The Data Quality Imperative in Governance, Risk, and Compliance (GRC)
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Executive Summary

More than ever, organizations require trusted, high quality data to satisfy governance, risk, and compliance (GRC) initiatives. Organizations are discovering that poor quality data has a significant impact on their ability to support business processes, comply with industry regulators, and to make accurate decisions and are raising the visibility of data quality activities within their enterprise information management programs. Having access to high quality data is a major concern for executives today responsible for GRC activities within their organizations. As a result, a common thread runs through successful GRC initiatives in each of these areas: the prerequisite for high-quality data to add accuracy and value to deliver trusted data to the enterprise.

Organizations pay a significant price as a result of poor quality data. Up to 75 percent of organizations have reported significant problems as a result of defective data; more than 50 percent had incurred extra costs due to the need for internal reconciliations, 33 percent had been forced to delay or scrap new systems, and 20 percent had failed to meet contractual or service level agreements.1

Organizations need to adopt a comprehensive, life-cycle approach to addressing data quality in order to meet their GRC needs, including specific requirements from country and industry regulators. Data quality processes include both business and IT roles and support a range of business applications, as data is entered into and moved between applications. This gives organizations the confidence that the data they use to make strategic decisions—and data that is shared with partners and customers—is accurate, current, and consistent.

Informatica ensures that accurate, consistent, and timely data is delivered to new and existing business systems in support of an over-arching GRC strategy. As a result, organizations are poised to make confident, timely business decisions, satisfy regulatory data requirements, minimize IT project risk, and reduce the cost of producing timely and trusted data for GRC.

1PricewaterhouseCoopers Global Data Management Survey, 2007
Business trends and drivers

Poor data quality costs businesses vast amounts of money every year. The Data Warehousing Institute (TDWI), the leading provider of in-depth education and research in the data warehousing and business intelligence industry estimates that businesses loose $600 billion a year because of data quality issues. Defective data leads to breakdowns in the supply chain, poor business decisions, and inferior customer relationship management. In the context of GRC, poor data quality can severely undermine compliance initiatives, and the use of bad data can ultimately lead to hefty financial penalties or at worst, jail for executives. The combination of data quality and GRC isn’t new though—data governance and information management have been an area of interest for more than 20 years. However, more organizations now understand the importance of their data, its association with GRC, and the impact that it has on their ability to meet business drivers such as growth, globalization, and governance more than ever before.

A report by Gartner for example, highlights that many organizations now see the connection between data quality and business issues such as risk and governance. It reports, “Organizations of all sizes and in all industries are recognizing the importance of high-quality data and the critical role of data quality in information governance and stewardship driven by broader enterprise information management initiatives.” Another report by the TDWI states, “Compliance, data governance, and data quality are strongly related, which is why all three are part of a single program in many organizations.”

Why is this? Why has data quality become an intrinsic aspect of GRC? There are several reasons:

Increasing compliance requirements

Some of the most compelling business cases for data quality to support GRC processes are around compliance. Initiatives such as Sarbanes-Oxley (SOX), Anti-Money Laundering (AML), Basel II in banking and HIPAA in health care are all driving the enterprise toward understanding data and greater accountability for the capture, usage, and accuracy of data.

Applications that support the implementation of compliance processes such as anti-money laundering must be designed to consider that at any time, any customer, employee, or other party might be involved in some sequence of activities that could require scrutiny. From an information management standpoint, there are several significant requirements to most effectively deploy a compliance program, including (i) maintaining high-quality information on parties and activities and (ii) identity resolution—that is, the ability to identify a unique customer (or employee, organization, product or policy). For example, a key capability needed for AML is highly accurate matching processes—looking for suspicious transactions and also matching customer databases against government suspect lists.

From a GRC perspective, the business case is clear: high-quality data is a prerequisite for fulfillment of risk and compliance processes. Low-quality data results in fraudulent activity, corporate fines, executives going to jail, bad decision making, and deteriorating customer interaction.

