

1. Summary of key data

- a. Data pertaining to Village assets
 - i. Cartegraph – public works assets (location, scheduled and past maintenance records, etc.)
 - ii. FuelMaster – Village-owned vehicles and equipment (fuel transactions)
 - iii. Waterly – water treatment facilities (performance, chemical use, etc.)
- b. Data pertaining to Village employees
 - i. Kronos – time and attendance data
 - ii. Interactive Health Portal – employee health records
 - iii. NeoGov – Employee Performance
- c. Data pertaining to services that we provide
 - i. Satisfaction Surveys – feedback on services or past or future events
 - ii. Village Website/Speak Out/Social Media – Frequently sought services and information, public sentiment
 - iii. Gov QA – building permits, business information, code enforcement
 - iv. Cartegraph - Requests for services
 - v. Just FOIA – Freedom of Information Act requests and responses
 - vi. New World – Water billing & financial (budgeting, accounts payable/receivable, etc.)
 - vii. Rectrack (Soon to be CommunityPass) – Program and Events data
 - viii. CAD - response times, types of calls
 - ix. Nixle – Resident complaints/feedback
 - x. Frontline - overnight parking, vacation watch, airport condition reports
- d. Data managed and generated by an outside entity
 - i. Common sources include: Athena, Google Earth, US Census

2. Summary of analytical models being used to make decisions

- a. Predict future workloads and staffing levels based on historical workload trends (Workload Forecasting, Predictive Analytics, Resource allocation formulas)
- b. Consider adjusting the fees charged for a service after reviewing the costs associated with providing the service
- c. Determine the most cost effective asset replacement option after reviewing all costs associated with two or more potential assets (Cost-Benefit Analysis, Comparative Analytics)
- d. Determine the optimal replacement period for a Village asset after reviewing past and expected maintenance and repair costs, resale value and replacement costs (Predictive Maintenance, Prescriptive Analytics)
- e. Track employee or department outputs in order to determine if expected employee or department performance expectations are being met (Performance Analysis, Descriptive Analytics)

3. Summary of analytical needs

- a. It would be helpful to have templates for some common analyses for uniformity and also to assist employees that do not perform certain analyses on a regular basis
- b. How to justify a new expense (software, piece of equipment, employee, product, etc). (Cost-Benefit Analysis, Change Impact Analysis)
- c. How to compare two different service delivery methods (Change Impact Analysis)
- d. How to ensure that the fees being charged for a service are adequate to reimburse the Village for all costs associated with providing the service. (Cost Recovery Method)