

## ***Governance Building a solid foundation for informed decision making !***

### **Celebrate Success !**

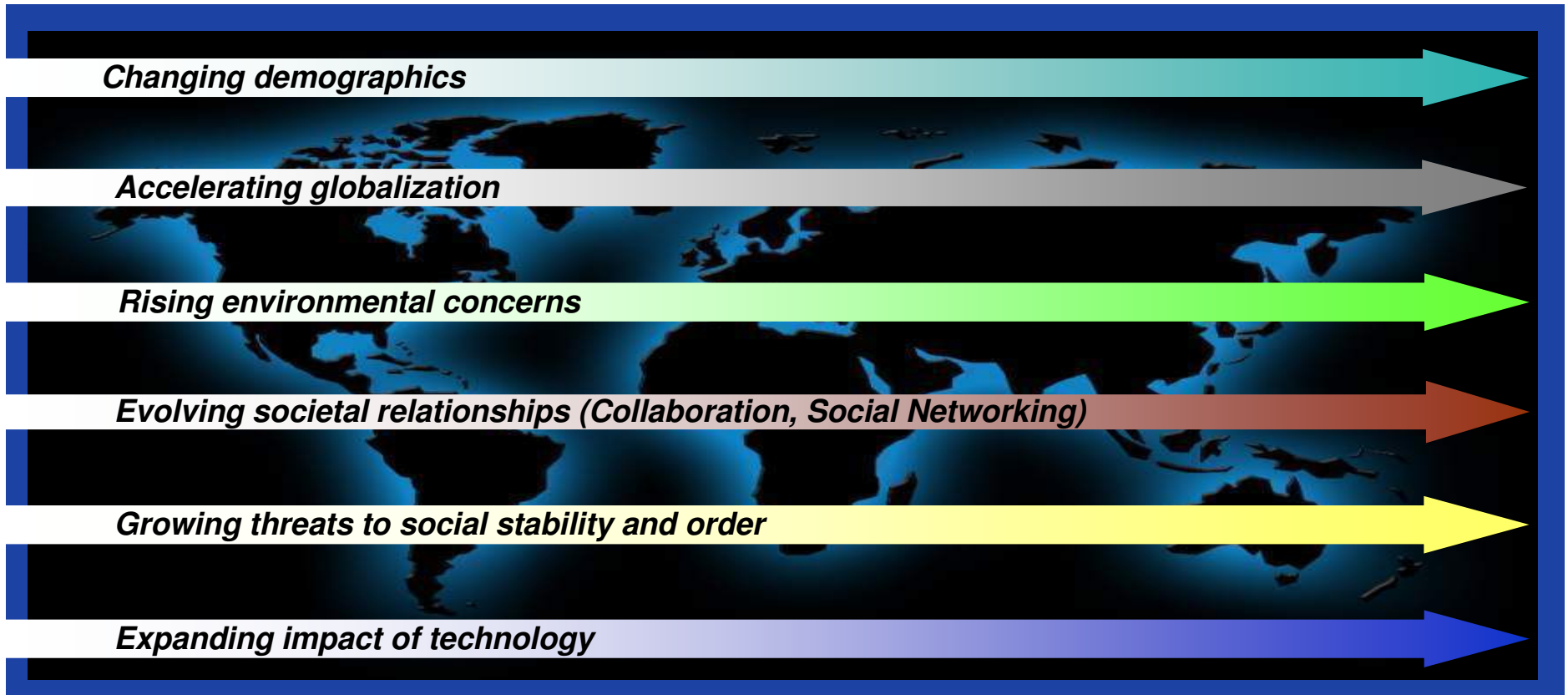
- Cooperation Between Business Users and IT (70 % improvement)
- Implementation Speed & Repeatable Delivery, Increased Usage of BI technology (80% improvement !!)
- Increase Accuracy of Information (60% improvement !!!)

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- **Governance Teamwork - Business and IT**
- **Governance Efficiency - Operational / Organizational Preparedness**
- **Governance Effectiveness - Trusted, Smooth Data Surface / Data Quality**

## ***Significant Forces are Simultaneously Reshaping the Use of Information***



Source IBM Institute of Business Value: <http://www-03.ibm.com/industries/government/doc/content/landing/3785512209.html>


***These are not winning conditions ....***

***Organizational complexity & urgency of "immediate need" has resulted in stove pipe implementations of BI Applications, Data Warehouse and Data Marts***

***.... Results in  
distributed skills, inconsistency in delivery and inconsistent decision making***

***Business Model Evolution is needed !***

## *CEO Accelerating Enterprise Change*



- 83% of CEOs say that substantial change is needed within their enterprises
- Nearly all CEOs are adapting their business models – two-thirds are implementing extensive innovations.
- **More than 40% are changing their enterprise models to be more collaborative**

“IBM Global CEO Study”, IBM, May 2008

## *IT Role: Powering the Future through Innovation*






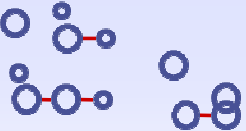
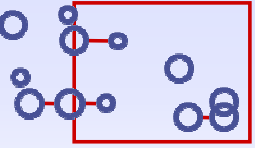
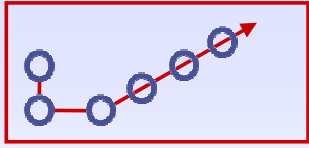
**“CIO as the master of change: transforming the IT organization and driving transformation across the enterprise**

