

DQ Issue Tracker



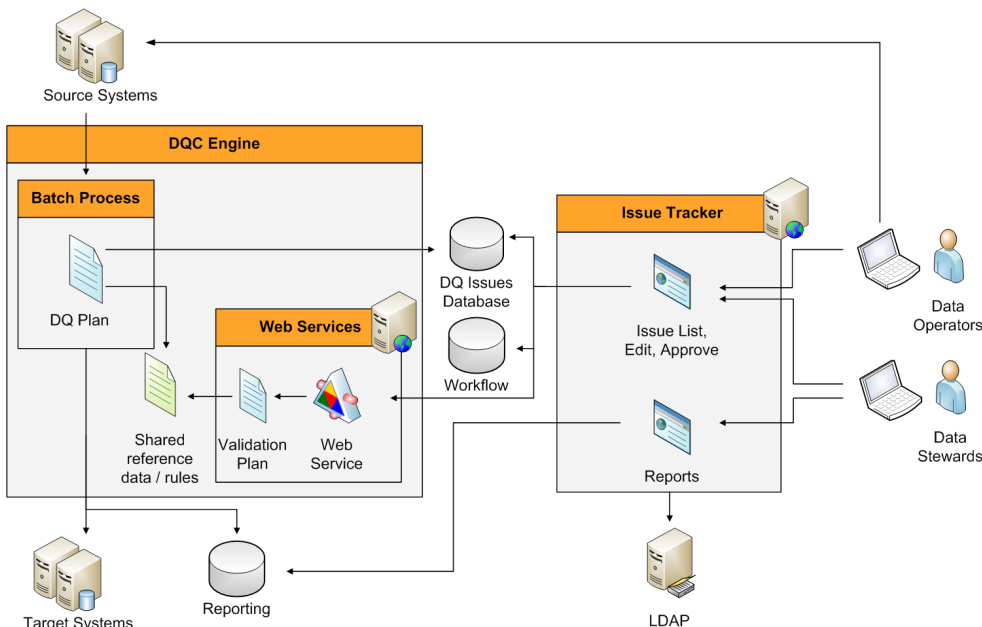
Ataccama DQ Issue Tracker is an application for data stewards that allows them to resolve various data quality defects. The problematic records identified by Ataccama DQC/MDC are stored as data quality issues and the application allows the users to prioritize, assign, resolve, and monitor them. Once the defects are fixed, the source systems are updated based on the decisions, thus resolving the original faulty data.

The Quest for Correct Data

The advantages of having high-quality, correct, and accurate data are well-articulated and understood: more reliable reporting, efficient marketing campaigns, or savings in call centers, just to name a few. Although the benefits of high-quality data are known, achieving that status is not easy.

Continuous Data Quality Improvement

Although one can get high-quality data as a result of a one-off project, the quality tends to deteriorate when the data does not get the appropriate care. This can be caused by both new data entered in the systems and modifications of the existing data - thus continuous effort is necessary.



Many companies that view Data Quality as a vital piece of their data management use data quality tools to validate and improve the data. However, the extent of automated data cleansing and consolidation is usually limited in order to avoid false-positive corrections that may damage the data. Even worse, the crucial values may not be even present, thus giving the automated process no chance of getting the data right.

Data quality tools usually treat such records as "exceptions" and offer to report the data, which provides the data stewards with clues as to where the problems are. However, the reports cannot actually fix the data. The staff responsible for the data quality needs a tool that will allow them to browse the problems and fix them, so that they do not appear again.

Keeping the data valid and accurate is in fact a never-ending process and should span all the places where data is stored or used. DQ Issue Tracker supports this approach by regular issue detection and consolidation. It can even respond to the data changes in real time - this allows the data quality issue to be created just moments after the faulty data is entered in the system.

DQ Issue Tracker also comes with a set of comprehensive reports for monitoring of the data quality improvement process and its development over time. These reports quickly answer the question whether the data quality in the organization is improving or not, and provide tips where more effort is needed.

Integrated and Flexible Solution

DQ Issue Tracker seamlessly integrates with other Ataccama products, most notably Data Quality Center and Master Data Center. The data quality rules and reference data used in the products can be easily shared with DQ Issue Tracker, thus minimizing the configuration and deployment effort - and even protecting the investment made by developing the data quality rules.

When deployed, DQ Issue Tracker will leverage your existing IT infrastructure. Active Directory or LDAP connections can be used for the authentication and extraction of the organizational structure; in case of deployment into SOA-enabled infrastructure, DQ Issue Tracker provides both integration with other end-user applications (such as portals and branch systems) and issue detection for messages on the wire.

DQ Issue Tracker uses a flexible model that allows for an unlimited number of different issue types and entities, so that it can be used with virtually any data. Its behavior can be further adjusted using configurable workflows, security constraints, or visual appearance - so that it can meet your company standards.

Highlights:

- Manual resolution of data cleansing and match&merge issues.
- Review of corrections suggested by Ataccama DQC/MDC.
- Complex and adjustable workflows for DQ issues handling.
- History and auditability tracking for all issues and decisions.
- Monitoring of the data quality improvement processes.
- Fully customizable web-based user interface.

