



ITEM Master Data Management

Home Security Systems Company

Partnered with the client to recommend a robust data governance framework and changes to the existing processes to ensure efficient data handling and quality across the organization

Master Data Management for ITEM Master Data For Home Security Systems Company

Situation

- Client had multiple disparate data systems across various business functions and lacked standardized processes to handle the ITEM master data leading to inconsistencies, redundancies, and quality issues in the data
- We partnered with the client to recommend a robust data governance framework to ensure efficient data handling and quality of ITEM data across the organization by conducting a diagnostic of the existing business processes and technology infrastructure, assessing process and system gaps, and defined the future state master data management processes

Accordion Value Add

- Conducted stakeholder interviews with various business functions that were users of the ITEM data to identify appropriate attributes and use cases for business analyses and reporting
- Created a business process mapping document to showcase the current state of the technology infrastructure, interconnectivity between systems, data flow and modifications as it pertains to all attributes of the ITEM data across key processes – ITEM creation, modification and deletion
- Analyzed the current quality of the data across attributes to identify gaps in the data quality and processes across systems and functions
- Defined the future-state data governance framework and master data management processes by identifying the appropriate data governance team, defining the processes to be followed and enabling automation across systems

Impact

- Identified the dedicated team consisting of governance executives, data owners, and data stewards to ensure implementation of the framework and compliance with the ITEM data governance policy defined
- Defined the processes of ITEM data creation, modification and deletion, along with owners and governance mechanism for escalation
- Enabled automation across systems to remove redundancies in data ingestion leading to improved data quality and swifter time to resolution of issues

Key Recommendations



Dedicated Team

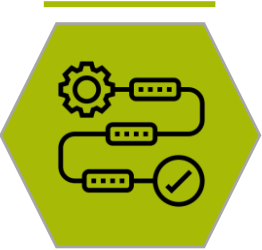
- **Dedicated team** to manage and govern the ITEM data management processes, consisting of governance executives, a data owner, and data steward(s) to oversee the creation of ITEM data
- Ensures the implementation of the ITEM data governance policy and its compliance to maintain data quality, accuracy, integrity of SKU attributes

Policy Implementation

Issue Escalation

SPOC for Item Data

Process Compliance



Defined Processes

- **Well defined steps** for the process of ITEM creation and modification reduces dependence on ad-hoc measures
- **Linear sequential process flow** to ensure data consistency and eliminates of data redundancies
- Built-in checks and reconciliation process to facilitate the seamless creation of a **single source of truth**

Process Owners

Process Consistency

Data Quality



Automation

- **Proposed tool** automates the SKU creation, modification process in each system and notifies the stakeholders
- **Workflow management tool** provides a centralized platform to facilitate collaboration between the stakeholders

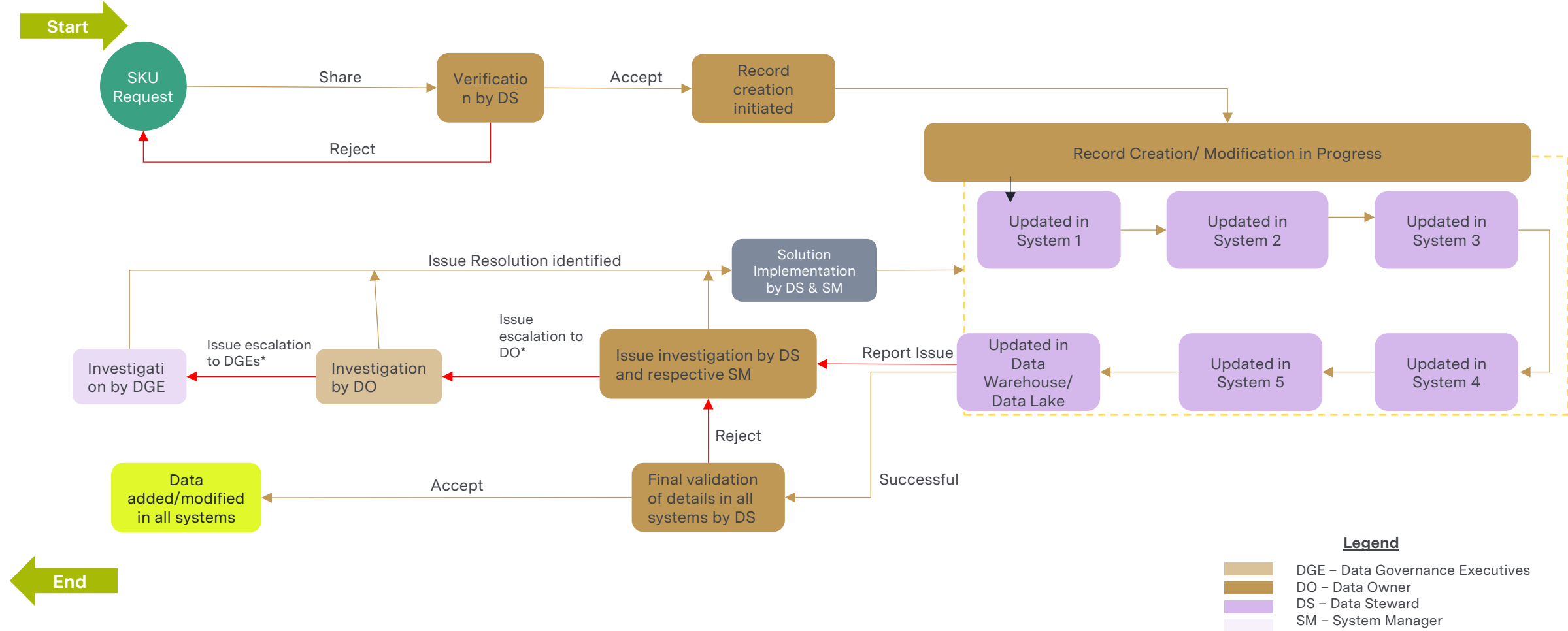
Notifications

Status Monitoring

Ease of Data Import

Automation

Future State Process - Data Validation & Escalation Flow



* Issue escalation to DO and DGE based on severity level

Above process flow represents the areas where data owners, data stewards, data governance committee and individual system managers can play a role in the process of ITEM data creation/modification, issue escalation and solution implementation

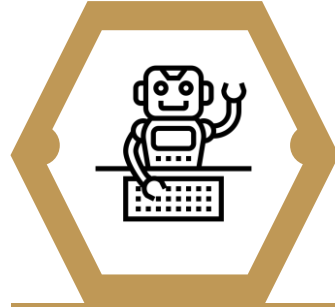
Workflow Management & Data Flow Automation

Solution with the following capabilities can be utilized to streamline the processes and track each step and its status.



Monitor

Platform to track the progress of ITEM creation/modification through the different stages of the Item data management



Automate

Automated mechanism for ITEM data creation/ modification in multiple operational systems



Validate

Validation and formatting rules to maintain consistency and accuracy of ITEM data in all systems



Analyze

Mechanism to export ITEM data into a spreadsheet format to enable the users to analyze the ITEM data in greater detail



Notify

Mechanism to automatically notify the relevant stakeholders when a new ITEM is created or modified

Automation Tools



boomi

zapier



Workflow Management Tools

Jira Software

monday.com

asana