Making Sense of the Data
Data Analytics in Public Sector

June, 2023

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Data driven performance management

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The plan

Edgars Indriksons

Head of Data

Prev. Data scientist
Data engineer
Data analysts

Riga Digital Agency

Previously ITC
(Riga City IT department)

1 year old

RIGA DIGITAL AGENCY

INTRODUCTION

Findings in Riga City Council

- No internal data analytics capacity
- Practically no dashboards (BI)
- Outdated data infrastructure
- Expensive procurement
- Too much Excel & nobody knows what’s going on ?!

BUT, lots of people with lots of great ideas!

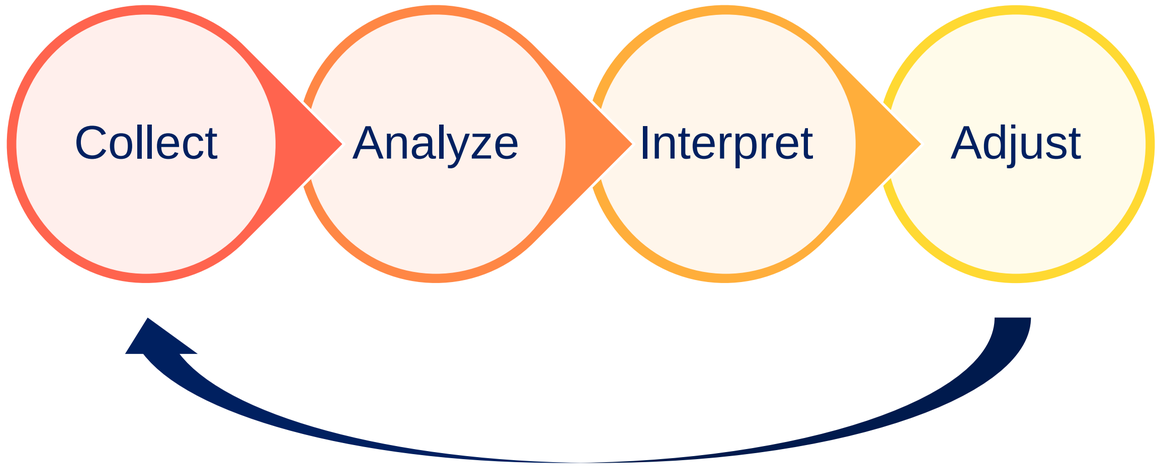
Jira backlog > 300 projects

Data-Driven Performance Management

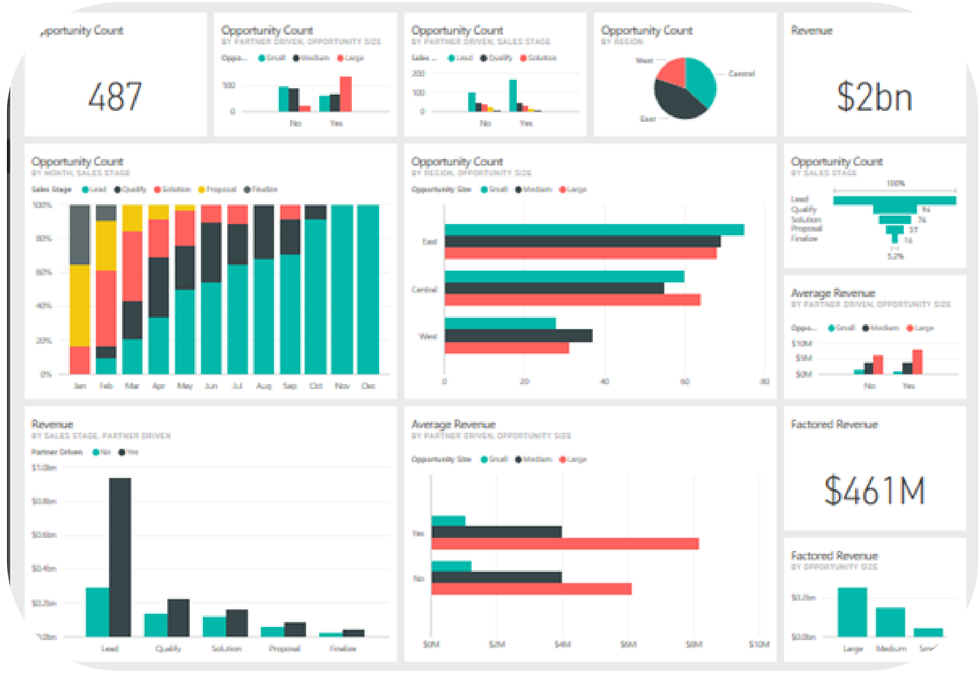
«**High-frequency use of data** and **strategic engagement**

between government agencies and service providers»

