

# Agile Delivery of Advanced Visualisation in a Heterogeneous Analytic Ecosystem

Conor Sayles  
Group Advanced Analytics Lead  
Bank of Ireland

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# Conor Sayles

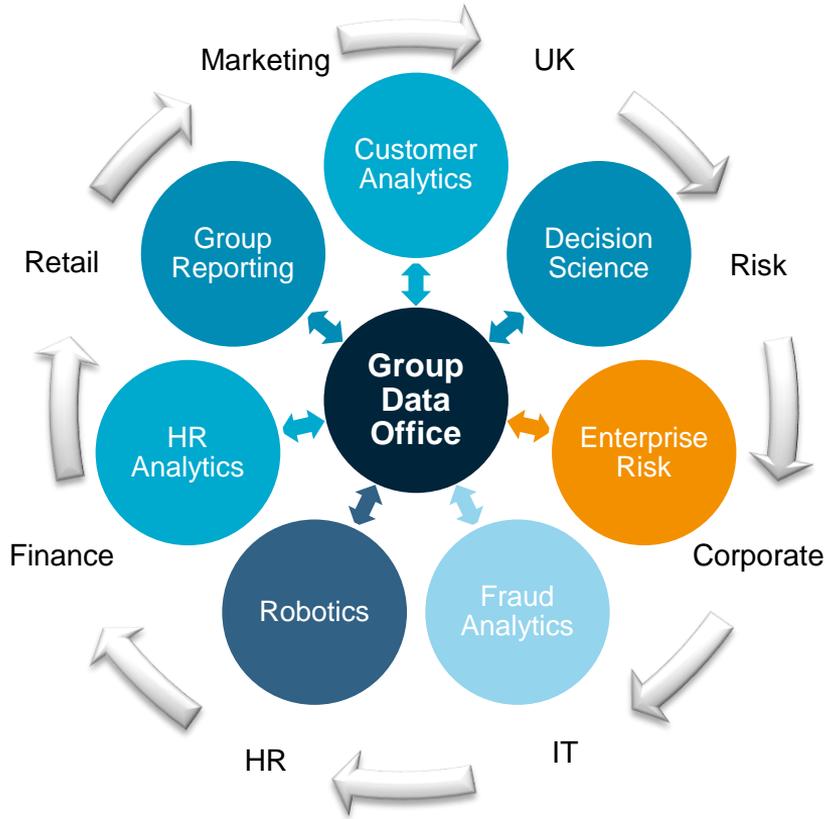
Group Advanced Analytics Lead

 [linkedin.com/in/conorsayles](https://www.linkedin.com/in/conorsayles)