According to Neil Hershaw, Information Management Officer for M&S Money in the United Kingdom, data quality is essential for compliance. “We cannot ever risk upsetting a customer because of problems with our data. Basel II’s compliance deadline presented us with both a challenge and an opportunity—delivering high-quality data to ensure successful risk management, but also improving our data to drive improvements in many other areas of our operations.”

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5. Informatica Success Story, M&S Money, 2006
Increased risk and volatility

With the growth in globalization and rise in e-commerce, organizations are facing faster business cycles and greater market fluctuations than ever before. These challenges have exponentially increased the impact and cost of dealing with poor-quality data for companies dealing with governance, risk, and compliance requirements. For example, financial services firms require accurate customer, product, and market data to execute trades successfully, monitor for fraudulent activities, and maintain successful customer relationships. Without it, organizations can lose market share, customers, and significant revenue. As more data is produced, market changes occur, and people are involved in data creation and management, organizations need to address these challenges to successfully manage their GRC responsibilities.

High cost of GRC processes

The processes of accessing and delivering timely, trustworthy data to the business to fuel GRC activities can be expensive to develop and maintain. They demand rigorous process management—and too many IT organizations continue to rely on manual, overlapping data management processes to support GRC activities. However, addressing data quality saves costs. Even something as simple as standardizing company names or product descriptions can deliver significant return on investment by improving business processes; delivering more accurate risk analysis to prevent financial losses, and increasing the accuracy of regulatory reports. High quality data also streamlines IT operations and makes the best use of limited resources, removing resources from resolving unanticipated defects in source data to delivering projects that drive revenue.

Maturing data quality practices

Data quality has moved from the marketing department to the executive suite. Data is being viewed as a corporate asset. Many initiatives such as master data management are focused on how best to manage data within organizations. An explicit data quality policy including metrics, standards, and definitions is a good starting point for all these projects, which depend heavily on high-quality data.

Businesses are using more data from more sources in more systems today, and new IT initiatives mean that often data collected for one purpose has to be applied to other applications. But data collected for use in operational systems may not be suitable for other applications such as business intelligence, customer relationship management, or product life-cycle management. Data quality and data integration technologies have evolved to support organizations grappling with fragmented and defective data. There is no doubt that the technologies support intrinsically symbiotic activities, but where does one end and the other begin? The answer is that the two functions should work together seamlessly.
The business challenges

Decision makers frequently cite a lack of clean, quality data as the biggest inhibitor to achieving their governance, risk, and compliance goals. Unfortunately, poor data quality is endemic in most large organizations. In many sectors, organizations accept poor data quality as a day-to-day operational challenge and devise both simple and complex workarounds to compensate for the data’s shortcomings. These workarounds involve data analysts extracting, analyzing, reformatting, and massaging data for monthly and quarterly reporting. On the positive side, an expanding array of regulations—including Sarbanes-Oxley, Basel II, the USA PATRIOT Act, and anti-money laundering directives—have effectively shifted data quality out of “it-would-be-nice-to-fix” status into an issue that must be addressed.

Figure 1 highlights examples of some of the data quality challenges facing a GRC program—in this case, an anti-money laundering implementation where the objective is to identify individuals or links between individuals. The records are badly populated. The original data entry function was not focused on accuracy. There is a lack of standards, meaning that matching is difficult. Typically the data volumes are very large and matches must be returned within seconds. Data comes from different countries in different scripts, which must also be matched. All of these challenges need to be addressed for the application to deliver business value.

<table>
<thead>
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<th>EXAMPLE</th>
</tr>
</thead>
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</tr>
<tr>
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<td>Phonetic errors</td>
<td>Graeme - Graham</td>
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Figure 1: Common data quality errors and variations in identity resolution
Of the organizations surveyed by TDWI, 82.5 percent perceive their data as “good” or “okay”. However, half of the practitioners surveyed warn that data quality is worse than their organization realizes, which explains why the number of organizations with a data quality plan doubled over four years. According to the report, many organizations took action on data quality because compliance provided “a swift kick in the pants”. Two-thirds of respondents have studied the problems of data quality, TDWI reports, while less than half have studied its benefits. This indicates clearly that data quality initiatives are driven more by liability than leverage. In other words, organizations improve their data to avoid such problems as misguided decisions, poor customer service, or faulty information in financial and regulatory reports.

