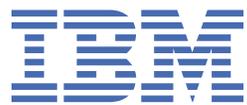IBM Cúram Social Program Management
8.0.2

*Business Intelligence and Analytics for Cúram Income Support and Cúram Income Support for Medical Assistance Business Guide*

IBM

**Note**

Before using this information and the product it supports, read the information in "Notices" on page 4

# Contents

# Tables

# Chapter 1. Business Intelligence and Analytics for Income Support Business Guide

An overview of the Business Intelligence and Analytics available in Cúram Income Support and Cúram Income Support for Medical Assistance. Cúram Business Intelligence and Analytics consists of three parts: reports, dashboards, and key performance indicators.

## Introduction

### Audience

This information is intended for business analysts employed by the organization. It is assumed that this audience has a strong knowledge of the organization's business requirements. After reading this information, you should have a clear understanding of the functional content of business intelligence and analytics in this solution.

### Related Documentation

It is assumed that the reader is familiar with the basic concepts of Cúram Income Support. To better understand the topics covered in this guide, the reader may wish to reference the documents in the following table.

| Table 1. Helpful Documentation | |
|---|---|
| **Document Name** | **Description** |
| Cúram Business Intelligence and Analytics Guide | This guide provides a business level overview of Cúram Business Intelligence and Analytics. |
| Cúram Business Intelligence Reporting Developer Guide | This guide provides installation, setup, configuration, compliance of the warehouse |
| Cúram Business Intelligence BIRT Developer Guide | This guide provides instructions on installation, setup, configuration, compliance of the BIRT charts. |

### Chapters in this Guide

The following list describes the chapters in this guide:

**Overview of Business Intelligence and Analytics for Cúram**
    This chapter provides an overview of Cúram BI & Analytics.

**Reports**
    This chapter outlines the functional content of the reports for the solution.

**Dashboards**
    This chapter outlines the functional content of the dashboards for the solution.

**Key Performance Indicators**
    This chapter outlines the functional content of the key performance indicators for the solution.

## Overview of Cúram Business Intelligence and Analytics

Cúram BI & Analytics is comprised of:

• Dashboards

- Key Performance Indicators

A dashboard is information pulled from the application that is displayed as multiple charts and/or graphs on one Cúram page. It is different from a report as it is a graphical rather than textual display. It provides a high-level, real-time view of the organization. A dashboard is used if the information to be presented lends itself to a comparison with other graphically-based data at a glance.

A key performance indicator (KPI) is information pulled from the application that is displayed on a Cúram page as a single chart or graph. KPIs are quantifiable measurements that reflect the critical success factors of an organization. Based on beforehand agreed measures, the KPIs reveal a high-level snapshot of the organization. They vary depending on the kind of organization they characterize. A KPI is used to provide a graphical representation of information where the information is helpful on its own and a comparison with other types of data is not deemed beneficial.

# Dashboards for Cúram Income Support

The Eligibility Worker and Intake Worker home page contains dashboards for:

- Assigned Applications – displays in a pie chart format the timeliness of the applications for the individual worker
- Applications Awaiting Determination.- displays the timeliness of tasks of type Application Ready of Determination Work Queue for the individual worker categorized by Processing Deadlines (received today, 1-5 days, 6-14 days,15+ days and overdue)

The Intake Worker Supervisor home page contains a dashboard for

- Online Applications – displays the count of applications categorized by Number of Applications (received today, 1-5 days, and overdue)

# KPIs for Cúram Income Support

For v6 there are five KPIs available in Income Support: Active Cases, Work Participation Snapshot (2), and Work Participation Trends (2).

## Active Cases

This type of analysis would evaluate the compliance and goal achievement related to number of cases by program in terms of volumes. The KPI will allow the analysis of cases by program and show progress over time. Such a KPI would provide an analyst a view of the organization's compliance as mandated by federal, provincial, state or other local statutes.

The Active Cases KPI provides a count of all the cases that were active at any time in the selected month associated with the currently logged in user. The values display in a bar chart format.

The user can search by date (month and year) and program (all programs, Cash Assistance, Food Assistance, and Medical Assistance). The KPI displays the number of active cases by program for the selected month year and program.

## Work Participation Snapshot

This type of analysis would evaluate the work participation rate for specified time periods for the Cash Assistance program Overall Participation and the Two-Parent participation rates. Such a KPI would provide an analyst a view of the organization's reporting compliance as mandated by federal, provincial, state or other local statutes. Both a monthly and quarterly view are available.

