



# When the Numbers Don't Tie: Fixing Data and Model Breakdowns

Your Guides:



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# Have you heard these questions...?

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- “That KPI doesn’t match that table!”
- “Those numbers don’t make sense to me, something is wrong!”
- “My total amount isn’t adding up correctly across my columns...”

# We have too!

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- How do you approach instances when you have numbers that don't tie?

# Low Hanging Fruit

- Use the data path and component configuration feature to see if your report components are pointing to separate objects.
- Ensure both components are using the same or neither filter.
- Be careful with perspectives and metrics, some can be named similarly but calculated completely differently.
- Ensure the two components have similar time

```
Full Data Path Business Unit Details
regoconsultingpartner.com:_.r.Cost Transparency_(Business Unit)_1776885400175/
Reports/
.DateGoesHere/
CostModels/
Default/
.View:tab:Service Costing/
.View:Business Unit/
Business Unit Allocation/
!GROUPBY[[(Business Unit Allocation Master Data.Business Unit)]/
.Summary/
!ALL_ROWS[Jan:FY2019->Dec:FY2019]/
!NEWCOLUMN[[(Employee Headcount)=Business Unit Allocation Master Data.Employee
Headcount][=NumberFormat({$.}, "#,###")]/
!NEWCOLUMN[[(Contractor Headcount)=Business Unit Allocation Master Data.Contractor
Headcount][=NumberFormat({$.}, "#,###")][numeric]/
!NEWCOLUMN[[(Total Spend Current Period)=Cost+Optional(CapEx,0)]
[=Currency({$.}, "#,###")]/
!NEWCOLUMN[[(Total Spend YTD)=YearToDate(BU Total Spend)][=Currency({$.}, "#,###")]/
!SORT[Business Unit Allocation Master Data Business Unit]desc/
```

OK

# Continuous Validation

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- Manually cross validating every report component before a production push is not sustainable nor reliable.
- For validation to be successful, it should be:
  - Centralized
  - Automated
  - And follow an understandable process flow.

# Getting Ahead of it

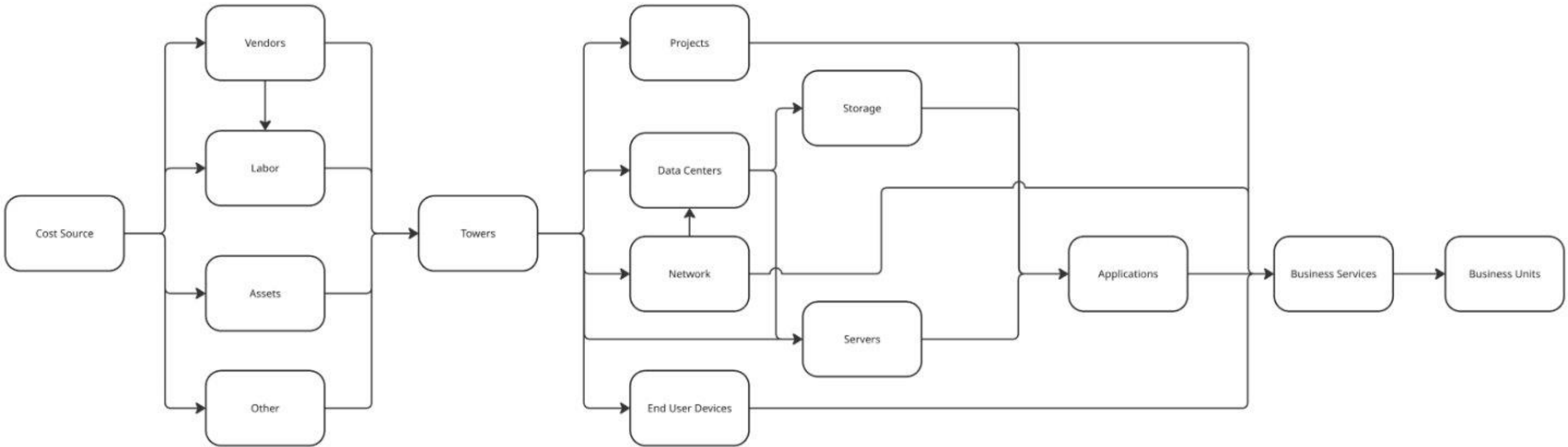
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- Even after following best practices, things may break in ways you didn't expect. It happens to the best of us.
- While doing full QA on your entire reporting suite before every production release isn't realistic, a 5-10 minute sanity check in the front end reporting before you push to production can save you credibility and headaches.
- Building in a more comprehensive QA into your process on a quarterly or biyearly basis can help as well.

# Handling Stakeholder Pushback

- 95% of the time, the "issue" is about educating your user. 5% of the time, well, you broke something and that happens.
- For that 5% of the time, be open and act quickly. Add the impacted report to your 5-10 min QA session list for next time.
- For the other 95%, know your audience
  - Developers and engineers may appreciate diagrams and detailed outlines.
  - VPs and Directors often want the numbers to match their preconceived notions. You may need to come back to them. Perform an analysis to show how their expected figure translates into the model logic. This may appease them or you may be including a new metric and new KPI in your next sprint...
- In both of those examples, having a simple chart that you can point to will go a long way.

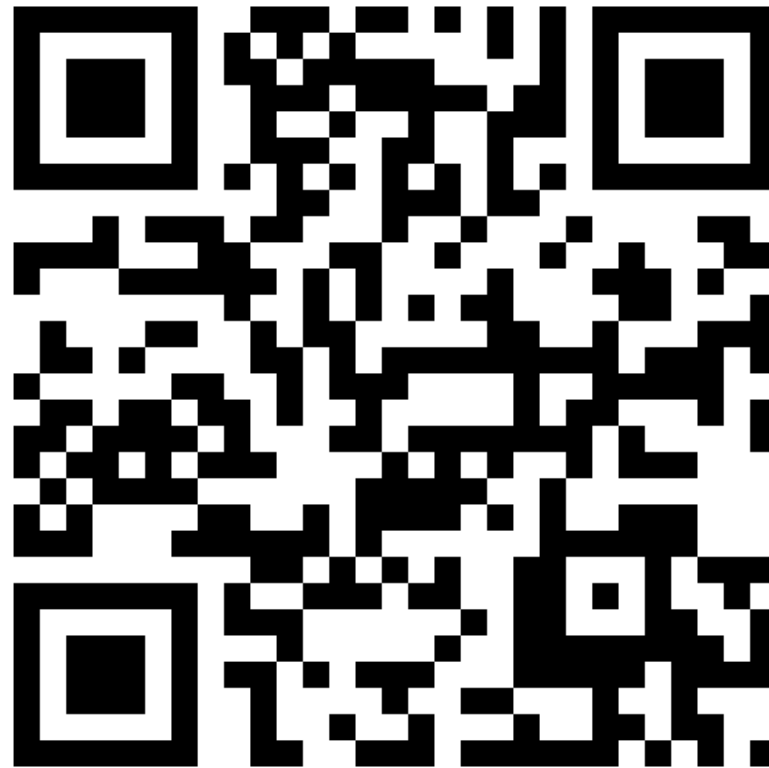
# Simple Diagram Example





# Surveys

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