**How is data quality compromised?**

The quality of data can be compromised depending on how the data is:

**Entered.** Data quality suffers when data fields are left blank or filled in incorrectly. Staff may enter cross-sell response codes in a purchase data field, for example, because there is no other place for this type of data. Customers may mistype their details when placing an order over the internet. Or organizations may rely on forms-based applications that provide insufficient field validation at data entry time.

**Maintained.** Each act of data maintenance creates a potential for changes that may have unpredictable consequences. Existing silos of data are needed to support a range of applications. For example, a single view of customer or product data is generated with data from many sources. It is critical that this data is saved in a standard format or transformed to a standard format when required for application processing.

**Processed.** When incorrect data enters a system, it may be propagated across multiple systems, thereby compromising data quality throughout the organization. Even relatively straightforward data quality errors can mushroom into a complex tangle that undermines organization-wide data quality.

**Received.** As organizations increasingly outsource business processes to third parties or work with partners and suppliers where data is out of their immediate control, external data of questionable origin or quality might enter an organization and proliferate.

**Stored.** Storing data on multiple systems often puts data consistency at risk.

**Merged.** When organizations merge or are acquired, the systems and data are often consolidated. Companies with overlaps in customer, product, and facilities information, for example, may experience data quality issues such as duplicate records. This can adversely affect a company’s ability to manage risk and compliance effectively.

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*“Taking Data Quality to the Enterprise through Data Governance”, a 2006 TDWI Best Practices Report by Philip Russom*
The solution—capable technology and solid data quality processes

To tackle the issue of lack of clean, quality data, organizations need to rely on technology, people, and processes to transform it into trusted/usable information. However, with systems and applications frequently receiving new data and undergoing incremental change, ensuring data quality can’t be considered as a one-off event: Organizations need to manage data quality in a phased, iterative process that includes best-practice data quality assessment, planning, strategy selection, and implementation. All of this needs to be supported by sponsorship, collaboration, and the necessary data stewardship.

There are opportunities to introduce data quality processes into all major business projects within an organization—from improved decision making to compliance initiatives. All of these initiatives rely on access to high-quality data delivered via a broader data integration platform. This means the organization needs to be able to easily integrate data from different business units, areas, and geographies and provide consolidated reports and query functions on that data. Risk and compliance bring sharp focus to the requirement for consistent data definitions across the business and streamlined processes for capturing and reporting on high-quality data.

Informatica data quality solutions

Informatica data quality solutions ensure that accurate, consistent, and timely data is delivered to new and existing business systems, including business intelligence and enterprise reporting tools, risk applications, GRC platform solutions, and ERP systems in support of a GRC strategy. They provide a unique combination of state-of-the-art software and an enterprise-level data quality methodology that enables business and IT collaboration. The result being that the business can address the data issues needed to support and implement GRC processes.

Figure 2: As a core component of an enterprise data integration platform, Informatica data quality solutions enable the successful implementation of GRC processes by supporting all data-centric processes.
Gartner has also noted Informatica’s market leadership position. Informatica is positioned in the leaders quadrant in the Gartner Magic Quadrant for Data Quality Tools, 2008. According to Gartner, “leaders in the market demonstrate strength across a complete range of data quality functionality, including profiling, parsing, standardization, matching, validation and enrichment. They exhibit a clear understanding and vision of where the market is headed, including recognition of non-customer data quality issues and the delivery of enterprise-level data quality implementations. Leaders have an established market presence, significant size and a multinational presence (directly or as a result of a parent company).”

**Informatica Data Explorer**

Informatica® Data Explorer™ puts powerful, easy-to-use data profiling capabilities in the hands of the business and IT. Data profiling is the first step in data management—and Informatica Data Explorer is the most comprehensive and powerful data profiling software available. Its sophisticated algorithms automate the profiling process needed to deliver data quality, helping organizations to understand their source data and produce metadata that is complete and accurate. As a result, organizations are equipped to share accurate source system knowledge, achieve accurate data migration, integration, and consolidation projects—and mitigate risk in data management projects.

