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
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

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