QVAUCTOR LTD

Self Service

Application Development

Contents

Self Service Application Development

EXECUTIVE SUMMARY

The objective of this document is to answer the question **whether a QlikView Self Service Business Model can exist without the ability to enable business users to create their own QlikView Applications?**

What is Self Service?

"**Self-service provides freedom for business users to analyse and manipulate data directly without help from IT**" Source: Aberdeen Group: Analyst insight: A Simple Cost Justification for Self-Service Analytics, February 2013.

QlikView provides all the components for a Self Service Report development once the data application has been created by a QlikView trained developer, but in order to develop a Qlik-View Application, a business user needs to be able to script/code QlikView and thus becomes a major stumbling block for enabling true QlikView Self Service.

So the burning questions is whether QlikView Self Service can be justified without the ability for business users to create their own data applications?

QVScriptor enables business users to create their own QlikView Data Applications (QVW's) without the need to script/code QlikView. BI/IT Teams still take advantage of the total QlikView architecture and components and enables true self service with the utilization of QVScriptor.

This documents works with the assumption that business users can't script/code QlikView.

Please watch our YouTube video to see how QlikView Self Service Application Development can be implemented in your QlikView Environment

1 WHAT IS QLIKVIEW SELF SERVICE?

Currently QlikView Self Service is aimed at enabling IT to deliver better value and although QlikView does deliver the necessary enterprise components to quickly unlock enterprise data, maximize scalability, enable QlikView everywhere, and provide governance and security.

1.1 QlikView Business User Self Service: Today

Utilizing the self-service components mentioned above BI teams can provide business with QlikView applications (QVW's) ensuring the correct data and access is provided.

A QlikView Application (QVW) is created through either utilizing QlikView Script (proprietary) or SQL code to connect to source data, associate the source data, transform the source data, and generate a QlikView Application (QVW) that hosts the data where a user can create various views.

QlikView business self-service today means that business users can be trained on QlikView Clients to create their own analysis and reporting views utilizing the existing application provided by IT/BI teams. The QlikView AJAX web client provides an alternative means for creating analysis and reporting views on the existing application provided by IT/BI teams.

Does this mean that QlikView enables Business User Self-Service?

This still means that every time a business user requires a report IT would need to script/code the QlikView Application for that specific report or add data requirements to an existing report to enable the business user to access the data in order to create views.

1.2 What Should QlikView Self Service Mean?

Can BI/IT Teams enable self-service to business users without providing them the ability to create their own QlikView Applications? We believe the answer to that question is no!

QlikView Self-Service would mean that **business users can create their own QlikView Applications, based on the data required for a specific application, without the need to script QlikView**, as business users are not able to script QlikView or create SQL Code to generate the QlikView Application.

1.3 As Is: BI/IT Team Roles in Self Service BI

The question is what the role of BI/IT Teams are in a Self Service Business model? The table below depicts the current role of BI/IT Teams:

TASK	VALIDATION
Manage Data Sources	✅
Govern and Control Data	✅
Manage Security	✅
Provide Access to data	✅
Develop QlikView Applications	✅
Build Analysis & Reporting Views (QlikView Client/AJAX)	✅
Validate Application Data	✅
Deploy Applications	✅

1.1   To Be: BI/IT Team Roles in Self Service BI

The following table depicts the role of BI/IT Teams in a self-service QlikView Model:

In the To Be model BI/IT Teams control all aspects of data and data access without the actual final application compilation, generation, validation and deployment. This function would become the responsibility of the business as they are working with governed and controlled data provided by BI/IT Teams.

TASK	VALIDATION
Manage Data Sources	✅
Govern and Control Data	✅
Manage Security	✅
Provide Access to data	✅
Develop QlikView Applications	❌
Build Analysis & Reporting Views (QlikView Client/AJAX)	❌
Validate Application Data	❌
Deploy Applications	❌

1.2   To Be: Self Service Business User Role

The functions of QlikView Application compilation, validation and deployment will become the responsibility of the business users.