HARVARD Kennedy School
Government Performance Lab

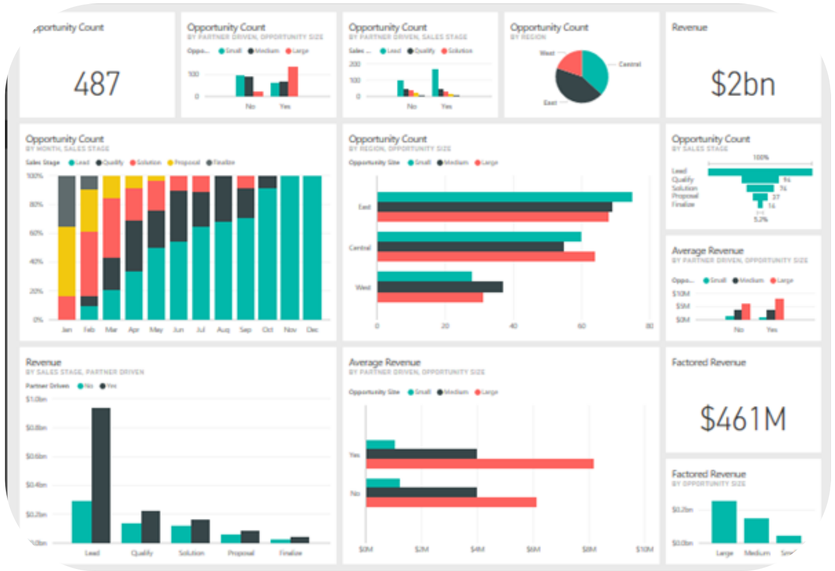


Data-Driven Performance Management

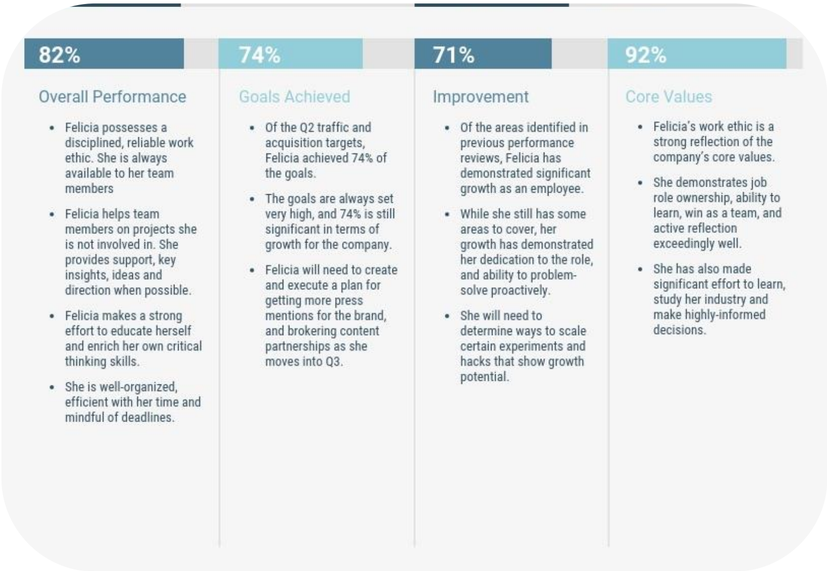


Dashboards

Data-Driven Performance Management



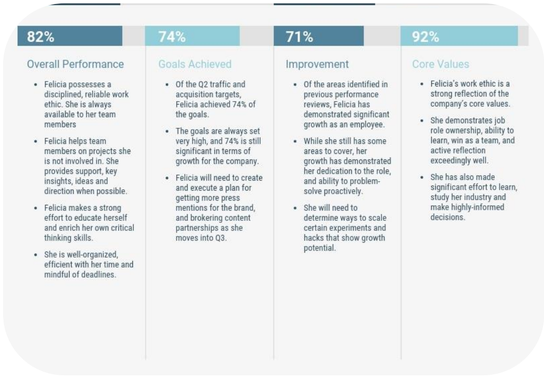
Dashboards



Performance summaries

Data-Driven Performance Management

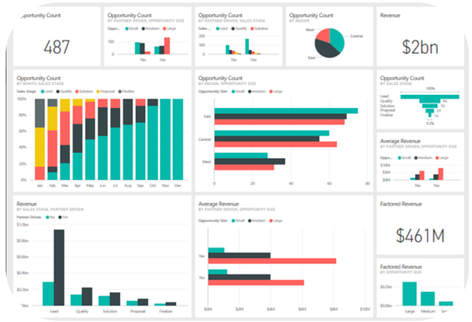
Dashboards



Performance summaries

Data analysis

Data-Driven Performance Management



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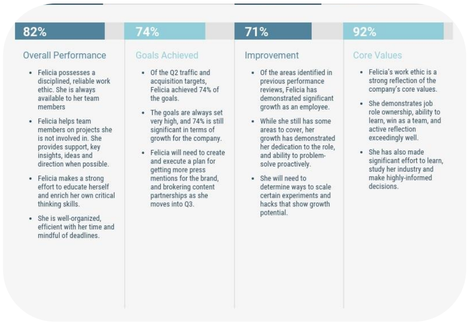
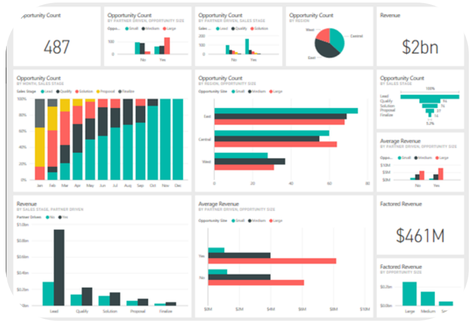


Performance summaries

Data analysis

Monthly meetings

Data-Driven Performance Management



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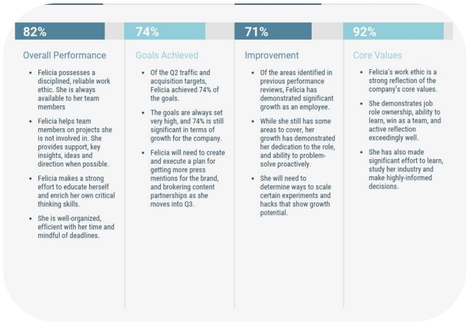

Performance summaries

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Monthly engagement

Data-Driven Performance Management

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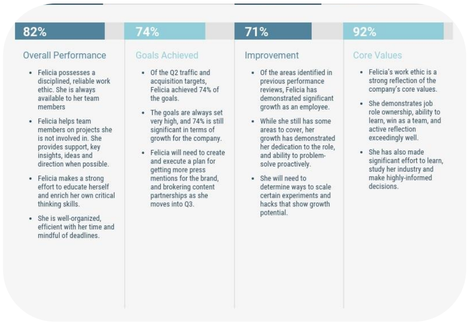


