



Why Do We Need Data Governance?

School of Information Studies
Syracuse University

Example: Why We Need Data Governance

Cust ID	City	State	Zip	Phone
1	Buffalo	NY	13244	315-443-1212
2	Syracuse	NY	13244	443-0092

- Does Customer 1 live in Buffalo?
 - If we assume the Zip is correct, it's Syracuse, New York.
- What is the area code of Customer 2's phone number?
 - If we assume the Zip is correct, it's 315.
- We don't want to assume! As an organization we need consensus as to what to do!

Typical Data Governance Questions

- Which attributes from each source are the authority?
 - Customer data contains e-mails from three systems—which one do we use?
- How should the data be cleaned?
 - If the Zip code and city/state don't match, how do we remedy this?
- What are the rules we use to establish hierarchies/relationships among our data?
 - We can categorize products by vendor/supplier, but is there a more fruitful/valuable way to do this?
- What formula/criteria should be used for weighing factors?
 - We want to charge back IT labor to departments. How is this accomplished on projects impacting multiple departments?