

Phoenix+



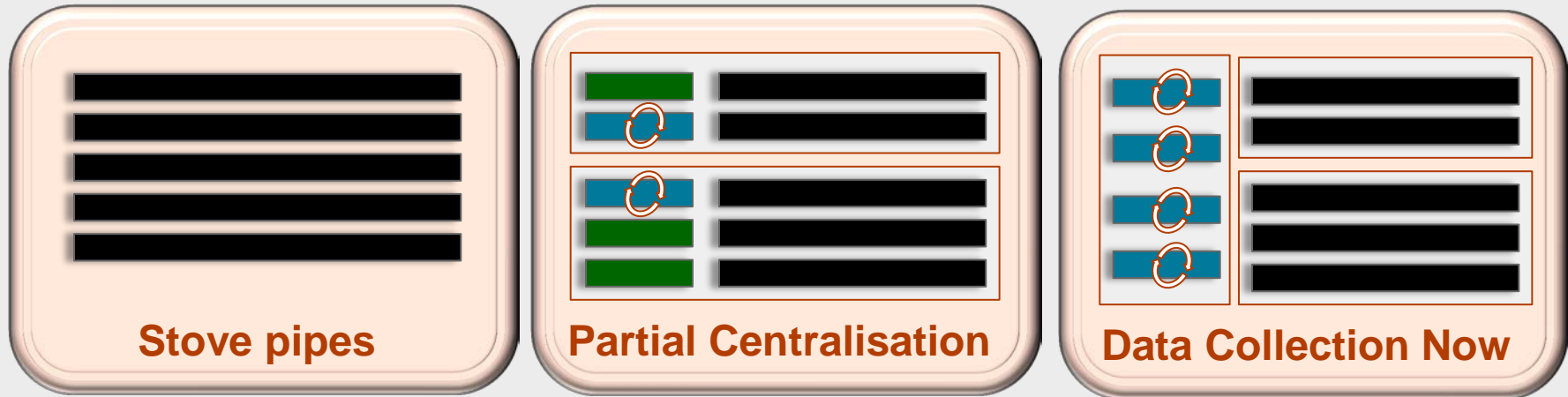
Towards modern data collection systems and processes

**Joost Huurman, Saskia Ossen, Jeroen van Velzen,
and Marc Houben**



**Statistics
Netherlands**

Background



- At Statistics Netherlands IT-systems and processes for data collection differed between departments. Over time data collection has been centralized. To optimize this centralized data collection process harmonization is required.
- Existing IT-systems are however outdated and complex and cannot be upgraded any more. Because of this it is not possible to harmonize as much as desired. This also causes challenges in adapting to new developments in the area of data collection. Furthermore time-to-market needs to be shortened.

Background

Developments in data collection strategies



From
homevisits, and hard
copy questionnaires



Towards
sequential mixed mode
strategies, starting with
online questionnaires.
Use of secondary data

These developments challenge the logistic processes of CBS, lots of administration required