**IBM Global CEO Study”, IBM, June 2008**

- **“CIO’s have the opportunity to transform their IT organizations into models for the rest of the enterprise and to become full partners to the business in the delivery of the Enterprise of the Future”**
- **“IT Organizations must evolve beyond managing data to creating business intelligence [Value]”**

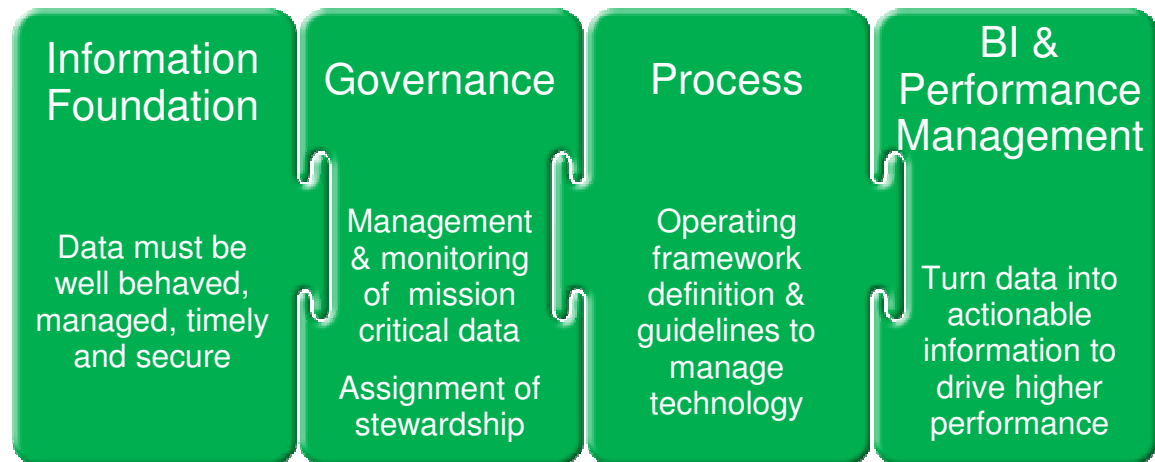
***Information is a strategic Asset***

# Strong Governance helps move beyond uncontrolled behavior

	Uncontrolled Behaviours	Managed for Operational Efficiency	Enhanced for Business Effectiveness
Organization	Silos and Gaps (little or no governance)	Culture of Best Practice	Expanded/ Enhanced Formal Governance
Knowledge	 Knowledge Silos	 Gathering/ Grouping	 Shared and Leveraged
Projects	 Random Projects	 Project Registration	 Project Prioritization
	<b>70%</b>	<b>26%</b>	<b>4%</b>

## ***Becoming Operationally Efficient to support Business Effectiveness***

***Competency Centers typically follow a journey from inception to maturity that can be executed internally by the organization or with the expertise of IBM services***



