



**NEXT
GREAT
CITY**

PLAYFORD ANALYTICS CENTRE

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City of Playford

WHAT?

- Simply an interface
- A tool
- One stop shop
- Matured to: work plan driver, needs vs wants, improvement, info centre



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The screenshot shows the "Analytics Centre" dashboard. At the top, there are navigation links for "Analytics Centre", "Service Systems", "Process & Work Instructions", and "Records Management", along with an "EDIT LINKS" option. A search bar is located in the top right corner. The main heading is "Welcome to the Analytics Centre". Below this, there is a "Reporting" section with a description: "Dashboards, SSRS Reports, Spreadsheets, Service Standard Statements and Registers for all teams are located here. Simply navigate through the business unit to locate the relevant item you wish to access." This section includes four profile cards for "City Services", "Strategic Projects & Assets", "Strategy & Corporate", and "Executive & Organisation Wide". To the right, there is a "Request Form" icon and a yellow starburst graphic with the text "What's Hot?..... Playford Benchmarking Report". Below the "Reporting" section is a "Categories" section with the text "Information and Reports related to key activities". This section features four tiles: "Quarterly Reporting" (with a "REPO" graphic), "Service Costing" (with a dollar sign icon), "Resident Satisfaction Survey", and "COMING SOON - Workforce Planning". At the bottom right, there is a "What's the latest?" section with a table of recent updates. The footer states "This site is brought to you by Analytics & Information Solutions".

✓ Title	Modified
Benchmarking-Playford and Victorian Councils	... June 8
IntroducingThe Analytics Centre	... February 12
'Reporting Hub' Retiring	... January 31