Background

Developments in online questionnaires



From
Desktop computers

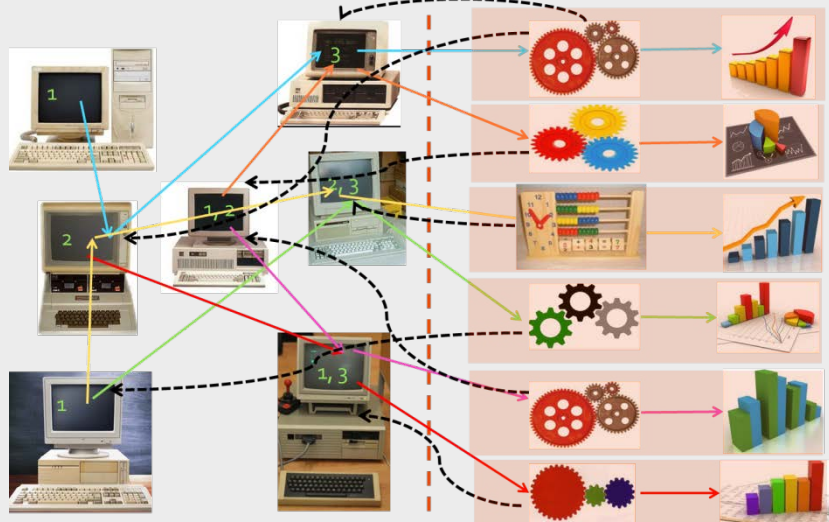


Towards
A broad range of devices, all different w.r.t. screen size, resolution, operability, use of keyboard (virtual (pop-up) versus physical), mouse use ("traditional mouse" versus swipes), and so on

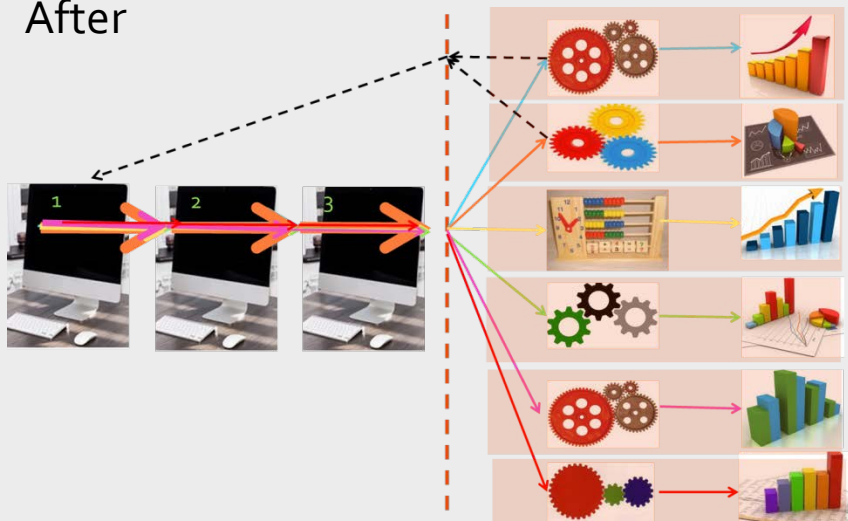
These developments together with the tendency towards mixed mode strategies require an efficient way of working: wish for one basic-questionnaire with a single datamodel (lay out sheets are used to tailor the questionnaire for different devices)

Scope of Phoenix +

Before



After



Scope Phoenix

- Development of new data collection processes and systems enabling modern data-collection
- Transition of more than 150 surveys
- Connecting statistical processes, and systems to new data collection processes, and systems
- Corresponding organizational change

Contents of this presentation

- Part 1: “Development of new data collection processes, and systems”
 - Design principles
 - Architecture
 - Planning horizon

