

# SAS in Government

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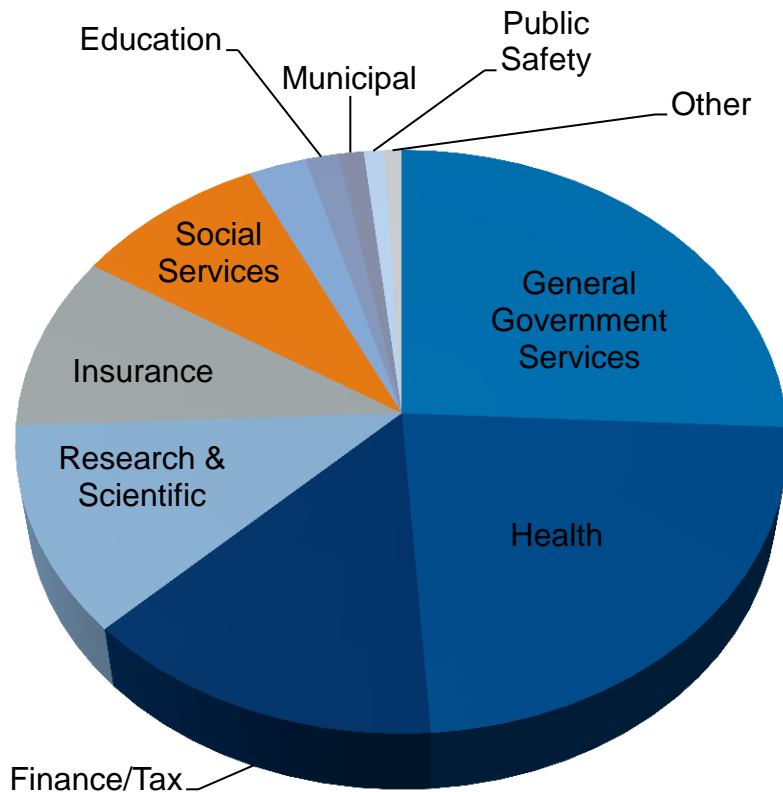
October 2011