The product provides the following business benefits:

- Delivers accurate source system knowledge
- Mitigates risk in data migration, integration, and consolidation projects
- Improves productivity in data management projects
- Reduces project errors and cost overruns

**Informatica Data Quality**

Informatica® Data Quality™ puts control of data quality processes into the hands of the business, delivering powerful data cleansing, matching, and reporting and monitoring capabilities in a single solution. Data analysts and data stewards use Informatica Data Quality to design, manage, deploy, and control individual and enterprise-wide data quality initiatives. By providing a complete process for measuring, monitoring, tracking, and improving data quality at multiple points across the organization over time, Informatica Data Quality empowers business information owners to implement and manage effective and lasting data quality and GRC processes enterprise-wide.

The product supplies the following business benefits:

- Successful delivery of GRC projects via a business-focused data quality platform, which enables the business and IT to collaborate
- Accurate data quality metrics, scorecards, and monitoring reports across all master data (multidomain) to support GRC reporting processes
- Enable data quality processes as data services and as part of an end-to-end data integration Platform

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7Gartner Magic Quadrant for Data Quality Tools, by Ted Friedman and Andy Bitterer

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Informatica Identity Resolution

Informatica® Identity Resolution™ (IIR) enables organizations to significantly enhance their ability to resolve identity data accurately and quickly, regardless of language, structure, format, location, duplication, omissions, or errors in the data. Performing real-time searches for specific entities across very large data volumes, Informatica Identity Resolution enables GRC by identifying and cross-checking internal records against identity data from outside sources. The solution supports GRC processes across many sectors, including government and financial institutions in their bid to combat identity fraud by leveraging matching of non-obvious patterns and correlations to identify individuals and relationships.

The product offers the following business benefits:

• Increased identity match accuracy as part of a business process
• Faster implementation based on pre-built rules for applications (e.g., AML, OFAC)
• Improved matching across multiple countries and language scripts

Informatica Data Quality Assistant

Informatica® Data Quality Assistant™ supports data stewards and data quality analysts in their data quality review and edit processes. The solution enables users to take control of data quality and view, edit, and review low-quality records before the records are written to the target. An interactive consolidation process allows users to review a match cluster and build a master record based on the best data from each record. It also enables users to keep track of all changes for GRC or rollback when necessary.

Informatica Data Quality Reporting and Monitoring

Informatica® Data Quality Dashboard and the Reports Option™ extend Informatica Data Quality’s dynamic reporting and monitoring capabilities. The comprehensive reporting functionality enables data analysts and data stewards to support and drive a data quality culture and methodology based on standard metrics and supported by appropriate monitoring, reporting, and scorecards. Drill-down reports enable users to zoom in from high-level views to inspect low-quality data records in detail. Users can create dashboards that can be exported to BI reporting tools or published to a company’s intranet to allow users to monitor data quality over time.

Figure 3: The Informatica Data Quality Dashboard
Informatica Data Quality for SAP and Oracle

Informatica Data Quality for SAP and Oracle catches data quality problems before they enter the system. It supports postal validation and duplicate detection processes and is typically deployed in mature ERP, MDM, and CRM environments where low-quality data at the point of data entry is an issue. As a result, organizations can validate data as it is entered into the system and reduce rework and improve customer service due to improved data quality. This is important because many organizations use ERP solutions from these vendors and others to manage business information used for GRC.

A methodology for implementing Informatica Data Quality

Implementing a data quality initiative involves a combination of people, processes, and technology. Through Informatica’s unique data quality platform and the Informatica Velocity implementation methodology, organizations can deliver end-to-end data quality solutions that comply with regulations, reduce supply chain breakdowns, and improve business decision making.

By having defined data quality management processes in place upfront, organizations can effectively leverage the data quality solution as various departments charged with implementing and monitoring data quality will be doing so within the confines of the enterprise-wide rules and procedures.

