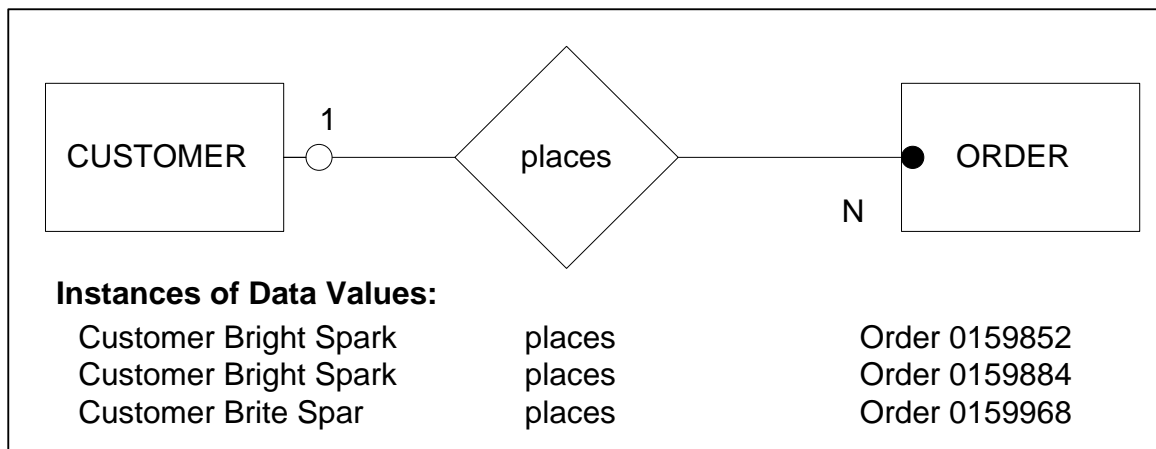


#### Link 8.2 IT Function and Business Functions Working Together to Clean Data

Match Lighting initiated a project to clean customer data. A number of potentially duplicate customer records were identified. Following discussions with staff from a range of departments it was agreed that problems with data entry had led to some customers having more than one customer record. It was agreed that some of the duplicate records could be deleted, however, care was needed to ensure that information would not be lost when records were deleted. The information architecture was used to identify data to which customer data may be related.

Figure 8.2.1 is an extract from the information architecture showing that a customer may place 0, 1 or many orders and that an order must be associated with one customer. If a customer record is deleted, an order may no longer be associated with a specific customer; the business rule becomes broken and the integrity of the order data is destroyed.



**Figure 8.2.1: Order Integrity**

The business functions identify that the customer Bright Spark has a duplicate customer record which was wrongly created in the name of Brite Spar. The customer record Brite Spar needs to be deleted. If the customer Brite Spar is deleted, order 0159968 is no longer associated with a customer and the order data lose integrity. Order 0159968 therefore needs to be changed so that the order is associated with Bright Spark before the record for Brite Spar is deleted. This type of change to data cannot be made easily. Changing the customer associated with an order that has been delivered has significant consequences. Systems should have controls in place to prevent such data being changed. When authorization has been given from appropriate departmental staff for the changes to take place, ad hoc programs have to be written by IT staff to bypass controls and complete the changes required to clean the data.