Who? What? Why?

- Speaker: Sarah Parnell
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- Chat: Russia Madden
  - Data Systems Analyst

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- Communities of Practice (CoP)
  - What is a CoP
  - What Makes a CoP Successful
  - Starting a CoP
  - Expanding a CoP
  - Current Analytics CoPs
  - How we measure CoP Success
A group of people who gather together to talk about a specific topic.

Can be any topic – technical, business process, data, tools

Can have different names – Office Hours, Council, Group, Talk

What does that include?

Best Practices, Tips & Tricks

Demonstrations and Training

Q&A / Office Hours with experts and other analysts

Meet experts and analysts

Optional items to include

Monthly Zoom session

Teams / IM chat channel for group communication
WHAT MAKES A COMMUNITY OF PRACTICE SUCCESSFUL

People and participation – knowledge sharing
Informality, integrity and a code of conduct
Real-life demonstrations
  Step-by-step but no slide deck
Questions – pull from Teams chat, SNOW tickets, emails, open conversation
Provide bonus features
  Recorded sessions of demos / training
  Quick Start Guides
  Vendor demos
  Happy hours / Meet & Greets
Invite, invite, invite & Thank!
STARTING A COMMUNITY OF PRACTICE

Seed your audience with subject matter experts who you know can attend and answer questions

Plan for 45mins

5min: What is your Community of Practice

30min: informal, real-life demonstrations, step-by-step but no slide deck

Line up users at least 1 month ahead of time and give lots of reminders

Reach out to your power users, they will underestimate the interest in their work

15min: Q&A

Prep questions to feed the Q&A, pull from Teams chat, SNOW tickets, emails

It will take time for your audience to feel comfortable enough to unmute themselves

Survey those you invite (not just those who show up) to adjust topics, adjust time slot, and/or adjust your advertisement

Don’t give up – it takes 6 to 12 months for a Community of Practice to have consistent attendance
EXPANDING A COMMUNITY OF PRACTICE

Invite, advertise, tell a friend. Inside and outside of UCSD (where possible).

Ask and survey

Adjust to your audience, different CoP’s have different needs

Adjust your audience, different topics have different audiences

Partner with other teams
### ANALYTICS COMMUNITY OF PRACTICE

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<th>Community of Practice</th>
<th>Partner Team</th>
<th>Audience</th>
<th>CoP Preferred Topics</th>
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<td>Cognos CoP</td>
<td>IBM</td>
<td>Cognos report developer at UCSD and some from other UC’s</td>
<td>Technical How-To Demonstrations</td>
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<td>Employee Analytics CoP</td>
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<td>Project Analytics CoP</td>
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<td>Report developers using RAH</td>
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<td>Expanding to include people running RAH reports</td>
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<td>Student Analytics CoP</td>
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<td>Report developers using SAH</td>
<td>Views, fields and filters to use</td>
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Blink (for outside UCSD): [https://blink.ucsd.edu/technology/bi/communities/index.html](https://blink.ucsd.edu/technology/bi/communities/index.html)
Collab (for inside UCSD): [https://collab.ucsd.edu/display/ACP/Analytics+Community+of+Practice+%28ACP%29+Home](https://collab.ucsd.edu/display/ACP/Analytics+Community+of+Practice+%28ACP%29+Home)
HOW BIA MEASURES COMMUNITY OF PRACTICE SUCCESS

Consistent attendance by report developers (target market)

Participation by report developers
  asking question, joining conversation, answer questions, providing demonstrations

Increased relationships / mentorships / collaboration across report developers

Reduction of work tickets

Attendees miss the meeting when we cancel for the holidays

Feedback from attendees
Some More Communities of Practice…

Current

Business Excellence CoP
DevOps Roundtable
Race Talk CoP
SNOW Reporting CoP
More…

Future

Walk-Me CoP
Yours!

Feel free to email me for more CoP tips & tricks:
saparnell@ucsd.edu

Do you know of more?