Tara Holland, Public Sector Solutions

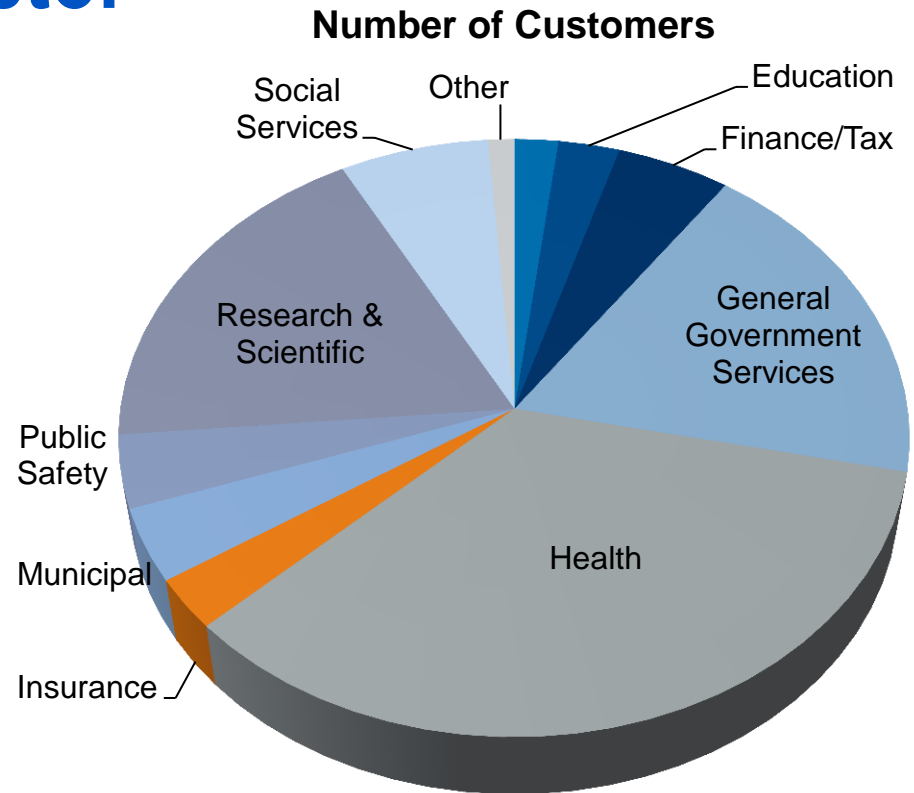


**THE  
POWER  
TO KNOW®**

# SAS in the Canadian Public Sector



**Size of Installation**



**Number of Customers**

# Analytics is always at the heart

*A range of capability – a range of answers*



# Balancing Act to Meet Goals & Objectives

How well are our programs working?

Who is benefiting from our services?

How can we provide better services?

What services do I need to provide in the future?



How can we do more with less?

How can I reduce fraud, waste and improper payments?

What is the best combination of services?

How can we facilitate a healthier population?

I need a holistic view of my clients, services and providers!



# SAS® Solutions for Government

## Govt. Services & Education



Natural Resources/Environment  
System Modernization  
Resource Optimization  
IT Management  
Reporting

## Health & Social Services



Patient Records Management  
Health Outcomes  
Program Effectiveness  
Child Support Enforcement

## Fraud, Waste & Abuse



Healthcare  
Taxation  
Workers' Comp/Unemployment  
Disability Insurance

## Justice & Public Safety



Criminal Justice Integration  
Criminal Justice Analytics  
Law Enforcement  
Transportation

## Public Finance



Tax/Revenue Audit  
Tax/Revenue Collections  
Performance Management  
Financial Transparency

# Success Story - Nova Scotia Department of Health

## ■ Business Issue

- The Continuing Care Branch of the Nova Scotia Department of Health needed modeling and analysis capabilities to accurately forecast the number, location, and type of long-term care facilities funding required to meet the needs of their aging population.

## ■ Solution

- [SAS® 9](#) and [SAS® Enterprise Guide](#)

## ■ Results/Benefits

- Evidence-informed decision making provides a solid framework for allocating resources and provides a roadmap to inform further consultation and planning activities

“With SAS, it doesn’t matter where the data is from. It has all the tools you need to extract, clean, filter and finally report the information.”

**Kevin Druhan**

Researcher, Statistician

# Success Story - Yukon Government

## ■ Business Issue

- Coordinating citizen-service programs across a broad geographic territory while ensuring every employee can access necessary, current information to optimize service delivery.

## ■ Solution

- [SAS® 9 Platform](#) and [SAS® Enterprise Guide](#)

## ■ Results/Benefits

- Hundreds of users now have instant access to data and reports, giving them answers right away. In return, the territory's citizens get better service.

“As an ad hoc reporting tool, SAS has been terrific for the Yukon government. The Excel add-in has made it easier for us to give more power and flexibility to our end users.”

***Felix Vogt***  
***Manager of Application Services***

# Success Story - Passport Canada

## ■ Business Issue

- As a self-funded government agency, Passport Canada needed to better forecast its revenues and demand to appropriately allocate budget and resources, while improving service delivery and customer satisfaction.

## ■ Solution

- [SAS® 9 Platform](#), [SAS® Activity Based Management](#), [SAS® Forecasting](#) and [SAS® Enterprise Guide](#)

## ■ Results/Benefits

- Passport Canada has improved its forecast accuracy to within .01 percent. Analysts have reduced time spent capturing and cleaning data by 10 percent. The agency can now turn passport requests around in 10 business days; one of the fastest and most secure systems in the world.

