



Dashboards Unleashed: Real-Time Insights for Illinois Leaders

Data Management, Analytics & Visualization

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EXECUTIVE SUMMARY

The Illinois Department of Innovation & Technology (DoIT) is the state agency charged with leading the delivery and support of technology solutions for executive agencies under the jurisdiction of the Governor of Illinois. When DoIT transitioned to a new ticketing platform in 2021, the platform was strategically leveraged to expand reporting for internal DoIT teams. This effort allowed critical insights into data, refined reporting processes, and built familiarity with the underlying technology in preparation for the next effort that would bring dashboards to client agencies.

These foundational experiences positioned DoIT for success when, in February 2023, a design-thinking initiative was launched to develop an IT service delivery dashboard tailored for executives at state agencies served by DoIT. The knowledge and tools that had been developed through the internal work effort two years prior enabled quick design of a solution that met the complex needs of both internal stakeholders and customer executive leadership. The executive dashboard was ultimately used to improve service transparency, accountability, and decision-making for DoIT client agencies.

IDEA

Prior to implementing the reporting and dashboarding, DoIT team members did not have a solution to deliver real-time data to support the customer service story that they were trying to share with client agency leaders. The lack of visibility into DoIT service delivery affected a customer agency's ability to understand the IT services received and make informed decisions surrounding additional needs, cost avoidance, and process improvement. Although DoIT had information surrounding the number of troubleshooting incidents and service requests submitted enterprise-wide, a solution was needed to help customer agency leadership teams get their arms around their specific numbers.

Providing reports and dashboards for customer leadership teams supports a partnership between DoIT and client agencies in identifying the amount and type of IT support provided by DoIT and associated costs. The dashboard also helps agencies budget and plan for the replacement of aging hardware. This data can be used by the agencies to identify where their IT service pain points exist, as well as the number of hardware devices in their possession, the specifications, and the age of that hardware. They can also now see the number of inactive devices in their possession, so they can make determinations about returning unused devices and realize cost savings and a reduced exposure to security threats. The resulting dashboards are dynamic, living tools that will continue to evolve in response to emerging insights and shifting priorities.

IMPLEMENTATION

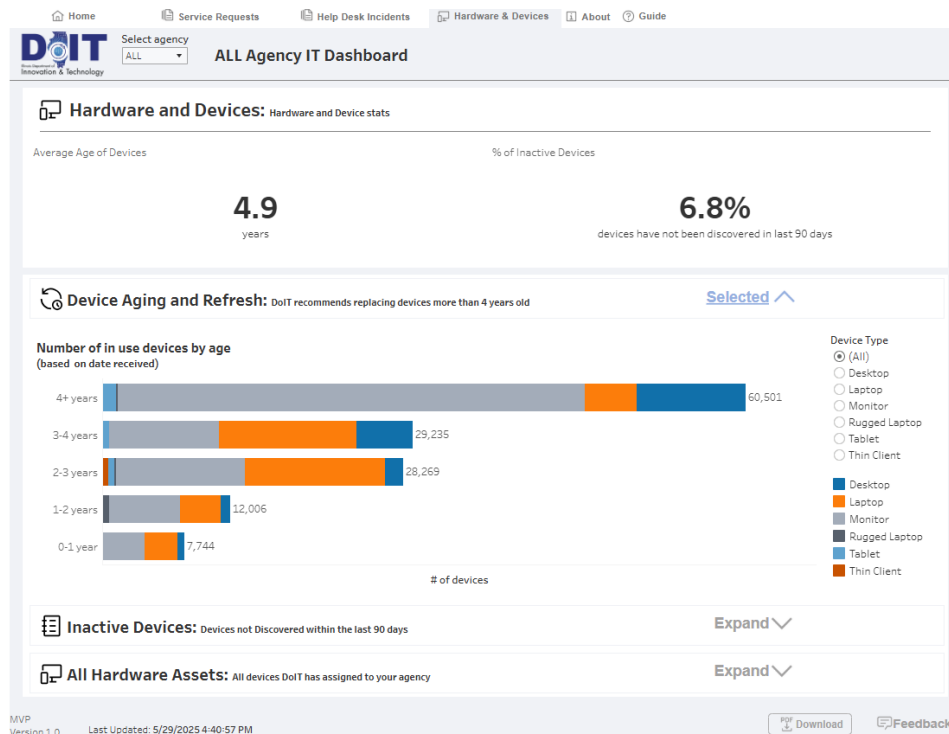
The project team launched their initiative by engaging with DoIT leadership and the vendor partner to participate in a design-thinking program aimed at developing a comprehensive dashboard solution for customer agencies. Employing an iterative design-thinking methodology, the team conducted needs assessments and problem-definition exercises to gain a deeper understanding of service desk data and uncover actionable insights. Through collaborative workshops and breakout group sessions, the team identified key user needs and prioritized features that would deliver the greatest value to both customer agencies and DoIT leadership. Over the course of eight months, the team collaborated consistently to refine and develop a solution that addressed the most impactful information requirements for stakeholders.