- Part 2: “Transition of surveys”
 - Approach
 - Current status
 - Dependencies



Development of IT-systems and processes

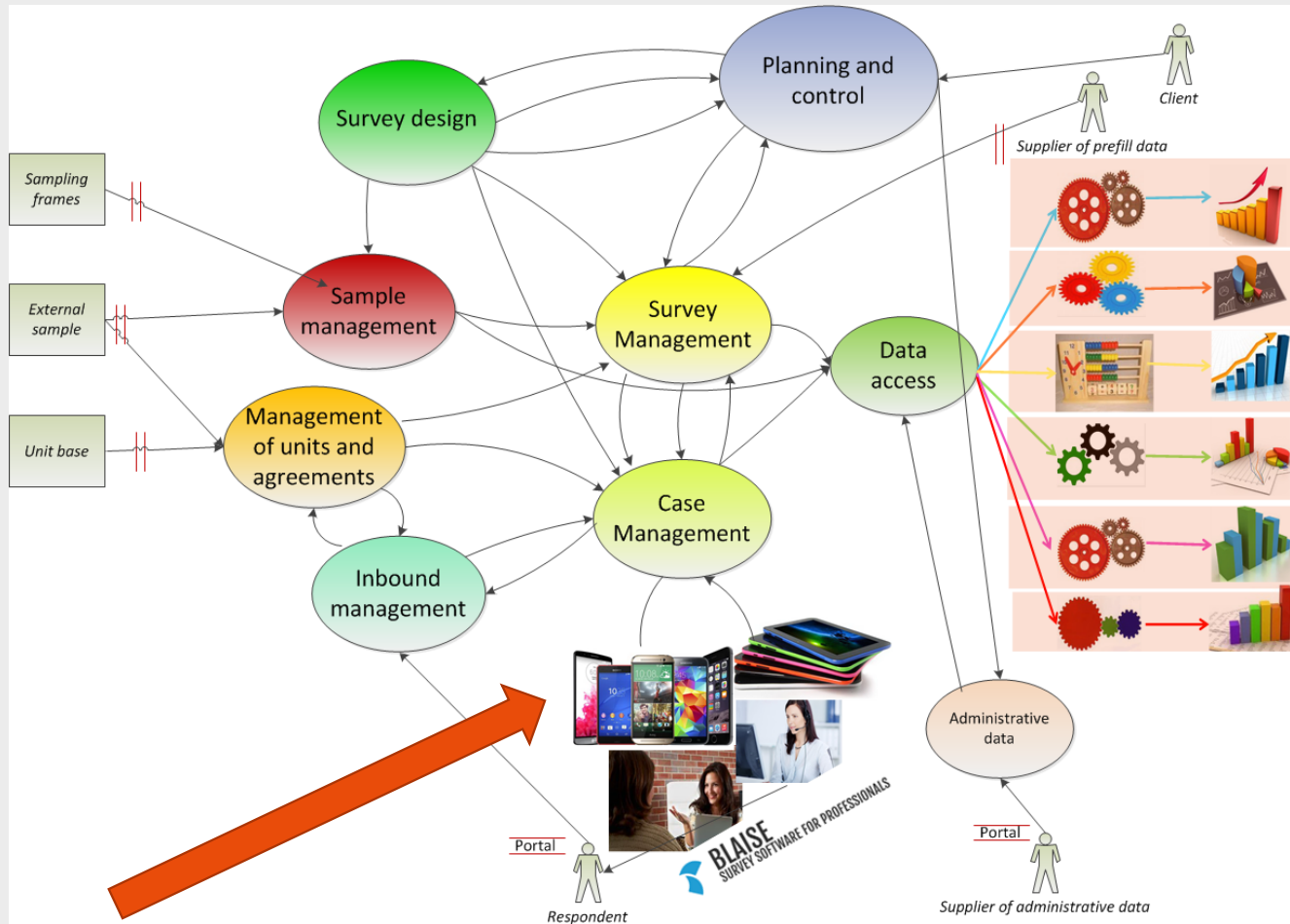
Basic principles

- Generic solution for all types of surveys, but specific when necessary
- Clear distinction between design, survey execution and planning & control
- Survey execution is design driven
Minimize manual activities during survey execution
- Design
Be flexible (e.g. collection strategy); but also standardize strategies, instruments, metadata etc
Omni-mode design questionnaires – one data model
- Loosely coupled processes and systems
Reduce complexity / dependency
Channels are 'plug and play'
- Standard interface between data collection and statistical processes



