GeorgiaInstitute **of Tech**nology

Designing a Decision Support Function
Sample Model 2

Mission
- To promote institutional effectiveness by enhancing leadership's ability to make informed, data-driven decisions based upon timely, accurate, and relevant data and analysis.

Values / Operating Principles
- In addition to embracing the Institutes core values, Georgia Tech's decision support function also commits to a strict adherence to and belief in the following:
    - Data accuracy and data integrity
    - Speed of delivery while maintaining quality
    - Honesty and truth in reporting
    - Collaboration
    - Agility
    - Lack of bias / objectivity

Roles & Positions
- Strategic roles:
    - Sponsor / champion with a vision
    - Governance
    - Director / department leadership
- Tactical roles:
    - Data architect
    - Developers
    - Database administrator
    - Project managers
    - Analysts

Vision / Desired Outcomes
- Data-driven decision-making that supports leadership, strategy, and policy
- Improved institutional effectiveness as a result of more timely decision-making and more impactful decisions that result in optimized use of resources
- Easy and timely access to information
- Integration of data from all aspects of campus life and campus business
- Analysis that is accurate, relevant, and reliable

Core Competencies
- Communication skills
- Analytical and structured thinking / organized approach to problem-solving
- Collaboration
- Multi-disciplinary depth of knowledge
- Expertise in data collection, analysis and systems
- Project / program management
- Data visualization
- Customer service

Prerequisites for Success
- Interest and support from executive sponsors / decision-makers
- Commitment to multi-disciplinary collaboration
- Access to funding and appropriate personnel resources
- Well-defined roadmap / action plan for development
- Access to current data sources

Sample Decision Support Studies
- Enrollment trends
- Employee retention
- Student placement
- Space utilization
- Budget forecasting
- Cost / benefit analyses
- Research financial support
- Benchmarking / peer comparisons
- Identification of high risk students

Possible Metrics
- Cost-savings / ROI (if definable)
- Percentage of users from defined population / adoption rate (or other usage statistics)
- Speed of data delivery
- Satisfaction surveys