



# Discover. Learn. Analyse. Shape. Repeat

COHORT SESSION 5: ANALYSE

#DatawiseLondon



# Today's agenda: morning

Welcome & Check in

External data choices

Working with sources – best practice recap

10:55 Break

Deep dive into a dataset

What did you discover?

Systems template

12:40 Lunch



# Today's agenda: afternoon

13:40 Welcome back from lunch

Systems mapping

Create your own systems map

Sharing your map – what did you find?

Preparing internal data for Session 6

15:00 Close



# Datawise London Cohort Programme

## Discover Session 1 & 2

I have a better understanding of where our organisation is now and where we want to be

## Learn Session 3&4

I know what tools can help me collect & analyse data

I have the improved skills to better collect, use and analyse data

## Analyse Session 5 & 6

I am able to access & use external data sources

I can analyse and share my findings





# Deeper data source dive

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You have a hunch...what data sources will you need to explore? Let's delver a bit deeper



## Example Superhighways: My Hunch is...

Due to Covid we think our audience has expanded and we're reaching smaller groups previously not accessing digital assistance

### Data Needed

#### Internal data

- Training attendance records
- Support requests & technical enquiries
- One to one support records
- Size of group by income (not previously collected)
- Referrals

#### External data

- Charity commission data
- 360 Giving data (for non registered by grant funded groups)

### Tools Needed

Eventbrite  
Excel  
Power BI

### Skills Needed

Excel dashboards  
Power BI reports  
Knowledge of how to use Grantnav & 360 Insights  
Mapping & overlaying maps of need & provision

What's the one data source that could help you unearth answers?

What help will you need?



# Working with external data - tips



Let's explore one  
data source in  
greater depth

- ✓ 1 hour
- ✓ On your own or with others exploring the same data set
- ✓ It's handy to write a list of assumptions!
- ✓ Think about your hunch
- ✓ Let us know if you need help





# Feedback

- ✓ What did you discover?
- ✓ Were there any surprises?
- ✓ Let us know what you found confusing or harder to find



**Break**



# Systems audit

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Refining our processes with a systems audit – recap and refine





# Systems audit template



System name e.g. registration form, member list or client	Application used e.g. Word/ Excel/ Access/ CRM etc	Description of what it's used for including type of data collected / stored e.g. names, attendances, work carried out	Who uses it – are there restrictions as to who can access, modify etc?	Can you produce reports from the 'system'? (as appropriate)	What are the risks/benefits to using this system (for example security, ease of use, etc.)	Are there any challenges / issues you have using this tool or 'system'?	What would make use of this tool / 'system' more effective?
Helpdesk	WebHelpDesk	For our Tech support service. Holds contact details of all our members and other organisations accessing this service. Enables us to log tech support provided - for reference and also monitoring access against support package (used to check service level at annual renewal). Emails to helpdesk@superhighways automatically creates a ticket	Restriction of 5 licences. Tech team + generic tech support.	You can filter different views and produce various reports as pdf or download as CSV	Client data secure	Staff not always updating in real time. Users creating new tickets not adding to existing ones.	Better reporting to track Membership service used. Need to explore further what's possible. Potential automation of invoicing? Would an app on mobile phone be useful for quick updates on the go? Need more licences.
Digital support request form	O365 Form	Collects new digital support requests (non members) Functions as an initial enquiry form with contact details and further information of issue. (Provides more structure information and a reference point in one place than ad hoc emails to different staff)	Sorrel, Kate, Philippa	Form responses create a real time updated Excel spreadsheet. We can then filter etc	Free. Quick and easy to use	Only one person gets alerted when a new response comes in (but none worked out how to use Powerautomate to alert other emails too)	If this information could be brought together with Helpdesk info and other spreadsheets / Eventbrite data where we've potentially provided other services to that organisation & for easier reporting to funders etc
Training Excel sheet	Excel	Downloaded from Eventbrite for monitoring & evaluation. Links into Power BI for analysis and sharing.	Everyone	In theory everyone but it's tricky to use in Excel as the file is so huge so we've linked it to Power BI so we can share interactive dashboards internally & externally	Free. Quick to set up new templates for new projects/workstreams. Team all have good Excel skills. Data security not watertight. No audit trail.	Not a real time link with Eventbrite so we have to download manually. The high load of training we're doing during Covid is making this a challenge to stay on top of.	A real time link with Eventbrite using Zapier or Microsoft Flow. A centralised database to link the two workstreams together.

