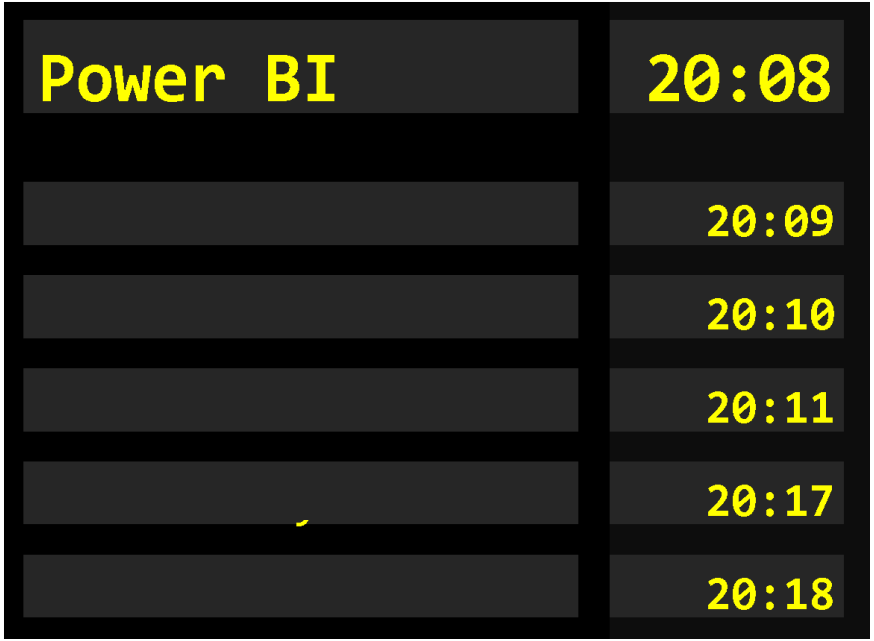
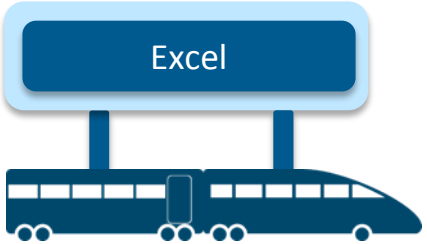
Data Warehousing and improving the user experience

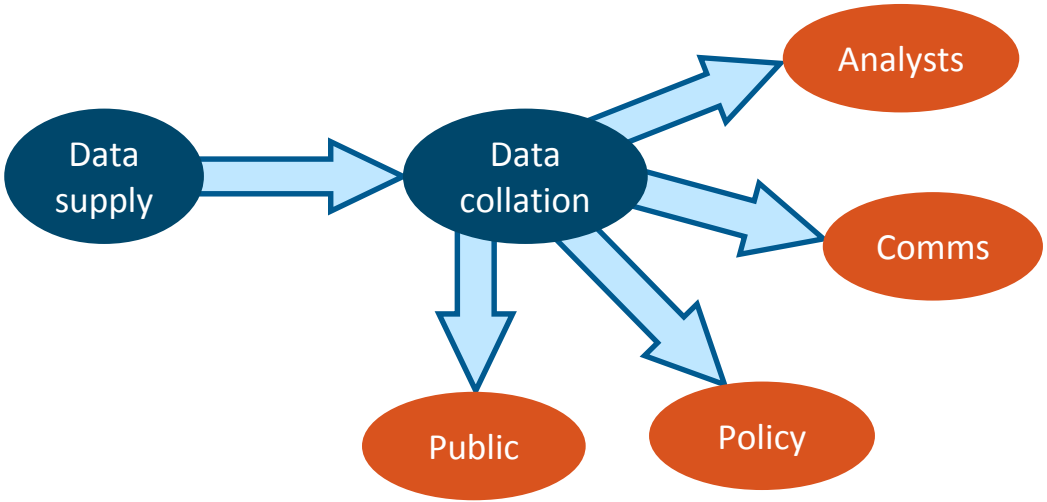
Office of Rail and Road

Peter Moran and David Trieu

- The development of our Data Warehouse
- Challenges of implementation
- How it works
- User survey
- The future