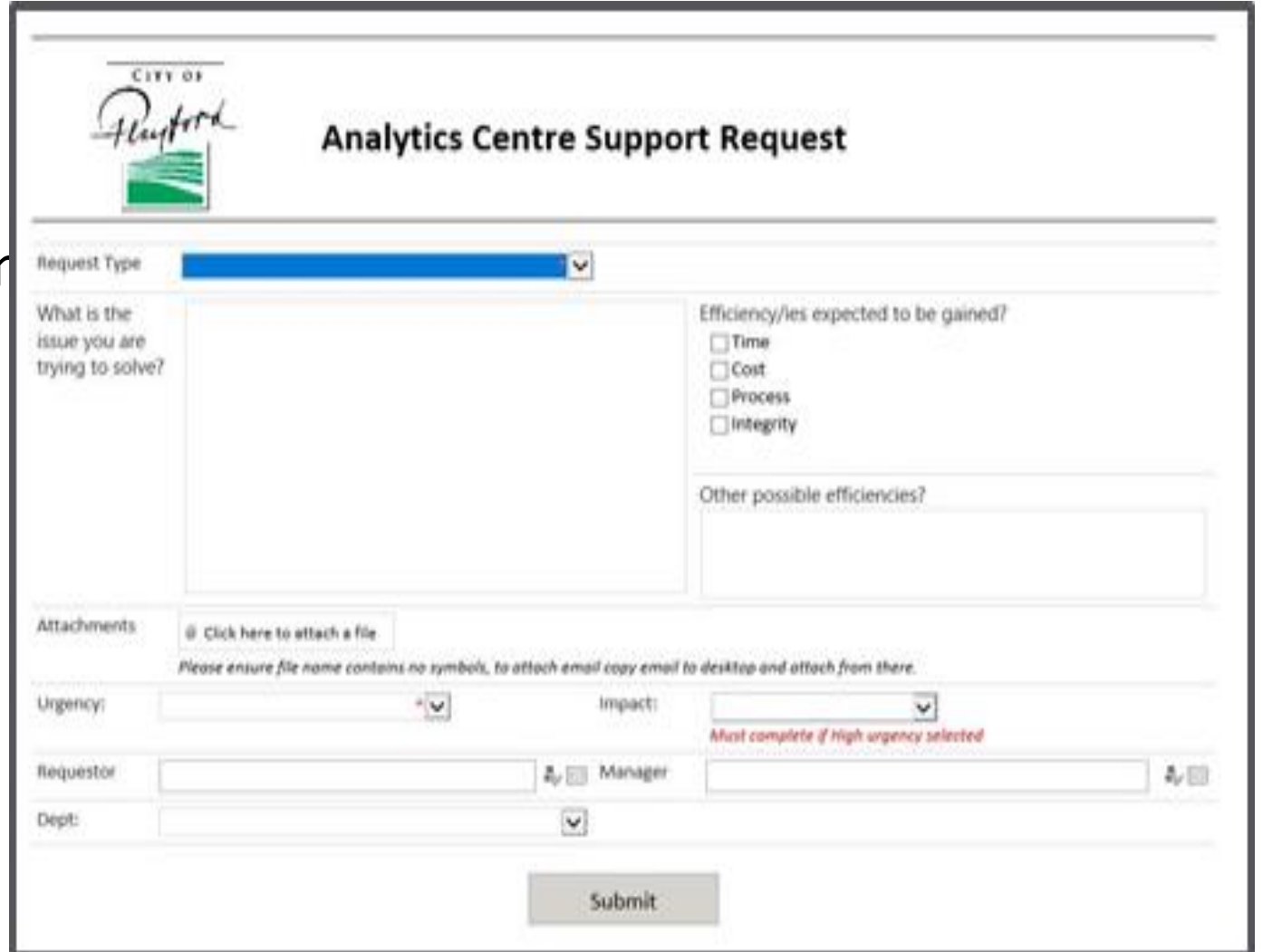
PURPOSE

- Support culture change to evidence based decisions
- Open data within Playford
- Central location
- Collaboration
- Enhance identification & recognition



