

“The iDashboards capability has provided the Defense Acquisition University (DAU) with a valuable tool to accelerate data transparency across the enterprise. Simple, direct access to data in real-time empowers data driven decision-making assessments made by the Leadership Team. This software has supplied DAU with a robust, cost-effective, and user-friendly capability that has quickly paid significant performance dividends.

—Mark Whiteside Director of Performance & Resource Management, DAU

Dashboards Provide a Tool for Making Quick, Accurate Decisions

CUSTOMER

The Defense Acquisition University (DAU) is the best-in-class corporate university for the Defense Acquisition Workforce (DAW). The university provides a full range of basic, intermediate, and advanced certification training, assignment-specific training, applied research, and continuous learning opportunities. DAU is the one institution that touches nearly every member of the Defense Acquisition Workforce throughout all career stages. All of DAU's learning assets are meant to help military, civilian, and contractor personnel develop and manage acquisition programs, projects and systems that continue to make our nation's warfighters the best-equipped armed forces in the world.

CHALLENGE

The Performance and Resource Management (PRM) department at DAU is always looking towards the future when it comes to implementing new software tools.

Towards the end of 2008, the PRM department at DAU performed market research, in order to find ground-breaking data dashboarding software that was not only innovative, but also user-friendly and cost-effective.

SOLUTION

The key reason PRM decided to purchase iDashboards was its ease of use, as well as its affordability.

Some of the key performance metrics the PRM department monitors with iDashboards for the DAW are:

- Graduates
- Course offerings
- Travel time
- Time accounting data
- Customer satisfaction data

RESULTS

Each department and region within DAU has their own set of dashboards and utilizes them for quick and well-informed decision making. PRM has also built general dashboards that are displayed at two kiosks for all employees to view. Before iDashboards, it took the analysts in the PRM department at least two or three weeks to create reports used in their enterprise-wide performance review, but now, with iDashboards, it is almost spontaneous.

In using dashboards for performance reviews such as the Enterprise Performance Review and Analysis, which they have three quarters of the fiscal year, DAU has also saved reams of paper. Before implementing iDashboards they pulled together presentations that included 300 or more slides, but now they save time and resources by utilizing their dashboards to show real-time data.

Initially in February 2009, DAU purchased 20 named user licenses, but the dashboards caught on so quickly that they purchased 20 more named user licenses approximately 6 months later in August 2009. iDashboards has continued to be so effective for DAU that they decided to purchase the central processing unit in January 2010 so all of DAU would have access via their desktop computer.