TASK	VALIDATION
Develop QlikView Applications	✅
Validate Application Data	✅
Build Analysis & Reporting Views (QlikView Client/AJAX)	✅
Deploy Applications	✅

The following roles and tasks would thus apply to the designated user:

BI/IT Team Outputs: Governed and Controlled QVD's

Business User Inputs: Governed and Controlled QVD's
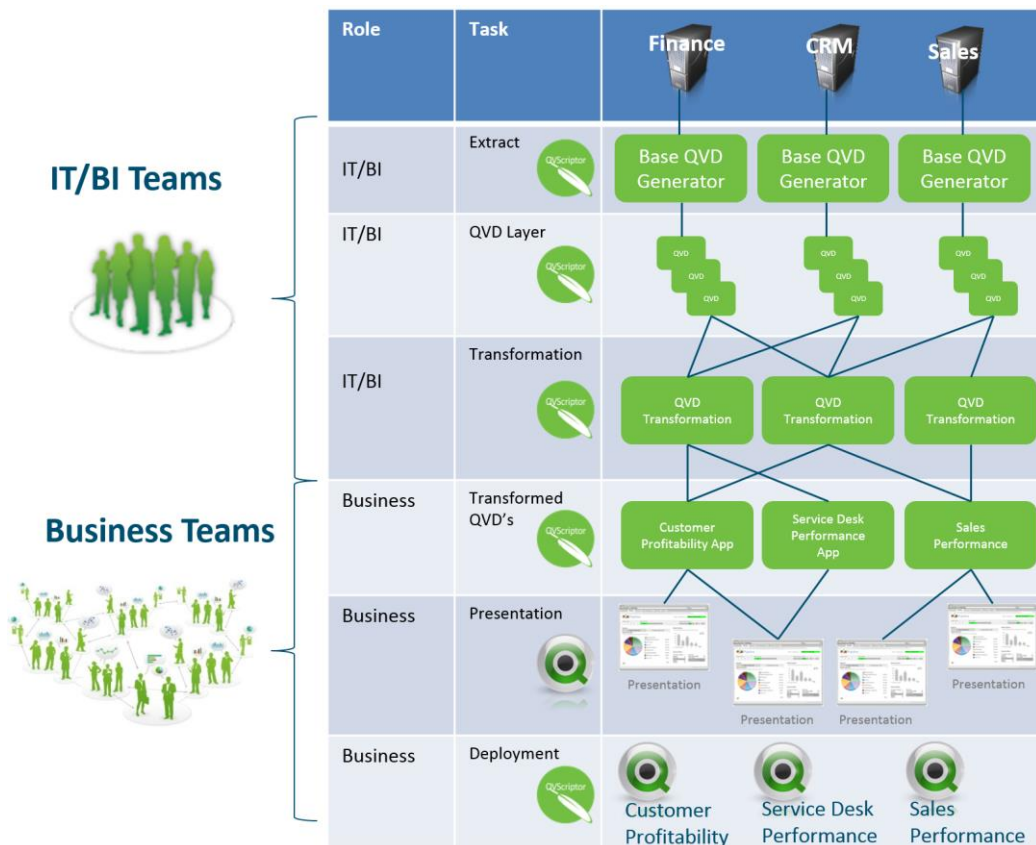
2   HOW TO IMPLEMENT QLIKVIEW SELF SERVICE

2.1   The Key Difference

The key difference between the As Is - To Be self-service model is ability of a business user to create and manage their own QlikView Applications. QVScriptor enables a business user to create QlikView Applications without the need to script QlikView.

The image below depicts the QVScriptor QlikView Self Service Application, Change Management and Deployment Management Model.

