



**IQ 150-2*

**ASSESSING INFORMATION PRODUCT SPECIFICATION
AND INFORMATION ARCHITECTURE QUALITY:**
Assuring Quality of the Information Definition and Information Models
(TIQM® Process 1)

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Course description:

Level: Advanced

Without quality information, businesses are at risk. But poor data definition and information architecture quality undermines the organization's ability to create, maintain—and exploit—quality information. Data warehousing disasters call attention to the imperative of quality data definition in both the data warehouse as well as in operational databases. In this tutorial, Mr. English describes how to apply quality principles to the processes of data definition and data model development.

Data definition and data modeling are *not* documentation processes. They are the processes of “information product specification.” Mr. English describes guidelines for producing quality data definition and data models. He describes how you can apply Quality Function Deployment in the data definition process to assure that quality is designed in without compromising speed of development. Quality function deployment is the set of tools and techniques for involving customers in product design.

Learning Objectives:

- How to identify and plan an Information Product Specification Quality Assessment
- How to Conduct a Technical Data Definition Assessment
- How to Conduct an Information Model Quality Assessment
- How to Conduct a “Customer Satisfaction” Feedback Assessment
- How to Conduct a Root Cause Analysis of Data Definition and Information Model Defects
- How to Improve the Information Resource Development Process
- How to Conduct Enterprise-Wide Information Modeling Workshops

Duration: 2 Days

Format: Lecture plus workshop exercises

Pre-Requisites: 1. Completion of TIQM 101 training or equivalent. Recommended textbook *Improving Data Warehouse and Business Information Quality*, by Larry P. English, New York: Wiley, 1999. chapter 5
2. At least 6 months experience applying IQ or Quality principles

*This course is part of the TIQM Certification program provided by Information Impact International.

Course Outline:

1. Applying Quality Principles to Information Management
 - The *real* products of information management
 - Interim products of information management
 - Quality principles applied to information
2. Assessing Data Definition Technical Quality
 - The business purpose of data definition
 - A process for data definition assessment
 - Data definition quality characteristics and measures
 - Types of data definition quality assessments
3. Assessing Information Architecture Quality
 - Information architecture quality characteristics
 - Measures for information model and information architecture quality
 - Information model quality assessment
 - Database design quality characteristics
 - Measuring the reuse of data
 - Measuring application software quality
4. Measuring Customer Satisfaction with Data Definition
5. Designing Quality into the Data Definition and Information Engineering Processes
 - Designing quality in versus inspecting defects out
 - Quality Function Deployment: involving information ‘customers’ in data design
 - Techniques for rapid information model development without compromising speed
6. Establishing a Quality Information Management Environment
 - IQ Point 7: institute leadership for information quality
 - Enabling the intelligent learning organization