



**IQ 201-2*
ASSESSING INFORMATION QUALITY:
Quality Measurement and Control for Information
*(TIQM P2)**

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Course Description:

Level: Advanced

You cannot manage what you do not measure. Organizations must measure its most important information to know whether its information production and delivery processes are providing quality information.

In this course, Mr. English describes how to conduct assessments of the different Information Quality (IQ) Characteristics, such as validity, accuracy and timeliness. You learn how to conduct an electronic information quality assessment for conformance to business rules. You also learn how to conduct a physical accuracy assessment. Mr. English describes how organizations can utilize information quality assessments to improve the value of the information across the enterprise, including operational databases, shared data, data warehouse, and Internet/Intranet data.

Learning Objectives:

- Describe the purpose and objectives of IQ assessment
- Describe how IQ assessment fits in a framework for IQ Management
- Define critical IQ characteristics for your enterprise
- Develop specific measurement tests for assessing various IQ characteristics
- Develop a statistical control chart for process control
- Develop a Pareto Chart
- Develop a formal report of findings of an IQ assessment
- Describe critical success factors for conducting IQ assessments

Duration: 2 Days

Format: Lecture plus workshop exercises

Pre-Requisites: 1. Completion of TIQM 101 training or equivalent AND having read Chapters 1, 2, 3 and 6 in *Improving Data Warehouse and Business Information Quality*, AND
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. Information Quality Assessment as a Process
 - IQ Assessment process steps
 - IQ assessment objectives: database versus process assessment
 - Information quality characteristics: what knowledge workers expect
 - Information quality assessment tools
2. Information Quality Assessment Techniques and Methods
 - Measuring business rule conformance quality: electronic assessment
 - Strengths and weaknesses of electronic assessment
 - Measuring accuracy: physical accuracy assessment
3. Reporting information quality assessment results
 - Pareto diagrams
 - Developing quality control charts
4. Emotional and political issues in IQ assessment
 - Do's and Don'ts of IQ assessments