Vendor experts collaborated extensively with DoIT agency customers, leaders, team members, and managers to understand customer needs through a structured design thinking program. Over the course of several months, they conducted a series of focused meetings and working group sessions to identify and prioritize the most critical and high-impact insights for both DoIT service team leaders and the customers they serve.

The internal dashboards were built using available in-house tools. This initial phase was used as a learning opportunity to gain a deeper understanding of data and reporting needs. This first effort laid the groundwork to partner with a vendor to design a more comprehensive and customer-facing solution. The preparatory work was essential to laying a foundation for a more advanced and impactful dashboard system.

The technical foundation was deliberately built on a secure, scalable cloud infrastructure to ensure high availability, robust security, and adaptability. When designing reports for any dashboard, it is essential to use the correct data source tables to ensure accurate and meaningful insights. Proper configuration from the outset, including applying the right filters and conditions, enabled effective drill-down functionality and reliable data visualization. A report built on incorrect or incomplete data sources can result in inaccurate outputs, or in some cases, no data being displayed at all. Precision in this foundational step was critical to the success and integrity of the reporting process.

The resulting customer dashboards have significantly enhanced transparency and self-service capabilities. Each supported agency now has access to a tailored view of their operations, including real-time data on open incidents and service requests. Detailed metrics such as time to resolution and customer satisfaction scores are available for each entry. In addition, the dashboards provide robust asset management insights. Agencies can view detailed information about their hardware inventory, including aging and inactive devices, refresh needs, and total asset counts. This level of visibility has empowered client agencies to make better informed decisions about their business needs.



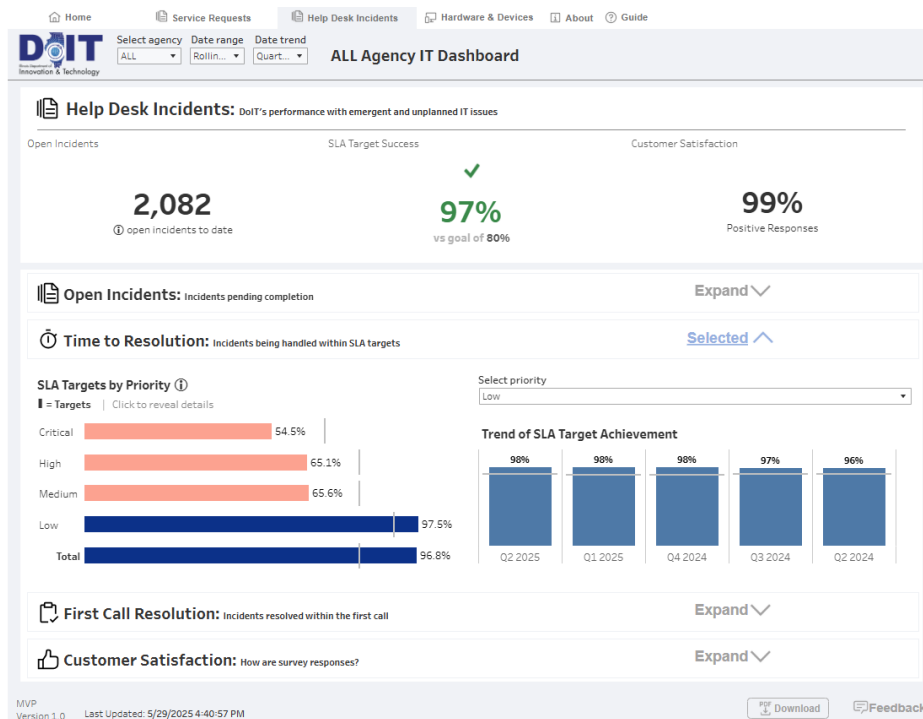
Through close collaboration, DoIT customers, team members, and managers, guided by the expertise of vendor partners, came together to prioritize customer needs and develop the first high-level dashboard tailored specifically for customer agency executives. Over several months, a series of structured meetings and working group sessions enabled the team to gather meaningful data and focus on addressing the most critical challenges.