Development of IT-systems and processes

Architecture



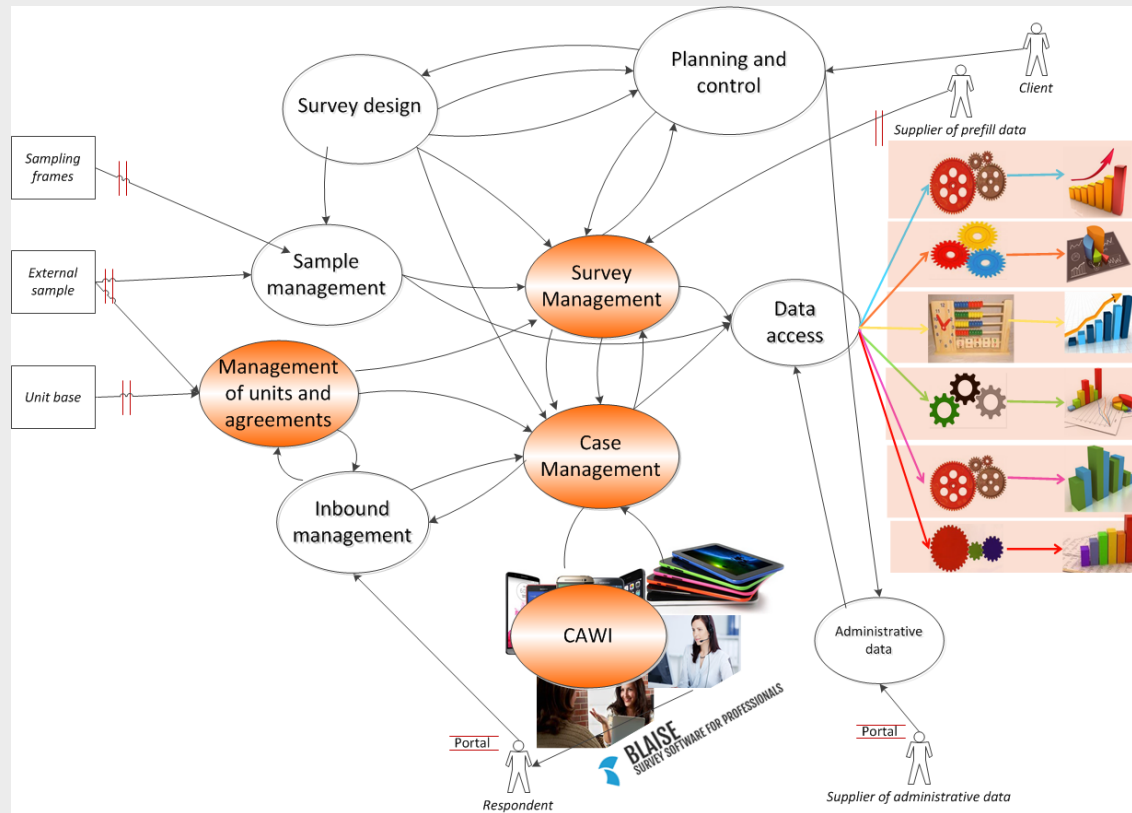
BLAISE 5 is used for all types of questionnaires, aim is to have 1 basic questionnaire (with a single datamodel) that can be fine-tuned for all modes and devices using layout sheets



Development of IT-systems and processes

Planning horizon

First stage, realized by August 2016



New CAWI-channel realized by 1-11-2015, Units and agreements realized by 1-4-2016, Survey- and casemanagement by 5-7-2016, Integration test by 1-8-2016

Development of IT-systems and processes

Planning horizon

First stage, some screenshots to give an impression

The screenshots illustrate the following components of the system:

- Survey Management - Inzicht enquêtes:** Shows the main navigation and search options.
- Survey Management - Benaders:** Shows the 'Benaderstap' (contact step) menu with options like 'Openzetten CAWI kanaal', 'Versturen aanschrijfbrief', 'Versturen 1e rappelbrief', and 'Versturen 2e rappelbrief'.
- CAWI Kanaal - Filter:** Shows the 'CAWI Kanaal' section with a filter input field.
- Overzicht:** A table showing a list of records with columns for 'Id' and 'PeilDatum'.
- Contact Management:** Shows the 'Contact Management' section with a search form for 'Zoek eenheid'.

Id	PeilDatum
84	16-03-2016 00:06:03
85	16-03-2016 00:06:03
82	16-03-2016 00:06:03
83	16-03-2016 00:06:03
80	15-03-2016 00:06:03
81	15-03-2016 00:06:03
78	15-03-2016 00:06:03

Zoek eenheid

Correspondentienr.

