Module

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Data Management: Infrastructure Assessment
Evaluate Your Readiness for a Robust Enterprise Business Intelligence Program

Data forms the foundation on which most decisions are made in today's financial services organizations. Erroneous data, erroneous analysis or incorrect reporting can cause loss of a reputation built over years of hard work. Fiserv brings our decades of experience in managing consumer data and best-of-breed and industry-leading practices to you through this assessment service.

Data Management: Infrastructure Assessment from Fiserv offers a quick but thorough way to discover the quality of your data for your business intelligence programs. You can use this service at any stage of your business intelligence endeavor – whether you are building a new infrastructure or if you want to analyze your existing infrastructure.

Infrastructure Assessment provides you an end-to-end analysis right from your raw data to valuable insights. Fiserv assesses your business intelligence infrastructure from a technical and functional perspective, including identifying your business intelligence needs and your system of records, and correctly evaluating your data models, data flows, data quality, data security, report architecture and analytical data stores. We recommend best-in-class tools and techniques you can use to create a robust and futuristic data management program.

How We Engage With You

The assessment process spans three to four weeks, during which time we work on-site in collaboration with your key stakeholders. At the end of the assessment, the business stakeholders have a clear business intelligence road map and a clear vision of areas of improvement.

	Approach Steps	Week 0	Week 1	Week 2	Week 3	Week 4
Data Management: Infrastructure Assessment	Engagement Planning	Planning schedule				
	Business Discovery (Business Intelligence Reporting Needs Analysis)		Business discovery including departmentwide reports inventory analysis			
	Environment Evaluation			Technical environment evaluation		
	Data Governance Analysis				Data quality/ security	
	Recommendations and Report Submission					Submission of findings and sign-off

Our Methodology

Fiserv provides you with a detailed assessment of the state of your current business intelligence infrastructure in the form of a health check report along various parameters. The report identifies gaps in your business intelligence infrastructure and provides a road map and architecture to achieve your desired state.

We use proven evaluation methods and proprietary frameworks to help you build a data management strategy. We help identify keys gaps in the existing data management strategy with emphasis on potential failure points. This service is product agnostic – applicable across Fiserv, third-party and proprietary applications.

Approach Steps	Activities	Outcomes
Engagement Planning	• Identify key business stakeholders and experts for discussions • Block stakeholder executives' time and schedule discussion • Share initial set of questionnaires for interviews • Receive access to the client environment for business intelligence and data discovery	• Engagement plan • List of experts and interview schedules • Access to client environment • Initial questionnaire
Business Discovery and Business Intelligence Reporting Needs Analysis	• Conduct discussions with the business stakeholders – understand their pain points, existing key performance indicators and business intelligence needs • Conduct interviews with experts to identify gaps from business perspective in terms of reporting, insights and analytics • Understand high-level data flows across enterprise data sources • Create inventory matrix of reports identifying purpose, fields, formats, data sources, key business rules, security needs, user groups, delivery mechanism, aggregations and challenges	• List of source systems integrated • Departmentwide list of existing key performance indicators and business intelligence needs • Current data flow diagrams across enterprise data sources • Inventory of reports with identified details and corresponding challenges • Recommendation matrix

Environment Evaluation	• Understand the enterprise architecture
	• Understand data life cycle from acquisition to delivery
	• Analyze data architecture – data acquisition, transformation, integration and information delivery
	• Understand, assess and identify gaps in business intelligence environment in terms of people, process and technology
		• As-is documentation of the business intelligence environment
		• Gap analysis report for:
		  • Data access
		  • Data acquisition
		  • Data transformation
		  • Business intelligence environment
		  • Industry best practices gaps

Data Governance Analysis	• Recommend industry best practices for process, tools and data governance practices • Conduct deep dive on how data is governed from source to reporting destination including security aspects, quality aspects and metadata management	• Documentation of data governance practices, gaps and improvement areas • Recommendations – industry best practices
Recommendations and Report Submission	• Document recommendations on various reports' optimized usage and changes to business intelligence architecture for optimal business intelligence reporting • Develop and review finalized assessment report • Estimation to implement all recommendations, choice of tool • Share the assessment report with recommendations for remediation and continuous data governance	• Sign off on reports recommendation matrix, business intelligence solution road map, high-level business intelligence architecture, plan and estimation for next phase

Connect With Us

For more information about
Data Management: Infrastructure
Assessment, call us at 800-872-7882,
email getsolutions@fiserv.com or
visit www.fiserv.com.

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Key Benefits

- Work with a trusted name in the financial services industry

- Get a quick foundational view of your business intelligence before you invest in a full-blown program

- See how to manage and govern data for future scalability and stability

- Improve executive decision making and corporate strategies

- Mitigate risks arising out of poor data quality

- Discover methods for increasing end user satisfaction

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Fiserv, Inc.
255 Fiserv Drive
Brookfield, WI 53045

800-872-7882
262-879-5322
getsolutions@fiserv.com
www.fiserv.com