 @conor\_sayles

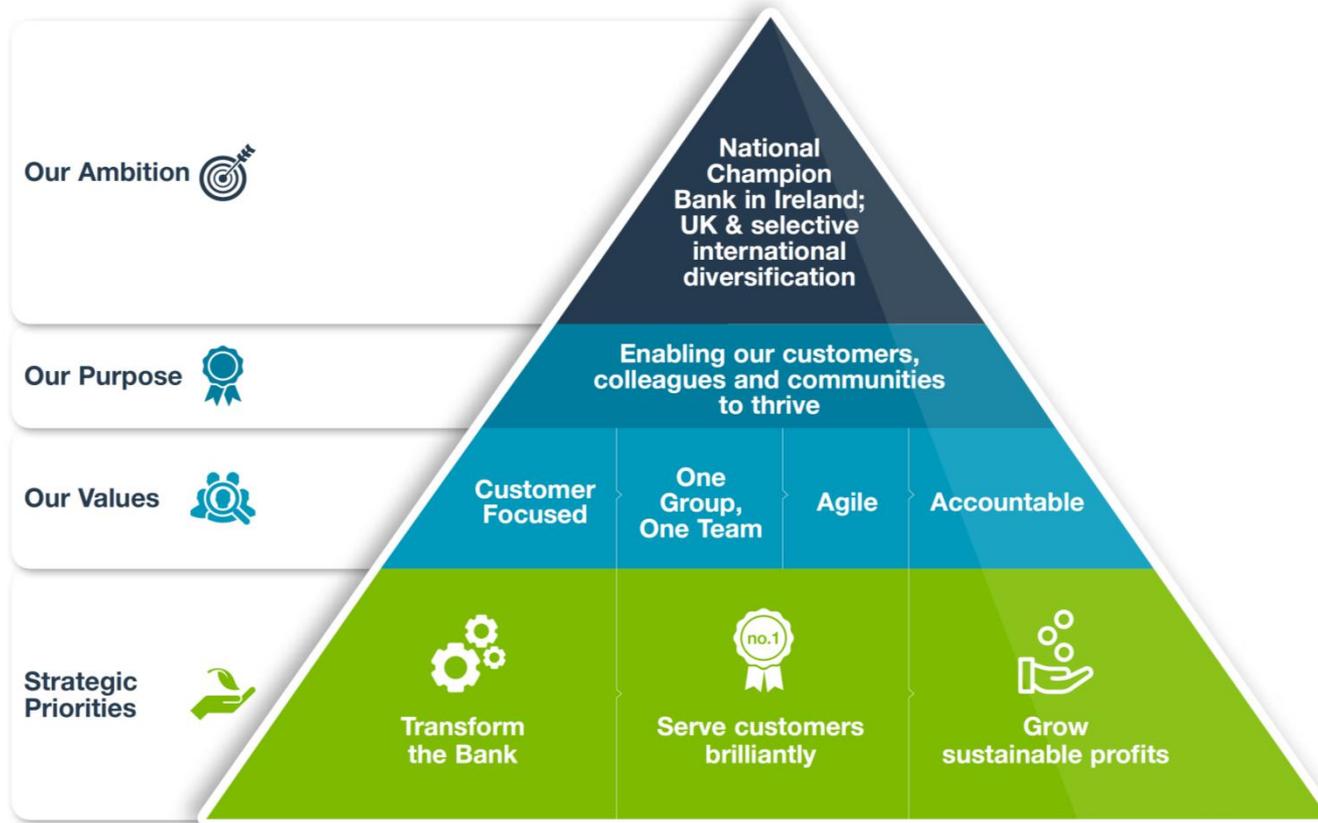
Data Value Realisation has delivered over **€70m** of value, through using data to better meet the needs of our customers, and enabling internal efficiencies

# Hub and Spoke Network



- Coordinate project collaboration
- Eliminate silos and duplication
- Flexible resource allocation
- Accelerate the adoption of analytics

# Group Strategy



# Bring the Analytics to the Data



Enterprise  
Data Warehouse

teradata.



Enterprise  
Data Lake

teradata.

QueryGrid  
teradata.

