

*Case Study*

## The QUT Scorecard And Dashboard Solutions

**REQUIREMENT**  
TO DEVELOP A  
PROOF OF CONCEPT

**PURPOSE**  
TO ENABLE INCREASED VISIBILITY  
AND ACTIONING OF KEY BUSINESS  
METRICS

**OUTCOME**  
CORPORATE DASHBOARDS  
SERVING VARIOUS LEVELS OF  
MANAGEMENT

**SOFTWARES**  
BUSINESS OBJECTS XI  
PERFORMANCE MANAGEMENT  
ORACLE 9I



Queensland University of Technology (QUT) is one of Australia's largest universities. With an enrolment of over 40,000 students and 12 per cent is from overseas, QUT prides itself on the ability to offer a broader range of undergraduate degrees than many other universities. QUT's students have the flexibility to choose a combination of study areas as well as participate in exchange programs with overseas universities.

QUT is the largest provider of bachelor degree graduates into full-time employment in Australia each year and its graduate employment rate is well above the national average for Australian universities.

QUT has a key requirement to report the financial performance of the University at a high level. QUT's current financial reporting framework is complex and disjointed with multiple reporting tools accessing various copies of financial data. In addition to those inefficiencies, having multiple reporting sources and formats causes conflict and confusion by having several 'versions of the truth'.

This method of reporting is also resource intensive (creating and balancing multiple reports). QUT committed to a proof of concept (POC) project to develop a scorecard/dashboard using Business Object Performance Manager as the tool of choice.

The scope of the POC was restricted to three (3) distinct areas of interest for the business. The 3 areas are KPI's, Finance and Student.

The POC was also scoped to allow for a maximum of two (2) levels of drill down into the information reported at each of the areas detailed above.

A total of four (4) resources from CDC Praxa Consulting and QUT IT development staff were used to develop the POC. The ratio of resources was 50% QUT and 50% CDC Praxa.

The POC delivered an executive scorecard/dashboard. The executive scorecard/dashboard will become the primary source of reporting of the University's performance through all faculties and schools. This high level reporting has the ability to highlight exceptions and allow the ability to drill down to detail to identify the specific areas and causes of under performance.

In addition to these POC development deliveries, a mandatory deliverable was skills transfer from CDC Praxa consultants to key stakeholders identified by QUT to enable further in-house dashboard/scorecard development.

This final proof of concept scorecard was completed ahead of schedule. It was presented to and endorsed by QUT senior management.

QUT are currently scoping additional projects required to implement dashboard/scorecard reporting university wide.

**CDC Praxa**  
makes perfect ...sense



## ABOUT CDC SOFTWARE AUSTRALIA | PRAXA LTD

CDC Praxa is one of Australia's leading and growing IT professional services solution providers. Operating since 1982, CDC Praxa has grown from 4 dedicated staff to over 250 specialists & consultants Australia-wide. With offices in Sydney, Melbourne, Brisbane and Adelaide, CDC Praxa delivers integrated end-to-end solutions that help organisations and Governments to align, customise and maximise their business operations.

A consulting services division of CDC Corporation Group, CDC Praxa is recognised industry-wide and has a solid reputation for providing business critical information technology management and consulting.

CDC Praxa is a **Quality Endorsed Company** having attained **ISO 9001** status confirming our commitment to the provision of quality services and to the continuous improvement of our processes. One of CDC Praxa's standout successes is our ability to combine the skills and experience of our dedicated staff with documented policies, procedures and methodology. CDC Praxa is also an endorsed federal government supplier and is on several Government Panel Contracts for NSW and VIC including the ICT Services Approved Supplier Panel Contract 2020.

Providing BI solutions & services since the early 1990's, CDC Praxa has been successfully managing and implementing these to many corporate and government organisations including Australian Broadcasting Corporation, Department of Foreign Affairs and Trade, Department of Education & Training, David Jones, Woolworths, Cochlear, Australian Hearing Services, Amalgamated Holdings Limited, L'Oreal, National Australia Bank, Greyhound Racing Victoria, Harris Transport, NSW State Transit Authority, NSW Commission for Children and Young People, VicRoads, Catholic Education Office, Rocla, Victoria Legal Aid, UEC Technologies, The Sydney Fish Market, UniTab, Queensland University of Technology, St Vincent's Hospital, Transpacific Industries and Coca Cola Amatil.

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