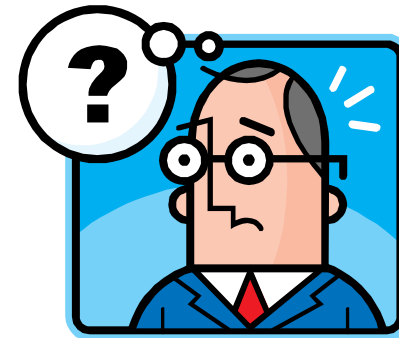
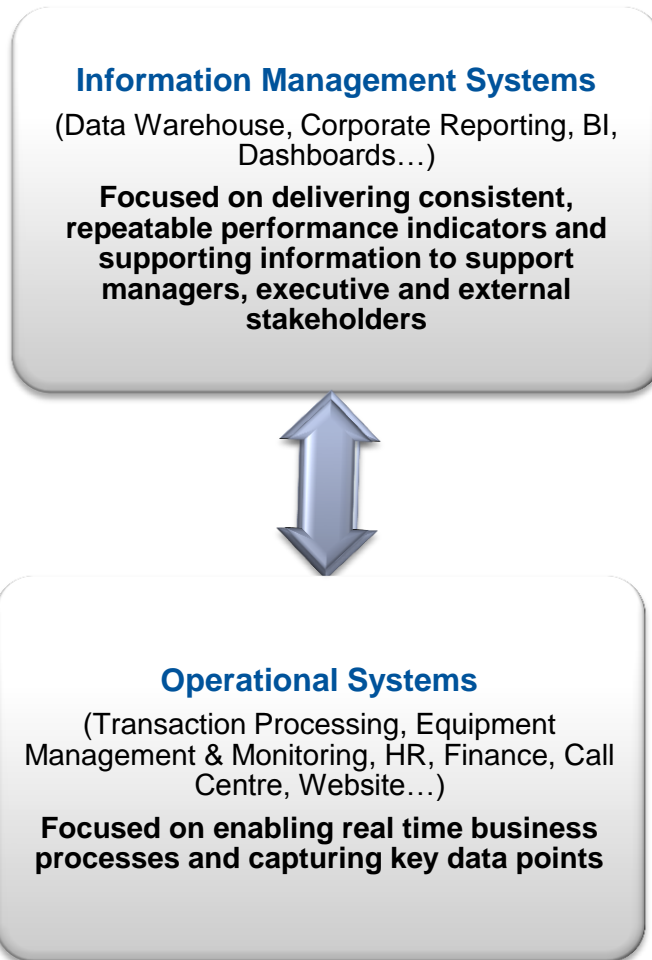
We don't have a lot of resources, so we have to be careful how we spend money, and that's why it's important for us to have these tools and develop a discipline to use that information. For us it's about producing sound forecasts and having the right information, at the right time, to make decisions. Ultimately, it's about improving the service we provide to Canadians."