Data Visualisation Server



SAS Enterprise



Enterprise Data Hub

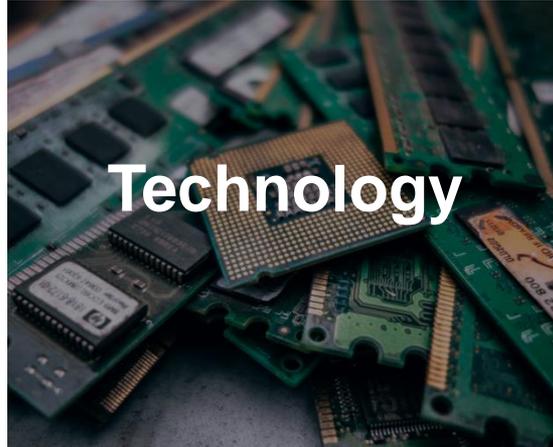
CLouDERA

Data Science Workbench

CLouDERA

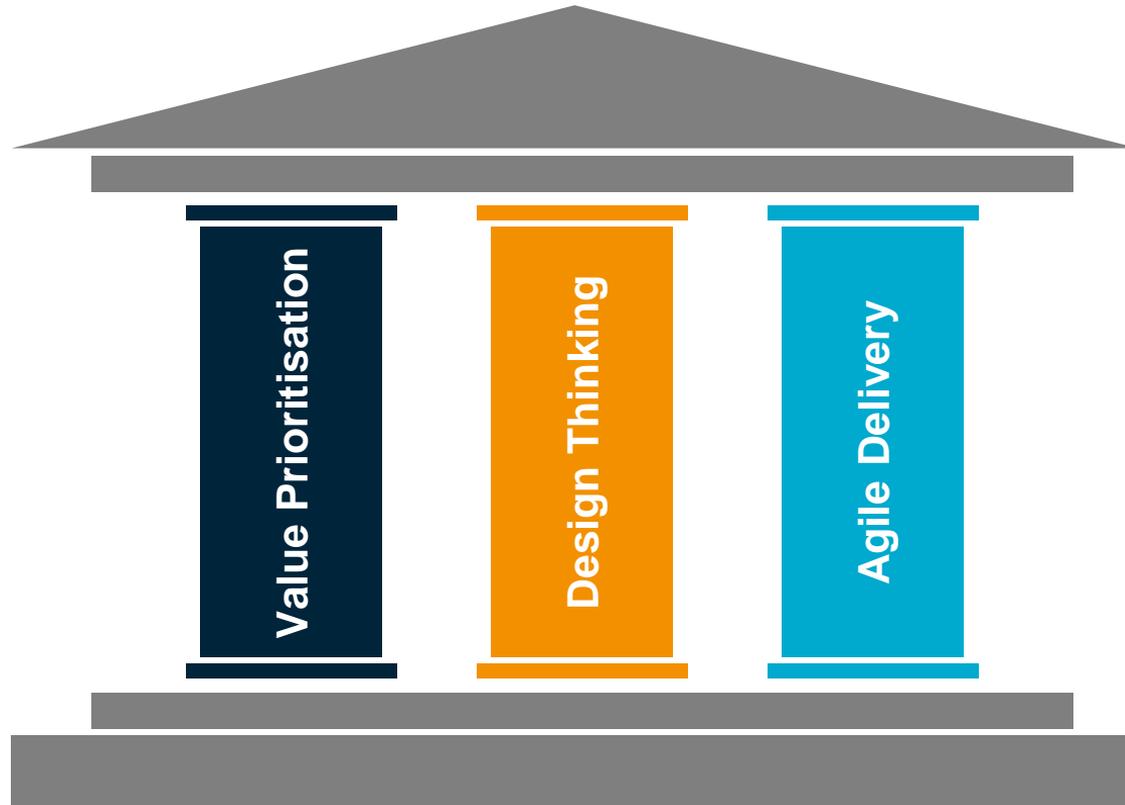


# Components for Success

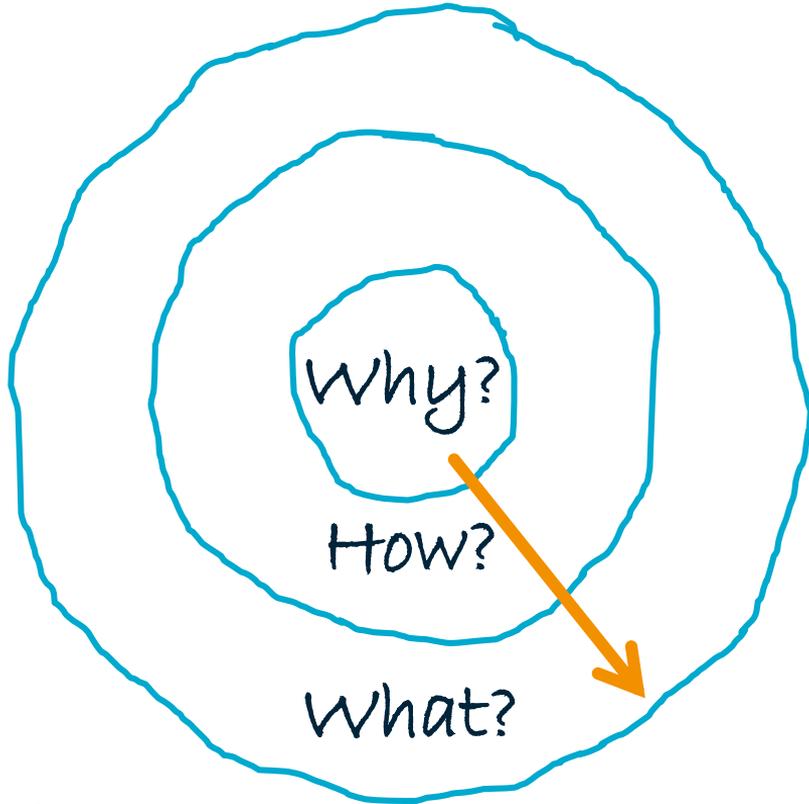


Photos by [Unsplash](#)

