

Business Process Re-engineering using Blaise 4.8 API and Datalink

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Abstract:

The paper will outline two ways that ONS is utilizing Blaise 4.8 API and DataLink capabilities to re-engineer business processes.

At ONS we use Electronic Learning Questionnaires (ELQs) as part of our interviewer training. These CAPI questionnaires test our interviewers' knowledge of survey procedures before they attend a face-to-face briefing on the survey. We generate a report showing how well each interviewer scored on the ELQ, and weaknesses are addressed at the briefing. The previous process for running the reports was manual, requiring intervention from our IT department. The team in Titchfield then spent time putting them into an easily readable format before analyzing the results. It was decided that we could make use of BLAISE DATALINK to both enhance the reporting system and make it more efficient in the following ways:

1. Remove the manual intervention requirement of our IT department.
2. Standardize the reports.
3. Enable our team in Titchfield to access the reports when they wanted.
4. Offer them more reporting options.
5. Save time for our team in Titchfield and IT Departments.
6. To showcase the new features of BLAISE.

We also identified the sample management process on our longitudinal surveys as inefficient, requiring extensive manual amendments and data manipulation in various spreadsheets and SPSS files. Using Blaise API, we aim to:

1. Automate manual processes such as copying, deleting and amending case records, thereby freeing up resource.
2. Introduce a more flexible environment for the user, enabling them to easily adapt the criteria used in creating the sample file.
3. Standardize the processes for sample creation among our longitudinal surveys, and incorporating these in a common Visual Basic application.