

## Case Study: Social Service Benefits - Data warehouse

### About the Client: Texas Workforce Commission

The Texas Workforce Commission (TWC) supports economic development in the Lone Star State by developing its workforce. The state government agency offers a number of services benefiting employers (recruiting, retention, and outplacement services) and workers (training and job-search resources). The agency also provides support services such as childcare for targeted groups, publishes labor law and labor market information, and administers the state's unemployment insurance program. Texans can receive most of TWC services for free; primarily the federal government funds the agency.

### Client Situation

This state organization started an initiative to develop a data warehouse at the beginning of Year 2000. Six months into it, the project was at a standstill due to lack of a clear direction and strategy in the technology infrastructure. Consultants from CS Solutions were brought in to assist in developing the infrastructure and methodology to use in utilizing various tools and technology. The project is in production and TWC continues as a capable stand-alone ETL development shop.

### Our Solution

CSSI provided directions and techniques for using ETL tool to build a data warehouse. Our team of four developers supported TWC team in building an MVS/DB2 warehouse for analysis of social service benefits.

CSSI introduced processing techniques for implementing type-2 dimensions such as flat file change detection, generating surrogate keys, and target-table population methods. Provided infrastructure for querying both UNIX/SYBASE and MVS based data sources. TWC's warehouse is successfully in production.

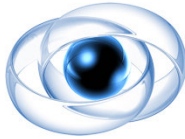
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### **Key Challenges:**

- Understanding data as it was scattered around numerous metadata repositories
- Inadequate documentation
- Manual work required major data massaging that was not documented anywhere
- Data mapping information was not available at all
- Various data sources included flat files, Excel spreadsheet, etc.

### **Benefits**

- Leveraged the available tools to their fullest extent to delivery highly productive development and delivery
- Readily available information via well-formatted reports
- Actionable data
- Efficient access to transactional and history information
- Data consolidation & reconciliation
- Reduction in Total Cost of Ownership



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