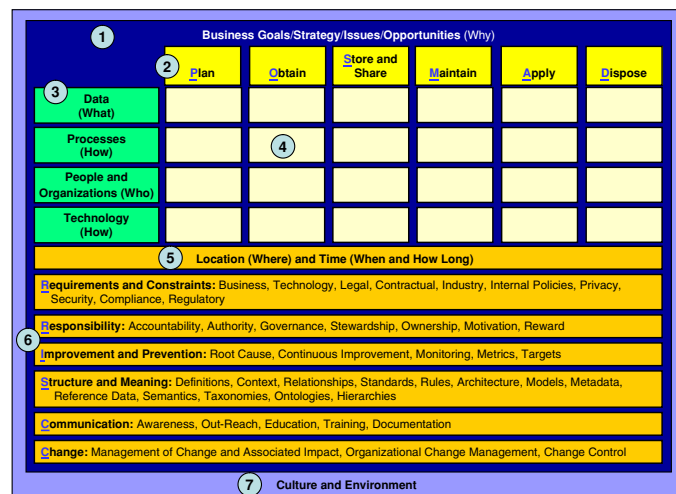
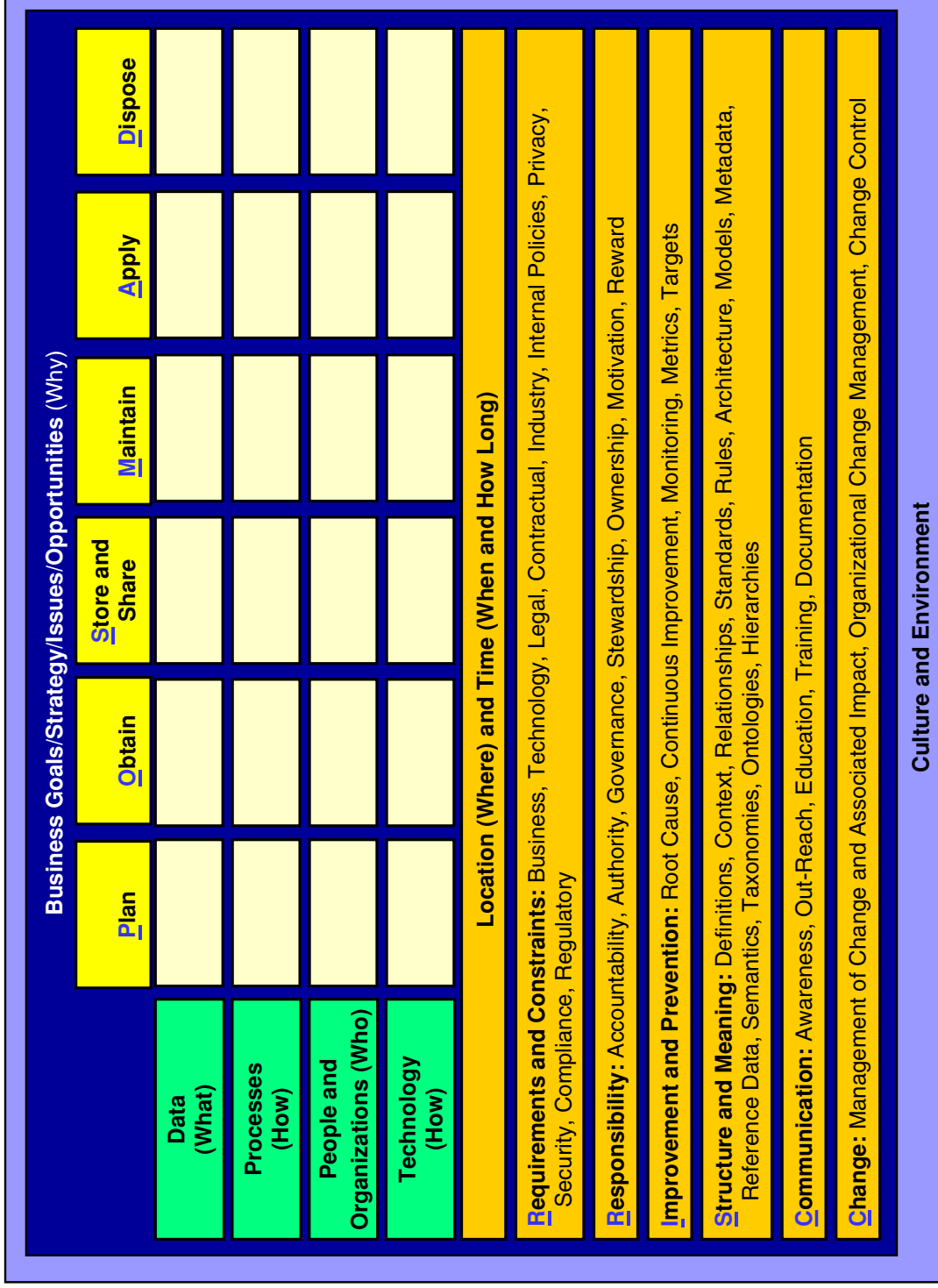


The Framework for Information Quality

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.





- The Framework for Information Quality (FIQ).

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