# Three Pillars

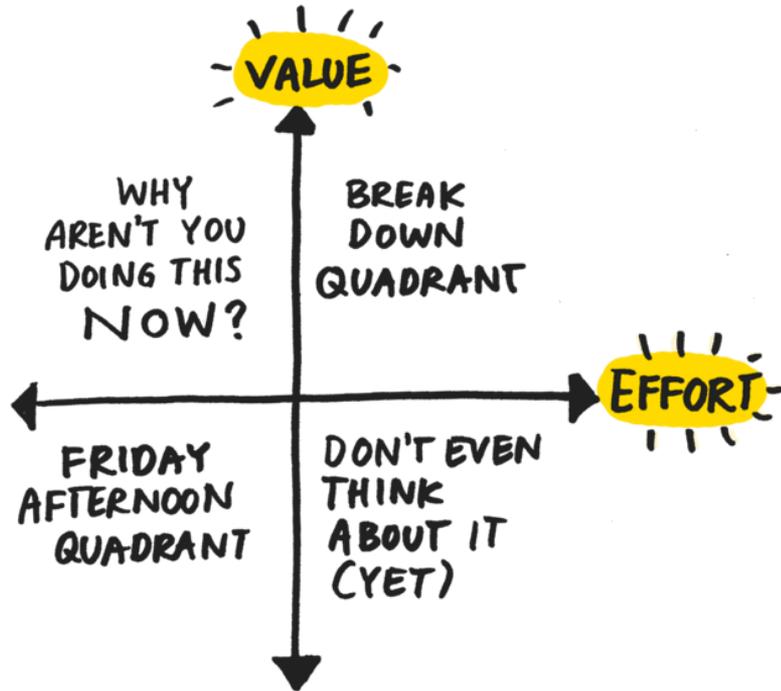


# Value Prioritisation



- Alternative to “Highest Paid Person”
- Transparent
- Everything worth doing has value
- Business outcome

# Types of Value



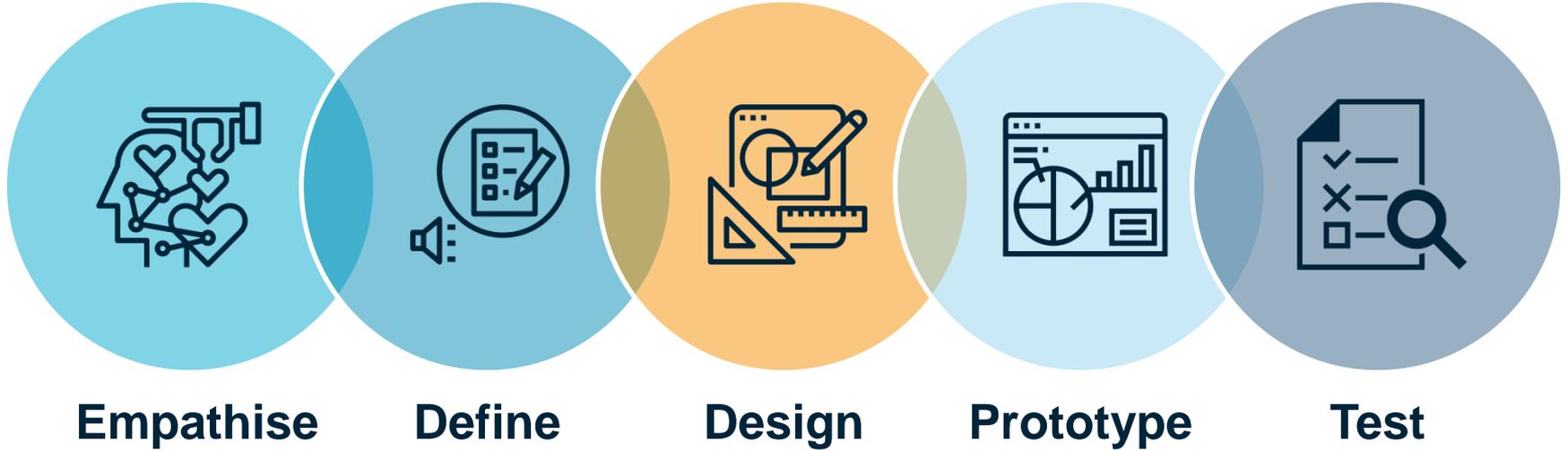
- Cost reduction/avoidance
- New income generation
- Pricing optimisation
- Regulatory/operational risk

Source: [Andy Wicks](#)