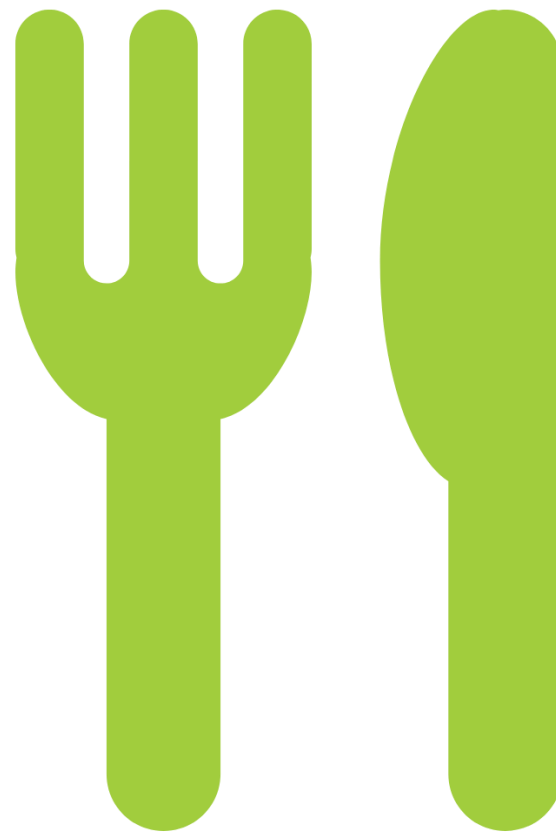


## Refining your systems template

- ✓ Complete / refine your template
- ✓ There's new info to add



Lunch





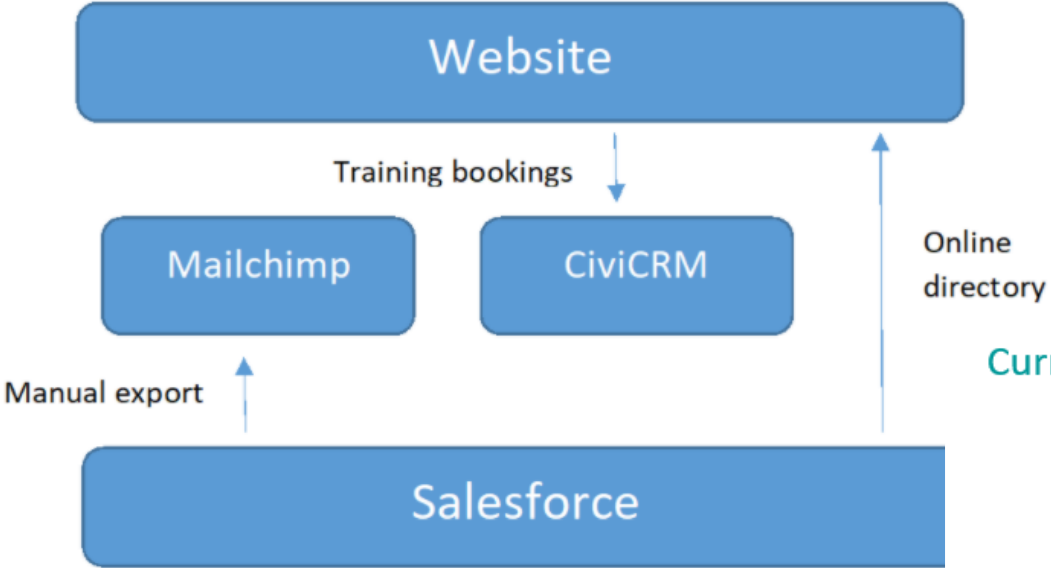
