

ABX MEDIA

# OpenReportWare Data Quality Scorecard

10 Responses



## ABX MEDIA

# OpenReportWare Data Quality Scorecard Contents

OpenReportWare Data Quality Scorecard	3
OpenReportWare Department Summary	4
OpenReportWare Training View	5
OpenReportWare Comments	6

## How to Use the Scorecard

The Data Quality Report is designed to help you understand, assess and improve key organizational data quality issues. Instructions on each page will help you understand the data and what you can do about it.

Once you have consumed the report yourself, Info-Tech recommends the following discretionary steps:

### 1. Share Results with Your Data Team

Walk through this report with your team. Cover overall results and key areas, encouraging them to review the full report if interested. Beyond understanding the data, communicating the importance of measuring and improving business satisfaction with data quality is critical.

### 2. Provide Training as Requested

Use the Training View to book training immediately for interested business leaders and teams. Work with your team to establish who should lead each training session.

### 3. Communicate Results and Planned Action with Business Leaders

Share this report with executives or the management stakeholder (group) ultimately concerned with the effective use of organization data. Highlight key issue areas, proposed solutions, and get direction on goals and issues to address.

### 4. Determine Key Applications and Quality Issues to Target

Using the data, management preferences, and input from your team, determine where to focus improvement efforts.

### 5. Create & Execute a Business Leader Engagement Plan

Using the data in this report, work with your team to determine key stakeholders who require better data quality. Assign a manager for each relationship and plan out meeting objectives and frequency. Engage individual business leaders around their data needs. Use individual Department Scorecards, Application Scorecards and Comments as a conversation starting point.

### 6. Execute Targeted Data Quality Improvements

Pull together improvement initiatives from your team, executives and stakeholders. Create plans for undertaking them and have your team begin to execute them.

### 7. Repeat this Program as Needed

Complete this program annually or as desired to measure and communicate improvement, as well as receive ongoing feedback.

# OPENREPORTWARE Data Quality Scorecard

Use this **Application Scorecard** to understand how satisfied respondents are with Data Quality across 10 dimensions.

Follow up with respondents from the department to better understand their concerns. Ensure you work closely with this application's owner or assign one if there is no owner.

For each satisfaction breakdown:

"Satisfied": 8/10 or above.

"Neutral": 7/10.

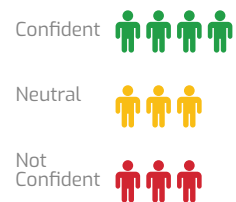
"Not Satisfied": 6/10 or below.

**Owner Martine Leroux**  
Departments Using IT, Sales, Marketing ...

## Confidence

How confident are you with the quality of the data found in this application?

DEGREE OF CONFIDENCE



**68%**  
SATISFACTION

## Importance

How important is the data in this application to delivering business results?

DEGREE OF IMPORTANCE



**86%**  
SATISFACTION

## Clarity

How satisfied are you that the data in this application is clear. Data is easy to understand and interpret.

DEGREE OF SATISFACTION



**69%**  
SATISFACTION

## Accuracy

How satisfied are you that the data in this application is accurate. Data values are correct and accurately reflect reality.

DEGREE OF SATISFACTION



**78%**  
SATISFACTION

## Currency

How satisfied are you that the data in this application is current. Data is appropriately up-to-date, not outdated.

DEGREE OF SATISFACTION



**79%**  
SATISFACTION

## Completeness

How satisfied are you that the data in this application is complete. All required data is captured, and no data is missing.

DEGREE OF SATISFACTION



**72%**  
SATISFACTION

## Hygiene

How satisfied are you that time-dependent activities (e.g. tasks, cases, jobs) are appropriately managed to maintain data cleanliness and quality.

DEGREE OF SATISFACTION

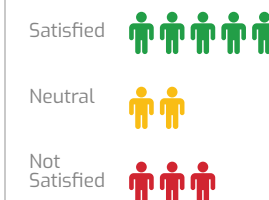


**72%**  
SATISFACTION

## Availability

How satisfied are you that the data in this application is available. Appropriate data and report security and access levels

DEGREE OF SATISFACTION

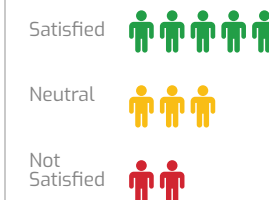


**75%**  
SATISFACTION

## Entry Quality

How satisfied are you that the data in this application is easy to enter. Quality and appropriate validation of data entering applications

DEGREE OF SATISFACTION



**72%**  
SATISFACTION

## Uniqueness

How satisfied are you that the data in this application is unique. Each data element is captured in one spot, not duplicated across multiple fields

DEGREE OF SATISFACTION



**79%**  
SATISFACTION

OPENREPORTWARE

# Department Summary

Enterprise applications are used across the organization. Use this page to understand how data quality satisfaction for this application varies by department. Identify low satisfaction departments to determine if there are patterns or specific issues that can be addressed. Follow up with respondents as appropriate.

