

HATFIELD RESIDENT FELLOWSHIP PROJECT BRIEF

Progress Dashboard for the City of Portland's Bureau of Technology Services

Fellow Name: Molly Sandmeier

July 2024 – April 2025

PROJECT GOAL

The goal for the Hatfield project is to create a dashboard that the City of Portland's Technology Bureau leaders can use to continuously assess their progress with implementing recommendations, from Gartner, to improve efficiency and effectiveness of the Bureau.

TAKE-AWAYS

- Dashboards should be user friendly and display the most important information first. To do this it is essential to collaborate with people who will be using the dashboard and learn how to make it most effective for them.
- Gaining access to essential data can be the longest step in the process of creating a dashboard.
- Data is rarely in the format needed for any given project and data engineering is essential.
- Data modeling makes data more accessible since data modeled correctly is easier to work with.
- It is important to check data quality at every step of the data engineering process.

CHALLENGES

The greatest challenges as a data engineer are often the beginning stages of getting access to data granted by those who own it. Additionally pulling data into programs, in this case power bi, can be a

challenge and require extensive research, trial, and error.

STRATEGY

- Look at other dashboards used by the Bureau of Technology as a jumping off point for the format of the Progress Dashboard.
- Utilize Gantt charts in the dashboard so stakeholders/leaders can see progress overtime.
- Pull Data that is populated by stakeholders, so stakeholders play a role in what information is on the dashboard.
- Have delays displayed on the top of the dashboard since that is the most important information for stakeholders to know.
- Show KPI's overtime from beginning of assessment implementation to present so leaders can see if the recommendations are improving bureau effusiveness.

RESULTS

- The outcome of the project is a live information Dashboard that displays the progress of the Technology Bureau, in implementing the Gartner Assessment recommendations. The Dashboard updates every 24 hours and displays timeline and delayed tasks, determined by stakeholders.
- Stakeholders are still determining what KPI's the assessment Dashboard should display.