The Monthly Snapshot displays values associated with the Overall and Two-Parent Participation rates for the active Cash Assistance cases associated with the currently logged in user. The values display in a bar chart format.

The user can search by date (month and year). The KPI displays for the selected month two sets of bar charts with values used to calculate the Overall Participation and Two Parent Participation rates. For each month one bar in each set represents the number of participating families and the other is the number of

families required to participate for cases that were active for Cash Assistance at any time in the selected month.

The Quarterly Snapshot displays values associated with the Overall and Two-Parent Participation rates for the active Cash Assistance cases associated with the currently logged in user. The values display in a bar chart format. The user can search by date (quarter and year) and participation type (Overall Participation and Two-Parent Participation). Quarters are based on a fiscal quarter so Q1 represents October to December. The KPI displays for each of the selected months two bar charts with values used to calculate the Overall Participation and Two Parent Participation rates. For each month one bar represents the number of participating families and the other is the number of families required to participate for cases that were active for Cash Assistance at any time in the selected month.

# Work Participation Trends

There are two work participation trend KPIs for Cash Assistance: comparative trends and historical trends.

## Work Participation Comparative Trends

This type of analysis would evaluate the work participation rate by comparing two time periods for the Cash Assistance Overall Participation rate and the Two-Parent Participation values. Such a KPI would provide an analyst a view of the organization's reporting compliance as mandated by federal, provincial, state or other local statutes. Comparative Trends displays values associated with the Overall and Two-Parent Participation rates for Cash Assistance cases that were active in the selected month associated with the currently logged in user. The values display in a bar chart format.

The user can search by date (month and year) across two different periods. The KPI displays for each of the selected periods two bar charts with values used to calculate the Overall Participation and Two Parent Participation rates. The bar charts represent the number of participating families and the number of families required to participate for each of the selected months from the cases that were active for Cash Assistance at any time in the selected month.

## Work Participation Historical Trends

This type of analysis would evaluate the values used to calculate both the Cash Assistance Overall Participation and the Two-Parent Participation rate over a specified time period. Such a KPI would provide an analyst a view of the organization's reporting compliance as mandated by federal, provincial, state or other local statutes.

Historical Trends displays values associated with the Overall and Two-Parent Participation rates for Cash Assistance cases that were active in the selected month associated with the currently logged in user. The values display in a line graph format.

The user can search by begin and end month and year for the KPI and the type of participation (Overall Participation or Two Parent Participation). The KPI displays for the selected range of months a line chart depicting the number of families participating for each month and the number of families required to participate from the cases that were active for Cash Assistance at any time in the selected month.

# Notices

This information was developed for products and services offered in the United States.

IBM may not offer the products, services, or features discussed in this document in other countries. Consult your local IBM representative for information on the products and services currently available in your area. Any reference to an IBM product, program, or service is not intended to state or imply that only that IBM product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any IBM intellectual property right may be used instead. However, it is the user's responsibility to evaluate and verify the operation of any non-IBM product, program, or service.

IBM may have patents or pending patent applications covering subject matter described in this document. The furnishing of this document does not grant you any license to these patents. You can send license inquiries, in writing, to:

*IBM Director of Licensing IBM Corporation North Castle Drive, MD-NC119 Armonk, NY 10504-1785 US*

For license inquiries regarding double-byte character set (DBCS) information, contact the IBM Intellectual Property Department in your country or send inquiries, in writing, to:

*Intellectual Property Licensing Legal and Intellectual Property Law IBM Japan Ltd. 19-21, Nihonbashi-Hakozakicho, Chuo-ku Tokyo 103-8510, Japan*

INTERNATIONAL BUSINESS MACHINES CORPORATION PROVIDES THIS PUBLICATION "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some jurisdictions do not allow disclaimer of express or implied warranties in certain transactions, therefore, this statement may not apply to you.

This information could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be incorporated in new editions of the publication. IBM may make improvements and/or changes in the product(s) and/or the program(s) described in this publication at any time without notice.

Any references in this information to non-IBM websites are provided for convenience only and do not in any manner serve as an endorsement of those websites. The materials at those websites are not part of the materials for this IBM product and use of those websites is at your own risk.

