

Data Quality and Records Management – Enhancing the End-User Experience

Edited by Vanessa Osborne



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Tel: +44 (0)20 8785 2700
Fax: +44 (0)20 8785 9373
E-mail: info@ark-group.com
Web: www.ark-group.com

Managing director Publishing

Jennifer Guy
jguy@ark-group.com

Editorial assistant

Stephanie Ramasamy
sramasamy@ark-group.com

Marketing manager

Adam Scrimshire
ascrimshire@ark-group.com

Managing editor

Vanessa Osborne
vosborne@ark-group.com

Production manager

Danielle Filardi
dfilardi@ark-group.com

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Contents

- Executive Summary VII**

- Chapter 1: Managing Master Data I Workshop 1**
 - The art of MDM 1
 - MDM defined..... 2
 - Where to start 3
 - Custom or off-the-shelf? 4
 - The bigger picture 5
 - The business case..... 5
 - Key steps towards MDM..... 6

- Chapter 2: Managing Master Data II Workshop 7**
 - Data management in the past 7
 - Data management in the future 8
 - Product outlook..... 9
 - Conclusion 9

- Chapter 3: Managing Master Data III Workshop 11**
 - Data-hub case study 11
 - Off-the-shelf software case study 12
 - Custom case study..... 13
 - Made to measure 14

- Chapter 4: Managing Master Data IV Workshop 17**
 - MDM and the data warehouse 17
 - MDM and EAI 18
 - MDM and EII 19
 - MDM and SOA..... 19
 - Bringing it all together 21

- Chapter 5: The Secrets of Intranet Success 23**
 - Rich, dynamic content 24
 - Intranet 2.0..... 25
 - Pick of the bunch..... 26
 - Ten intranet success factors 26

- Chapter 6: Enhancing the e-Environment Special Focus 29**
 - SJ Berwin LLP 29
 - Challenges..... 29
 - Benefits..... 29
 - Finding the right solution..... 30
 - Moving the matter file online 30

Cutting paper – and its costs	30
Reducing risk.....	31
Chapter 7: Burning Issue.....	33
One-stop shop.....	34
Automatic declaration.....	35
Chapter 8: ECM Lessons	39
Rising to the challenge.....	39
Any other business.....	41
Chapter 9: Scanning the Horizon	43
Right move.....	43
Scope of the project	44
Project plan.....	45
Tendering process.....	45
Benefits.....	46
Lessons learned.....	46
The way forward.....	47
Chapter 10: Assessing Portal Potential Case Study.....	49
The business drivers.....	49
The technology.....	49
Implementation and roll-out.....	50
Integration	50
Feedback.....	50
The future	51
Chapter 11: Effective Integration Matters Special Focus	53
Components of an effective matter-centric solution	53
Implementing a matter-centric solution.....	53
Ensuring effective integration	54
Chapter 12: When Matter Matters Special Focus	55
What is matter-centric computing and why do we need it?.....	55
If it’s as simple as an envelope, why aren’t more companies doing it?.....	55
Lexcel standards and client satisfaction for all sizes of firm	57
Chapter 13: Business-centric Computing: New Tools for a New Age.....	59
Chapter 14: Natural Selection.....	63
Develop use cases or scenarios	63
The business case.....	65
Perform due diligence	65

Choose a package	66
Prototype as early as possible	67
Six common pitfalls to avoid (and best practices to follow)	67
Chapter 15: Fixed in Time	69
Rampant digitisation	70
Chapter 16: Selling Security Cover Story	75
Getting tough on complacency	75
Wake-up call	75
Common sense	76
A slap on the wrist?	76
Knock-on effects	77
Relative weakness	78
Encryption	78
A ‘very sensible document’	79
Thin ice	79
Chapter 17: The Weakest Link?	81
Indecent exposure	81
Call to action	82
Chapter 18: In Search of System Security Case Study	85
ISO certification	85
Business drivers for the project	85
Key challenges	86
The search for an IT partner	87
Implementation	87
The benefits to our users	87
The second phase	88
Chapter 19: Delivering on Data Management Feature	89
Technology drivers	89
Environmental pressures	89
Business risk and regulatory pressures	90
Service delivery and IT cost	90
Different models	90
Ownership options	91
Bibliography	92
Chapter 20: Data Quality Moves Centrestage	93
Strategy	94
Big savings	95
Processes	95
Index	97

Executive summary

THERE ARE a plethora of providers ready to sell the 'perfect' IT solution to all your records management and data quality problems – but how can you identify the right ones for your organisation, and just as importantly, how do you ensure it's going to be the best solution for your end users? Finding the appropriate technology is a difficult enough challenge, but the technology alone is not the answer; a solid methodology and data governance policy is essential to maintaining consistent, correct data over time.

Appropriate and effective systems should provide optimum support to the organisation in attaining (or surpassing) its goals, and enabling its employees to do their day-to-day work with the minimum of fuss and disruption. This Report will help you identify the right systems for your organisation, see how best to store and retrieve your information, and maintain the integrity of the data that is so vital to your business.

But it's also crucial that any solution is one that will be embraced by its end users – even the best tools are rendered useless if your people refuse to use them. Users should have ready access to all the information and knowledge resources that they need to fulfil their roles effectively and add value to the business, and the tools used will need to be firmly aligned to the culture of your business to encourage this use.

There are other advantages to having the right systems in place than simply keeping your workforce happy: ensuring that your company has access to all of the information it requires when it requires it, and that your systems correctly identify and action any information that must be either retained, stored, or disposed of, can have huge compliance implications, too. Having

the most suitable infrastructure in place can help maximise the effectiveness of your risk management strategy, streamline business processes to improve overall efficiency, and optimise firm-wide security. Good data quality can significantly boost the accuracy of business reporting, too, and provide the information required to gain competitive advantage over the competition.

This Report offers practical advice and assistance, supported by real-life case studies and examples, to allow you to evaluate your current infrastructure, identify the issues that need to be addressed and implement an effective strategy to ensure you choose the right suppliers, tools and resources for your organisation's needs. Specifically, it analyses:

- Automated systems-management solutions
- Portals
- Data-quality
- Matter-centric computing
- Records management
- Master-data management
- Enterprise-content-management
- Security
- Business-centric computing

This Report will help ensure that while an appropriate level of focus is placed on the technology itself, and the ways in which you can ensure the integrity of your business information, that this is not done at the expense of the people who will then be using those systems. For it is those people who will ultimately determine the success or failure of any strategy and systems implemented; because it they who will decide whether or not to use it.