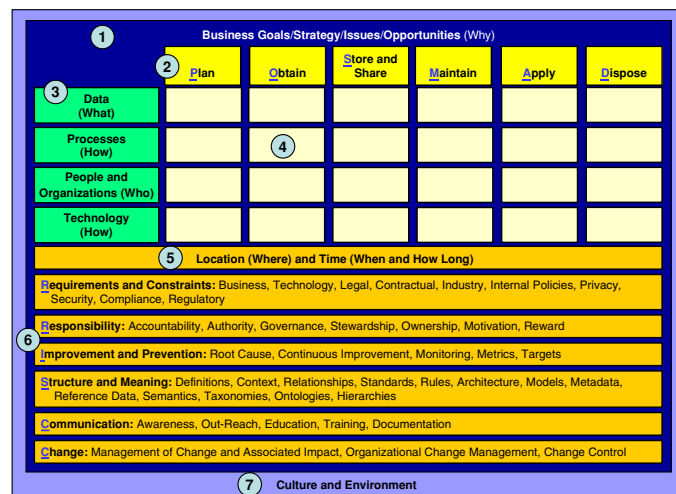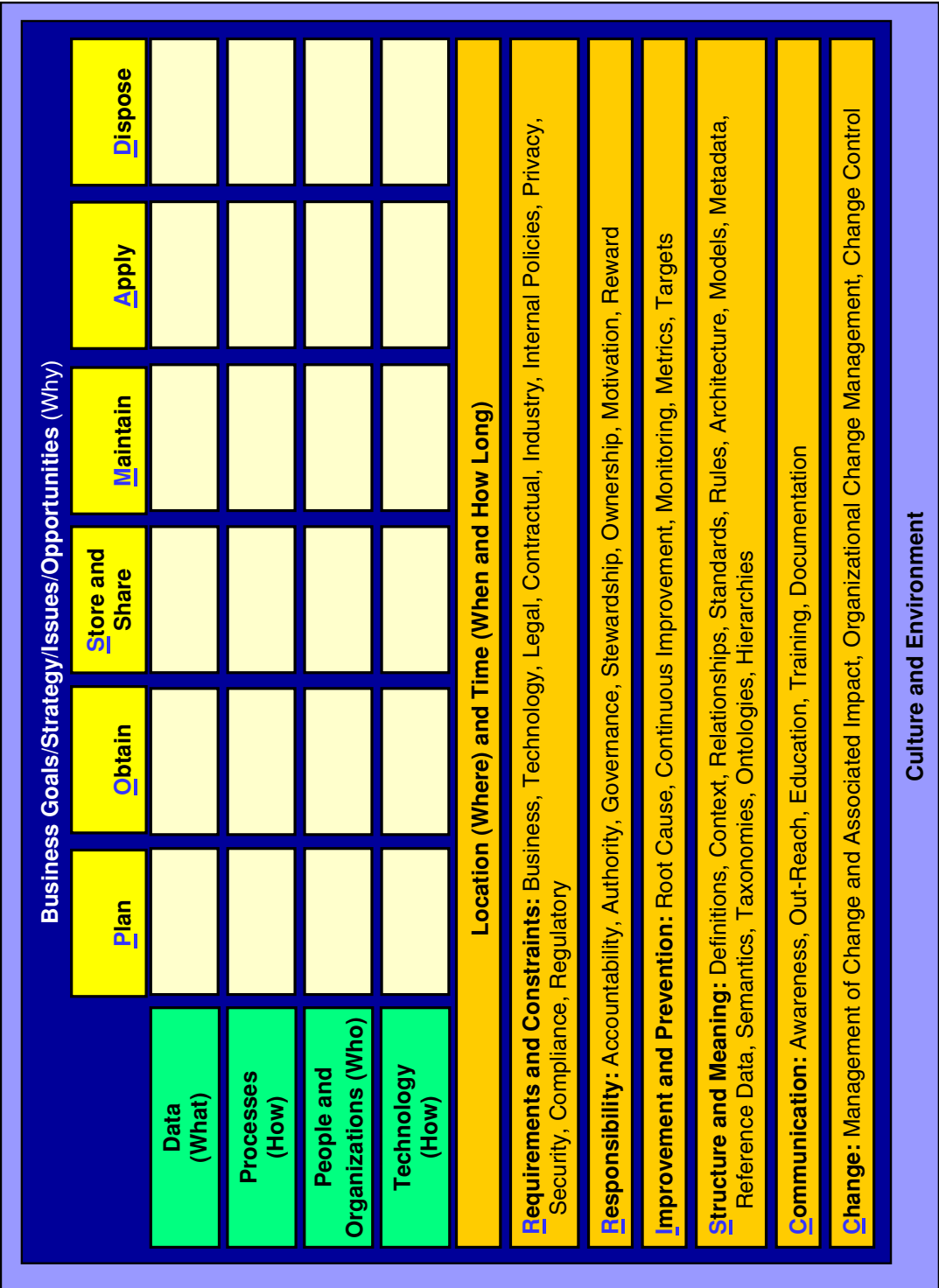# The Framework for Information Quality

