

## Case Study

# Unlocking New Potential for the State of Indiana with DCAM

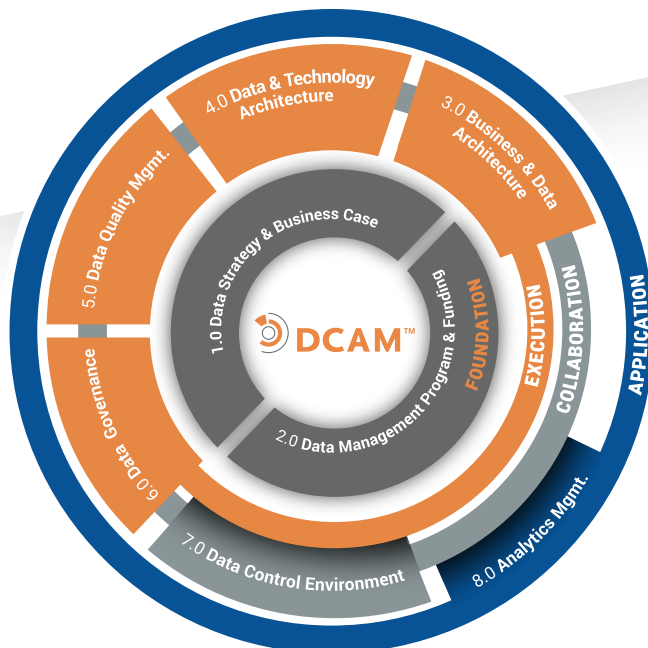
## Indiana MPH and DWD's strategic approach to advancing data management

### Summary

In an effort to enhance data management across the State of Indiana, the **Indiana Management Performance Hub (MPH)** and the **Indiana Department of Workforce Development (DWD)** have embraced the EDM Council's DCAM Framework. This initiative drives consistent, scalable practices, supporting improved decision making, and operational efficiency for workforce development initiatives.

MANAGEMENT  
PERFORMANCEHUB

INDIANA  
DWD



DCAM – The Data Management Capability Assessment Model

### Business Challenge

DWD embarked on a journey to enhance data maturity. Despite ranking above the government benchmark in five out of eight components of their DCAM Assessment, gaps emerged between leadership and non-leadership perspectives. This disparity indicated that while initial conversations about data management were happening, they had yet to evolve into comprehensive, actionable plans. Bridging these gaps required effective communication and collaboration to translate conceptual discussions into fully developed strategies for sustained data management growth.

## The EDM Council Solution: DCAM

To enable a more nuanced understanding of data management across different teams, the team took a dual-level approach to interpreting the results. They looked at the results broken down by the scores given by employees in leadership versus non-leadership roles, as well as the scores given by different teams, regardless of their role.

### Leadership vs. Non-Leadership Breakdown.

The leadership average score showed how DWD's leadership sees the agency's data management capabilities, giving direct insight in the perception of the readiness for data-driven decision-making, and effective strategy and management. The non-leadership average score indicated the awareness of current data management capabilities by staff members responsible for executing day-to-day operations. Comparing these averages helped identify any gaps between leadership's perceptions and those of non-leadership employees, which is critical for ensuring a consistent data-driven culture throughout DWD.

### Team-Level Breakdown of Data Competencies.

This analysis was crucial for identifying any communication or information flow barriers within specific departments. By reviewing results by team, DWD was able to pinpoint specific areas where certain teams may be facing challenges with data access, understanding, or usage. These insights will guide DWD in addressing potential barriers to effective communication and collaboration between teams.

## About EDM Council

The EDM Council is a non-profit global association created to advance Data Management best practices, standards and education. The 350+ global member firms and more than 25,000+ professionals of the EDM Council represent its expanding list of industries including financial services, automotive, manufacturing and life sciences along with data vendors, technology companies, consultants, academia and regulators supporting those industries.



## Results

The results of the DCAM assessment play a role in shaping DWD's strategic direction for 2025.

- By understanding the perception of the current state of data management capabilities across leadership, non-leadership, and teams, DWD will be better equipped to set targeted goals and metrics for improvement.
- The assessment also helped identify specific activities and initiatives that can enhance data-driven decision-making, streamline communication, and improve cross-team collaboration.
- Particularly, the insights from the team-level analysis will continue to inform DWD's approach to addressing any gaps in communication of current agency-wide efforts related to data management.

These findings will be crucial in driving DWD's strategic priorities, metrics, and activities for 2025, ensuring that the agency continues to improve its decision-making processes and collaboration across business units and teams.

**For more information about this case study or the DCAM solution, please contact the EDM Council.**

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