

“Ben (CSG consultant) has a strong sense of business knowledge and curiosity. He talks with clients and then comes back with improvement ideas and intuitive questions. He is well respected by those who know him and have interacted with him at ODOT.”

**Brent Freeman, HMI DW
Program Manager, ODOT**



About CSG

CSG Professional Services, Inc. provides custom software development and business intelligence solutions.

CSG Contact Info

CSG Professional Services, Inc.
5201 SW Westgate Drive,
Suite 208
Portland, OR 97221
503.292.0859
503.292.1485 fax
<http://www.csqpro.com>

Jerry Frank

President
503.445-6301
jerryf@csqpro.com

Don Lewis

Director, Business Development
503.445.6304
donl@csqpro.com

Ben Muller

BI Practice Manager
503.445.6313
benm@csqpro.com

Ron Ellis Gaut

Director, Consulting Services
503.445.6302
roneg@csqpro.com

The Client

The Oregon Department of Transportation's (ODOT) Highway Division is its most visible arm, spread across Oregon with engineers, road crews and a wide array of other disciplines involved in the maintenance of the state's highways, bridges and other parts of the transportation system. These services are supported by a variety of legacy business systems including Highway Project Management, Finance, Contracting, Engineering, Accident/Incident, and Mobility.

Requirements

ODOT found report production, performance management and data analysis from its legacy systems to be very time consuming, costly, inefficient and unreliable. The Data Warehouse/Business Intelligence (DW/BI) program identified several key requirements:

- ▶ Faster reporting and performance management production. This is especially critical for the Governor and Oregon State Legislature;
- ▶ Trusted data accuracy and business rule consistency: “One Version of the Truth”;
- ▶ Better access to key project, finance, and highway performance information for ODOT managers, analysts, and staff.

The Solution

Working in partnership with ODOT's Highway Program Office, Technical Application Division, and the department's business stakeholders, CSG developed a DW/BI system that extracts, cleanses, validates, and standardizes highway project, finance, and transportation systems data.

The DW/BI system is entirely based on Microsoft SQL Server 2005 technology, including the Microsoft SQL Server database engine, Integration Services, and Analysis Services. Reporting and analysis is delivered through Microsoft Reporting Services and PerformancePoint® Server 2007 Analytics.

ODOT's DW/BI system transforms data into a business-oriented information repository using best practice techniques for data warehousing and dimensional modeling.

The Result

ODOT's new system provides a centralized information repository that enables users to quickly build reports and analyses that are automatically refreshed for managers, analysts, and staff who can access them online.

Data is extracted and transformed using standardized business rules. Data processing jobs, errors, and status reports are logged and delivered to program management staff and business system owners. The depth, breadth, quality, and accessibility of data have improved dramatically. Reports that previously took weeks and months to produce can now be created in just minutes.