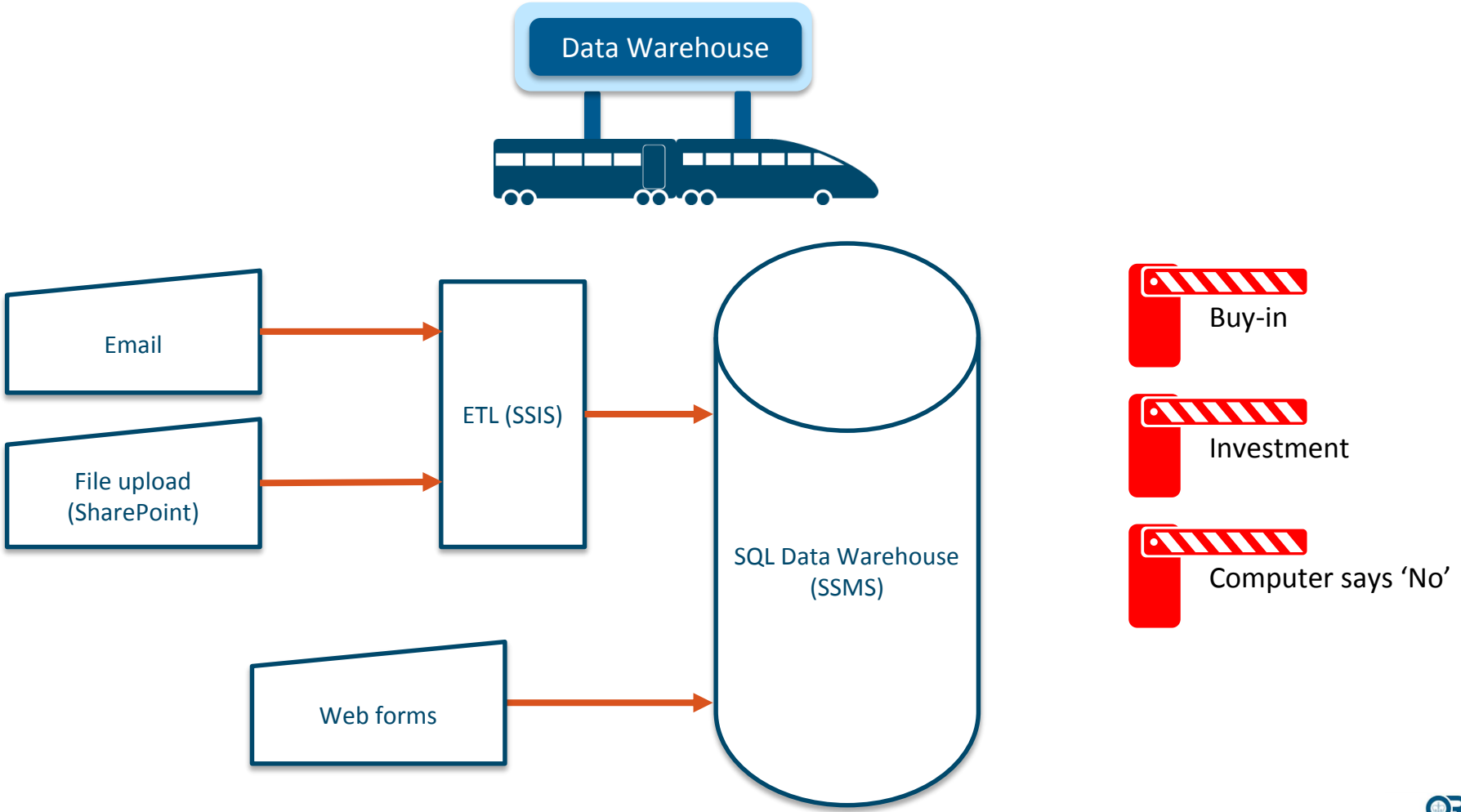






Risk of manual error

Multiple versions


Data Warehouse
Email
File upload
(SharePoint)
ETL (SSIS)
SQL Data Warehouse
(SSMS)
Web forms
Buy-in
Investment
Computer says 'No'