Performance summaries

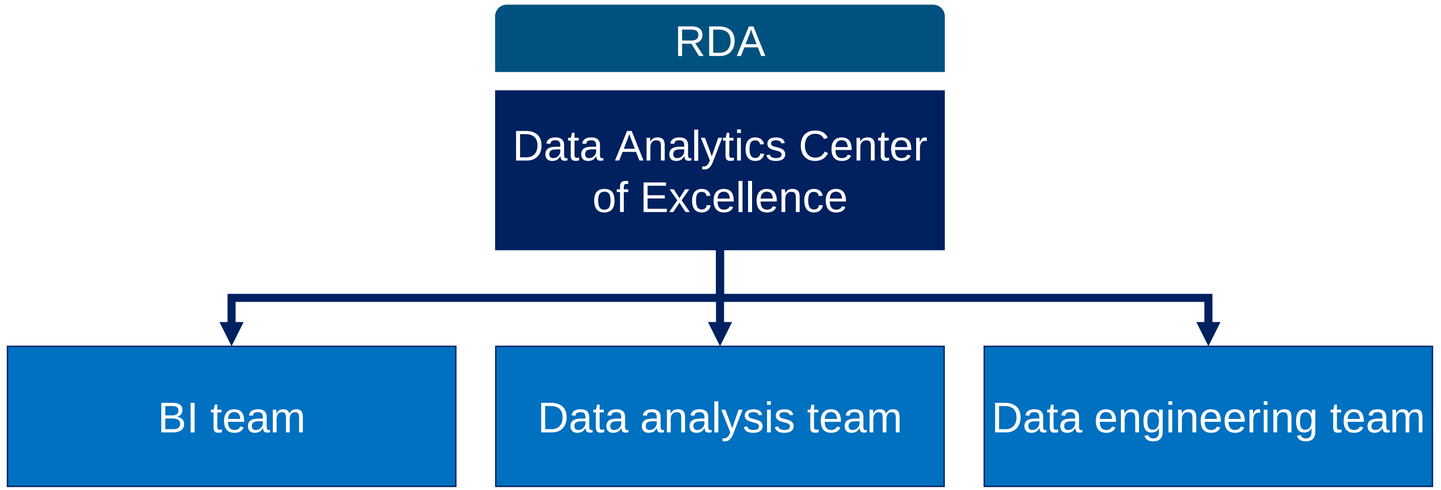
Data analysis

Monthly meetings

Monthly engagement

Quarterly workshops

Data Analytics Center of Excellence



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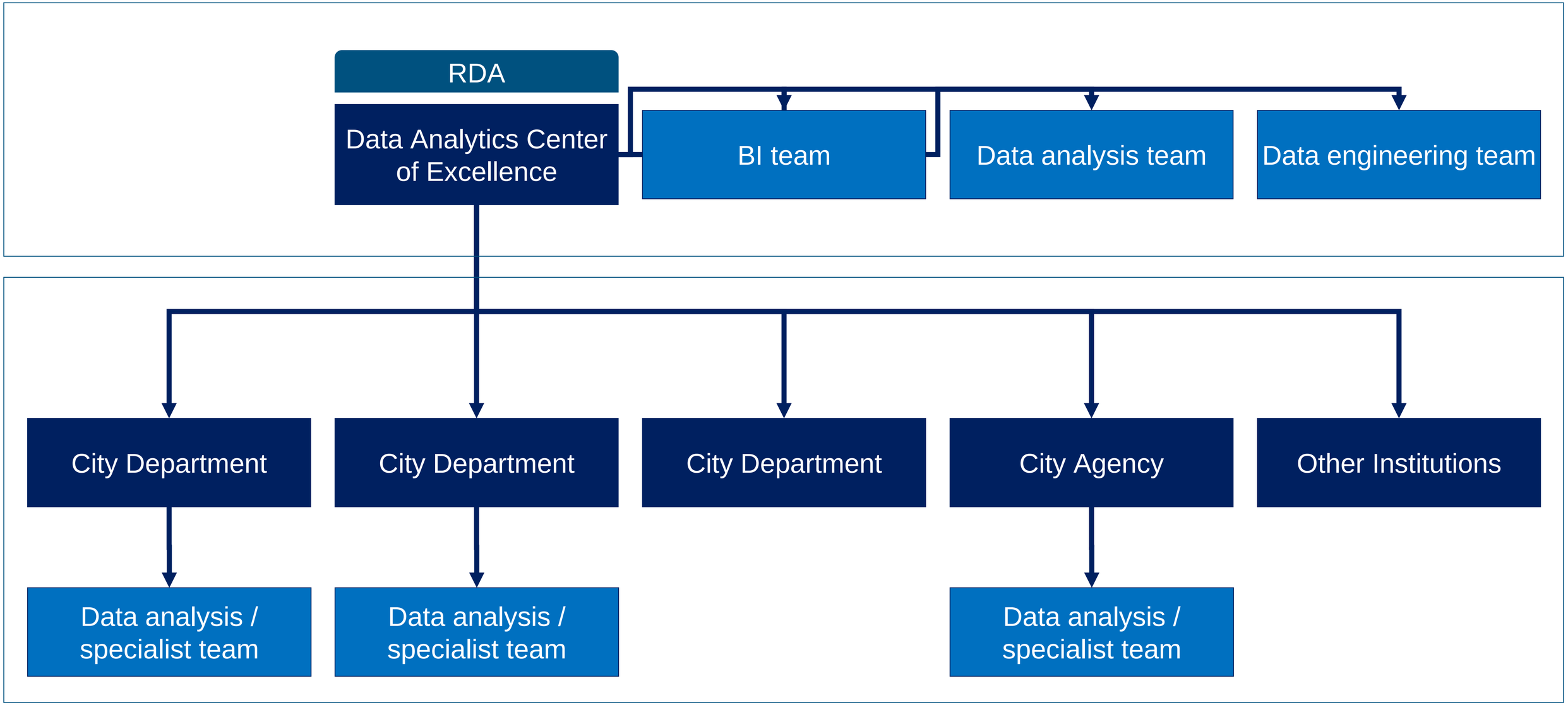

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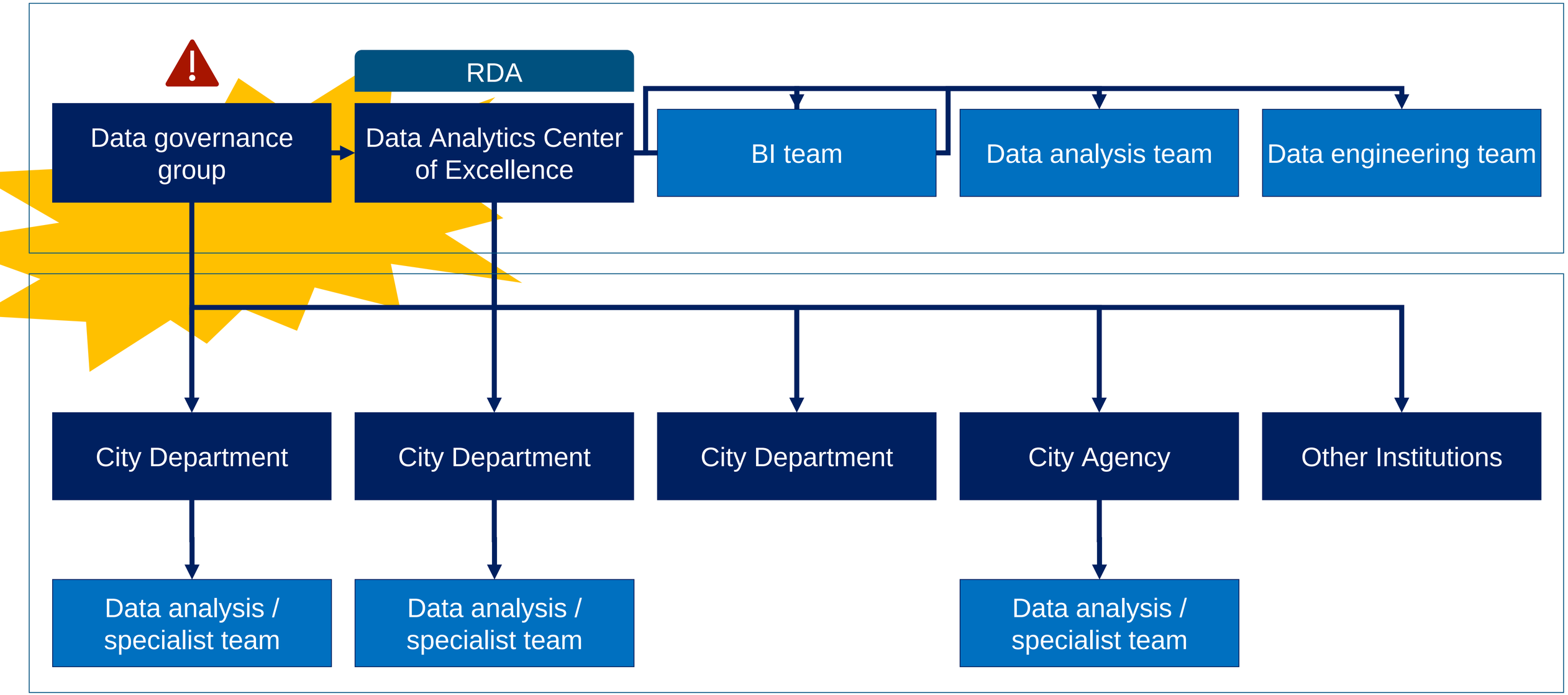


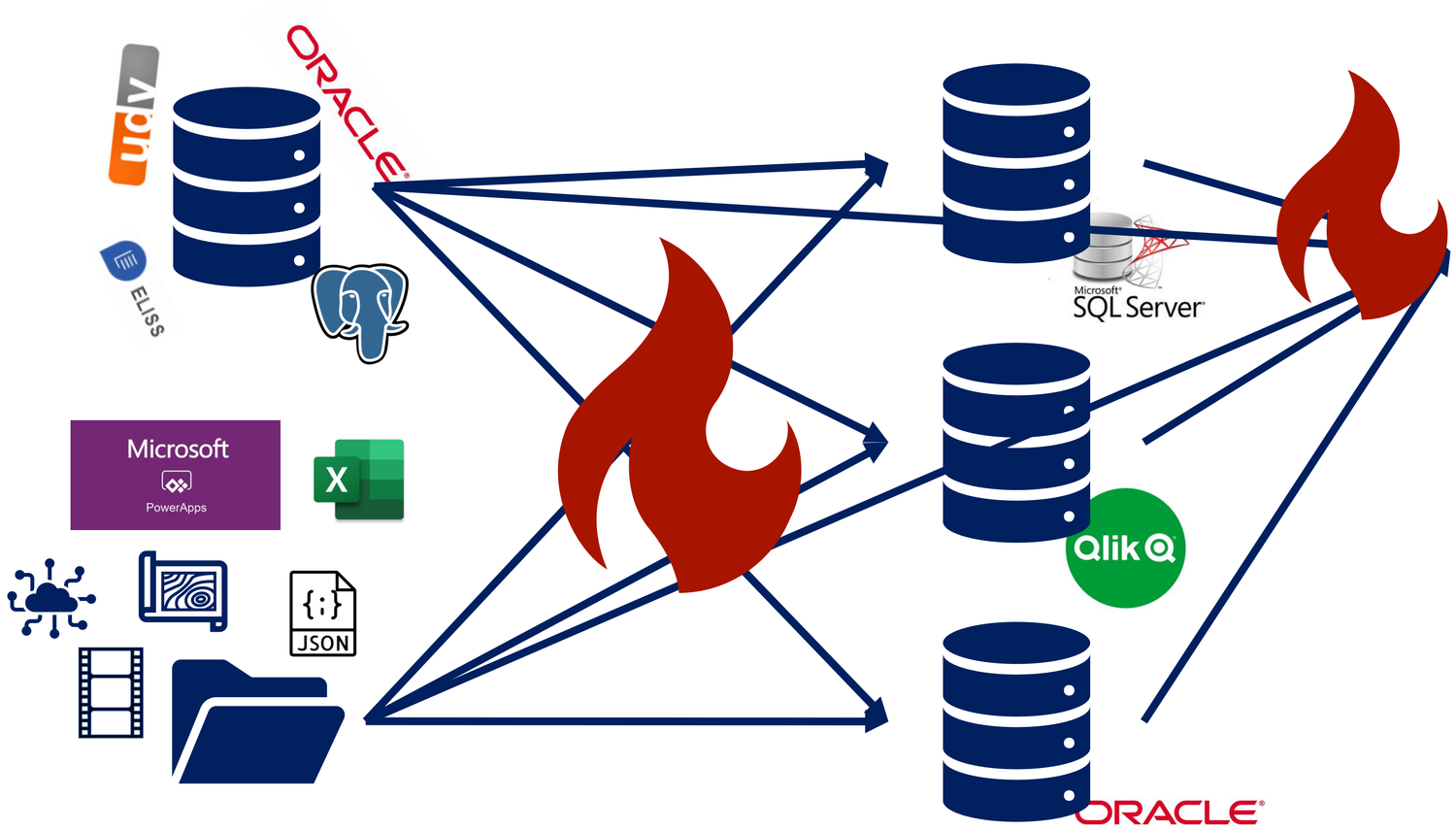
THE PLAN

Data Infrastructure

Data sources

Data warehouse

Vizualization



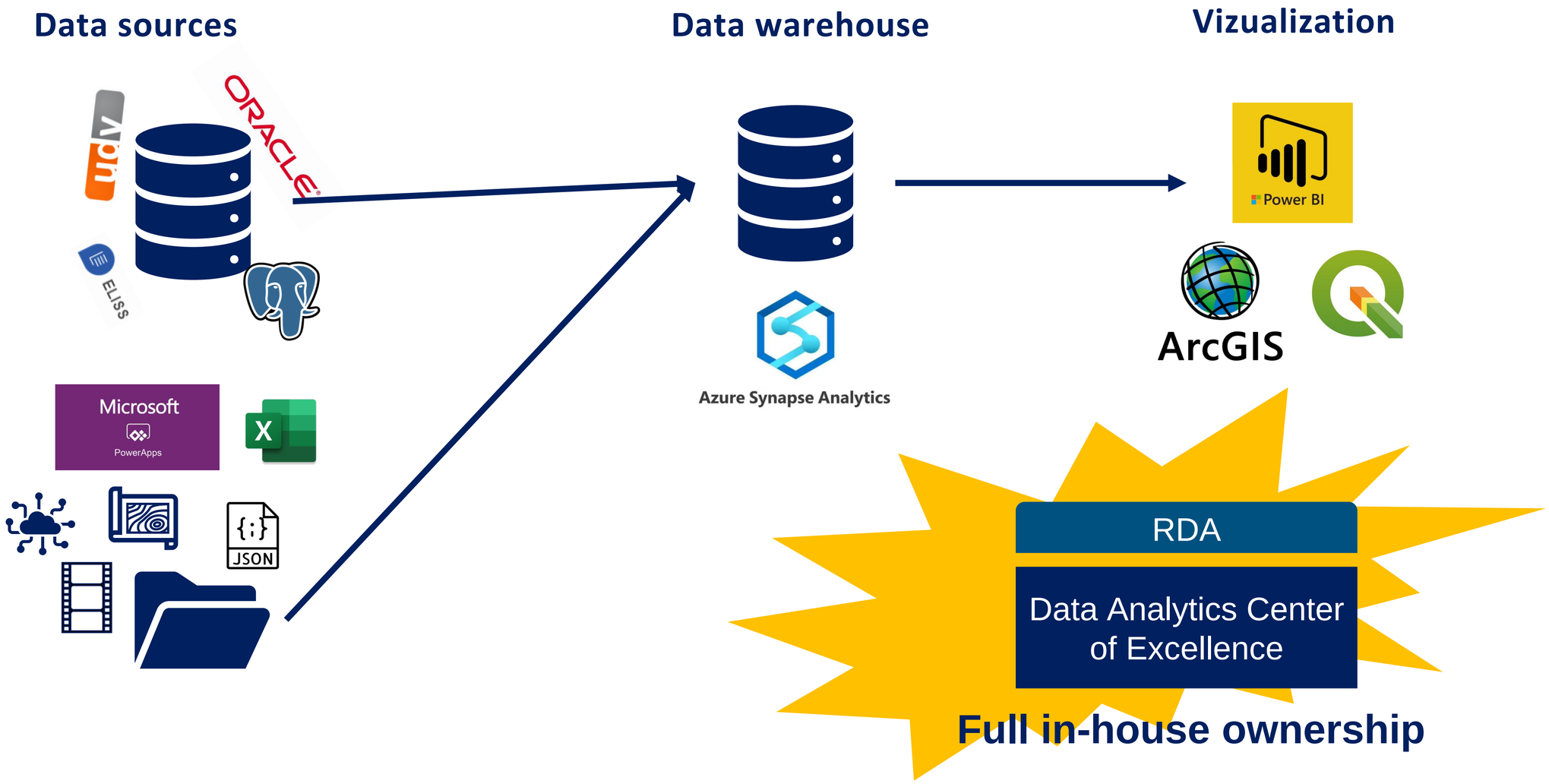
