

Course Outline

Module One: MDM Concepts

- Defining MDM
 - Master data
 - Master data management
 - Customer data integration (CDI)
 - Product information management (PIM)
 - other domain specifics ...
- The Need for MDM
 - business view
 - information systems view
- The Basics of MDM
 - Enterprise view of reference entities
 - Enterprise view of relationships among things
 - It isn't about "one right answer" or "single version of the truth"
- Dimensions of MDM
 - People (organizations)
 - Processes (governance, business, metadata, etc.)
 - Data (and metadata)
 - architecture
 - technology
 - programs & projects
- MDM Prerequisites
 - Technical infrastructure
 - Collaborative culture
 - Organizational readiness
 - Buy-in and data sharing culture
 - Data quality
 - Data governance

Module Two: MDM Processes and Architectures

- MDM Processes
 - Identity management
 - Hierarchy management
 - Data integration
 - Application integration
- MDM Architectures
 - Repository
 - Registry
 - Repository-Registry Hybrid
 - Engine
 - Broker

- Something here about repository vs. registry and about services vs. transactions

Module Three: Identity Management

- Identity management defined
 - Uniqueness of things
- Identity management functions
 - Search and Resolution
 - Record Linkage
 - Merge & Consolidation
 - Grouping and Splitting
- Identity Management in MDM Architecture
 - Repository
 - Registry
 - Engine
 - Broker

Module Four: Hierarchy Management

- Hierarchy management defined
 - Relationships of things
 - Multiple hierarchies (contrast to entity uniqueness)
- Hierarchy management functions
 - Identification and matching
 - Consolidation
 - Record linkage
 - Versioning
- Hierarchy Management in MDM Architecture
 - Repository
 - Registry
 - Engine
 - Broker

Module Five: Implementing and Operating MDM

- Roles and Responsibilities
 - Stakeholders
 - Master data creators/providers
 - Master data consumers
 - program management
 - MDM development
 - MDM operations
 - Data governance
- Data Governance for MDM
 - Ownership

- Stewardship
- Custodianship
- Data Quality and MDM
 - Data profiling
 - Data quality assessment
 - Data cleansing
 - Process improvement
- Data modeling and MDM
 - Exchange data model
 - Persistence data model
- The MDM Program
 - Business case
 - Program management
 - Change management
- MDM Projects
 - Implementation within a program framework
 - Kinds of projects
 - Architecture and infrastructure
 - Master data assessment
 - Data migration
 - Application migration
 - Project guidelines
- MDM Operations
 - consolidation
 - synchronization
 - data quality management
 - administration and configuration
- Sustaining and Maturing MDM
 - Feedback
 - Evolving services
 - data and metadata management
 - data governance
 - maturity models

Module Six: Summary and Conclusion

- Summary of Key Points
- References & Resources