

Ref: FOI/GS/ID 6964

**Please reply to:**  
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24 September 2021

## **Freedom of Information Act 2000**

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Business Intelligence and Benchmarking Tools.

*You asked:*

- 1. Does your organisation use a Business Intelligence (BI) solution\*? If yes, please mark an x in the table below against the BI tool/tools the organisation uses*
- 2. What was the annual cost of the BI solution for 20/21 (April 2020- March 2021)?*
- 3. How many users in the organisation use the BI Tool?*
- 4. Does the organisation have a dedicated in-house BI/informatics team? If yes, how many FTEs are in the BI/informatics team?*
- 5. Which department do the BI/informatics team report into in the organisation?*
- 6. Could you please provide the name and job title of the person who leads the BI/informatics team?*
- 7. Does the organisation use a benchmarking tool\*\*? If yes, please mark an x in the table below against the benchmarking tool/tools the organisation uses*
- 8. What was the annual cost of the benchmarking tool for 20/21 (April 2020- March 2021)?*
- 9. Does the organisation subscribe to any benchmarking services? e.g. Dr Foster*
- 10. Which departments / specialties are the biggest users of a) BI tools and b) benchmarking tools in the organisation? e.g. Finance, HR*
- 11. Does your organisation have a data warehouse\*\*\*? If yes, please state if the data warehouse is on premise or in- cloud?*
- 12. Does the organisation use any other third-party systems to provide managed reporting? If yes, please state the name/names of the other third-party system/systems used? e.g. Beautiful Information, Public View*

*\*A Business Intelligence tool is a type of application designed to retrieve, analyse, transform, and report data for business intelligence normally in the form of interactive dashboards*

*\*\*A Benchmarking tool is used to compare the performance of the business processes and products with the best performances of other companies inside and outside the industry.*

*\*\*\*A data warehouse is a type of data management system/central repository of information that is designed to enable and support BI activities, especially analytics.*

Trust response:

1. Microsoft Power BI        X
2. £0 for 20/21 as was implemented in 21/22.  
For 21/22 - standard cost of a Power BI Premium Licence, plus the cost of 10 Pro Licences.
3. 150 users at present as still being implemented.
4. Yes, 17 WTEs.
5. The BI Team are part of the Finance Directorate.
6. Associate Director of Business Intelligence
7. Not applicable
8. Not applicable
9. The Trust is part of the NHS Benchmarking Network and also uses Dr Foster, SHMI and the Model Hospital for benchmarking.
10. For a & b - Various corporate and clinical services
11. Yes, on premise.
12. Yes, Beautiful Information for ED performance (OCC App) and Cancer Waiting Times