated metrics and KPIs. We created custom visualizations and views to fit client needs, focused KPI sets on metrics important to each stakeholder, and used dynamic filtering so that each dashboard fits a variety of cases, such as reviewing a single product and analyzing the difference between Waterfall and Agile processes.