

WIN FLASH

74.76%

January 2018 KPI Score



95.66%

January 2019 KPI Score



“These improvements have been a long time coming and it is evident that significant effort has been made over the last few months to clean up the data...I think the team now has a firm foundation to build those sustainable processes that will keep the data ever more useful moving forward.”

-Doug Ciarfella | Citizens Bank Cyber Defense - Specialist, AVP

THE CHALLENGE

Shortfalls in UCMDB data generated mistrust in the quality and dependability of the data across the business. In consequence, end users were forced to manually remove data duplicates and fill in data gaps, decreasing efficiency and increasing opportunities for human error and ill-informed decision-making.

LESSONS LEARNED

Jim Martin, VP of Service Delivery and Improvement Management, justified resourcing for this effort by promoting the impact and importance of data-driven decision-making to identify problem areas.

OUTCOMES

In an effort to improve the quality of data in UCMDB and instill confidence in the data across the business, Jim Martin and Lena Conway performed root-cause analysis around data shortfalls and identified areas for process and technological improvements.

By leveraging ONPOINT to successfully remediate a large array of data quality issues and implement improvements to sustain these results, Martin and Conway affirm UCMDB is scanning the Citizens environment effectively and can be relied upon as the single source of data.

Martin and Conway increased visibility across the business, enabling more informed decision-making, accurate reporting and tracking, risk management, and more effective action around compliance. Now that this process has been established and proven, it can be applied to a number of other areas relative to data quality moving forward.