



17 themes to consider for launching a dashboard

It seems logical: you keep getting the same questions and think to yourself, “I’ll make a dashboard for that”. You put a lot of time into it, but then it is used less than expected. Why is that? Make sure your dashboard is really used within your organisation with this checklist.

User

1 Goals

- What is the primary and secondary goal of the user (which questions does he/she want to answer)?
- Does the current dashboard setup comply with these goals?
- Should we think of one or more dashboard variants because there are different user groups with different purposes?

2 Knowledge

- What is the knowledge level of the user?
- Does this level of knowledge match the complexity of the dashboard?
- Does the user have knowledge of all definitions used?

3 Skills

- What skills does the user have?
- How much control do you give the user (self-filtering, selection etc.) and does it match the skills of the user?

Use

4 Screen

- How big is the screen on which the dashboard is being viewed?
- Is there a need for a ‘responsive’ dashboard adapting to screen size?

5 Device

- On which devices will the dashboard be viewed?
- Is this in line with the interaction that is requested when using the dashboard?

6 Time required

- How much time do users get to spend on the dashboard
- Does this time correspond with the time required to use the dashboard effectively?

7 Period of time

- At what interval is the dashboard viewed (annually, quarterly, monthly, etc.)?
- Over which periods will action be taken?
- How much data is available in that period?
- Have the times at which the dashboard contains the most relevant information been emphasised?
- Are there any plans to monitor whether the dashboard is being used within the recommended time slots?
- It is important to limit the user in the periods that can be selected.

8 Decisions and actions

- What decisions and actions can be taken based on the dashboard?
- Is the user aware of information requiring action?

Design

9 Quantity

- Am I showing too much data?
- Are the visualisations still clear?

10 Layout

- Can the user easily navigate between pages?
- Are the parts in the right place? Like the most important information at the top.
- Is the dashboard too long and is it better to spread it over several pages?

11 Interaction

- Is interaction necessary or desired?
- Are the necessary interactions easy to perform?
- Do interactable elements look interactive?

Introduction & Onboarding

12 Launch

- Is a presentation scheduled for specific departments or the entire organisation?
- Are there any plans to attach the dashboard to large screens at the department?
- Will the dashboard be published on a news channel or any other online portal?
- Can the dashboard be integrated on the website or any other internal system?

13 Explanation

- Are any demos scheduled planned to explain the content of the dashboard to the users?
- Has a document been drawn up explaining the dashboard and is there a definition list?
- Is there an explanation in the dashboard for more complex components?
- Have any appointments been scheduled to periodically discuss the dashboard?

14 Accessibility

- Is the dashboard easy to access from the browser?
- Can users easily log into a central location with multiple dashboards?
- Is there an instruction mail ready with a shortcut to the dashboard?
- Is it possible to view the dashboard without access to the underlying resources?

Maintenance

15 Requests & feedback

- Is there a backlog to tackle incoming requests and feedback?
- How do we prioritise these incoming requests?
- Is there a response to every question in case of many incoming questions?
- Is there a plan to periodically ask for user feedback?

16 Access

- Has a central application procedure with access assessment been set up?
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17 Data quality

- Have alerts been set based on historical numbers?
- Numbers are checked in the dashboard at what frequency?



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