# Who is your user?

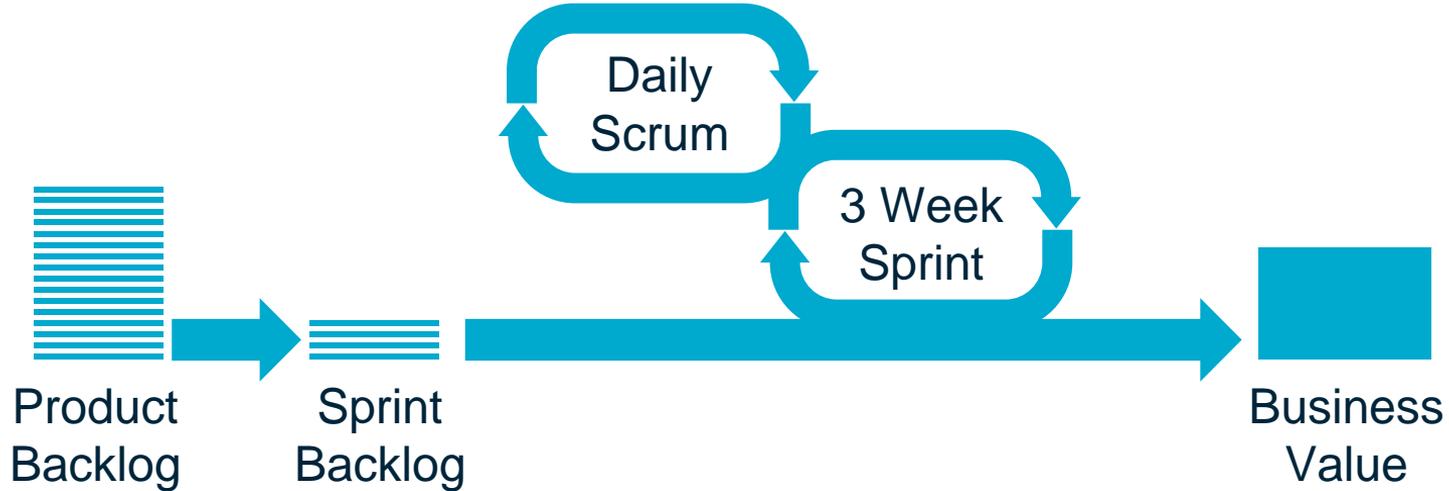
Design Thinking  
is a human-centred approach  
to solving problems  
through collaboration  
and co-creation

# Design Thinking



# Scrum Framework

**As a user persona I want to** gain a specific insight **so that I** can take a certain action



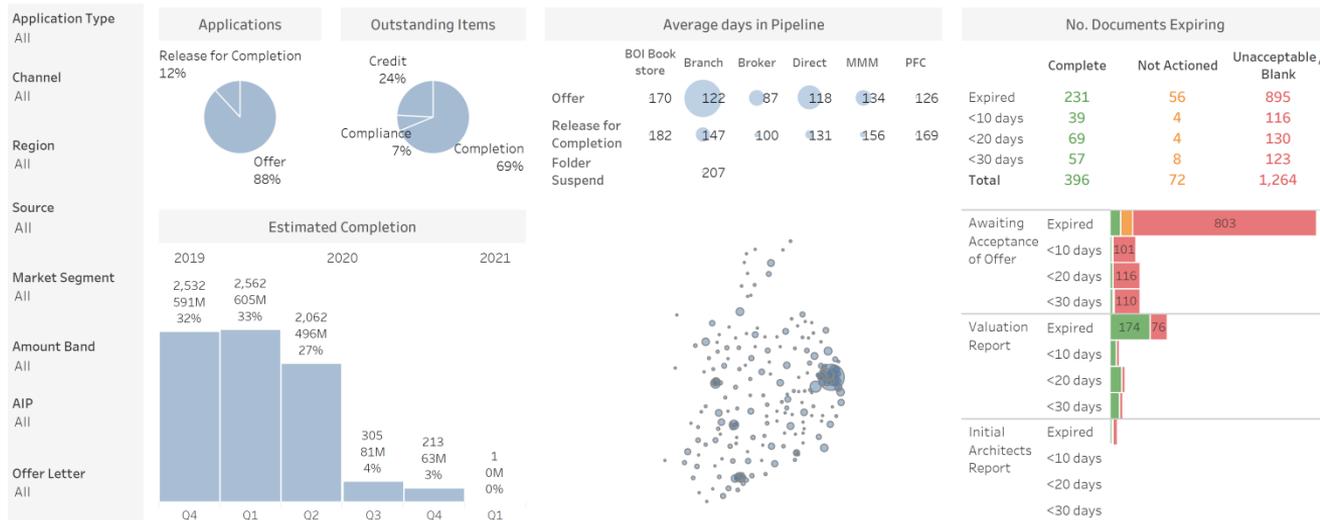
# Mortgage Pipeline

ROI Mortgage Pipeline 2019

As at: 21-11-2019

YTD - All Applications | YTD - Credit Approved Applications in Pipeline (at Offer, Completion, Folder Suspend)