Eenheidtype

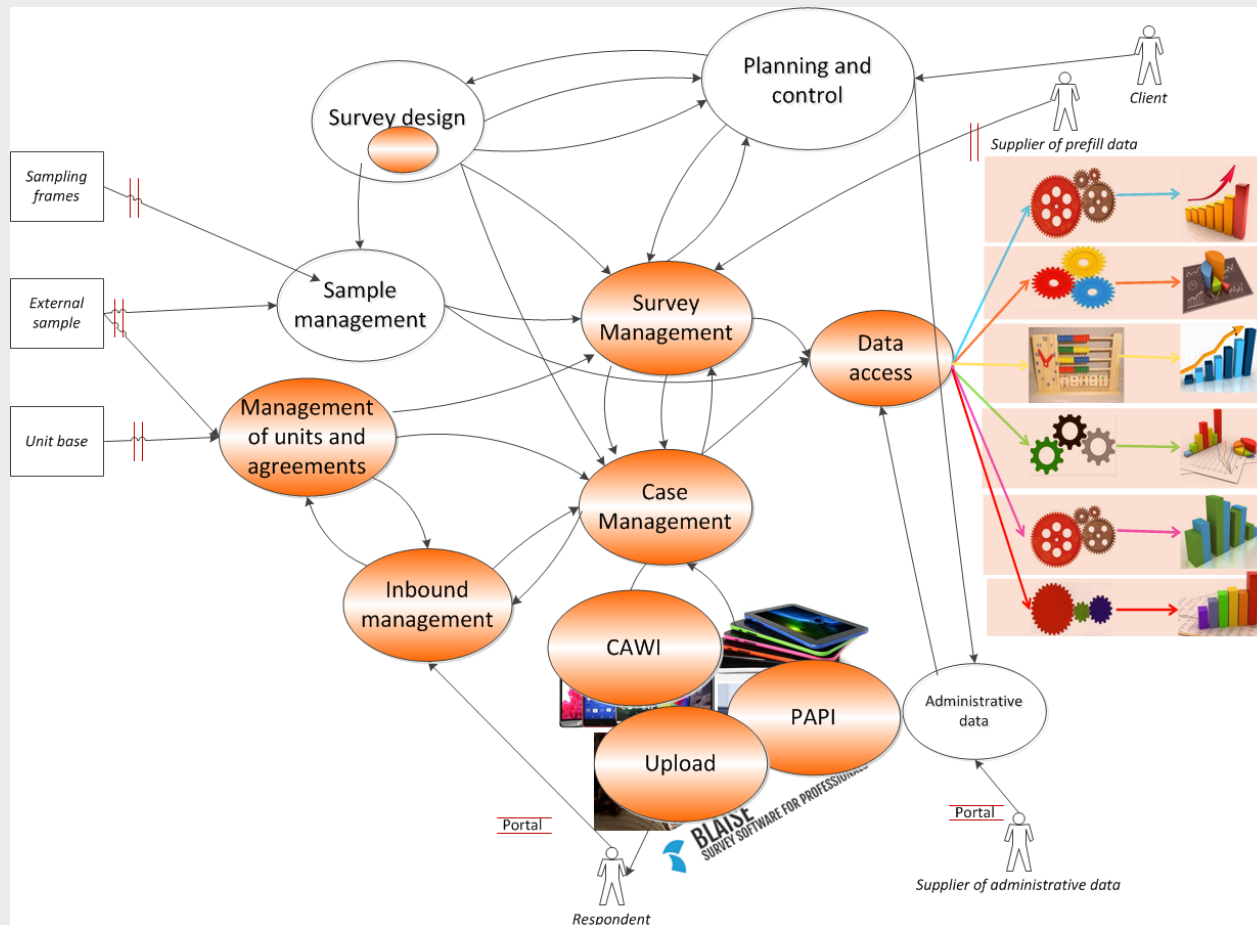
Eenheid naam

Straat

Development of IT-systems and processes

Planning horizon

Next stage finished mid-2017



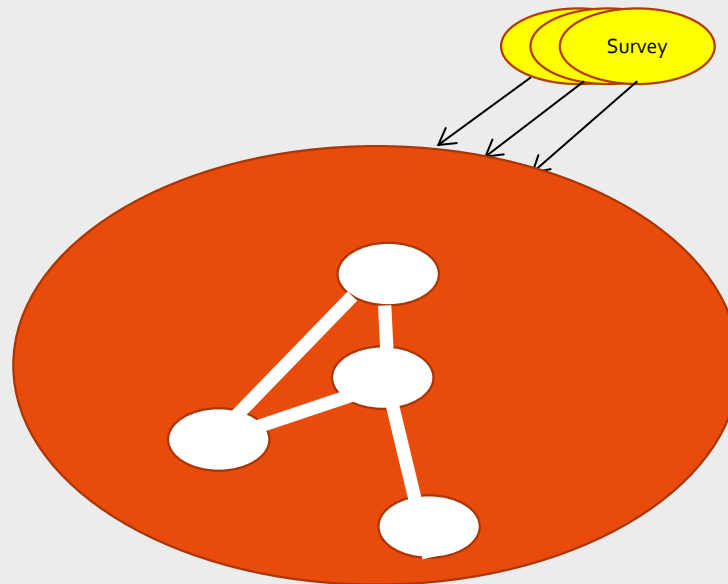
Total development will be finished by the end of 2019

Transition of surveys

Starts after first stage



- More than 150 surveys need to be transferred to the new IT-systems and processes, starting from August 2016 on (realization of stage 1)
- This will be done parallel to the development of new IT-systems