**Hubert Laferrière**  
Passport Canada, Director,  
Strategic Management

# Five Most Common Projects

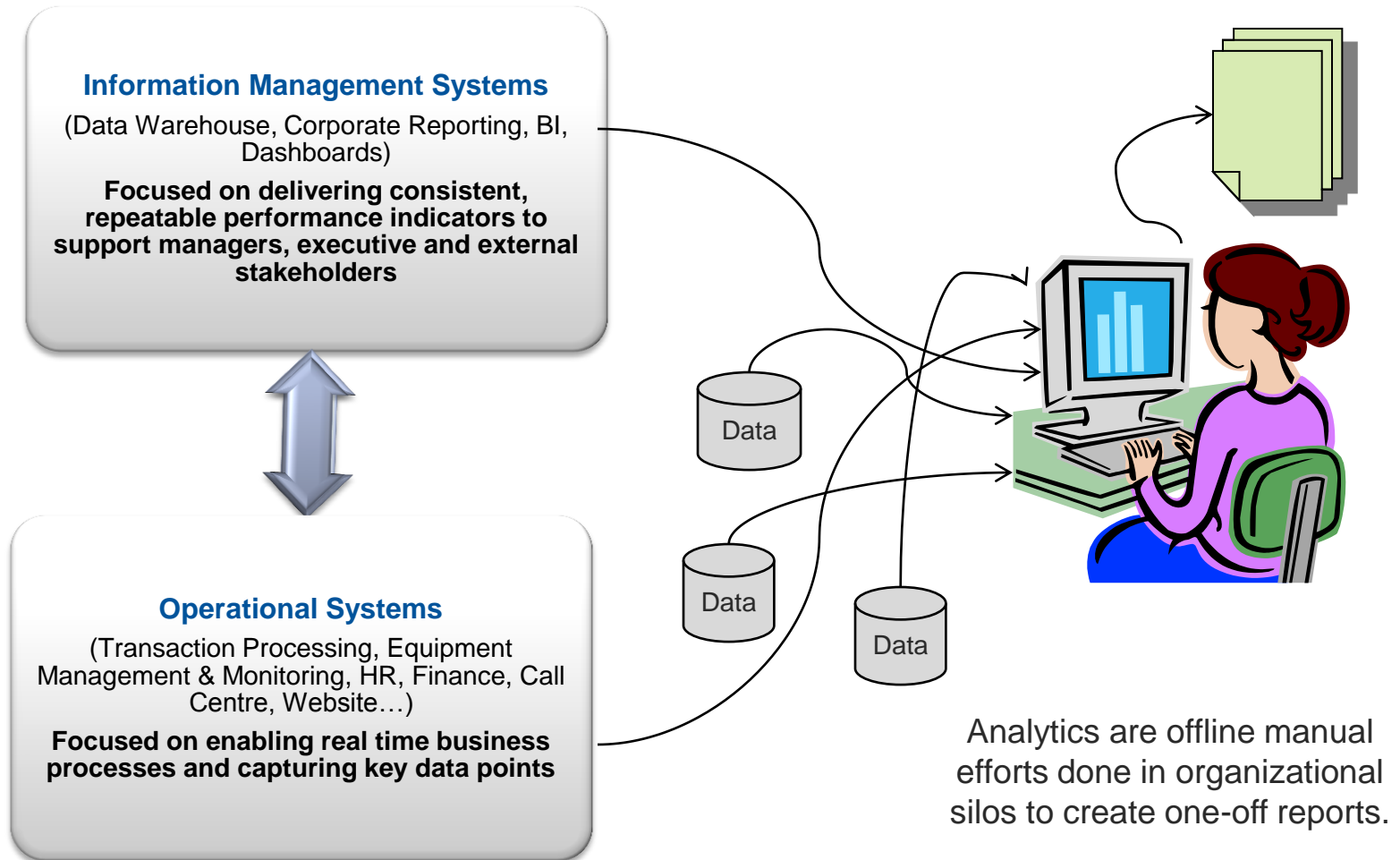
- SAS Desktop to Server Migrations
- Modernizing Legacy SAS Applications
- Fraud, Compliance, Audit Solutions
- Analysis for Planning and Budgeting
- Filling the Analytics Gap

# Filling the Analytics Gap: What's Missing?



- Specialized tools for Analysts (Business, Statistical, Financial)
- Business questions move a pace faster than IT development cycles
- Not every Analytic result it worth keeping

# Filling the Analytics Gap: If the need for Analytics is driven underground...



# Filling the Analytics Gap: A separate and integrated capability

## Information Management Systems

(Data Warehouse, Corporate Reporting, BI, Dashboards)

**Focused on delivering consistent, repeatable performance indicators to support managers, executive and external stakeholders**

Analytics are shared across the organization and integrate with existing systems to provide early warning, deeper understanding and improved performance.



## Operational Systems

(Transaction Processing, HR, Finance, Call Centre, Website...)

**Focused on enabling real time business processes and capturing key data points**

## Analytic Environment

(Segmentation, Forecasting, Root Cause Analysis, Social Media Analytics, Workforce Analytics, Predictive Modeling, Text Mining)

**Focused on providing capabilities to quickly respond to ever changing information requests and find the underlying patterns in the data**



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