IBM may use or distribute any of the information you provide in any way it believes appropriate without incurring any obligation to you.

Licensees of this program who wish to have information about it for the purpose of enabling: (i) the exchange of information between independently created programs and other programs (including this one) and (ii) the mutual use of the information which has been exchanged, should contact:

*IBM Director of Licensing IBM Corporation North Castle Drive, MD-NC119 Armonk, NY 10504-1785 US*

Such information may be available, subject to appropriate terms and conditions, including in some cases, payment of a fee.

The licensed program described in this document and all licensed material available for it are provided by IBM under terms of the IBM Customer Agreement, IBM International Program License Agreement or any equivalent agreement between us.

The performance data and client examples cited are presented for illustrative purposes only. Actual performance results may vary depending on specific configurations and operating conditions.

Information concerning non-IBM products was obtained from the suppliers of those products, their published announcements or other publicly available sources. IBM has not tested those products and cannot confirm the accuracy of performance, compatibility or any other claims related to non-IBMproducts. Questions on the capabilities of non-IBM products should be addressed to the suppliers of those products.

Statements regarding IBM's future direction or intent are subject to change or withdrawal without notice, and represent goals and objectives only.

All IBM prices shown are IBM's suggested retail prices, are current and are subject to change without notice. Dealer prices may vary.

This information is for planning purposes only. The information herein is subject to change before the products described become available.

This information contains examples of data and reports used in daily business operations. To illustrate them as completely as possible, the examples include the names of individuals, companies, brands, and products. All of these names are fictitious and any similarity to actual people or business enterprises is entirely coincidental.

COPYRIGHT LICENSE:

This information contains sample application programs in source language, which illustrate programming techniques on various operating platforms. You may copy, modify, and distribute these sample programs in any form without payment to IBM, for the purposes of developing, using, marketing or distributing application programs conforming to the application programming interface for the operating platform for which the sample programs are written. These examples have not been thoroughly tested under all conditions. IBM, therefore, cannot guarantee or imply reliability, serviceability, or function of these programs. The sample programs are provided "AS IS", without warranty of any kind. IBM shall not be liable for any damages arising out of your use of the sample programs.

# Privacy Policy considerations

IBM Software products, including software as a service solutions, ("Software Offerings") may use cookies or other technologies to collect product usage information, to help improve the end user experience, to tailor interactions with the end user or for other purposes. In many cases no personally identifiable information is collected by the Software Offerings. Some of our Software Offerings can help enable you to collect personally identifiable information. If this Software Offering uses cookies to collect personally identifiable information, specific information about this offering's use of cookies is set forth below.

Depending upon the configurations deployed, this Software Offering may use session cookies or other similar technologies that collect each user's name, user name, password, and/or other personally identifiable information for purposes of session management, authentication, enhanced user usability, single sign-on configuration and/or other usage tracking and/or functional purposes. These cookies or other similar technologies cannot be disabled.

If the configurations deployed for this Software Offering provide you as customer the ability to collect personally identifiable information from end users via cookies and other technologies, you should seek your own legal advice about any laws applicable to such data collection, including any requirements for notice and consent.

For more information about the use of various technologies, including cookies, for these purposes, see IBM's Privacy Policy at http://www.ibm.com/privacy and IBM's Online Privacy Statement at http://www.ibm.com/privacy/details the section entitled "Cookies, Web Beacons and Other Technologies" and the "IBM Software Products and Software-as-a-Service Privacy Statement" at http://www.ibm.com/software/info/product-privacy.

# Trademarks

IBM, the IBM logo, and ibm.com are trademarks or registered trademarks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on the Web at " Copyright and trademark information " at http://www.ibm.com/legal/copytrade.shtml.

Adobe, the Adobe logo, PostScript, and the PostScript logo are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States, and/or other countries.

Java™ and all Java-based trademarks and logos are trademarks or registered trademarks of Oracle and/or its affiliates.

The registered trademark Linux is used pursuant to a sublicense from the Linux Foundation, the exclusive licensee of Linus Torvalds, owner of the mark on a worldwide basis.

Microsoft, Windows, Windows NT, and the Windows logo are trademarks of Microsoft Corporation in the United States, other countries, or both.

UNIX is a registered trademark of The Open Group in the United States and other countries.

Other names may be trademarks of their respective owners. Other company, product, and service names may be trademarks or service marks of others.

**IBM**®

Part Number: