

# City of Boroondara – Data and Analytics Dashboards (Data and Insights)

Council had extremely diverse and rich data sources available, however we faced challenges in accessing/using this data to its full potential.

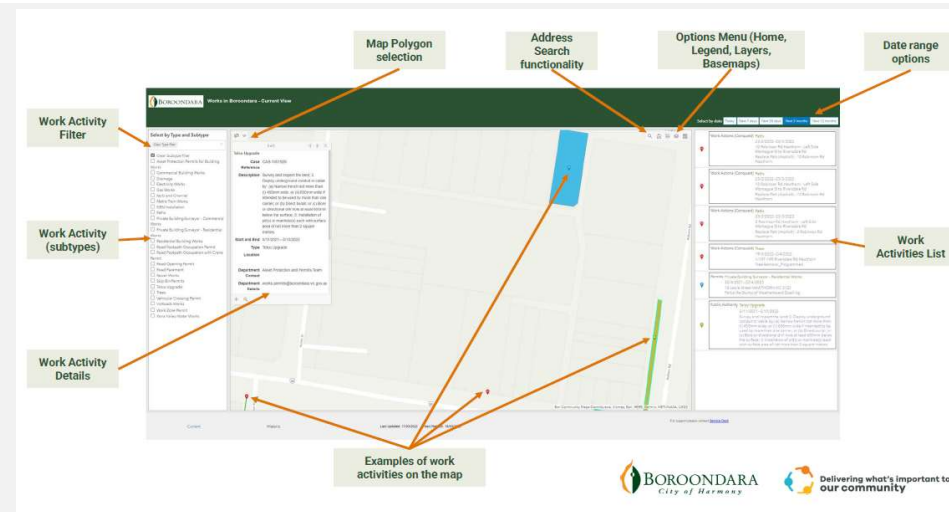
So we asked ourselves: *How do we improve access and use of data to create efficiencies and to enable data driven decision making which leads to improved outcomes for our customers and our employees?*

We now have a common platform that enables staff to access valuable, real-time data

Includes interactive maps, graphs, and data.

We have created process efficiencies which resulted in faster customer outcomes via easy access to data

Enables improved decision making, strategic planning, service delivery and reporting capabilities



To solve this, we created a **suite of user-friendly GIS dashboards**. Key benefits include:

- Solving customer queries faster
- Less time being spent getting information from multiple systems
- All teams having access to the same, consistent data
- Removing inefficiencies so we can focus on delivering what's most important to our community.