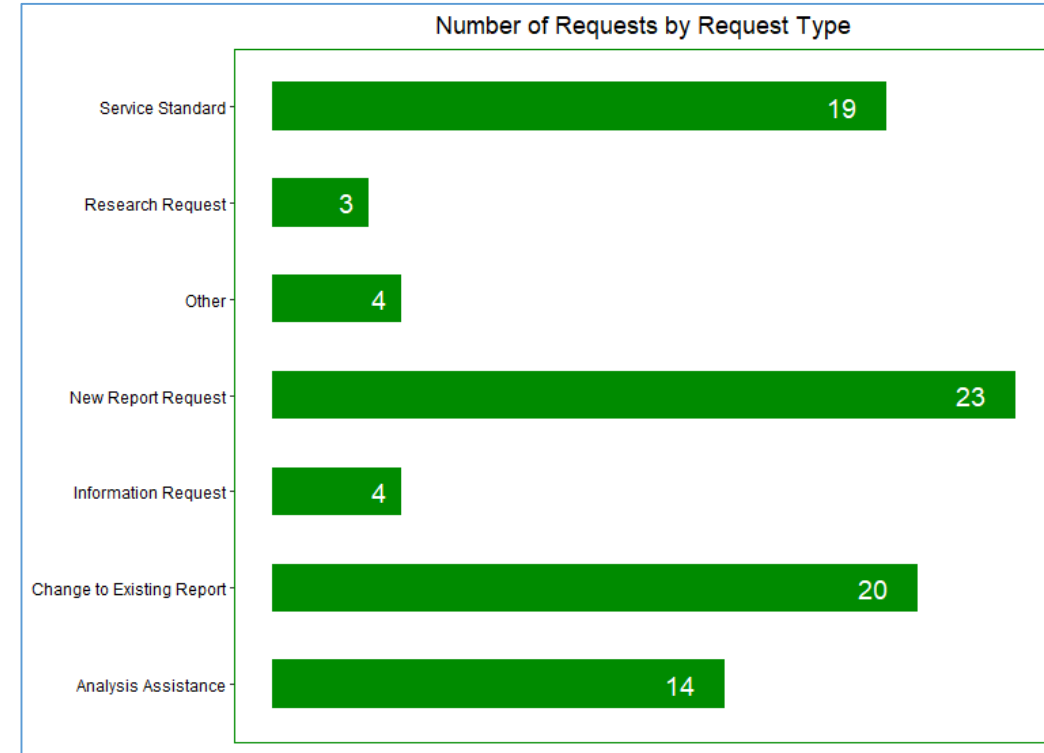
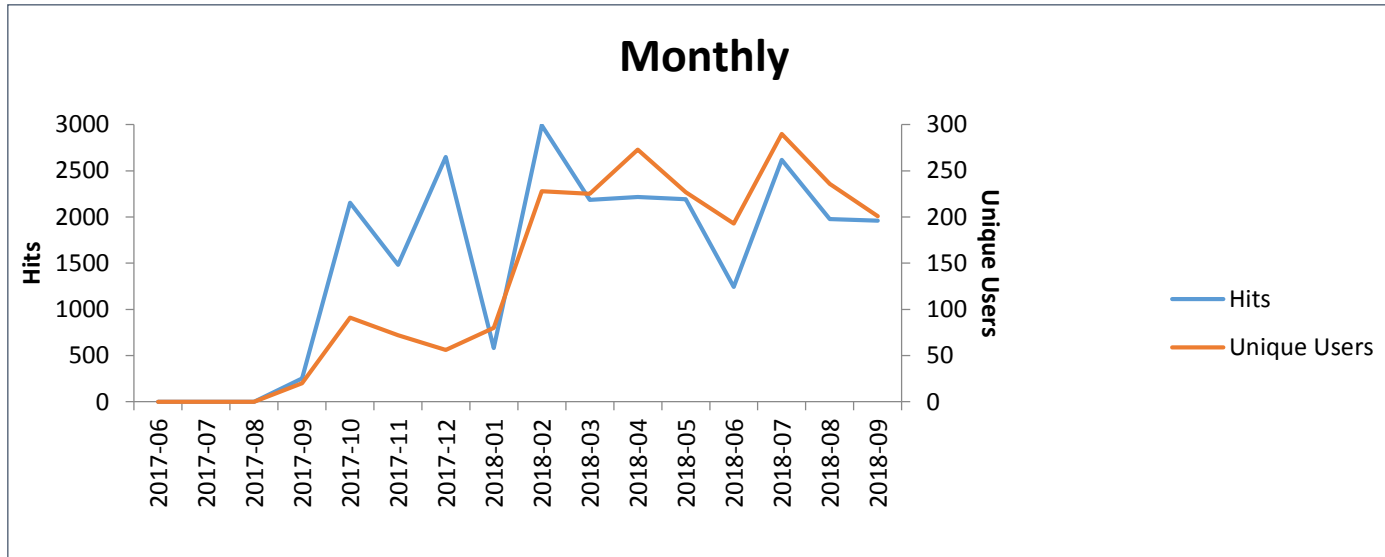
FACTORS CONSIDERED DURING DEVELOPMENT

- Utilise existing software
- Changing nature of Local Government
- Reputation and understanding
- [User ease](#)
- [Current Resources](#)
- Future development



