Topics

1	User Expectations	10 min
2	What's Possible	10 min
3	Data Security	20 min
4	Economics	20 min
5	Information Creation	35 min

6	Information Delivery	25 min
7	Transition	15 min
8	Talent	10 min
9	Sustaining Capability	10 min
10	Strategy	10 min

Ball of User Expectations



- Leadership
- Admin Staff
- Frontline Staff
- Technical Staff

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What's Possible





Data Security

Tactic



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Economic Basics

The economic constructs of the DIY and Services models have differences

Parameter	DIY	Services
Cost	Upfront+Maintenance	🔗 Pay For What You Use
Contract	RTU Contract	Service Contract
Cost Elasticity	Sunk Cost	Scales Up & Down
Upgrades	Customer Discretion	Free & Constant
Cost Creep	Indirect Costs +	Under Used Services



Economics



Services Model

\$1.00M

3

Quick

to Info

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DIY Model

www.midtowncg.com

300

250

200 Double Count of Visuals

100

\$1.00M

4

Nimble

Data, Decisions and Actions





Information Creation Guidelines



Focus on Priority Information

Rapidly Deliver Information

Measure Usage & Performance



Consumption Based Transition



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Sustaining Capability

- 1. Insight creation is a continuous effort vs. the traditional go live and maintain
- 2. Plant and prune the Data and Al assets
- 3. Monitor report, visualization, and dashboard usage
- 4. Establish "Data Chats" to encourage information use and feedback
- 5. Actively engage of front-line users in prioritizing the pruning and planting
- 6. Pilot new platform services to reduce TCC, improve information, & UX
- 7. Use providers roadmap to find ongoing value (cost or capability)