MicroStrategy

ArcGIS

Power BI

THE PLAN

Data Infrastructure



THE PLAN

Open Data

Citizen engagement is important!

Riga open data portal concept

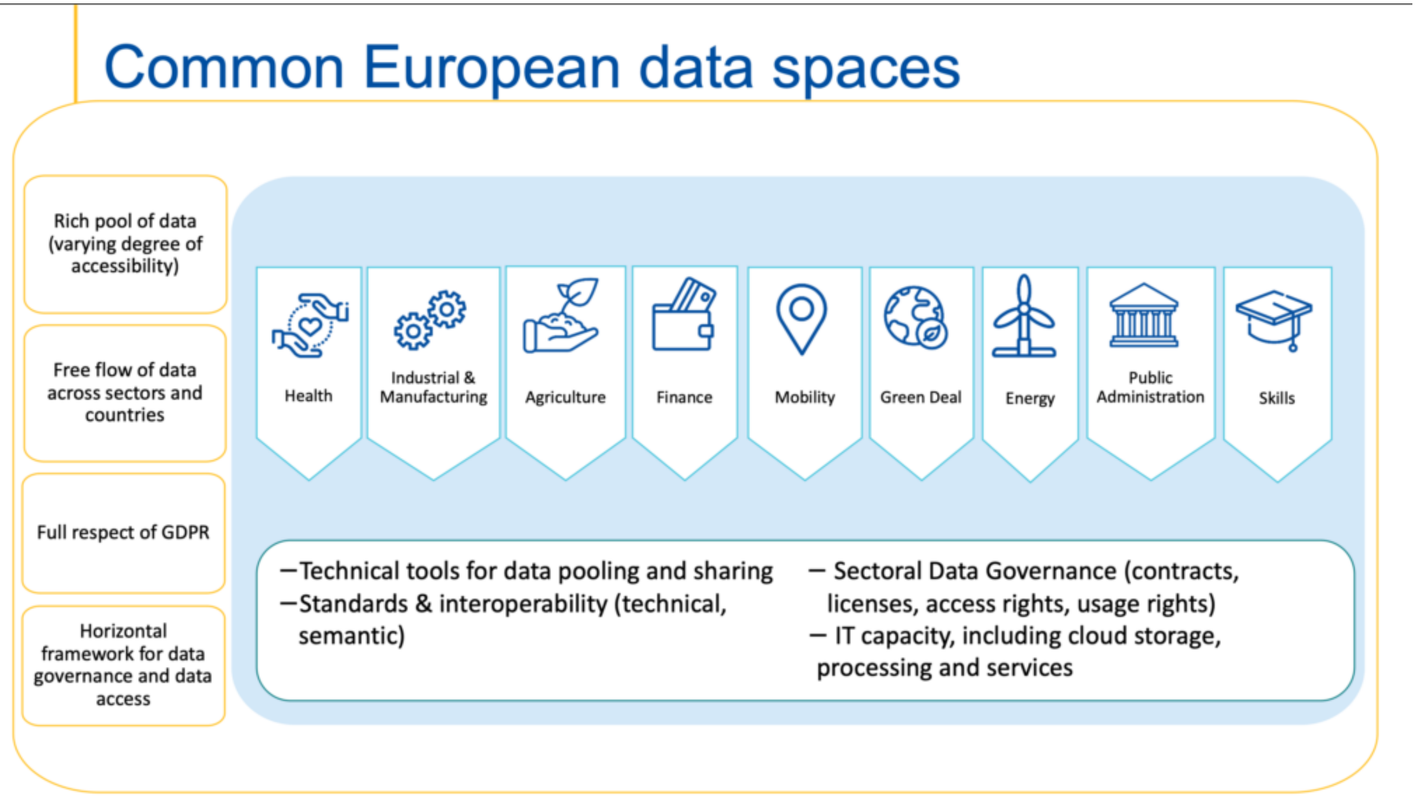
- Data catalog
- Public dashboards
- Public performance summaries
- Open data API