No.	Value €	No. in Pipeline	Value € Pipeline	% Apps in Pipeline	Ave. Days in Pipe	No. Items	Items Outstanding	Due to Expire	Expired
17,381	4.051B	7,675	1.836B	44%	121	188,848	93,498	385	1,182



Operational efficiency

1. Application date >= Start of Year. Credit Approved applications at 'Offer', 'Release for Completion' and 'Folder Suspend' only. Excludes apps that have been canceled and applications that have subsequently drawdown.  
 2. Day figure calculation = Today - Date item last actioned. VARR = Today - Valuation date. AOF1 and ALET = Today - Letter of Offer date (or AIP date if no Letter of Offer date).  
 3. VARR expiry 120 days / AOF1 and ALET expiry 183 days

Built by Advanced Analytics @Group Data Office

# HR Reporting

## Group Overview for Contracted FTE

October 2019

Employment Status: Active  
Employee Group: Multiple values

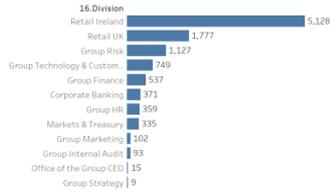
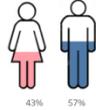
### Contracted FTE

10,601

Group Gender Split



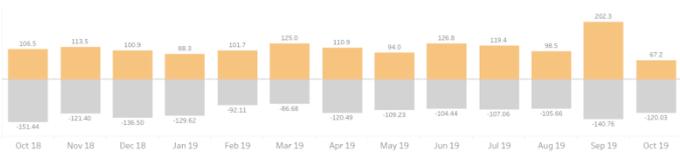
Promotions and New Joiners for Band 4-7 since March 1st, 2018



### Contracted FTE Trend Over 13 Month Period



### Contracted FTE Movements Over 13 Month Period - (Excluding Unpaid Absences and Divisional Movements)



## Eliminate duplication

## Divisional Overview for Contracted FTE

Select Month End: 31/10/2019  
16.Division: Multiple values  
Employee Group: Multiple values  
Employment Status: Active