## Six Steps to Data Governance Success

### 1. Get a Government

Get a leader / Create a Council

### 2. Assess our Situation

Maturity Model Benchmark

### 3. Assess the quality of your data

Profile, Analyze, Model Data

### 4. Calculate Risk and Mitigate

Qualitative or Quantitative

Protect your Data

### 5. Develop & Implement Policies

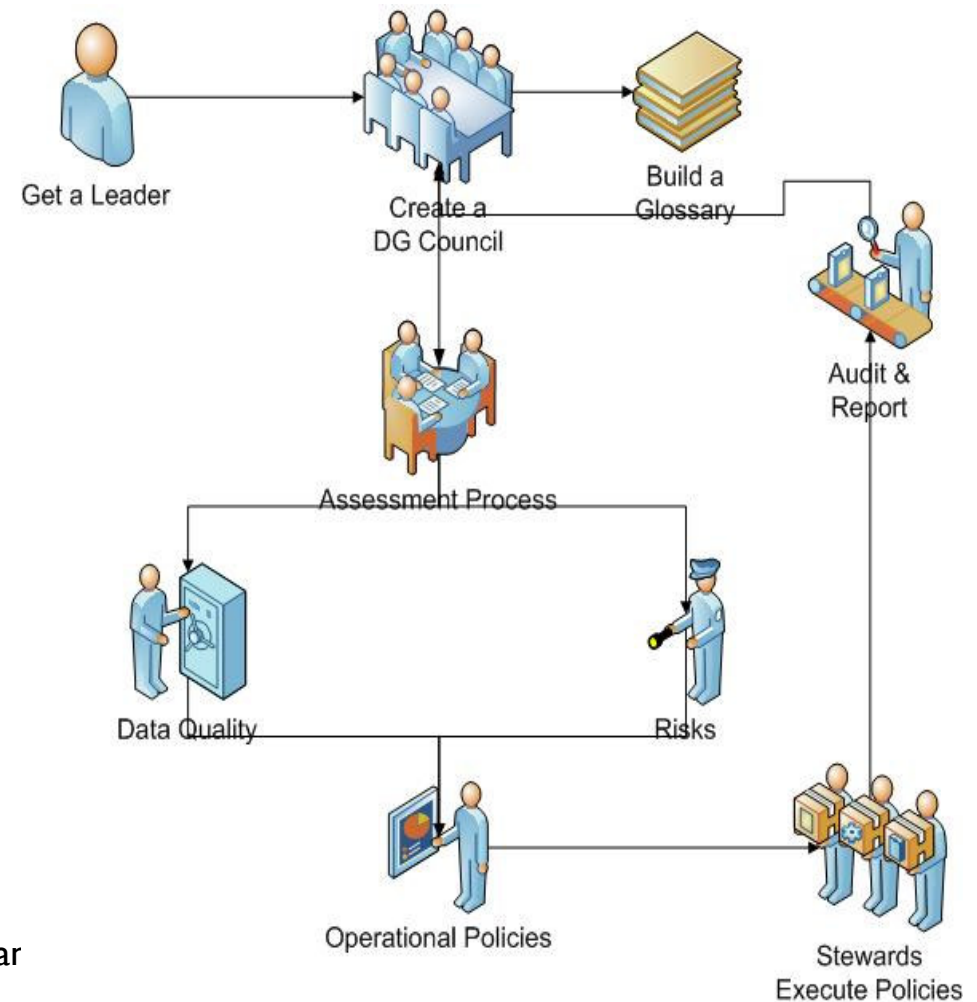
Every decision is a policy

Stewards execute policies

### 6. Measure & Report

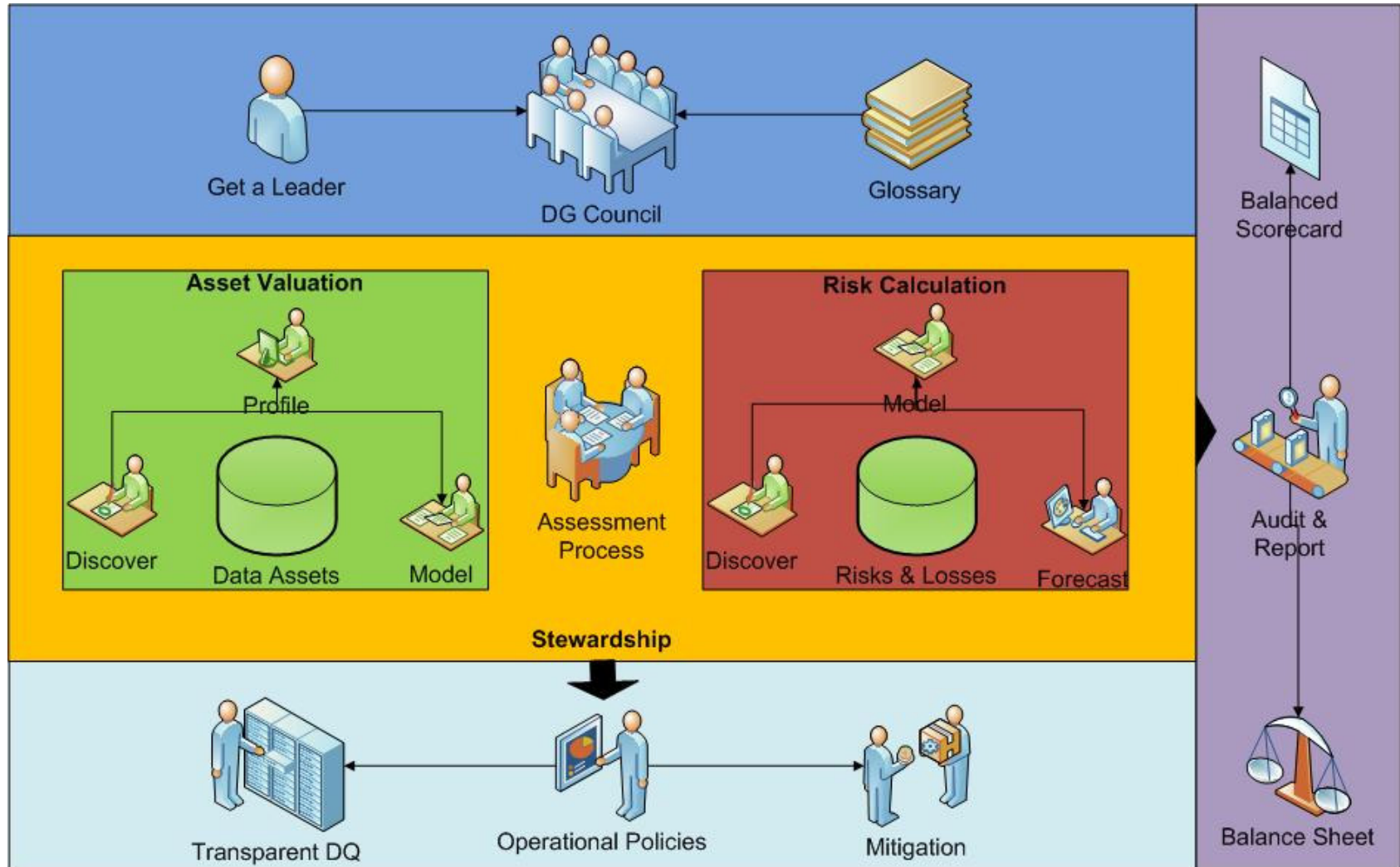
Audit continuously

Operational awareness enables business performance





