Organizing for Data Quality

by Tom Redman

Module 0. About the Course (12 min)

Module 1. Introduction (41 min)
- *Guiding Principle*
- *Some Preliminaries*
- *A Database is Like a Lake*
- *Ten Habits of Those with the Best Data*
- *No Miracles, Just Hard Work*
- *Common Social and Practical Issues of Data Quality*
  - Power / Data Sharing / Ownership
  - Privacy is a Wild Card
  - Proper Accountability
  - Data Flow and Management
  - Common Data Definitions
- *Data Organization Staffing*

Module 2. The Fundamental Organizational Unit for Data Quality (57 min)
- *Compliance Example Overview*
- *Compliance Reporting*
- *Compliance Objective*
- *Obtaining High-Quality Data*
  - Prevention vs. Correction
  - The Middle Ground
  - Compliance Department Tasks
  - Customer Needs Team
  - Measurement Team
  - Control Team
  - Improvement Team
  - Tech Team
  - Supplier Manager
- *Creating High-Quality Reports*
  - Tasks
  - Teams
- *Organization Structure for Data Quality*
  - DQ Organization Structure for Compliance
  - Fundamental Organizational Unit for Data Quality
  - Customer-Supplier Model
  - Areas of Application
  - Metadata Management Example
  - Why this Organization Structure Works?

Module 3. The Rigors of Competition (49 min)

- *Small Data Vendor*
- *Data Vendor Objective*
- *What's the Same?*
- *What's Different?*
- *New Organizational Constructs*
  - Data Council
  - Big-I Innovation
  - Data Team or Quality Team
- *Final Organization Structure*
- *Data Office for the Data Vendor*
- *Roles and Responsibilities*
  - Policy Team
  - Business Case Team
  - Methods Team
  - Training Team
  - Metrics Team
  - Metadata Process Owners
  - Quality Assurance Team
  - Change Management and Communications
  - Data Council
- *This Model Applies to Most Organizations!*

Module 4. Multi-national, Multi-business, Multi-multi (40 min)

- Objectives of Enterprise Data Quality
- No "One Size Fits All"
- Example of Corporate Structure
- Roles and Responsibilities
- Federated Structure for Data Quality
- Corporate Data Office
- Size of Effort
- Getting Started
- Traps to Avoid
- A Final Note