BI/IT Teams ensure correct data is available for the business user through the deployment of QlikView Data Files (QVD's), which the business users access and utilize to generate their own QlikView Applications which are then validated by the business and deployed by the business.
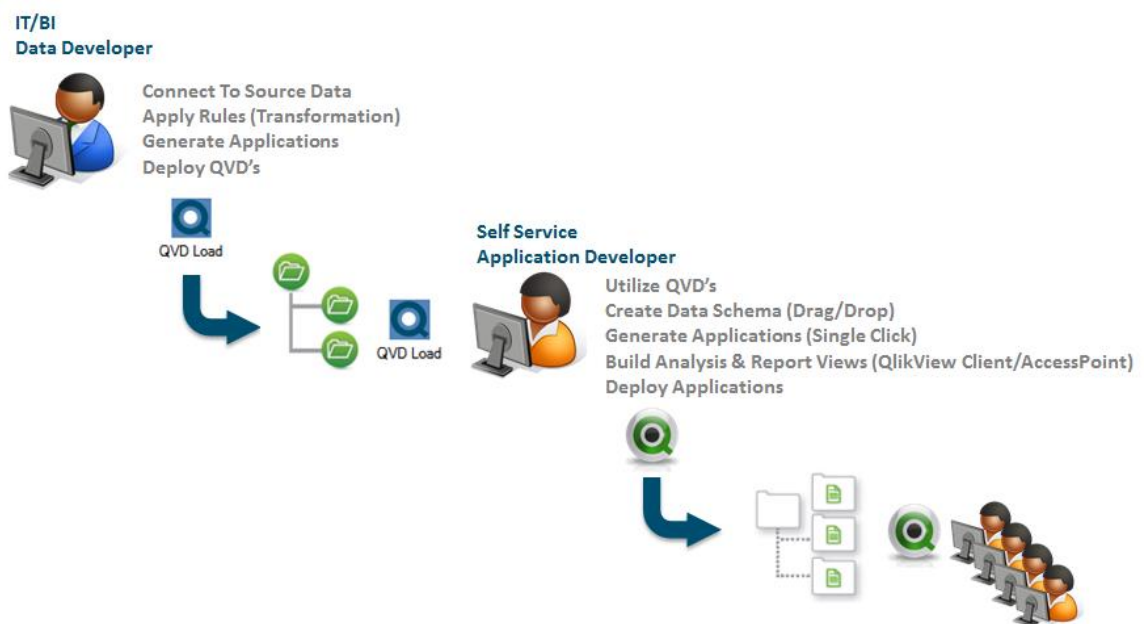

Some organisations may wish that BI/IT Teams still validate and deploy the final applications and this is very much supported within the QVScriptor Self Service Model.

2.2   BI/IT Team Functions

Utilizing QVScriptor BI/IT Teams can control all the data provided to the business:

- Connect to source data

- Generate data schemas based on the source data (databases/files etc.)

- Apply any business rules or data transformations required to the data to standardize the data available to the business. Data can be structured in any way required.

- Generate QVD Generators and QVD's

- Deploy QVD's for business users

- Manage Application Reloads (QlikView Server)

- Manage QVD Access (NTFS)

- Manage final application AccessPoint access (QlikView Server)

2.3 Business User Functions

Utilizing QVScriptor Business users can create their own QlikView Application

- Create own data schema from provided QVD's

- Generate Applications (single click)

- Create analysis and reporting views (QlikView Client/AJAX)

- Validate data (QlikView Application Data)

- Deploy Applications

- Access final reports as per QlikView Server access provided

3   TAKING IT ONE STEP FURTHER

The reality is BI/IT Teams don't always have control of all the data within an organisation. BI/IT Teams prefer to work with data available within their staging/warehouses and it generally takes years to migrate data from other systems to that environment. The question is always about priorities which are based on business value.

One of the key differentiators of QlikView is its ability to discover data and especially those golden nuggets within the data, so should this not be part of the self-service model?

The epiphany of a self-service model is that business users can utilized the provided governed and controlled data but at the same time associate that data with their own data. Enabling business to manage their own data and generate their own application from their own data really speeds up the Bi/IT Team data provision to the business as all of the sudden they are being provided with data and gain a great sense of what data should be prioritized for migration to staging and production warehouse use.

QVScriptor provides a wizard driven application for QlikView Application Development and thus is the perfect tool to enable the following solution where BI/IT Teams perform a support function to business owning their own intelligence.

3.1 Example Business Case

The following is an example financial services company:

1. BI/IT Teams are controlling the Finance data for the organisation

2. Insurance business users gain access to group finance data but are able to associate this data with their insurance system data for their own reports.