# Systems mapping

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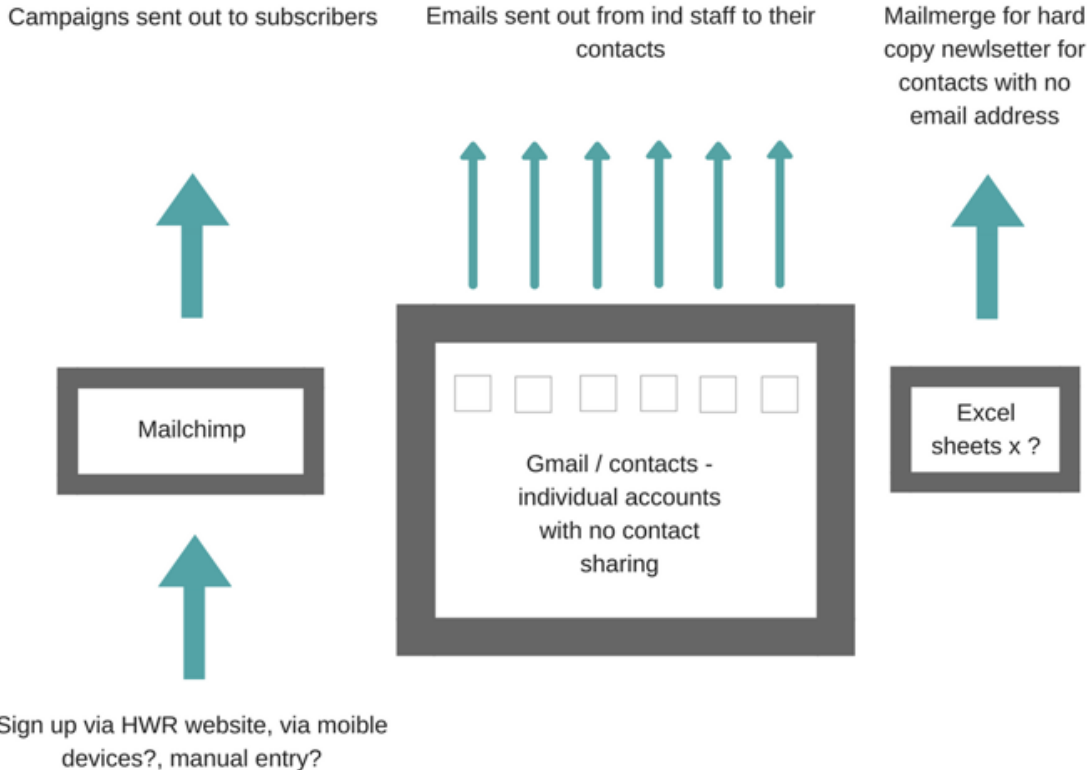
What is it and how can it make a difference?



Representation of current systems and link between them.

