

# InfoSphere<sup>TM</sup> software



## Information Management Software Services *Information Quality Analysis Services Offering*

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### **HIGHLIGHTS**

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- *Identify critical information quality issues in source information*
  - *Assess Information Quality Maturity Level*
  - *Determine architectural and business requirements to support deploying trusted information solutions*
  - *Understand the significance of the Information Quality in the company's day to day operation*
  - *Develop a plan and roadmap for fixing and maintaining total information quality*
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### **What state is your Information in?**

Do you ever question the information in your reports that you make critical business decisions with?

Does information often get "massaged" or delivered in spreadsheets after being extracted from your information sources?

Can you get the information you need in a timely fashion and do you trust that it is accurate?

Are your Business and IT people constantly at odds with each other over critical business information?

You aren't alone; these are typical symptoms of a poor information quality management institutions and process in many companies today. They are also indicators of potentially serious data quality issues that hamper performance, moral and customer relations. How would you like the feeling of knowing you can trust the information you're using, allowing you to make business decision with confidence? If the answer is "Yes" we have the solution for you.

### **Assessing Enterprise Information Quality**

The Information Quality Analysis (IQA) services offering is intended to provide our customers with a deep, detailed look into their information quality issues.

First we scope the subject areas, domains and high priority business information. Through a series of interviews, IBM will look to obtain a perspective of a company's current information quality management attitude, organizational structure, as well as an overall assessment of their metadata to establish an initial Information Quality current and desired Maturity Level. This is followed by a multi week analysis using IBM's InfoSphere Information Analyzer tool, coupled with reporting from Cognos. This analysis will demonstrate how the use of Information Analyzer can help address many of the information quality issues and pinpoint areas that require immediate attention. Upon completing this analysis, IBM will provide our customer with a final Information Quality Maturity Level assessment, a gap analysis between current and desired maturity state, and a roadmap (in the form of a

SOW) for a remediation project to address the resulting gaps and information quality issues.

## Laying the foundation for success

The IQA services offering engagement commences with Discovery & Verification. This effort centers on identifying information quality related roles processes and policies as well as discovering what information sources, domain, subject areas and information entities are in scope for the analysis then verifies, with the customer where their pain points are. This will allow our team to ensure their efforts will be on the right aspects of information, influencing their approach to data analysis.

Deliverables out of this step include:

- *Summary of the discovery process and analysis of findings*
- *Validated and prioritized list of issues to be addressed*
- *A source data stores inventory report*

## Scope & Analyze

Once the team has prioritized and determined what information is in scope we move into the Scope & Analyze phase. During this stage, we look to further refine the scope of information that is to be analyzed and then actually perform the analysis using Information Analyzer.

Once the information analysis is performed, IBM will create an executive summary report leveraging Information Analyzer and Cognos that provides a high-level business explanation of the information analysis report and the information quality action plan.

IBM will begin to work with the customer to create a SOW, which is your roadmap, based on the current maturity level, desired maturity level, and the findings of these reports.

This gap drives the remediation plan and roadmap for the subsequent engagement to address the Quality Issues.

## Report & Recommend

As a final step, the IBM project team will look to schedule a final review session to deliver the results of the analysis and discuss the corresponding recommendations.

A discovery report and project summary document will present IBM's findings and a recommended approach including:

- *Your maturity level on our Information Quality Maturity Grid*
- *Information Quality Issues and remediation plans*
- *Solution recommendation and approach*
- *Remediation Proposal to get to your desired maturity level*
- *Project resource requirements*
- *Risk factors*

A Statement of Work can also be produced at the conclusion of this engagement to support you with your further information quality initiatives, whether it includes analysis, cleansing, management, reporting, or integration needs.

IBM looks forward to working with you to help identify and understand your information quality issues, and partnering with you going forward to get your information to a level of trust your company can count on.

## Information Management Software Services

IBM offers a broad set of services offerings designed to maximize success with the InfoSphere product suite through standard practices developed across numerous successful deployments. Intended to establish a foundation of product knowledge and guidelines, these strategic workshops and offerings are customized to the customer's existing environments, standards, and methodologies.

IBM's objective is to provide the most cost effective and expedient means of achieving project goals through the utilization of the IBM Information Management product suite, repeatable processes, and consistent deliverables. To achieve these goals and ensure the continued success of our initiatives, IBM leverages standard methodologies, proven consulting expertise and experience refined throughout hundreds of successful client engagements.

## For More Information

To learn more about IBM Software Services for Information Management and this service offering, please contact your local IBM sales representative.

You can also visit [ibm.com/software/data/services](http://ibm.com/software/data/services)

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