

Danish Working Environment Authority optimistic about the future



THE DANISH WORKING ENVIRONMENT AUTHORITY HAS IMPLEMENTED A NEW DATA WAREHOUSE. KEY FIGURES AND DYNAMIC TABLES HAVE BECOME PERMANENT CONTROL TOOLS AMONG EMPLOYEES AND MANAGERS, AND THE ORGANIZATION IS NOW GAINING THE BENEFIT.

"If the basic IT infrastructure and the common concept framework had not been created, the job would have been impossible." This is how Grethe Egedal describes the work on the new Work Environment Reform which is, at the moment, taking up most of her time and that of the Working Environment Authority.

Everything is focused on creating the registration and follow-up systems which follow in the wake of the new reform. The Working Environment Authority must in the course of the next seven years visit, register and follow up on all businesses with employees in Denmark, and that is a huge job, not least as far as IT is concerned. Fortunately, a couple of years ago the Working Environment Authority invested in a new Data Warehouse, which has been a great help in the planning of the new procedures. The Data Warehouse was implemented in co-operation with Platon who have also helped establish a common concept framework for all processes in the Working Environment Authority.

The new Data Warehouse is geared to political changes and can quickly be adapted to enable us to withdraw the necessary data. With help from Platon, we have established a brand new data structure, from which we are now benefiting, says Grethe Egedal, internal project manager and responsible for the Data Warehouse group in the Working Environment Authority.

EFFICIENT TARGET FOLLOW-UP

The reason for the Data Warehouse is a need for overview and efficient follow-up tools. Each year the Working Environment Authority makes a performance agreement with the Ministry of Employment regarding the number of business calls to carry out and the working environment areas on which to focus. These targets are divided among four local supervisory centers in different parts of the country. They are then delegated on to the individual employees who are given individual performance targets.

A major problem used to be that the supervisory centers used different calcula-

tion methods. The activities are recorded in a nationwide registration system, but since data could be pulled out in different ways, the basis for follow-up and decision-making was highly uncertain.

According to Grethe Egedal, things were made worse by the fact that employees in the different supervisory centers did not use the same terms for the calculations made.

The situation was, we did not speak the same language or use the same calculation methods. Therefore it was more or less impossible to get a reliable overview of activities and time consumption and whether the work was arranged as well as possible in relation to the targets. We needed an efficient management tool which might gather up the threads and enable employees and management to follow up on the targets.

FACT BOX

The individual supervisory centers record all information about visits and employee tasks in a common case and registration system from which the Data Warehouse module draws data and generates reports. The drawing of data is made via Oracle Warehouse Builder, and tables are set up via Oracle Discoverer.



Danish Working Environment Authority



COMMON CONCEPT FRAME

The first job for Platon was the development of a common concept frame with uniform business definitions on all types of jobs carried out by the Working Environment Authority.

It was a thorough, but a necessary renovation. It made no sense to start a Data Warehouse on the basis of the existing Data Warehouse and inconsistent methods of calculation. The work on the definitions prolonged the project by a couple of months, but it was time well spent, and I definitely recommend others to spend time on data definition, says Grethe Engdal.

Today, the common terminology is completely implemented and the different types of business visits are registered in the same way in the entire organization. The employees enter all information about the business visits made in the common registration system together with information about their time consumption, deadlines for replies to the businesses, and any follow-up activities. From the registration system, the data is collected automatically to the Data Warehouse module where it is combined with the overall targets and the personal performance targets for the employees.

SIMPLE ACCESS VIA THE INTRANET

Via the Working Environment Authorities Intranet, managers and employees have access to all key figures, and they can at any time collect dynamic tables showing the status of all target areas. A total of 400 people have access to the Data Warehouse module via the Intranet.

- It has been important to us that the data should be easily accessible. Platon has im-

plemented a viewer which enables us to capture a table by means of a single click. The easy access to key data means that the Data Warehouse has become the day-to-day management tool in the organization. It is used for benchmarking among the four supervisory centers, which means that a larger level of qualitative consistency is aimed for.

An additional advantage is that it has become more precisely defined how the individual employee is measured, and each employee is able to follow up on own ability to meet the requirements. Furthermore, it is possible to take a more qualitative look at the work, an exercise we are well on our way with, whereas previously we would discuss the figures and not so much the contents, Grethe Egedal continues.

POPULAR WEB SERVICES

The data from the Data Warehouse is not only made available for internal use, but they are also used for external users via the homepage of the Working Environment Authority. From here, businesses can among other things capture statistics on their industrial injuries and compare the figures with the average figures for their line of business.

It is important to be able to integrate with the Internet, as more and more services are requested and provided there. With the Data Warehouse we have a future-orientated solution which is able to handle complex data but which can at the same time be used by anybody, also without a high-level IT diploma. We are highly satisfied with that, says Grethe Egedal.



"Platon has used their methodology to create common terminology and uniform measuring methods. That has been a great help. Today we can talk qualitatively about data instead of discussing the exactness of the figures. We have become more flexible, more exact and better at following-up on our targets."

GRETHE EGEDAL, INTERNAL PROJECT MANAGER AND RESPONSIBLE FOR THE DATA WAREHOUSE GROUP IN THE DANISH WORKING ENVIRONMENT AUTHORITY.