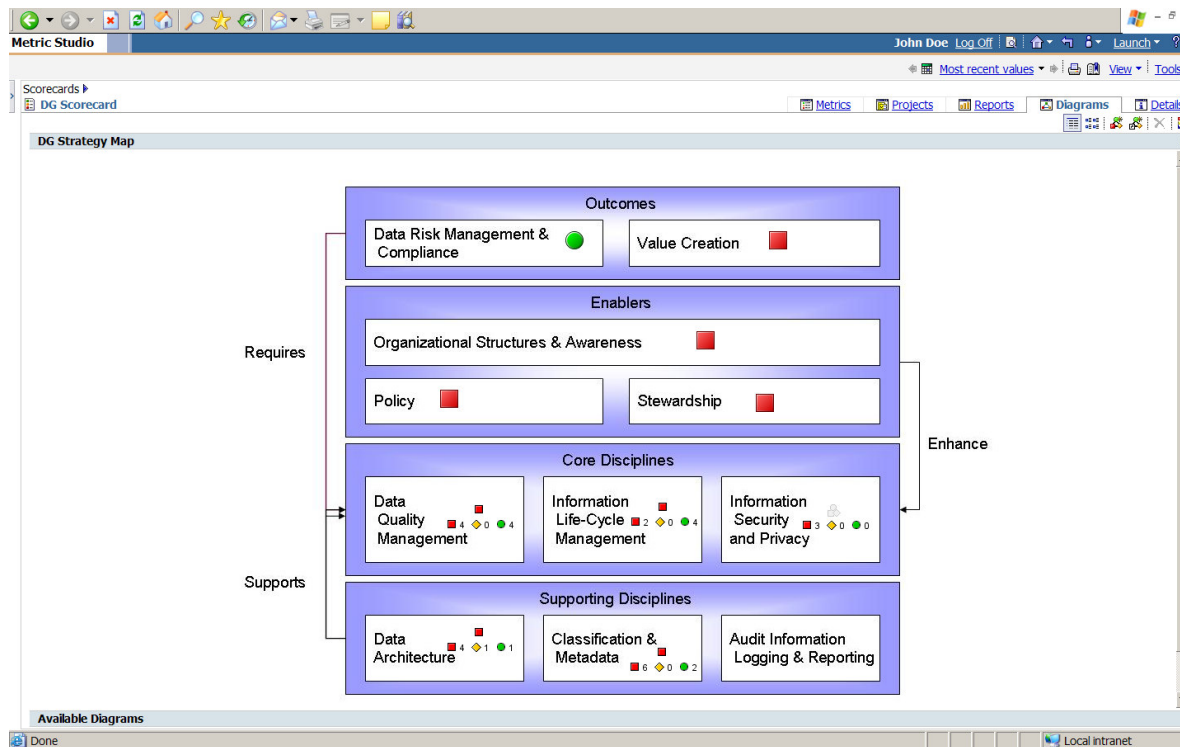
# IBM Data Governance Blueprint



# Data Governance Scorecard

## Enabling performance through improved decision making

- View Status of Metrics for Data Governance Program
- Show Full List of Measured Values
- View history
- Show the Drivers, or Enablers
- Show associated Actions
- Drill down to Supporting Reports
- Drill up and Down
- Review a Comment, Add a comment



# Data Governance Scorecard

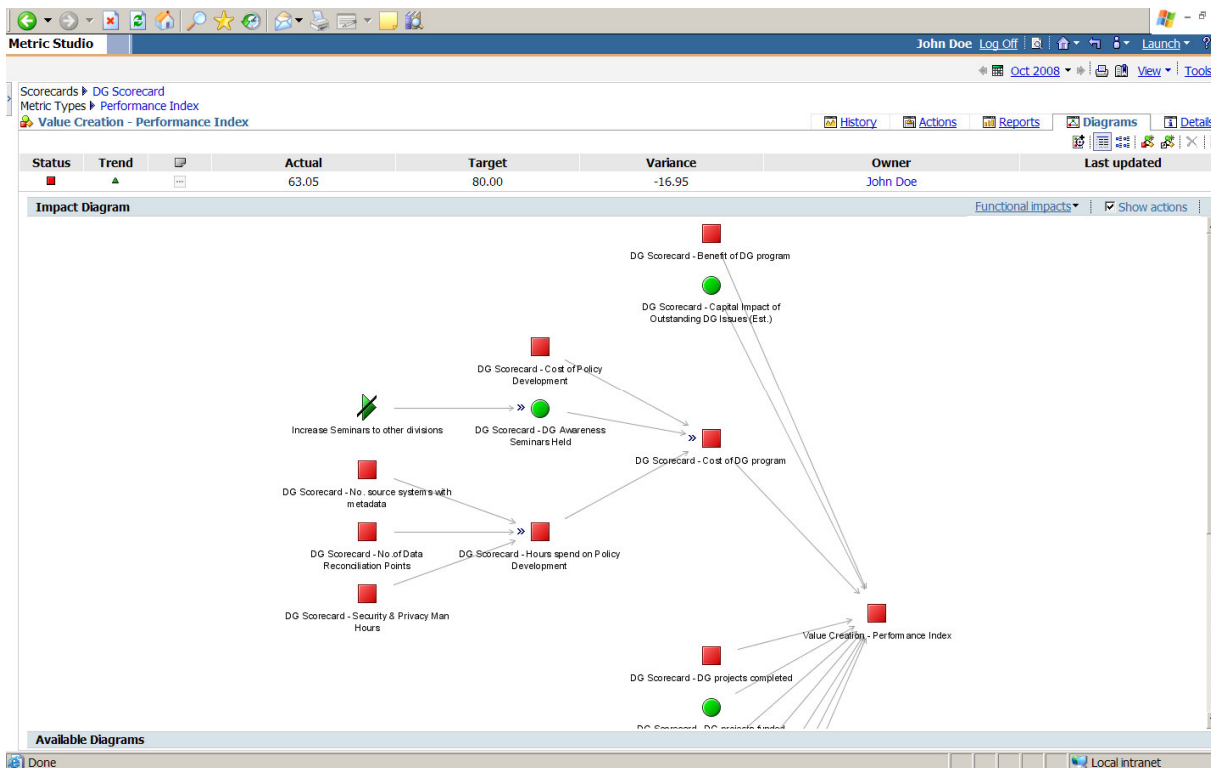
## Enabling performance through improved decision making