Sample Usage Scenarios

Manual Data Cleansing

For records where automated data correction is impossible (missing data or the risk of false-positive correction is high), cleansing issues allow the data stewards to identify and save the correct cleansed values. Prior to storing them into the source systems, the corrected values are verified using the same rules as in the data quality tool. Where multiple choices exist, the user will be provided with the proposed values.

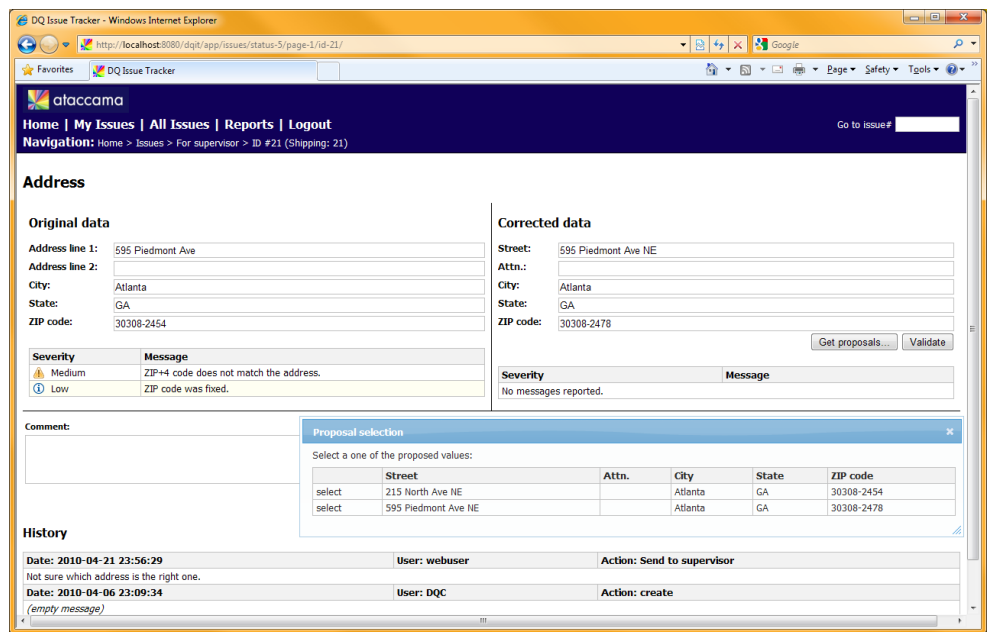
Duplicate Elimination

When multiple records corresponding to a single real-life entity are detected, DQ Issue Tracker provides capabilities to decide which records should be merged and which should not. One of the merged records is selected as the "survivor" and the remaining records are eliminated. The information from the eliminated records can be used to enrich the surviving record: the value of an attribute can be overridden with a value chosen from one of the remaining merged records.

Reviewing Suggested Corrections

The corrections suggested by the data quality tool may need further confirmation by a data steward. The reasons for a manual review include business requirements (such as high-profile customer care) or the potential risk that the correction may not be right.

To support this process, DQ Issue Tracker offers full workflow functionality and the ability to override the suggested changes.



Manual Merging

DQ Issue Tracker includes visual merging of multiple records into one (the "golden record") with highlighting the differences between the golden record and individual instances. This can be used both for reviewing the merges suggested by a data quality tool and the manual merging of data where an automated decision is impossible.

DQ Indicator Monitoring

A sudden change in data quality indicators may signal problems in infrastructure; a KPI reaching its critical level pinpoints a missing or faulty process. DQ Issue Tracker can monitor these indicators and create issues based on the KPI values.

System Migrations

System migrations are common sources of data quality problems, such as poor quality records, duplicates, or business rule violations. The deployment of DQ Issue Tracker helps to minimize the number of faulty records by resolving the issues before the final migration takes place.

Reference Data Matching

The matching of incoming records to reference data may lead to two types of problems: either there are multiple reference data records that could correspond to the incoming record, or there are none. In such cases, DQ Issue Tracker allows data stewards to choose the correct reference data.

Product Features

Issue Resolution

DQ Issue Tracker continuously detects, manages, and monitors data quality issues based on the defects in the data. The application contains built-in resolution screens for the most common data quality problems.

Workflows

All the aspects of the issue resolution process are fully configurable, including the number of steps in the workflow, conditions, permissions, and actions to be performed. Different workflows can be used for different types of issues, systems, or entities.

Ease of Use

DQ Issue Tracker uses a modern web-based user interface with minimal requirements on the client machine, only a web browser is necessary.

History and Auditing

DQ Issue Tracker keeps a full audit history of all changes made. This information can be readily used for determining "who, when, what, and why" as well as constructing advanced reports.

Security

DQ Issue Tracker provides full role-based security with the option to leverage organizational structure to provide even finer-grained access control based on the employee's role or department. DQ Issue Tracker can also leverage your existing LDAP and Single Sign On solutions.

Reports

DQ Issue Tracker provides a set of reports which allow the managers to monitor the status of the process and data steward performance, both in current time and historically.

About Ataccama

Ataccama Corporation is an international software company that prides itself in delivering cutting edge technology used for Data Quality and Master Data Management. Leading financial, commercial and government organizations choose Ataccama technologies for its proven ability to execute and deliver real business benefits.



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