1. **Business Goals/Strategy/Issues/Opportunities.** The "Why." Anything done with information should help the business meet its goals.

2. **Information Life Cycle.** Use POSMAD to help remember the information life cycle.
   - **Plan**—Identify objectives, plan information architecture, and develop standards and definitions; many activities associated with modeling, designing, and developing applications, databases, processes, organizations, and the like.
   - **Obtain**—Data or information is acquired in some way; for example, by creating records, purchasing data, or loading external files.
   - **Store and Share**—Data are stored and made available for use.
   - **Maintain**—Update, change, manipulate data; cleanse and transform data, match and merge records; and so forth.
   - **Apply**—Retrieve data; use information. Includes all information usage such as completing a transaction, writing a report, making a management decision, and completing automated processes.
   - **Dispose**—Archive information or delete data or records.

3. **Key Components.** Four key components affect information quality.
   - **Data (What)**—Known facts or other items of interest to the business.
   - **Processes (How)**—Functions, activities, actions, tasks, or procedures that touch the data or information (business processes, data management processes, processes external to the company, etc.).
   - **People and Organizations (Who)**—Organizations, teams, roles, responsibilities, or individuals.
   - **Technology (How)**—Forms, applications, databases, files, programs, code, or media that store, share, or manipulate the data, are involved with the processes, or are used by the people and organizations.

4. **Interaction Matrix.** Interaction between the Information Life Cycle phases (POSMAD) and the four Key Components.

5. **Location (Where) and Time (When and How Long)** *Note:* The top half of the framework, along with the first long bar, answers the interrogatives of who, what, how, why, where, when, and how long.

6. **Broad-Impact Components.** Additional factors that affect information quality. Lower your risk by ensuring that components have been discussed and appropriately addressed. If they are *not* addressed, you are still at risk (RRISCC) as far as information quality is concerned.
   - Requirements and Constraints
   - Responsibility
   - Improvement and Prevention
   - Structure and Meaning
   - Communication
   - Change

7. **Culture and Environment.** Take into account to better accomplish your goals.

Business Goals/Strategy/Issues/Opportunities (Why)

	Plan	Obtain	Store and Share	Maintain	Apply	Dispose
Data (What)						
Processes (How)						
People and Organizations (Who)						
Technology (How)						

Location (Where) and Time (When and How Long)

Requirements and Constraints: Business, Technology, Legal, Contractual, Industry, Internal Policies, Privacy, Security, Compliance, Regulatory

Responsibility: Accountability, Authority, Governance, Stewardship, Ownership, Motivation, Reward

Improvement and Prevention: Root Cause, Continuous Improvement, Monitoring, Metrics, Targets

Structure and Meaning: Definitions, Context, Relationships, Standards, Rules, Architecture, Models, Metadata, Reference Data, Semantics, Taxonomies, Ontologies, Hierarchies

Communication: Awareness, Out-Reach, Education, Training, Documentation

Change: Management of Change and Associated Impact, Organizational Change Management, Change Control

Culture and Environment

- The Framework for Information Quality (FIQ).