IT		
	Score	vs. Org. Average
Confidence	80%	12% ↑
Importance	82%	4% ↓
Clarity	70%	1% ↑
Accuracy	82%	4% ↑
Currency	76%	3% ↓
Completeness	78%	6% ↑
Hygiene	74%	2% ↑
Availability	86%	11% ↑
Entry Quality	70%	2% ↓
Uniqueness	78%	1% ↓

SALES		
	Score	vs. Org. Average
Confidence	40%	28% ↓
Importance	100%	14% ↑
Clarity	63%	6% ↓
Accuracy	73%	5% ↓
Currency	73%	6% ↓
Completeness	63%	9% ↓
Hygiene	67%	5% ↓
Availability	57%	18% ↓
Entry Quality	67%	5% ↓
Uniqueness	77%	2% ↓

MARKETING		
	Score	vs. Org. Average
Confidence	90%	22% ↑
Importance	90%	4% ↑
Clarity	70%	1% ↑
Accuracy	80%	2% ↑
Currency	100%	21% ↑
Completeness	80%	8% ↑
Hygiene	90%	18% ↑
Availability	70%	5% ↓
Entry Quality	100%	28% ↑
Uniqueness	90%	11% ↑

RESEARCH		
	Score	vs. Org. Average
Confidence	70%	2% ↑
Importance	60%	26% ↓
Clarity	80%	11% ↑
Accuracy	70%	8% ↓
Currency	90%	11% ↑
Completeness	60%	12% ↓
Hygiene	60%	12% ↓
Availability	80%	5% ↑
Entry Quality	70%	2% ↓
Uniqueness	80%	1% ↑

OPENREPORTWARE

# Training View

## How to Use this Information

Often data and reporting issues can be resolved through training alone and require no technical or process-based solution.

Providing training is something you can do right now to improve business satisfaction and help your stakeholders get the most out of data and reporting.

Use this information to book training sessions immediately. This is a quick win and there is no reason to wait.

Use the attendee lists provided when booking the training. Read each comment to determine specific training needs, or if there are specific requests or concerns from stakeholders.

If anything in the comments or attendee list seems out of the ordinary, follow up with respondents directly to understand their needs and resolve the issue.

## RESPONDENTS REQUESTING TRAINING

Respondent	EMAIL	DEPARTMENT	COMMENTS
<b>Diego Fernandes</b>	<a href="mailto:dfernandes@abxmedia.com">dfernandes@abxmedia.com</a>	Sales	Data entry is difficult. Sales people need better training on how to update records to keep things current.
<b>Leah Holmvik</b>	<a href="mailto:lholmvik@abxmedia.com">lholmvik@abxmedia.com</a>	Sales	Onboarding new employees isn't very efficient. We could use a basic introduction to the software as people join the department.
<b>Alan Smithee</b>	<a href="mailto:alansmithy@test.com">alansmithy@test.com</a>	Sales	Customizing our existing report set, and creating new ad-hoc reports.

# BUILD A DATA-DRIVEN IT STRATEGY

**Make Informed IT Decisions by Starting Your Diagnostic Program Today!**

**<https://lean42.com/lean-packages/it-diagnostics/>**

Use our proven Diagnostocs Program - the simplest way to collect the data you need, turn it into actionable insights, and communicate with stakeholders across the organization.

# BUILD A DATA-DRIVEN IT STRATEGY

Use IT assessments to make data-driven IT strategy your most effective weapon.



CIO BUSINESS VISION



CIO-CEO ALIGNMENT DIAGNOSTIC



ASSESS CORE IT PROCESSES



IT STAFFING ASSESSMENT



APPLICATION PORTFOLIO ASSESSMENT



END USER SATISFACTION PROGRAM



PROJECT PORTFOLIO MANAGEMENT DIAGNOSTIC PROGRAM



IT SECURITY DIAGNOSTIC PROGRAM



DATA QUALITY SCORECARD

<https://lean42.com/lean-packages/it-diagnostics/>