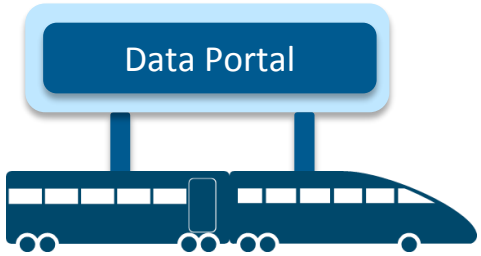
Automated data on-boarding

Ability to link data

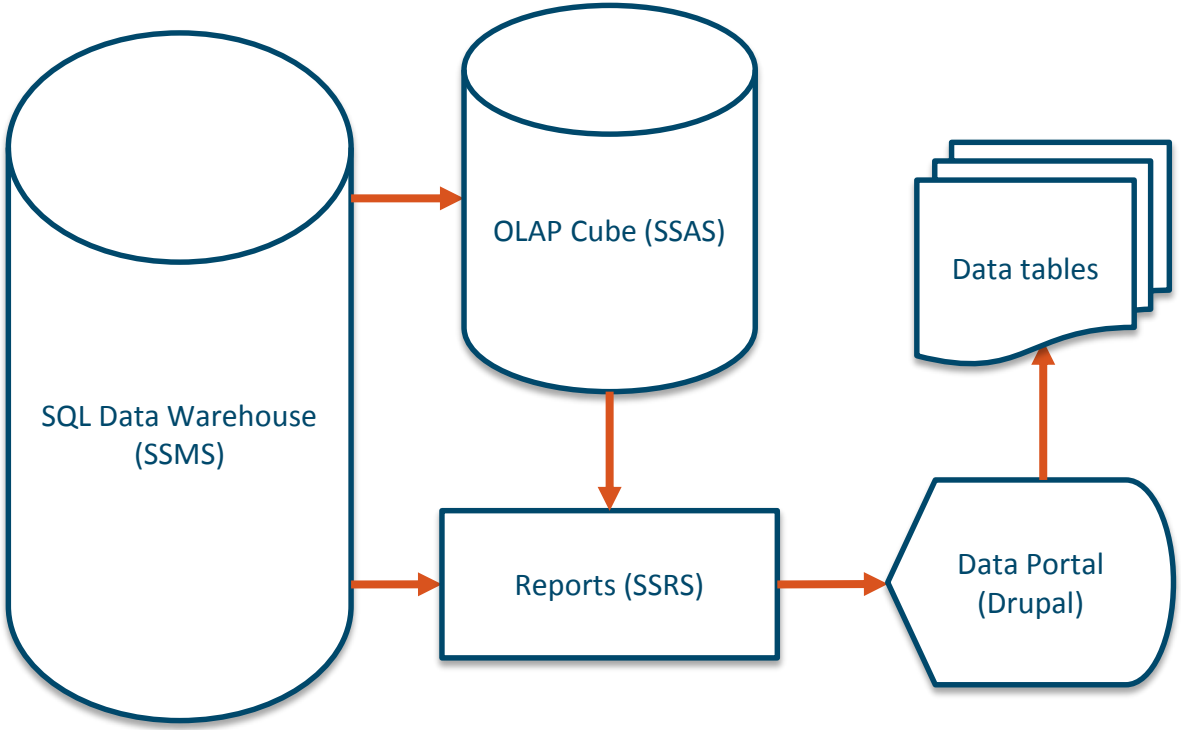
SQL Data Warehouse (SSMS)

Single source of truth

Reduces risk of error



- Performance data (Network Rail)
- Satisfaction data (Transport Focus)
- Complaints data (Train Operators)
- Demand data (LENNON admin data)
- Safety incidents (RSSB Safety Management Information System)
- Estimates of station usage (ORR / Steer Davies Gleave)



Power BI

- User survey – April 2017

"Could be more user friendly"

"Data portal tables should be simplified"

"too much information on the tables"

"Clear and easily accessible for an ignoramus"

"Difficult to find information"

- Link to Power BI

Questions

- Peter Moran (Business Intelligence Manager) 0207 282 2074
  - peter.moran@orr.gov.uk
- David Trieu (Senior Business Intelligence Developer) 0207 282 3859
  - david.trieu@orr.gov.uk