Corporate Banking, Group Finance, Group HR and 9 more, October 2019



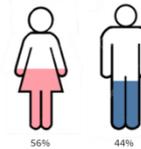
View Type: Tenure

### Contracted FTE

10,601



Gender Split

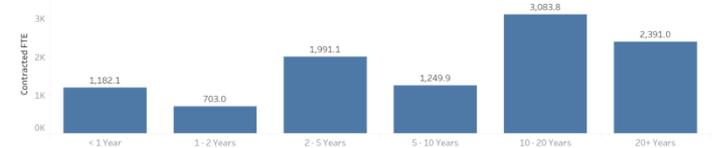


### Contracted FTE Movements Over 13 Month Period (incl. Movement Between Divisions)



Tenure

### Contracted FTE by Tenure



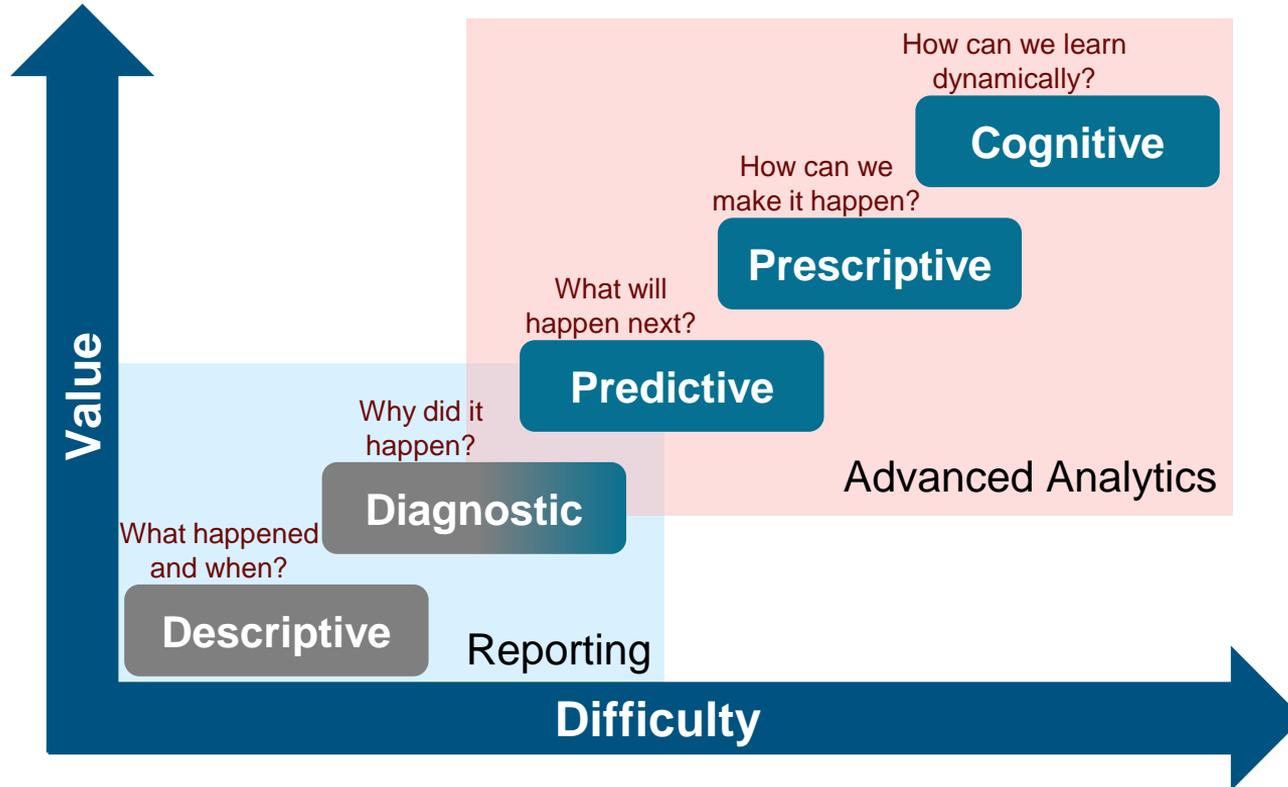
# Stakeholder Engagement



Photo by [Unsplash](#)

<b>Maturity</b>		4
<b>Governance</b>		3
<b>Show and Tell</b>		2
<b>Early Adopters</b>		1

# Step Change in Value



# Business Questions Maturity

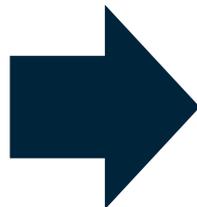
## Descriptive

What were our consumer loan sales last year?

How many workers were needed to manage arrears last week?

When did our ATMs run out of cash last month?

Which historic transactions did we flag as suspicious?



## Predictive

What will our consumer loan sales be next year?

How many workers will we need to manage arrears next week?

When will our ATMs likely require refilling in the future?

Which transactions from should we review today?



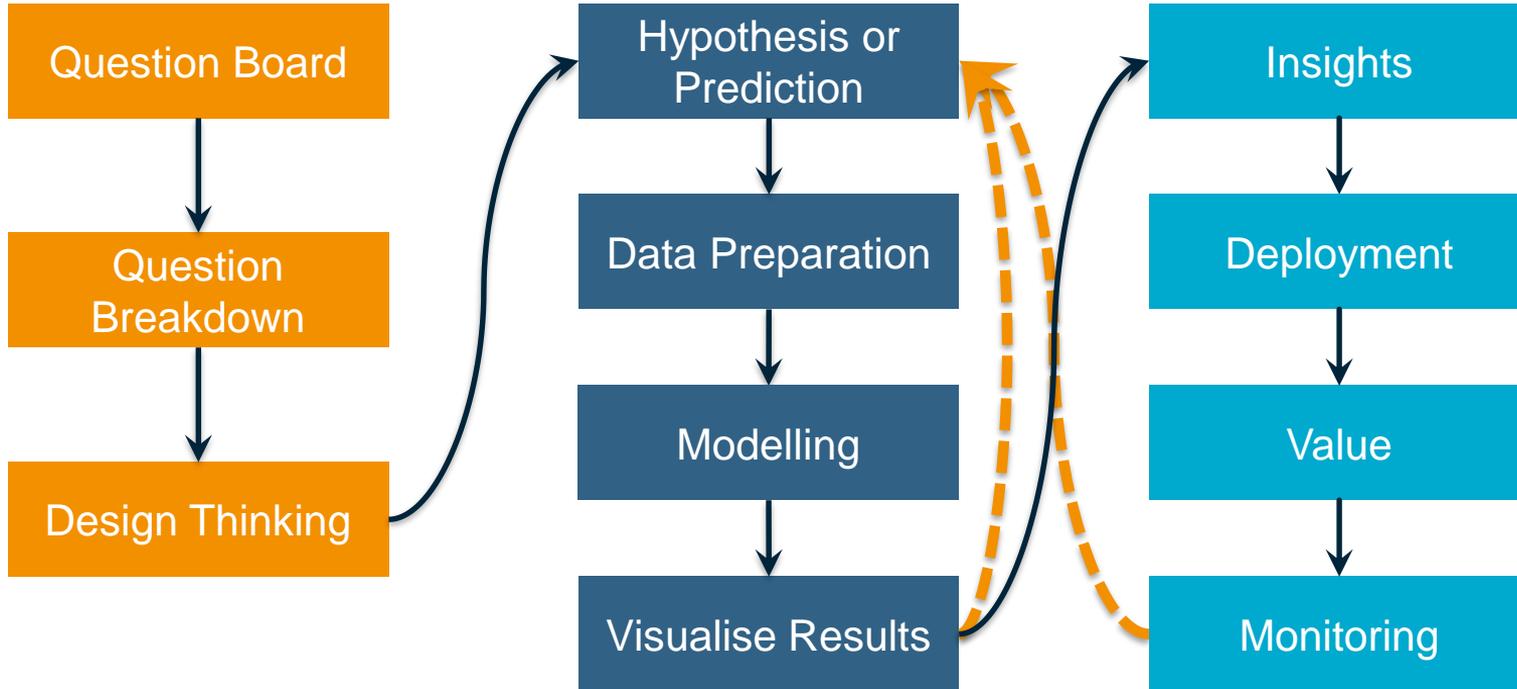
“all of us are smarter than any of us” IDEO