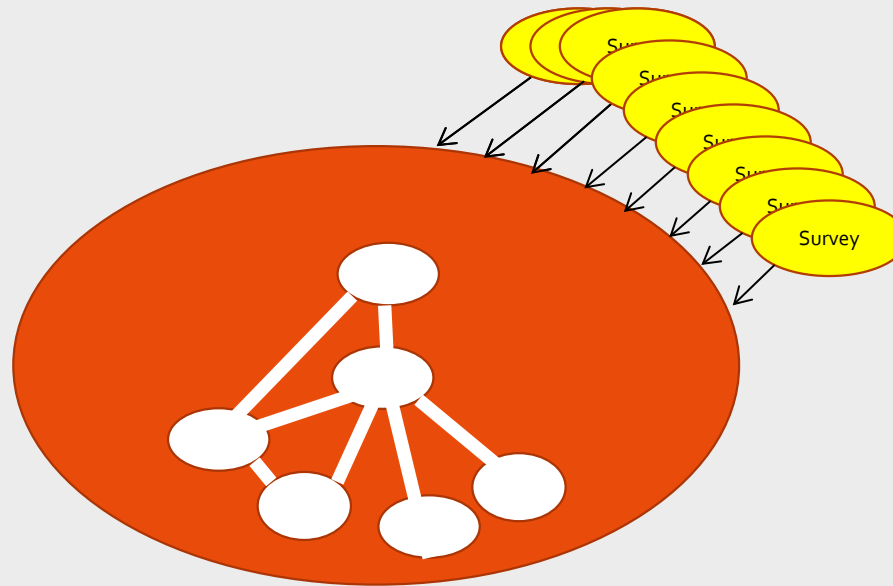


Transition of surveys

Starts after first stage



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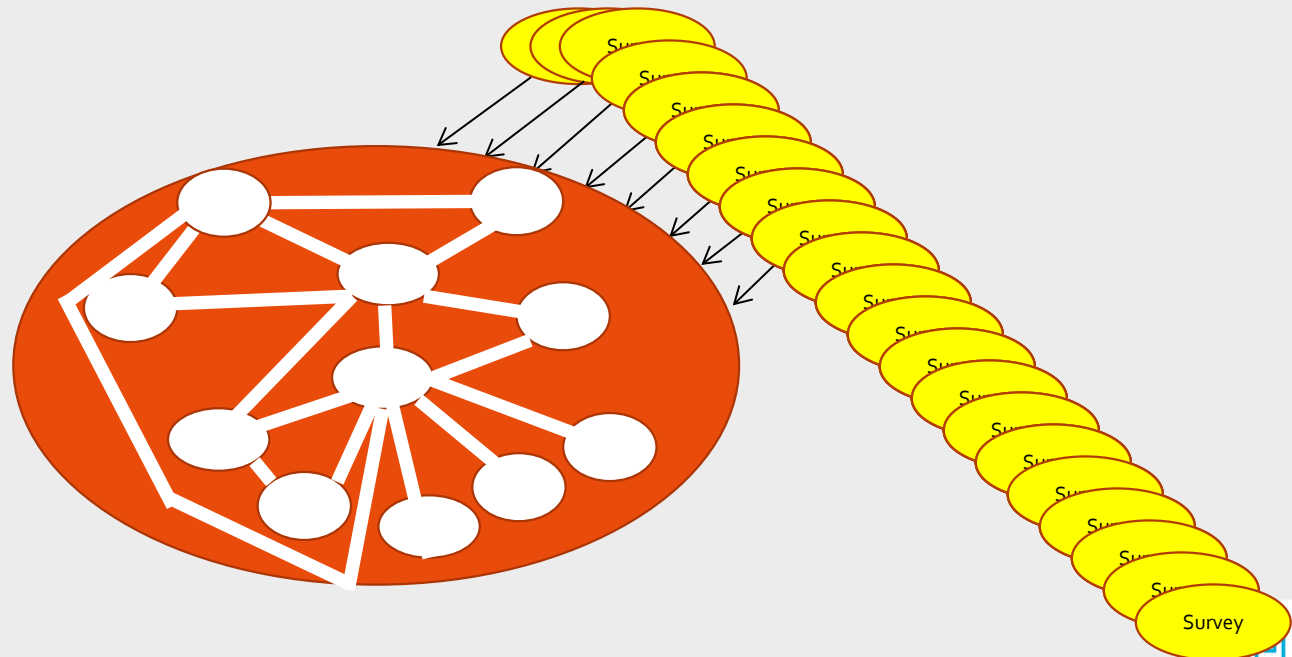


Transition of surveys

Starts after first stage



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Transition

Current status

Currently two surveys are live

- School leaver survey
 - sample size of 162.000 (divided in 5 portions), online questionnaire, first invitation letter 6 September, incentives (lottery of Ipad Air 2) and social media are used to raise response rates
 - New for CBS, no comparison with BLAISE 4 possible
 - Response rates until now are very promising
 - Lay out sheet for smartphones still under development
- Health care survey (till September prototype, from November on “regular”)
 - sample size of 1.000 every month (prototype)
 - Response rates are approximately equal to the response rates to the BLAISE 4 questionnaires
 - Answers still need to be compared

Some Blaise 5 screenshots

✕ Onderbreken ? Help

Schoolverlatersonderzoek 2016

Bedankt dat u de tijd wilt nemen om deze vragenlijst in te vullen.

Tabletgebruik
Indien u de vragenlijst op een tablet invult, werkt dit het beste als u de tablet met de lange zijde onder (landscape-modus) gebruikt.

Onderbreken
U kunt het invullen van de vragenlijst onderbreken door rechtsboven in het scherm op de knop 'Onderbreken' te klikken. Uw eerder ingevulde antwoorden blijven dan bewaard.

Heeft u nog vragen?
Bel ons gerust op (045) 570 6400 of mail naar contactcenter@cbs.nl.
Wij zijn bereikbaar van maandag tot en met vrijdag tussen 9.00 en 17.00 uur

Klik nu op 'Volgende' om de vragenlijst te starten.