Figure 4: Organizations require best-practice products and processes in support of an end-to-end data quality process
In examining each of the five phases depicted in Figure 4, consider the following points when launching a data quality management initiative:

**Identify and measure data quality**: This is a key first step because the ability to understand the up-front level of data quality will form the foundation of the business rules and processes that will be put in place. The data quality dimensions framework is used to generate metrics and goals. Without performing an upfront assessment, the ability to effectively implement a data quality strategy will be negatively impacted. From an ongoing perspective, the data quality assessment will allow an organization to see how the data quality procedures put in place have caused the quality of the data to improve.

Data quality metrics and audits can be applied to all data domains (e.g., customer, supplier, product, asset, and financial data) and from individual fields to multiple databases spanning the organization and across enterprises.

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<tr>
<th>Completeness</th>
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<tbody>
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</tr>
<tr>
<td>Consistency</td>
<td>What data values give conflicting information?</td>
</tr>
<tr>
<td>Accuracy</td>
<td>What data is incorrect or out of date?</td>
</tr>
<tr>
<td>Duplicates</td>
<td>What data records or attributes are repeated?</td>
</tr>
<tr>
<td>Integrity</td>
<td>What data is missing or not referenced?</td>
</tr>
</tbody>
</table>

Figure 6: An ICC Is the Proven Approach to Building and Managing SOAs in an Enterprise

**Define data quality business rules and targets**: Measuring data quality is all about data quality business rules and internal or external data standards. Thus, the next phase involves the business specifying business rules based on agreed standards and reference data. The data quality dimensions framework is used to generate metrics and goals for success criteria.

**Design quality improvement processes**: This phase involves configuring the data cleansing and enhancement processes (i.e., parse, cleanse, standardize, match, de-duplicate, and monitor processes). Often the data quality improvement plans are built by the business, given it understands the data.
Implement quality improvement processes: Once the data quality business rules have been configured, they are deployed typically as part of a broader data integration strategy. The data quality rules can then be activated as data enters an application or as data moves between applications. IT takes responsibility for the deployment and optimization processes.

Monitor data quality versus targets: From an ongoing perspective, this phase will involve the generation and distribution of scorecards and trending reports. The reports often enable users to drill down to the low-quality records. A data steward reviews the low-quality exception records on a periodic basis and performs corrective actions, which may be manual or automated. The combination of data quality reporting and exception handling tools are critical components of an overall solution to support compliance and data governance programs.

The benefits of data quality in the context of GRC

Achieving and maintaining high-quality data is a crucial element of GRC, as well as to the success of strategic business initiatives and to the organization’s long-term competitive advantage.

Make confident, timely business decisions

Management depends on the IT organization to deliver high-quality data it can immediately use to make strategic business decisions. Working with data that’s inaccurate, incomplete, inconsistent, or outdated compromise the ability of executives to make quick and informed business decisions. High-quality data provides the decision makers with the confidence they need to react more quickly—and make judgments immediately. In essence, data quality gives organizations confidence in their information for agile decision making.

Satisfy regulatory data audit and documentation requirements

Complying with regulatory standards requires a significant history of consistent, accurate, and granular data for auditing and documentation purposes. This involves integrating information from a wide variety of legacy systems, each with a diversity of data definitions, a variety of data models, and little understanding of data quality levels. An end-to-end data quality management framework for ensuring regulatory compliance helps organizations manage data quality holistically, with robust data profiling, cleansing, and standardization, as well as sophisticated data accuracy reporting and score-carding, capabilities. The bottom line is that those tasked with GRC can potentially meet compliance standards and avoid fines and jail time by having access to high quality data.

Minimize IT project risk

High-quality data minimizes project risks. Addressing data quality at the outset of data integration projects prevents project delays. Data quality reduces costs too—even something as simple as de-duplicating data can yield significant savings. Moreover, it streamlines IT operations and makes the best use of limited resources, removing resources from resolving unanticipated defects in source data to delivering projects that drive revenue.
Reduce the cost of producing timely and trusted data for GRC

The prohibitive cost of producing timely and trusted data without the appropriate technology and processes can severely impact the effectiveness of an organization in meeting its GRC responsibilities. An end-to-end data quality management framework helps organizations reduce the cost of cleansing and delivering data for GRC-related activities. It eliminates the process of hand coding data quality processes with a library of reusable transformations and cleansing rules.

