

Mobile Home Park Program Analytics - Large Electric Utility



- 125 years in Service
- 10,000+ employees
- 14MM customers across multiple counties

Business Need	Challenge	Solution & Results
<ul style="list-style-type: none"> • Define a common set of reporting requirements for MHP • Routine status reporting for the MHP program • Establish a common repository of the MHP project data to support reporting needs • Management to be provided with a common approach to MHP reporting • Current reporting and analytics only provide data from a rear view mirror or historical view • No view of past due work or activities 	<ul style="list-style-type: none"> • MHP project updates are compiled and reported out on a manual basis • No governance or standards established for MHP reporting • Reporting format and reporting data varies by Project Manager • Reporting is ad hoc and manually intensive • Project status updates are tracked by the individual project and not by portfolio 	<ul style="list-style-type: none"> • Defined reporting requirements across stakeholders and organizational lines • Created a centralized Access database • Provided PMs and Analysts with access to data • Established administrative rights for changes • Established routine MHP status reporting • Set up a central repository for the MHP data • Defined requirements to support forecasting of work • Established a set of operational reports to track Scope, Schedule, and Budget of projects in the MHP portfolio