# Group Data Office Fairy

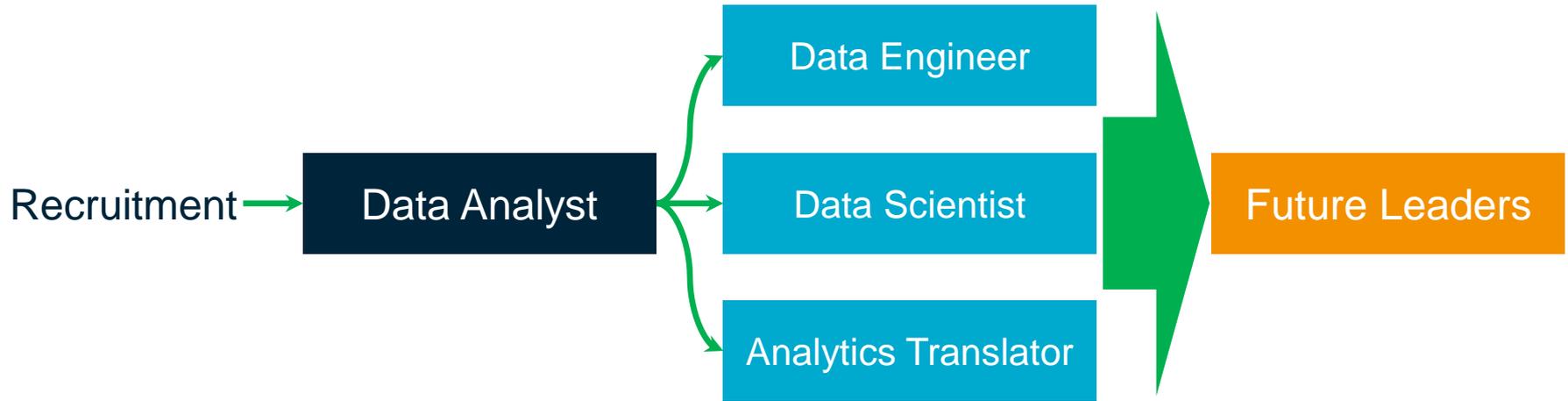


# Advanced Analytics Life Cycle



# Career Paths

New recruits are offered the opportunity to develop an applied data science skillset, aligned to the Analytics Institute of Ireland professional certification, in a flexible learning environment. Beginning with a common foundation, specialist career paths are available.





# DATA & ANALYTICS

COMMUNITY OF PRACTICE

600+ members, 20+ events

- Data literacy and data democracy
- Share success
- Build on the ideas of others



# What have we learned?

- ✓ Always ask Why
- ✓ Everything has a Value
- ✓ Outcomes over Processes
- ✓ Prototype to Understand
- ✓ Iterate with Stakeholders
- ✓ Business Question Maturity
- ✓ When to Say No

Value Prioritisation

Design Thinking

Agile Delivery