

Questionnaire Invativa CDI Implementation Framework

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Summary

This is a questionnaire for Invativa CDI Implementation Framework, used in order to ensure the methodology and quality in Customer Data Integration projects led by Invativa. The questionnaire is developed by Invativa for Invativas consultants in order to create a clear structure over how Invativa is working with Customer Data Integration projects. Each item in the questionnaire brings out something unique and makes sure that the project will be successful.

Questionnaire

Questionnaire Invativa CDI Implementation Framework was developed by consultants at Invativa in order to secure the guideline which is used during CDI projects. In order to maintain a thorough working structure and the excellence in CDI projects a more detailed framework was necessary for the consultants at Invativa. This also ensures that the knowledge and expertise is kept within the organization.

The Questionnaire Invativa CDI Implementation Framework contains 60 different steps that have to be carried out in order to ensure the quality in the CDI project. Each step has to be done one by one since it has its own character and needs full attention if the CDI project will be successful.

Identify Data Requirements

- Define what customer data is.
- Establish an accurate terminology. Determine what is what.
- Which data is requested?
- Why is the data requested?
- How is it relevant?
- To whom is it relevant?
- Summaries all opinions.
- Categorize and class all data.
- Prioritize different data.
- Confirm the requested data.

Data Analysis

- How many active systems and data sources?
- Identify the system structure.
- Evaluate data sources and systems.
- Identify data sources and systems that contain requested customer data.
- Which systems and data sources are "talking to each other"?
- Who owns the systems and data sources?

- Who owns all the data?
- Who is responsible?
- Determine domain standards.
- Map requested data against the existing data in different systems.

Integration Design

- How shall data be matched and merged in the hub?
 - Decide how data shall be integrated.
 - Identifying the best record.
 - How shall the data be presented?
 - Design issues have to be addressed during this phase.
 - Choices about different application interfaces.
 - Important to think of interaction design.
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- Decide how all data that conflicts will be solved.
 - Which kind of hub will be used, registry or persistent.
 - Choose data matching method, probabilistic or deterministic.

Integration Development

- Implement phase three.
- Develop what is designed in phase three.
- Define data integration rules.
- Extract data.
- Transform data.
- Deduplication rules.
- Data cleansing
- Load data.
- Integrate the customer data.
- Eliminate all errors in the solution.

Verify and Validate the CDI output

- Verify that all transformed data is valid.
- Make sure that the transformed data is accurate.
- Ensure data quality.
- Make sure that “the buyer/user” of the data is comfortable with the information presented.

- Re-engage towards earlier set demands.
- Check that the CDI data is extracted/mapped in a correct way.
- Verify that the CDI output is what was specified during the first phases.
- Make necessary changes in order to get correct CDI output.

Deploy the CDI solution

- A thorough internal test of the solution.
- Make required changes.
- Go through success measures before launch.
- Deliver solution.
- Educate users.
- User test. Functionality.
- Does the solution meet the requirements? Is correct data presented?
- Check with users if the solution matches their expectations. Usability and interaction design.
- Measure if the CDI-project is successful.
- Get feed-back on project and solution.

Conclusions

Questionnaire Invativa CDI Implementation Framework is used

The Questionnaire Invativa CDI Implementation Framework is used by Invativa consultants while working in CDI projects. The questionnaire is should be used in combination with the methodology that Invativa consultants are using while implementing Customer Data Integration solutions. The questionnaire helps building a structure and makes it easy to monitor how CDI project is evolving.