Business Statistics Transformation in CSO Ireland

UNECE Workshop on Statistical Data Collection, Ottawa 2017
CSO and Enterprise Statistics

• Ireland’s NSI with offices in Dublin and Cork
  ➢ Dublin: Macroeconomic statistics and Census of Population
  ➢ Cork: Business, Household Surveys and all support areas

• Staff about 80% of CSO costs

• Business Statistics: 200 Staff and 25% of staff costs
Business Statistics – Current Organisational Structure

- Structural Business Statistics (SBS)
- Short-Term Business Statistics (STS)
- Prices
- Agriculture, Tourism and Transport

- 200 staff
- 30 statistical products
- 170 releases and publications per year

www.cso.ie

• Peaks and Troughs
• CSO 2020
• European Statistical Code of Practice (ESCOP) Peer Review
• Central Business Register

- Online Data Collection Portal
- User Needs
- Use of Diverse Legacy IT Systems
- Cost
## Establishing a Vision for Business Statistics

<table>
<thead>
<tr>
<th>Balanced Scorecard</th>
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<tbody>
<tr>
<td><strong>Customer</strong></td>
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<tr>
<td>- Meet them more systematically</td>
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<td>- More relevant products</td>
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<td>- Compliance – EU, incl. new Regs</td>
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<td>- Quality</td>
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<tr>
<td>- LCU +</td>
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<tr>
<td>- Manage respondent burden</td>
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<tr>
<td>- Systematic use of admin / big data</td>
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<td>- Collection via online portal</td>
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<table>
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<tr>
<th><strong>Cost</strong></th>
<th><strong>People</strong></th>
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<tr>
<td>- Know the cost of our surveys</td>
<td>- Process organisation (less peaks &amp; troughs)</td>
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<td>- Know the cost of our processes</td>
<td>- Specialisation &amp; skills (helping with “relevance”)</td>
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<tr>
<td>- Reduce costs</td>
<td>- Quality management</td>
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<tr>
<td>- Admin / big data, online collection</td>
<td>- Automation – less repetitive work on processing</td>
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<tr>
<td>- Regular evaluation</td>
<td>- Focus on adding value – outputs &amp; customers</td>
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<td>- How we use savings – e.g. to improve customer service</td>
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BST – Principals to be applied

• Scope confined to Short-term Statistics (STS) and Structural Business Statistics (SBS) divisions
  ➢ Awareness of need for scalability

• Generic Statistical Business Process Model (GSBPM)

• Staff Engagement
BST – Principals to be applied continued

• Centralise and Standardise

• Single Point of Contact

• Value Added V Non-value Added Activities

• Structure First
BST Objectives

• User Demand Analysis

• More Integrated Structures

• Establish a Profiling/Medium Cases Unit

• Migration of Silo Systems
BST Objectives - continued

• Change how we conduct core statistical activities
  ➢ Selective Editing
  ➢ Non-response management
  ➢ Administrative Data
  ➢ More centralised and Co-ordinated Sampling

• Business Register Process Improvement
BST – Where We Are Now

- Key Resources assigned – more to come
- Research and Study Visits
- Project plan
- RAP Teams merged
- New structure and roles assigned to Senior Statisticians and Statisticians
BST – Where We Are Now continued

Meanwhile

• Ongoing corporate change – quality management, structures and governance

• Framework Regulation Integrating Business Statistics (FRIBS)

• Globalisation debate

• National user needs
What Does Success Look Like

**Project A – Merger of 2 Divisions:**

- Elimination/reduction in peaks & troughs issue
- Dedicated DCU & RAP allowing for specialisation & efficiency gains as well as quality improvements over time
- Better respondent management
- New structure accommodating new needs
- Single Enterprise file – all data sources for the same enterprise under the ‘one roof’.
What Does Success Look Like - continued

- **Project B - Sprocet migration to DMS for the MII, CIP, Prodcom surveys:**
  
  - Surveys successfully migrated to new platform of DMS/Sprocet. Sprocet shut down
  - Savings for IT when Sprocet goes + general efficiency gains
What Does Success Look Like - continued

Project C – Business Register development:

- Reasons for existence of local registers established
- Recommendations on prioritised elimination of local registers developed
- User needs re Bus Reg established CBR redeveloped (2018+)
- Ultimately: Workplace changes – areas not using local registers anymore. Basis for Portal established.
- Profiling needs & methodology determined
- Medium Cases Unit established & adding value
What Does Success Look Like - continued

Project D - Re-engineering

- Examination of using more **tax data** in lieu of surveys completed
- Survey post-outs reduced / more use of modelling for some enterprises
- Burden reduction
- Examination of the value add of **editing** in enterprise statistics
- Recommendations implemented – less editing of data without compromising quality leading to:
  - Efficiency gains
  - Burden reduction on enterprises
Eyes Wide Open - Risks

- Dedicated Resources
- Business as usual
- Timing
- Hybrid Structure
- Key Staff
Thank You

Any Questions