Vorige Volgende

Some Blaise 5 screenshots

✕ Onderbreken ? Help

Schoolverlatersonderzoek 2016

Geef uw oordeel over de gevolgde opleiding

	Helemaal mee oneens	Mee oneens	Niet mee eens, niet mee oneens	Mee eens	Helemaal mee eens
De docenten waren streng in de beoordeling van cursisten	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Het niveau van de leerstof was goed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Het niveau van de opleiding was uitdagend	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
De examens/opdrachten waren over het algemeen zeer pittig	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In de opleiding werd voldoende getoetst op inzicht	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Vorige Volgende

Some Blaise 5 screenshots

✕ Onderbreken ? Help

Schoolverlatersonderzoek 2016

Hartelijk bedankt dat u meedoet aan het schoolverlatersonderzoek.

Om goede statistieken te kunnen maken is het voor ons belangrijk dat u zelf de vragen invult. De vragenlijst is bedoeld voor A. Antegent (man) geboren op 5-7-1991.

Kloppen deze gegevens?
Meerdere antwoorden mogelijk.

Ja, gegevens kloppen

Nee, geslacht klopt niet

Nee, geboortedatum klopt niet

Nee, de voorletter(s) / achternaam klopt niet

Vorige Volgende

Some Blaise 5 screenshots

✕ Onderbreken ? Help

Schoolverlatersonderzoek 2016

Wat is het hoogste opleidingsniveau van uw ouders?

Moeder	Vader
<input checked="" type="radio"/> Basisonderwijs	<input type="radio"/> Basisonderwijs
<input type="radio"/> Lager beroepsonderwijs of middelbaar algemeen onderwijs (LBO/VBO/VMBO/MAVO)	<input type="radio"/> Lager beroepsonderwijs of middelbaar algemeen onderwijs (LBO/VBO/VMBO/MAVO)
<input type="radio"/> Voortgezet onderwijs (HAVO/VWO)	<input type="radio"/> Voortgezet onderwijs (HAVO/VWO)
<input type="radio"/> Middelbaar beroepsonderwijs (MBO)	<input type="radio"/> Middelbaar beroepsonderwijs (MBO)
<input type="radio"/> Hoger onderwijs (HBO/WO)	<input type="radio"/> Hoger onderwijs (HBO/WO)
<input type="radio"/> Weet ik niet	<input type="radio"/> Weet ik niet
<input type="radio"/> Niet van toepassing	<input type="radio"/> Niet van toepassing

Vorige **Volgende**

Transition of surveys

Dependencies

Considerations in determining the order of transition:

- Availability of new IT-systems
Clear dependency between planning of development and planning of transition
- Wish to decrease legacy as soon as possible
- Amount of work needed at the data collection department and statistical department (due to, for example, new interfaces)
- Possibilities of BLAISE 5
- And so on.....



Challenges over all

- **Scale of Phoenix+**

Almost all departments of Statistics Netherlands are involved in one way or the other, large demand for capacity

- **Transition**

Surveys currently show a large diversity, a very detailed look is needed to estimate the amount of work needed for transition, as well as the impact of transition.

Statistical processes that need to be connected also show a large diversity.

Standardization of surveys is necessary. Blueprint available at high level, gradually more and more details should become available (expert team).



Challenges related to BLAISE

- Questionnaires of more than 150 surveys need to be transferred to BLAISE 5 in an efficient way.
Learning process, migration software, Colectica
- Phoenix and BLAISE 5 are both “under construction”
Close collaboration, weekly meetings
- Lay out sheets of BLAISE 5 can be used to create questionnaires for all types of (mobile) devices. The methodological question however is “What is the ultimate design for Collection on (mobile) devices (J.Bakker)”?
- Non-functionals are crucial
Preliminary results of load test positive, performance of questionnaires will be improved in Blaise 5.2





Questions? Contact: JWF.Huurman@cbs.nl