Name	Actual	Target	Variance	Variance %	Time Period
Value of DG report issues	US\$76.81	US\$98.00	-US\$21.19	21.62%	Oct 2008
Value of DG issues remediated	US\$102.74	US\$98.00	US\$4.74	4.84%	Oct 2008
Value of DG issues outstanding	US\$90.69	US\$98.00	-US\$7.31	7.46%	Oct 2008
Capital Impact of Outstanding DG Issues (Est.)	US\$88.51	US\$98.00	-US\$9.49	9.69%	Oct 2008
Cost of DG program	US\$109.45	US\$98.00	US\$11.45	11.69%	Oct 2008
Benefit of DG program	US\$89.57	US\$98.00	-US\$8.43	8.60%	Oct 2008
DG projects funded	102.72	98.00	4.72	4.82%	Oct 2008
DG projects in progress	92.52	98.00	-5.48	5.59%	Oct 2008
DG projects completed	97.51	98.00	-0.49	0.50%	Oct 2008

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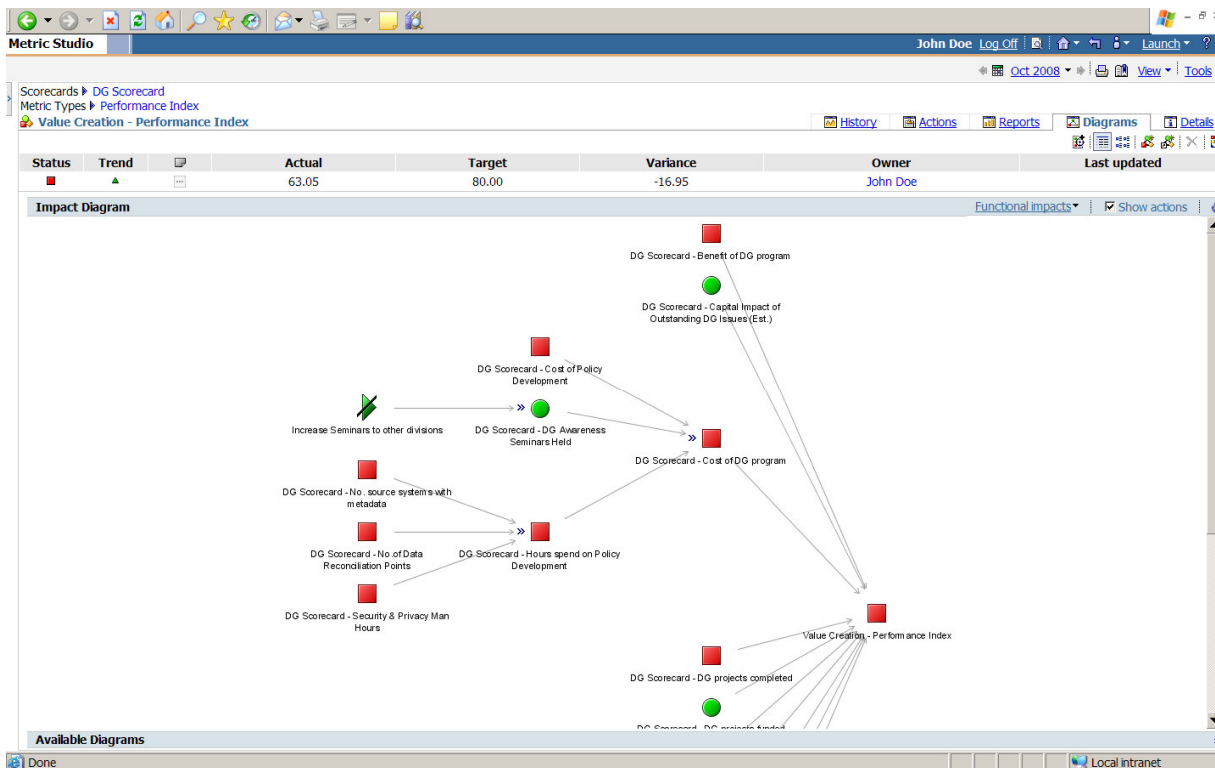
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# Data Governance Scorecard

