

ActuateOne for Performance Analytics & Visualization Help Drive Innovative Thinking & Improved Accountability at Dubai Carmel School

"The productivity boost has been substantial, to focus efforts and initiatives on the things that matter most to meet our performance targets."

-Alia Abuyounus, Principal and CEO of Dubai Carmel School

Industry: Education

Products/services: ActuateOne for Performance Analytics

Dubai Carmel School (DCS) provides education from kindergarten through to Grade 12, offering a solid foundation in mathematics and science, along with Arabic and Islamic education. The school's culture combines Eastern and Western education philosophy, to embody the principles of "Progressive & Modern" Dubai as a whole.

The Challenge:

- The school was using manual systems and fragmented tracking of KPIs and initiatives, but had no global view of performance and no way of drilling down into troubled areas to determine what needed to be done to improve or resolve problems. DCS wanted to track performance against quality indicators, and align activities to focus on the areas most in need of attention.
- To provide more detailed school assessment information to the Dubai Schools Inspection Bureau (DSIB), DCS required a way of measuring performance across all of the Bureau's seven Quality Indicators instead of just the two previously measured. The school's leadership also wanted to implement an innovative scorecard that could display and explain causality.

- The Performance Management tools DCS was using had become insufficient for the school's needs. While a Balanced Scorecard solution had been implemented, it was never fully adopted, as users found it too complex and difficult to use.

The Solution:

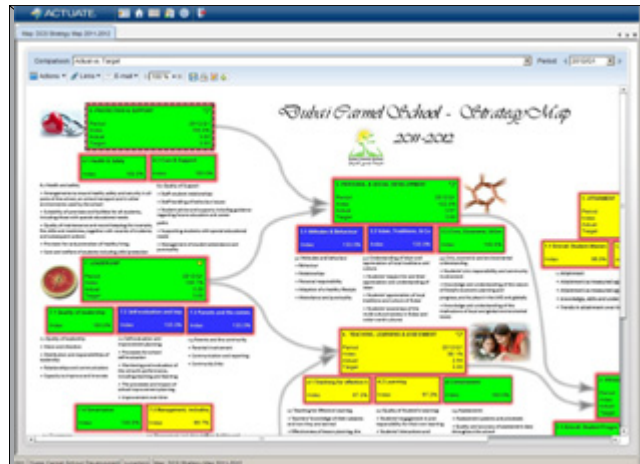
- With the help of ActuateOne for Performance Analytics, Dubai Carmel School developed a robust scorecard based on its analysis of the seven Quality Indicators of the DSIB. DCS created cause-and-effect relationships between indicators, becoming the first school in Dubai to develop an innovative and comprehensive strategy map that explains outcomes and enablers.
- Locations have been defined within the solution to coordinate with each school grade, with measures identified based on those locations. A strategy map provides a birds-eye visualization of performance for each measuring period, while maps and briefing books are used to examine performance and enter data and commentary. Initiatives were attached to each measure needing attention, with tasks set for each.

"Actuate gives me the focus needed on my initiatives on a day-to-day basis to ensure the delivery of our overall strategy. Using the system to monitor the progress of these initiatives is helping me ensure that we don't get lost in the tactical aspects of running the school and also stay on top of our strategic initiatives."

-Maya Hindi, Vice Principal & COO of Dubai Carmel School

Benefits Summary:

- By implementing the school's scorecard within ActuateOne for Performance Analytics, DCS can now achieve an encompassing view of performance at the end of each period. Color coding clearly shows which areas need added attention and enables school administrators to focus on those where the highest gains are possible.
- The project has created more open and clear communication, providing the tools for creative problem solving and the context the school needed for better decision making. Initiatives are assigned to individual employees, for direct line of sight and better accountability.
- Productivity has increased significantly, as users focus their efforts on measures that matter to the school's overall performance targets. Since individuals better understand how they contribute to DCS's overall goals, employee morale has also improved.
- The new performance scorecard allows DCS to better report on the attainment and progress of students, with initiatives correlated against measures to demonstrate how any declines in performance are addressed. That information will be shared with students and parents for better outreach with all parties involved.
- By creating the scorecard around DSIB's Quality Indicators, DCS has been able to create true traceability between school practices and Bureau expectations, leading to fresh thought processes and innovations. As a result, DCS has found new ways to meet and surpass expectations with breakthrough thinking that betters the school as a whole.



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