

Data Management Services

Service Catalog and Taxonomy 1.0

February 23, 2017

DMS Mission

To harness the significant value of Harvard's data assets:

We strive to enable improved decision-making and enhance productivity for our staff, faculty, and students through the effective use of data and information management services.

DMS Vision

DMS will deliver services that provide:

- common, easy-to-use tools that help us find and better understand our shared data and information assets
- seamless access to simplified reporting and analytic tools and solutions
- a data exchange framework that reduces the time and cost of application integration

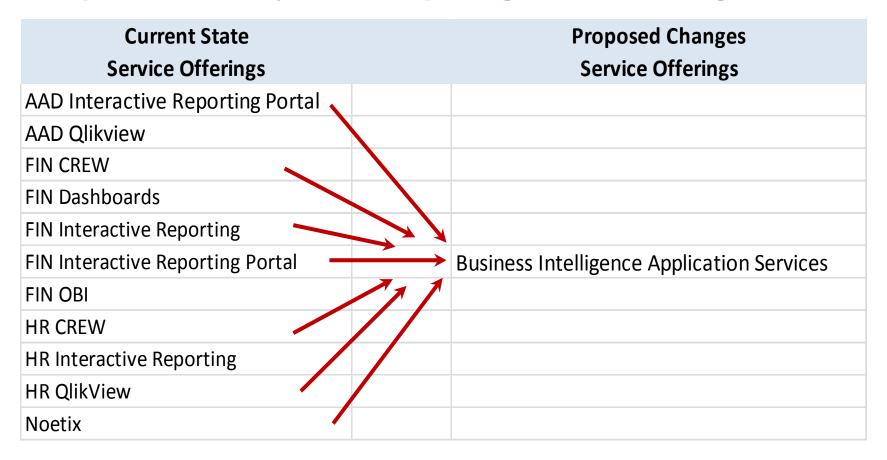
DMS will empower our stakeholders by:

- providing advisory and consultative services that help our customers leverage their data and information assets to deliver business solutions
- creating a training and development program that helps build core data and information management competencies
- implementing a business-led data stewardship model that improves enterprise data and information quality and governs the access and provisioning of data assets
- establishing appropriate governance that ensures ongoing oversight, advocacy, and alignment with University priorities

Transition to DMS Services 1.0

Current Service	Proposed New Service	What It Provides	Example Deliverable
Enterprise Business Intelligence Reporting Tools	Data Analytics and Reporting	Delivering data directly to people	Dashboards to monitor donor giving targets, sponsored receivables, and workforce retention
Data Warehousing	Data Integration	Collecting and merging different data assets into information	Multiple sources of alumnae donor data are aggregated into one repository for use by dashboards or applications
	Data Management	Documenting data and making it discoverable	Definitions of the calculations in the University Fact Book maintained by Institutional Research

Enterprise Data Analysis and Reporting Service Offerings



What Customers Receive Customers interact with and receive output from fixed-design reports, dashboards, or guided analytics through organized portals.

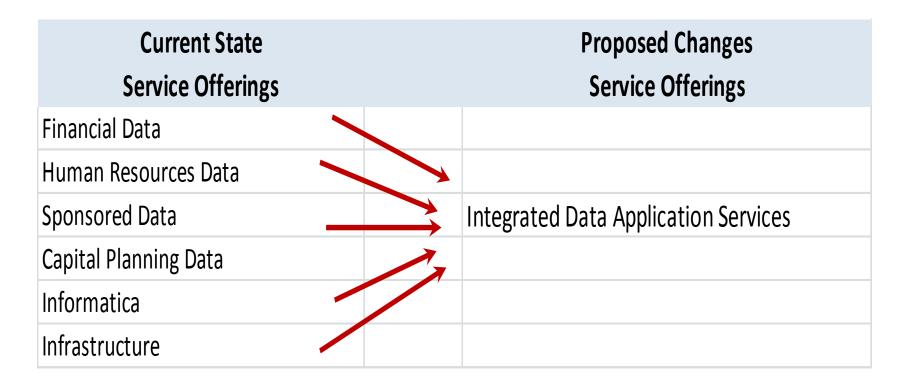
Offering Group DMS-Reporting

Offering Owner Venkata Gavirneni, Kathy Genovese

Enterprise Data Analysis and Reporting: Two New Offerings

Offering	What Customers Receive	Offering Group	Offering Owners
Business Intelligence Development	Customers receive newly built or improved fixed-design reports, dashboards, or guided analytics according to their input.	DMS - Reporting	Venkata Gavirneni Kathy Genovese
Business Intelligence Platform Management	Customers receive a "build-your-own" BI development framework and environments to support their development efforts.	DMS - Reporting	Venkata Gavirneni Kathy Genovese

Enterprise Data Integration Service Offerings



What Customers Receive Customers receive well-defined, integrated data sets to support their reports, queries or applications.

Offering Group DMS-Integration

Offering Owner Teresa Schreitmueller

Enterprise Data Integration: Two New Offerings

Offering	What Customers Receive	Offering Group	Offering Owner
Integrated Data Development	Customers receive newly built or improved integrated data setsto match query tool requirements.	DMS - Data Integration	Teresa Schreitmueller
Integrated Data Platform Management	Customers receive a "build-your-own" integrated data flow development framework and environments to support their development efforts.	DMS - Data Integration	Teresa Schreitmueller

Enterprise Data Management: Four New Offerings

Offering	What Customers Receive	Offering Group	Offering Owner
Data Documentation Application Services	Customers get access to easy web-accessible browse and search data documentation services.	DMS - Data Management	Mitch Rogers Bill Brickman
Data Documentation Development	Customers receive new or updated data documentation.		
Data Documentation Platform Management	Customers receive a "Build- you-own" documentation framework for developing their own documentation services.	DMS - Data Management	Mitch Rogers Bill Brickman
Information Model Development	Customers receive consulting services to improve data definitions and understand its movement through their business processes and IT systems.	DMS - Data Management	Mitch Rogers Bill Brickman

Next Steps

- Target 3/30/17 to deliver new Service Taxonomy into Service Now
- Target 3/30/17 to deliver DMS Service Dashboard
- Target 6/30/17 to refine DMS Service Taxonomy 2.0