These benefits are reflected in the market, too. According to a survey by TDWI, the top three benefits of high-quality data identified by respondents are: greater confidence in analytic systems (76 percent); less time spent reconciling data (70 percent); and achieving a single version of the truth (69 percent).8

Data quality and GRC in the real world

Informatica is helping organizations throughout the world, across multiple vertical sectors, to harness the quality of their data and drive effective GRC programs.

Dresdner Bank

Experts are working on a comprehensive data quality program in Dresdner Bank. The objective for this leading German financial institution was to develop a unified data quality management program to support its Basel II compliance processes across the enterprise, including IT, specialized business units, and the finance department. Basel II requires that the parameters of a bank’s risk control be gained from its own empirical data. The data quality requirements imposed for this purpose are substantially higher than in the past and are being taken very seriously by bank management. “Reliability, trustworthiness, and consistency of data are of extremely great importance to us,” says Peter Gassmann, Head of Implementation Management Basel II for Dresdner Bank.

Dresdner Bank defined a four-stage process. One: it defines and models all processes and institutions that are involved in company-wide data flows. Two: using central Data Dictionary Explorer, Dresdner Bank integrates all data classes with the classifications at the subject-specific level. Three: it turns to metadata management, the analysis and definition of information about the data, for example. Finally, Dresdner Bank addresses quality assurance, whereby data flows in the central warehouse are systematically monitored and measured.

“With the implemented data quality assurance program, our methods and experience, we are considered to be a center of best practice in the Allianz Group worldwide,” explains Matthias Orschel, Head of Data Quality Assurance Team, Dresdner Bank.9

8“Taking Data Quality to the Enterprise through Data Governance”, a 2006 TDWI Best Practices Report by Philip Russom
Major global investment bank

The Enterprise Information Metrics and Reporting team of this major global investment bank faced a key challenge: how to deal with duplicate records replicated across the company’s databases. The team is responsible for generating reports required by divisions that serve institutional investors and for maintaining a list of more than 340,000 active clients and prospects. Those parties represent more than one million separate accounts, many with multiple contacts spread across international offices. The existing tools the bank had for identifying duplicates weren’t very accurate—and with that volume, checking records was time-consuming and expensive.

But the team also identified a more critical problem: generating the reports required to show that the bank was compliant with anti-money laundering (AML) regulations. If these reports weren’t accurate, the organization risked both legal action and a damaging blow to its reputation.

The team needed to ensure that every client was correctly identified in the database as a single party, linked to the correct accounts and contacts. The tool it chose to do that was Informatica Identity Resolution.

For this major global investment bank, the results with Informatica Identity Resolution have been very positive. The turnaround time in locating duplicate parties has been cut from four hours to 15 minutes. And identifying matching parties in external lists has been reduced from three hours to 10 minutes. The bank has improved accuracy as well. The software is very flexible and can be fine-tuned according to business rules and requirements. As a result, the software fits the bank’s needs and identifies the duplicates more accurately and completely.

Overall, with IIR, the investment bank has reduced the risk associated with money laundering activities, as well as improved regulatory compliance and exposure forecasting. And it means they operate more efficiently, giving ‘crisper’ reports to internal customers.

HSH Nordbank

The leading worldwide financier in transportation, HSH Nordbank, is developing a leading-edge data quality project with Informatica. The bank is creating a centrally controlled platform to oversee, analyze, and report on data quality on an ongoing basis company-wide. In parallel, it is developing data quality dashboards that provide specific data quality reports that aggregate different data as required by each management level.