## Enabling performance through improved decision making

The screenshot shows the Metric Studio interface. At the top, it displays 'Metric Studio' and user information 'John Doe Log Off'. The main area shows a scorecard for 'DG Awareness Seminars Held' with the following data:

Status	Trend	Actual	Target	Variance	Owner	Last updated
●	-	60.37	45.00	15.37	John Doe	Oct 9, 2008

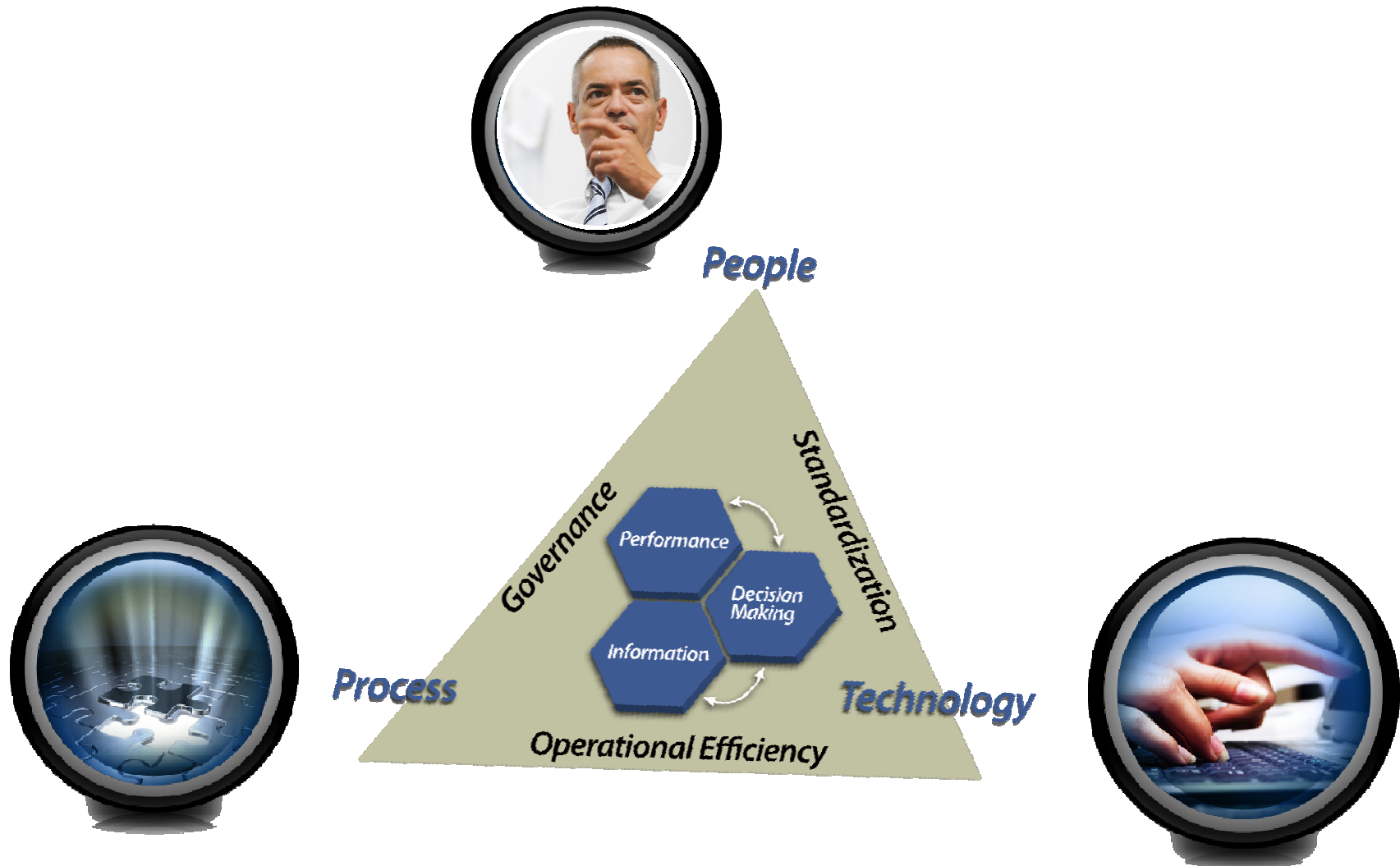
Below the scorecard is an 'Exploration' section with a table titled 'Value of Reporting DG Issues':

	SAP	Oracle ERP	Seibel	System
2007	\$1,588,668	\$2,682,460	\$766,180	\$5,037,308
2008	\$2,545,634	\$3,470,447	\$658,783	\$6,674,864
Date	\$4,134,302	\$6,152,907	\$1,424,963	\$11,712,172

At the bottom, a 'Comments' window is open for 'DG Awareness Seminars Held (Oct 2008)'. It shows a list of subjects, with 'Review Survey Results from NY Attendees' selected. The comment form includes fields for 'Subject', 'Identification code', and 'Body', along with 'OK' and 'Cancel' buttons.