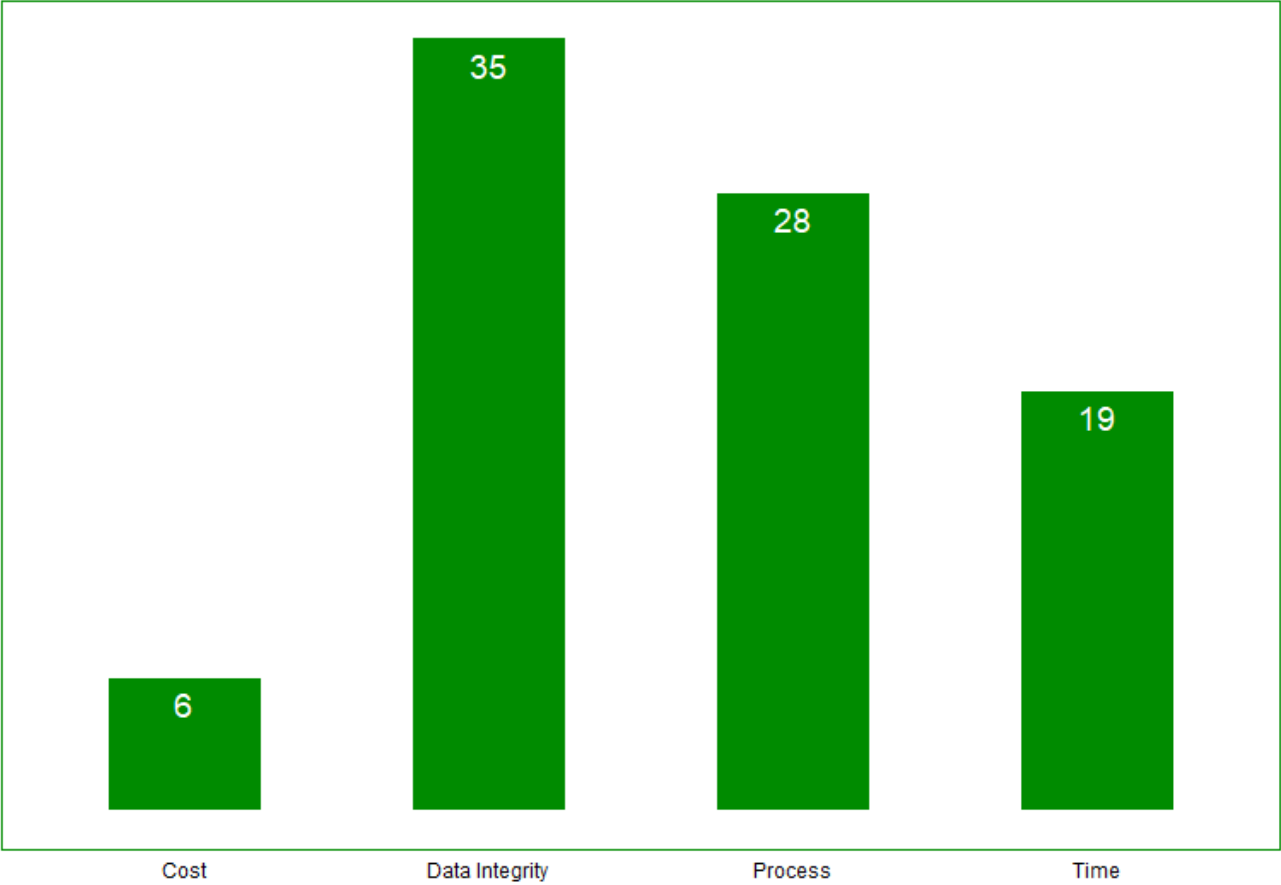
The screenshot shows a web form titled "Analytics Centre Support Request" for the City of Rayford. The form includes a logo for the City of Rayford, a "Request Type" dropdown menu, a text area for "What is the issue you are trying to solve?", and a section for "Efficiency/ies expected to be gained?" with checkboxes for Time, Cost, Process, and Integrity. There is also a text area for "Other possible efficiencies?". Below these are "Attachments" with a "Click here to attach a file" link and a note: "Please ensure file name contains no symbols, to attach email copy email to desktop and attach from there." The form also has fields for "Urgency" and "Impact" (with a note "Must complete if High urgency selected"), "Requestor" and "Manager" (with dropdown arrows), and "Dept." (with a dropdown arrow). A "Submit" button is at the bottom.

USAGE



TYPES OF IMPROVEMENTS

Potential Efficiencies Gained from Analytics Centre Requests



EXAMPLES

- City Operations Work Orders Dashboard
- Quarterly Reporting Master Workbooks (solution to current issue of varying data maturity across Playford)
- External Service Standards Report
- Service Costing Report (technical report... “friendly report”)
- Resident Satisfaction Survey (beyond the standard report)
- Benchmarking
 - Playford & Victoria Councils
 - SA Councils Benchmarking (LG Grant Commission)