This milestone project captured all key requirements and successfully launched within just 18 months. The initial implementation served as a valuable opportunity for skill transfer to the DoIT Quality Assurance team. From there, DoIT built additional operational dashboards in-house, marking a period of significant learning and capability-building. These early efforts laid the foundation for a deeper understanding of available data and empowerment through the design thinking process. The overall effort contributed significantly to the development of a robust, user-centric dashboard solution for both client agencies and DoIT executives.

IMPACT

Dashboards have significantly enhanced DoIT's ability to improve service delivery across the enterprise by increasing visibility into team activities, aging incidents, and service tickets. They provide the critical data and context needed to support informed decision-making and drive meaningful change. More than just visual tools, dashboards tell the story behind the data, enabling trend identification, and opportunity to act with greater precision. With each new report and dashboard, DoIT is adding chapters to their service delivery journey, empowering continuous improvement and organizational growth.

In developing the dashboard for customer leaders, reports and data that matter has been included. From the number of current open incidents and requests, service level target success, quarterly trend percentages met compared with goals, first call resolution percentage, and the percentage of positive responses to customer satisfaction, client agencies can pull data for many business purposes.



The successful implementation of this initiative was made possible through strategic resource coordination across the State of Illinois. Financial investments were allocated by the State, while essential personnel, including program specialists, IT professionals, and executives from participating state agencies contributed their expertise. A key partner in this effort was the technology vendor, whose team dedicated significant time and knowledge to support the initiative.

Before this project, DoIT lacked a unified, transparent way to communicate service delivery performance to its customer agencies. Without centralized reporting or dashboards, there was no consistent mechanism to track incident volumes, resolution times, or service-level performance, leaving customers with limited visibility into IT support effectiveness.

The implementation of dashboards and reporting tools marked a turning point. For the first time, DoIT and its customer agencies gained clear, data-driven insights into service delivery operations. These dashboards now allow stakeholders to monitor open incidents and service requests, track SLA compliance, observe quarterly performance trends, assess first-call resolution rates, and review customer satisfaction metrics. This enhanced transparency empowers customer agencies to identify operational pain points and take informed action to improve their own service experiences.

A specific example of cost and security impact is the dashboard that tracks inactive devices across agencies. Agencies pay monthly fees for each device, regardless of usage. With this reporting in place, agencies can now identify and return unused devices, reducing unnecessary spending. Reclaiming these devices also mitigates security risks, as inactive devices often lack the latest patches and updates. By returning them to the state warehouse for secure reuse or retirement, the state strengthens its cybersecurity posture while improving resource efficiency.

These dashboards now provide dynamic, real-time access to operational data—allowing users to view trends and performance indicators on a daily, weekly, monthly, or annual basis. By presenting this information in clear chart and graph formats, the dashboards remove ambiguity and guesswork, enabling data-driven decision-making at every level of the organization. What once existed as fragmented, unstructured information is now centralized and organized into actionable insights. An example of action based upon data gathered is deciding to retire a device that is out of warranty and has generated repeated service desk incidents to not only save money on support but to free up IT staff that can then focus on higher-value work that directly impacts residents.

Dashboards have become time-saving tools, allowing all teams and stakeholders the ability to work from a shared, real-time source of truth. With customizable filters, agencies can tailor dashboards to reflect their unique priorities, making them highly relevant to individual agency operations. This continuous adaptation supports DoIT's broader goal of maturing its service delivery model through data transparency and customer-centric innovation.

The implementation of dashboards has not only improved internal visibility, but also fostered more meaningful conversations with client agencies. Where there was once assumption and estimation, there is now clarity and confidence. Visibility into what is really happening within DoIT service teams and across the spectrum of services that DoIT provides leads to better decisions, stronger partnerships, and enhanced service delivery for the State of Illinois.