The data profiling is performed by Informatica Data Explorer, which shows the hidden gaps and inconsistencies in data quality for all information sources within the company. The practice of ensuring data quality, which had previously been only reactive, was transformed into a proactive course of action. All data that is important to the business processes and corporate performance is systematically measured and monitored according to management’s requirements. “It was important to us from the outset that the core processes and the management organization be seamlessly modeled in a new data quality structure,” explains Professor Jens Lüssem, head of the bank’s Data Quality Management Team.¹⁰

“There is a great need for implementation, primarily in the sector of investment banking, and generally with respect to customer data and supervisory law,” he adds.

¹⁰Informatica Data Quality Management Guide, June 2007
Humberside Police

Humberside Police—one of the 43 police forces in England and Wales—needed to enhance data quality according to an agreed set of data quality standards for a regional U.K. police force, ensuring that officers can be armed with the greatest amount of accurate information at the right time when attending incidents and detecting crime.

The force’s information systems team embarked on a project to create a powerful platform for analyzing, standardizing, and enhancing data across its multiple crime, nominal, and vehicle systems. At the heart of the challenge was the need to identify the extent of the data quality issues at hand, in order that they could be addressed directly with the teams responsible for data entry and systems management.

Humberside Police selected the Informatica data quality solution to introduce both a data quality platform to enrich its existing information systems and ensure that data quality standards were met for the long term. As a result, Humberside Police has the ability to define data quality metrics and monitor, cleanse, and enrich crime-fighting information to ensure police officers are provided with timely and accurate information. Moreover, Informatica is helping to reduce business risk and investment risk involved in maintaining information systems through better management of data quality. The solution also allows the Force to reassign personnel to other tasks through reduced administration burden for information systems.

“Poor-quality and inconsistent data had become major inhibitors to the successful use of technology in crime prevention and intelligence. By introducing Informatica Data Quality, we have been able to align all of our data to internal and external quality standards. This has made a marked difference to the quality of what our information systems can provide to officers on the streets and detectives examining cases,” explains Graham Dawson, Head of Information Services, Humberside Police.11

11Informatica Success Story, Humberside Police, 2006
Conclusions

Governance, risk, and compliance (GRC) are no longer the exclusive domains of individual departments in an organization. Powerful market forces—globalization, increased mergers and acquisition activity, heightened regulatory scrutiny, tight operational budgets, escalating environment concerns—are pushing organizations to develop and implement a comprehensive and integrated GRC practice to protect themselves whilst remaining agile and competitive in today's global economy.

Successful GRC initiatives demand an integrated and enterprise-wide view of risk and compliance. As a result, the business requires access to all its data, regardless of where it resides and the form it takes. And the business needs to be confident that its data is complete, accurate, consistent, auditable, and secure. However, many organizations are unable to identify and resolve data quality issues that affect GRC-related reports. Fixing data quality errors, such as those caused by human error, database corruption, and system consolidations from past mergers and acquisitions, is a cumbersome, time-consuming process.

Moreover, the processes of accessing, discovering, cleansing, integrating, and delivering trustworthy data to the business to fuel GRC activities can be expensive to develop and maintain. Many IT organizations use hand coding techniques which can be inefficient and slow. As a result, the cost of managing data to support GRC activities is high.

To help organizations leverage trustworthy data to increase visibility into—and transparency of—their GRC activities, many turn to Informatica. Informatica's solutions for GRC enable your IT organization to help the business improve visibility into and transparency of governance, risk management, and compliance activities across the enterprise, while reducing business risk with timely and trusted data.

Informatica Data Explorer can be used to profile the content, quality, and structure of enterprise data. Informatica Data Quality cleanses data, supports data quality steward exception processes, and continuously monitors data quality enterprise-wide. And Informatica Identity Resolution identifies individuals and links between identities, thus directly fulfilling many of today's compliance initiatives, which require highly accurate matching regardless of language, structure, format, location, duplication, omissions, or errors in the data. Together they can help organizations to:

- Make confident, timely business decisions based on trusted data
- Reduce the cost of producing timely and trusted data for GRC
- Deliver highly accurate identity resolution processes
- Satisfy regulatory data audit and documentation requirements
- Minimize IT project risk