GEO RĪGA

Open Data Spaces

Open data portal is just the beginning…

To encourage **engagement** we need clear data governance structure



THE PLAN

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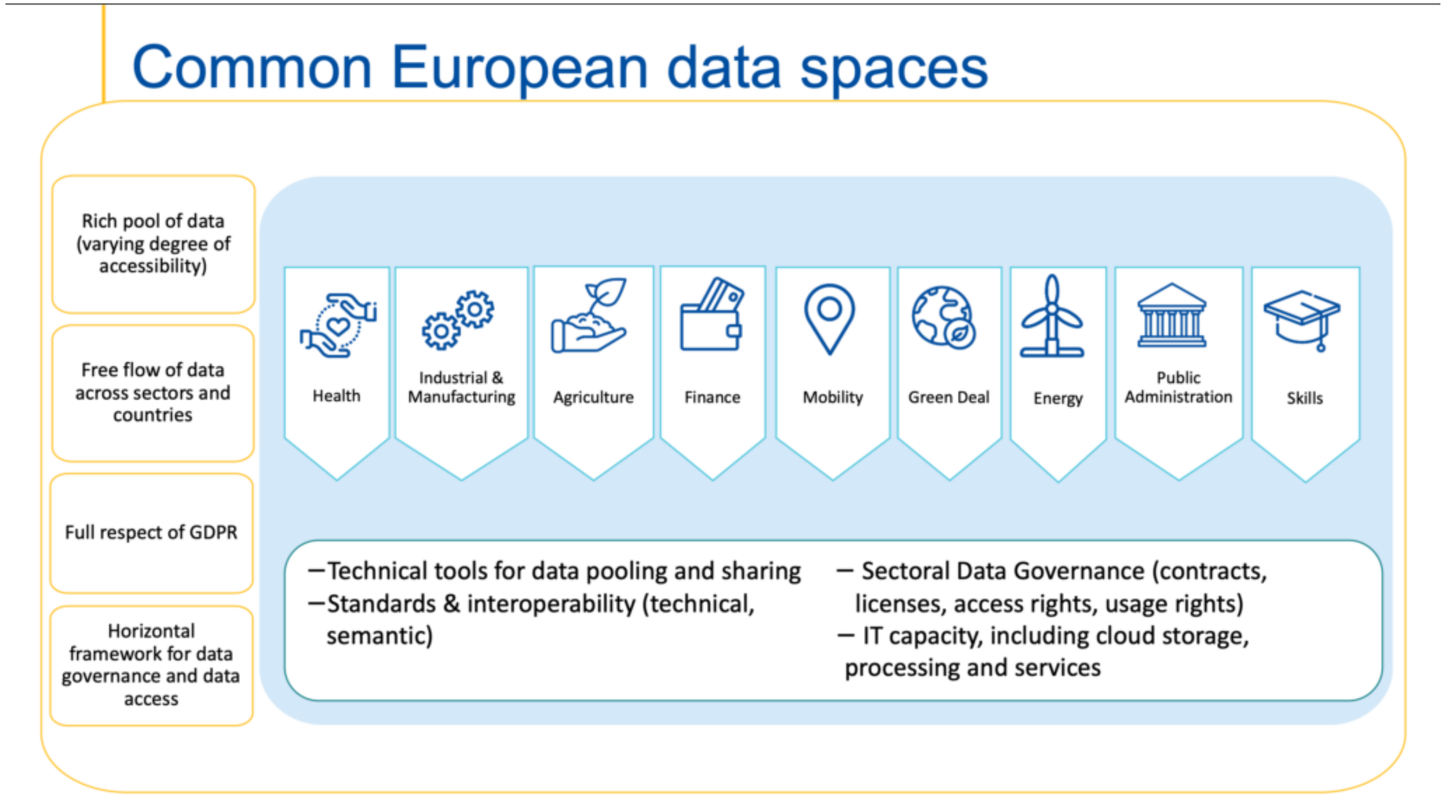

THE PLAN

Expansion

RIGA DIGITAL AGENCY

Not only for Riga

But also for other Latvian municipalities

For example – Riga region

We are just starting, so…

Wish us Luck!

P.S. We are hiring

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