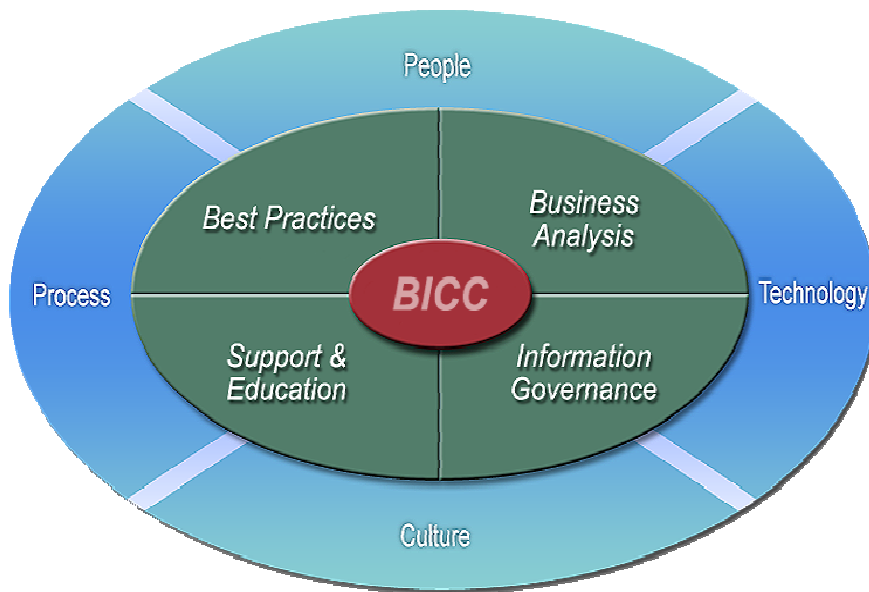
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# Competency Centers: Managing People, Process and Technology



## ***Navigating Enterprise BI Challenges: The BI Competency Center***

*A competency center is a proven way to overcome the challenges of delivering Enterprise Business Intelligence*



- ***A virtual or fixed team within an organization***
  - IT & line-of-business professionals
  - Focused on building expertise across the technology, process & skills required to deliver business solutions
  
- ***Provides many services to the business...***
  - Business analysis, information governance, best-practice repositories, and support & education



## A High Performance Organization ...

**Business optimization**  
with a single view of  
information,  
consistent quality of  
data, trusted source



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# EXTRAS – Customer Examples