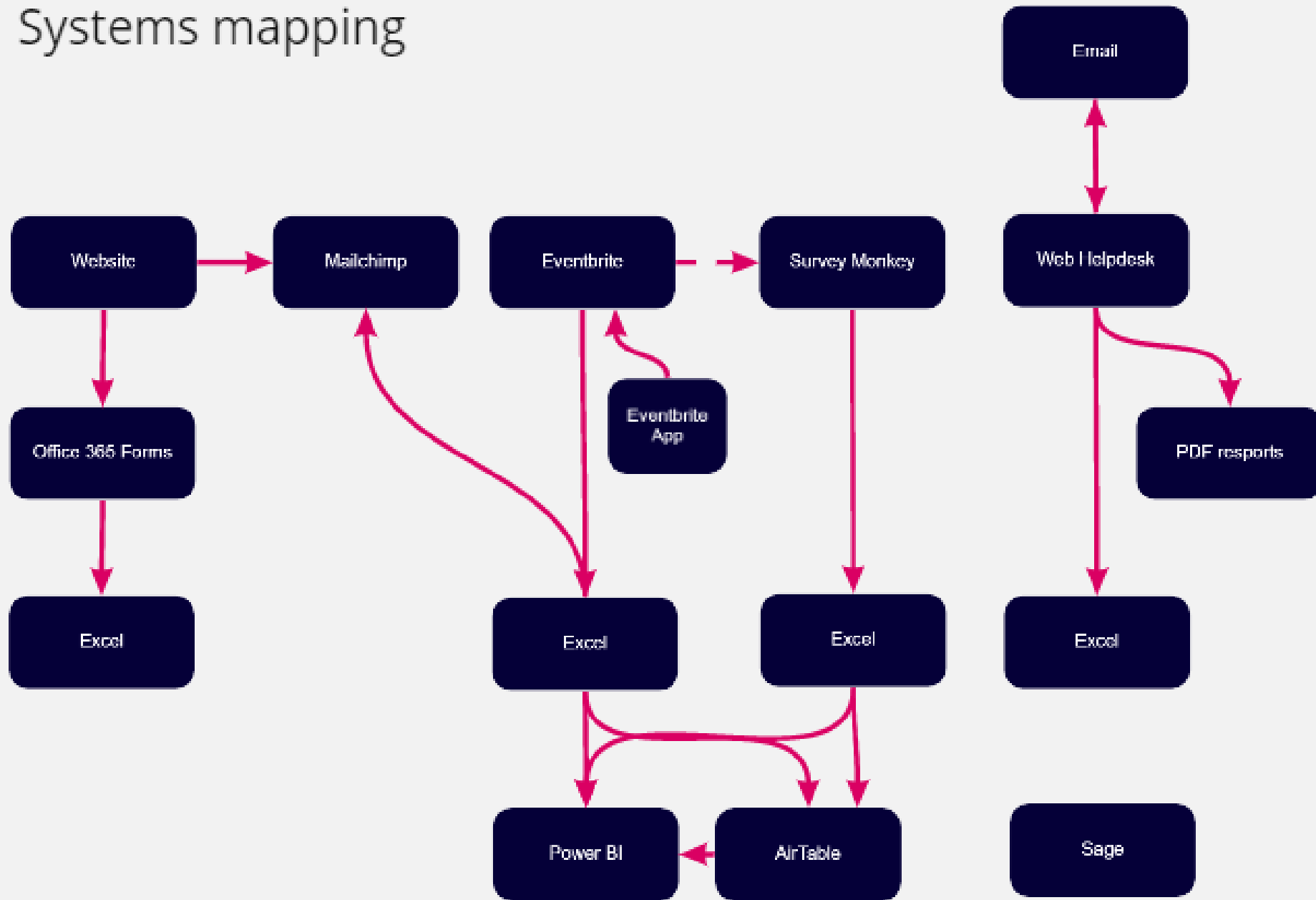


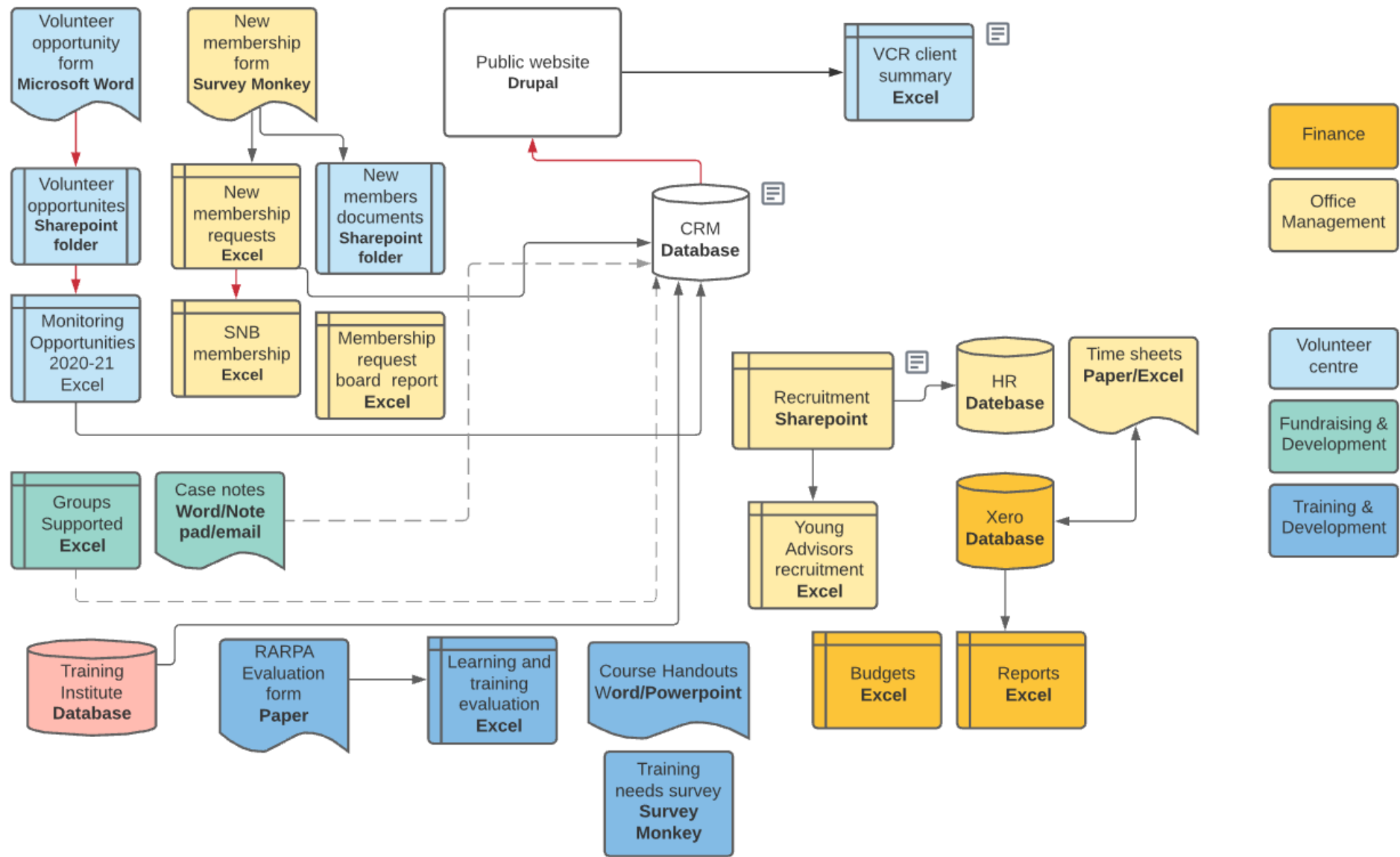
Current set up





# Systems mapping

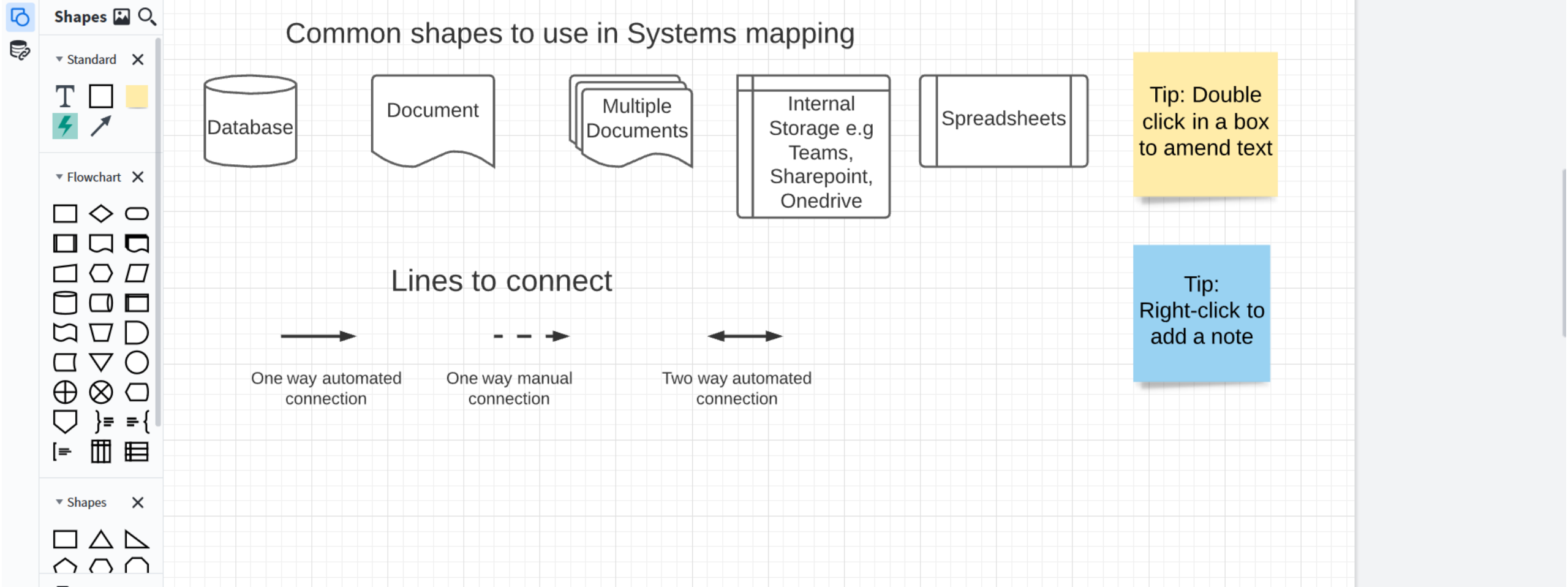


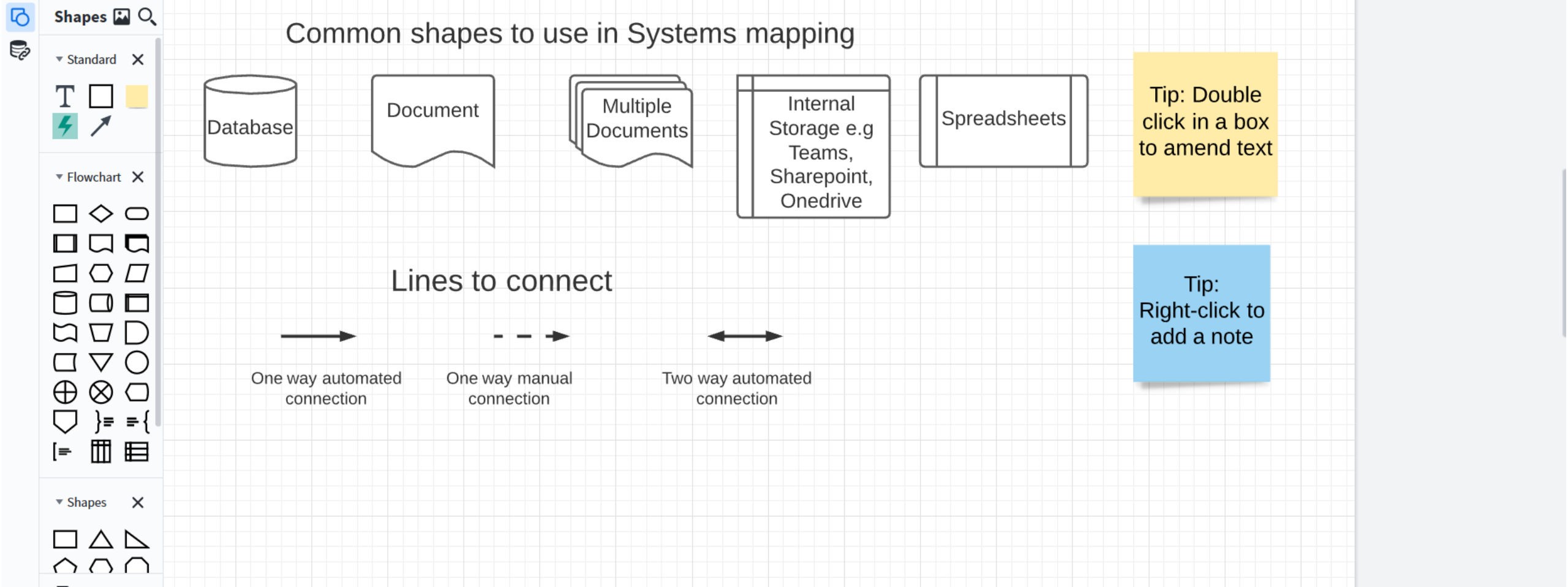


Map your own  
system

 **Lucidchart**







## Share your map

- ✓ What have you found?
- ✓ How easy is it to access your data?
- ✓ And to analyse it?





# Next steps: internal data

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Things you need to do before session 6





# Comparing and analysing data using visualisations

- ✓ What internal data will you use?
- ✓ Do you need help getting data-ready?



# Checkout





# Thank you for listening

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