# 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

| Current State Service Offerings | | Proposed Changes Service Offerings |
|---|---|---|
| AAD Interactive Reporting Portal | | |
| AAD Qlikview | | |
| FIN CREW | | |
| FIN Dashboards | | |
| FIN Interactive Reporting | | |
| FIN Interactive Reporting Portal | | Business Intelligence Application Services |
| FIN OBI | | |
| HR CREW | | |
| HR Interactive Reporting | | |
| HR QlikView | | |
| Noetix | | |

**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

| Current State Service Offerings | | Proposed Changes Service Offerings |
|---|---|---|
| Financial Data | | |
| Human Resources Data | | |
| Sponsored Data | | Integrated Data Application Services |
| Capital Planning Data | | |
| Informatica | | |
| Infrastructure | | |

**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