## (If needed to support questions)

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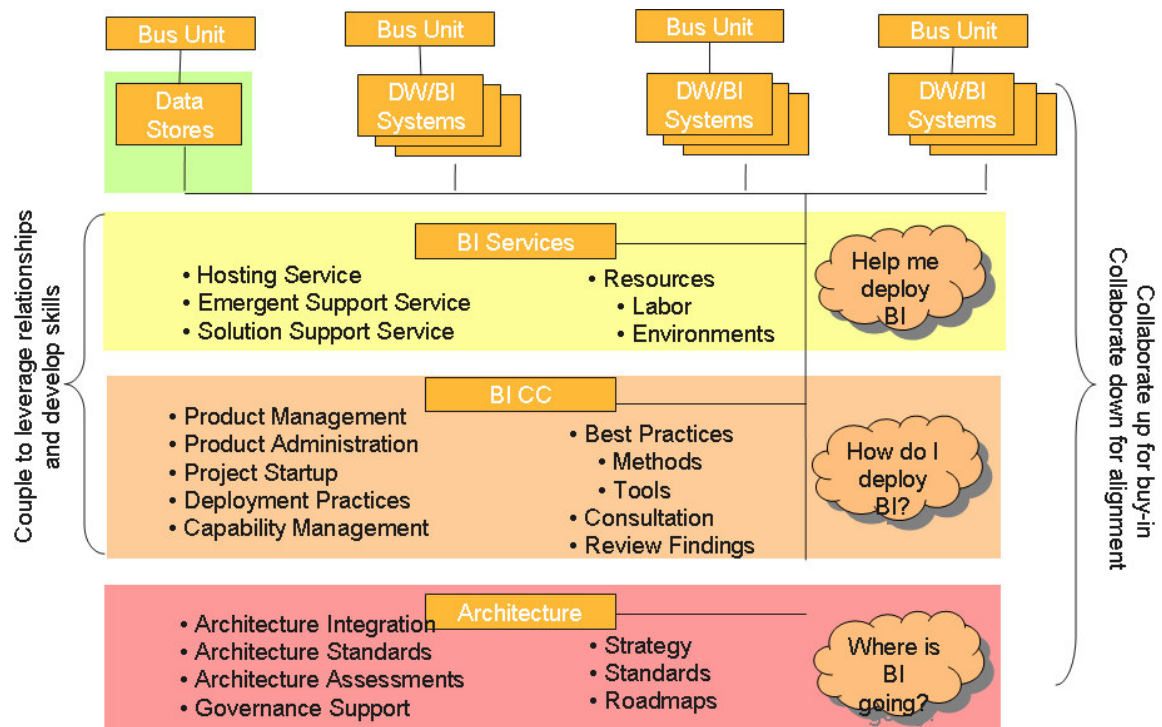
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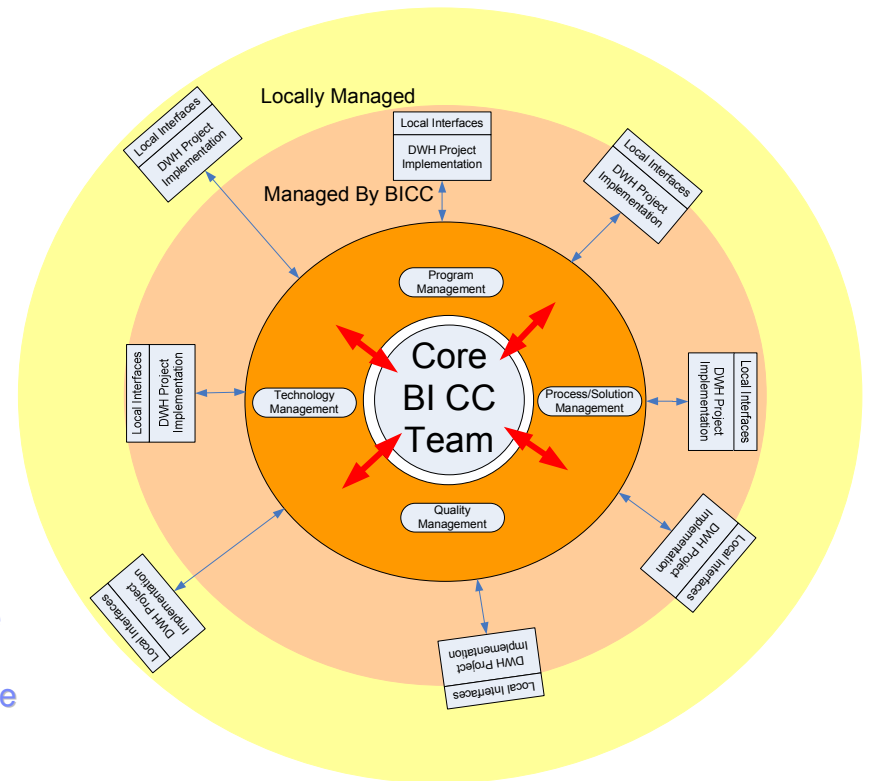
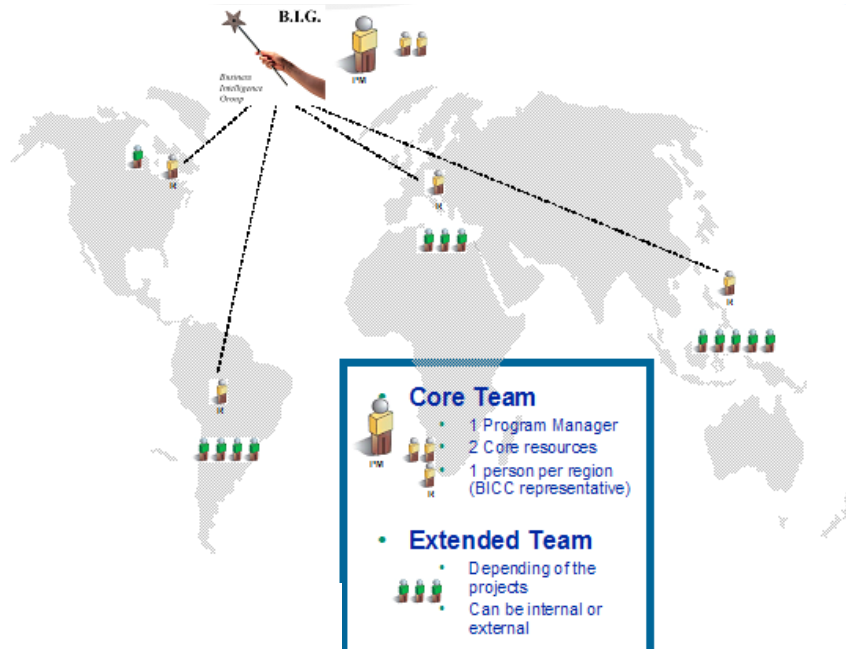


### Boeing Business Intelligence Competency Center:

- BI CC Established in October 2004
- Established as a Centralized Physical Team
- Focused on BI and DW Solutions and Technologies
- Integrated Relationship with Architecture
- Enterprise Architecture Strategy as Guide
- Supports All Boeing Business Units
- Operational January 2005
- Strong Partnership with Standard Tool Vendors
- Institutionalize Lessons Learned and Best Practices



## The BI Strategy made up of 4 components (Business Strategy, Data, Infrastructure, People)



- 1) Business Strategy component ensures that we understand the Business
- 2) Data component ensures that we understand the data available in the region and the data gaps versus the standard tools to deploy
- 3) Infrastructure component ensures that we have the right platform to run the applications, and to support their evolution
- 4) People component ensures that we know that we have the right people with the right skills, to deliver the projects