3. BI/IT Teams can perform any business rules / transformations required on the raw insurance data.

4. Since they are also using a QVD data architecture the Insurance data QVD's are now available for the Customer Profitability Team who can use both Group Finance and Insurance data to establish Insurance Customer Profitability.

5. The product sales team can now use the Finance and Insurance data to associate their own Product Data.

6. The Customer Profitability Team can now add insurance product data to their customer profitability model to view Product Profitability based on customer performance.

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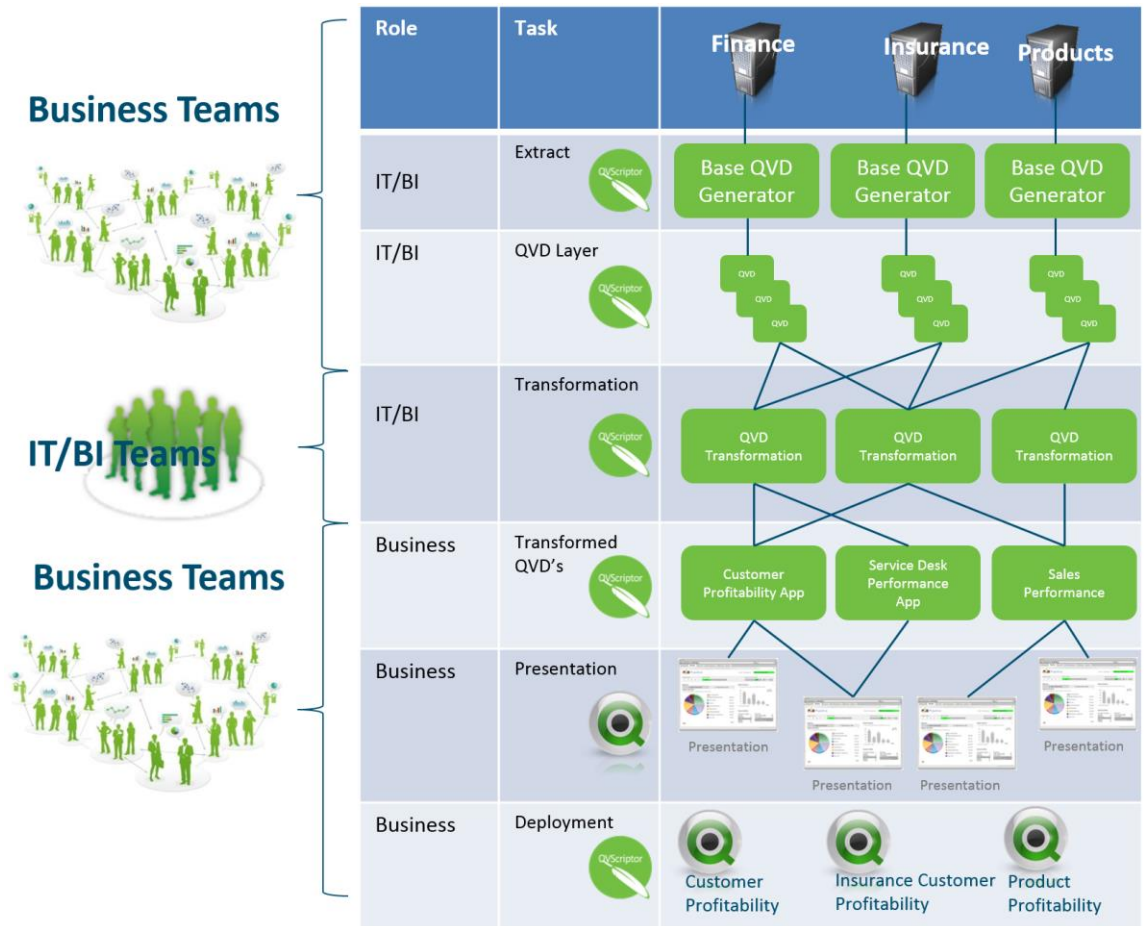
4   OTHER RESOURCES

YouTube: [QVScriptor 2013 - 13 QlikView Self Service Application Development](#)

Website: [QlikView Self Service](#)

Website: [Managed Deployments](#)

Presentation: [Self Service QlikView Development](#)