



Farnborough Projects Limited

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Case Study – Data Integrity

One million data records and no validation

The problem had arisen through the lack of validation on a global database containing customer data. Initial work had not included a thorough review of how different areas of the business would enter their data and the differences caused by different dialling protocols and different ways of describing legal entities (Ltd, Limited, Spa, Plc and so on). Additionally there were problems encountered with different naming protocols (Robert Smith, Bob Smith, Smithy, R. Smith etc). This coupled with the different names companies may be known by and their subsidiary companies rendered the information available to the user almost useless.

Our role

Farnborough Projects were employed to undertake two roles. Firstly to review what the problems were (outlined above) and produce clear rules to resolve these. Secondly, it was clear that there was a need to have a department or function that would oversee the ongoing use of the system. We were to assist in bringing that department into being.

Solution

Following a review of the main problems, we conducted a series of workshops with users and sponsors of the system. As a global system this involved users from all locations and we used a standard set of questions to arrive at the key issues they were facing and what they needed the system to deliver.

We scoped the problem within the tool and estimated that close to a million entries were incorrectly entered. We produced a plan to tackle the immediate need of correcting the data and set the developers the task of ensuring that validation of the fields was to be available.

A blueprint for a data validation department was produced and a manager was appointed. We employed a number of people to methodically work through the data and make the necessary amendments. The changes were logged and any areas of concern brought to the attention of the developers.

Whilst it was back breaking work, the team worked their way through the whole database cleaning up the entries and making sure that legal names and contact names, telephone numbers etc were correctly entered. Rules and validation for data entry were communicated to all the users and the project was completed handing over control to the newly formed department.

About Farnborough Projects Limited

Farnborough Projects Limited is a privately owned Project and Programme Management company specialising in Project and Programme Management in the Finance (Retail and Investment), Telco, Logistics and Insurance markets. With in excess of 25 years experience in managing projects, using

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project tools and project and programme recovery, Farnborough Projects Limited experience is helping project teams and customers improve the way they deliver, track and plan business change.

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