KIM C. LENARD

XXX INITIATIVE FINDINGS REPORT

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INTRODUCTION

The purpose of this document, the XXX Findings Report is to document and review
Xxx Xxx current processes, procedures, and responsibilities with respect to gathering, evaluating and troubleshooting the operational data based upon interviews and information provided by key internal stakeholders. This document is also intended to help identify potential actions or recommendation for consideration by the XXX Steering Committee. This document is not intended to be exhaustive, but general in nature to cover the high-level roles and responsibilities of the various departments and/or teams within the organization.

The XXX Findings Report is intended as a guideline to improve the current data quality process, to highlight the proposed initiative processes and their current status for the Implementation teams, XXX, XXX, XXX, XXX, XXX, and XXX departments.

Definitions

- Data Quality: The quality of data is determined by the accuracy, completeness, and accessibility of the operational data that can be reviewed, analyzed and reported.
    - Accuracy - This is established in the Development phase when the PI Tags are identified and tested.
    - Completeness - This is determined when the data that is received is incomplete in the Operational phase.
    - Accessibility - The end user/ internal customer (Generation and PRE Departments) must have accessibility to the operational data.

Individuals that provided information for the XXX Findings

- XXX Department:
  - Xxxxxx Xxxxxxx - Interviewed, reviewed and approved XXX workflows
  - Xxxxxx Xxxxxxx - Interviewed, reviewed and approved XXX workflows
  - Xxxxxx Xxxxxxx - Reviewed and approved XXX workflows
- XXX Department:
  - Xxxxxx Xxxxxxx - Interviewed, reviewed and approved XXX workflows
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  - Xxxxxx Xxxxxxx - Interviewed, reviewed and approved XXX workflows
  - Xxxxxx Xxxxxxx - Interviewed, reviewed and approved XXX workflows
  - Xxxxxx Xxxxxxx - Reviewed and approved XXX workflows

Roles and Responsibilities

To help understand opportunities for improvement in the Data Quality process, the roles and responsibilities (as understood) have been defined and/or approved by each of the various departments or teams.

The information below has been summarized. Additional details are contained in the workflows of each of the departments.

<u>XXX Department</u>

Responsibilities in the Development Phase includes:

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Responsibilities in the Construction Phase includes:

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Responsibilities in the Operation stage:

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Responsibilities in the Maintenance Phase includes:

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XXX Department

Responsibilities in the Development Phase includes:

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Responsibilities in the Operation stage:

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Responsibilities in the Maintenance Phase includes:

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XXX Department

Responsibilities in the Development Phase includes:

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Responsibilities in the Operation stage:

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Customer Identification and Customer Service Perspective from each Interviewee

Following are additional questions that were asked via email of the interviewees for further clarification of the DQI Findings.

<u>XXX Department</u>

Xxxxxx Xxx

    Customer Identification

        1) Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

    Items needed to provide and deliver customer service to the customer(s).

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Xxxxxx Xxx

    Customer Identification

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    Customer Identification

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<u>XXX Department</u>

Xxxxxx Xxx

    Customer Identification

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Xxxxxx Xxx

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XXX Department

Xxxxxx Xxx

    Customer Identification

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    Customer Identification

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XXX INITIATIVE SUMMARY ANALYSIS

The XXX Initiative Findings document includes the Current and Proposed Process workflows. Initially, it was the goal to create a summary document that would show the overall workflow of Xxxxx Xxxxxxx, the resolving of data quality issues, and the backfilling of missing or compromised data with the XXXX,Xxxxx,Xxxx, and Xxxxxxxxx departments.

Upon further analysis, the Xxxxx Xxxxxxx Flow does not currently function seamlessly and therefore this initial thought evolved into the Xxxxx Xxxxxxx Summary Analysis. This workflow shows the current process and where items seem to be placed on hold, or there is no action taken by the department. These are represented by red STOP signs in the document.

Please note that the Current and Proposed Process workflows have been approved by the XXXX,Xxxxx,Xxxx, and Xxxxxxxxx departments. The Xxxxx Xxxxxxx Summary Analysis has been based upon various conversations and has not been approved by the departments. This workflow represents the author's interpretation of those conversations and discussions.

Findings

- The mass email distribution for Xxxx Xxxxxxx issues to XXXX,Xxxxx,Xxxx, and Xxxxxxxxx Departments does not hold individuals accountable.
- It has been determined from various conversations with the XXXX,Xxxxx,and Xxxx team members that individuals are waiting to research the Xxxx Xxxxxxx issues until other departments/ teams review their systems.

    Each team has come to the conclusion that other departments 'usually' have the Xxxx Xxxxxxx issues, therefore, it is not a priority to verify their systems immediately.

    The Xxxxxx and Xxxxxx teams have determined 'silently' that the other team should be on 1st Level Support, thus delaying their research. Therefore, Xxxx Xxxxxxx issues are not being resolved promptly.

    This coincides with the Xxxxxx and Xxxxxx Department's overview of the delays on data quality issues being addressed in a timely manner.

Consultant Recommendations

• The various departments need to be educated and fully comprehend the data needs of the end user/ internal customers.

• Determine the Xxxx Xxxxxxx priorities and plan for a long-term scale and vision. This would limit the duplication of data storage and minimize data efforts and resources.

• Establish a Timeline Protocol to resolve Xxxx Xxxxxxx issues. There currently are metrics to measure the end user Xxxx Xxxxxxx but no metrics to measure the reliability of the components in the data stream.

• Develop a support protocol for Xxxx Xxxxxxx issues that defines the monitoring of the systems and the response to correct the issue.

• Define the use case of XXX data and how it is to be used by the internal/ external customer.
   · Determine pros and cons of using XXX data as the main or secondary resource

• Define the use case of Xxxxx Data from Xxx Xxxxxx data and how it is to be used by the internal/ external customer.
   · Determine pros and cons of using XXX Data from Xxx Xxxxxx as the main or secondary resource

• Define and streamline the needs of the various locations of data storage. This will highlight the fact that Xxxx Xxxxx needs a comprehensive long-term strategy for operational data.

• Establish clear and defined metrics for Xxxx Xxxxxxx. These standards should be used by all departments for accuracy, completeness, and accessibility.
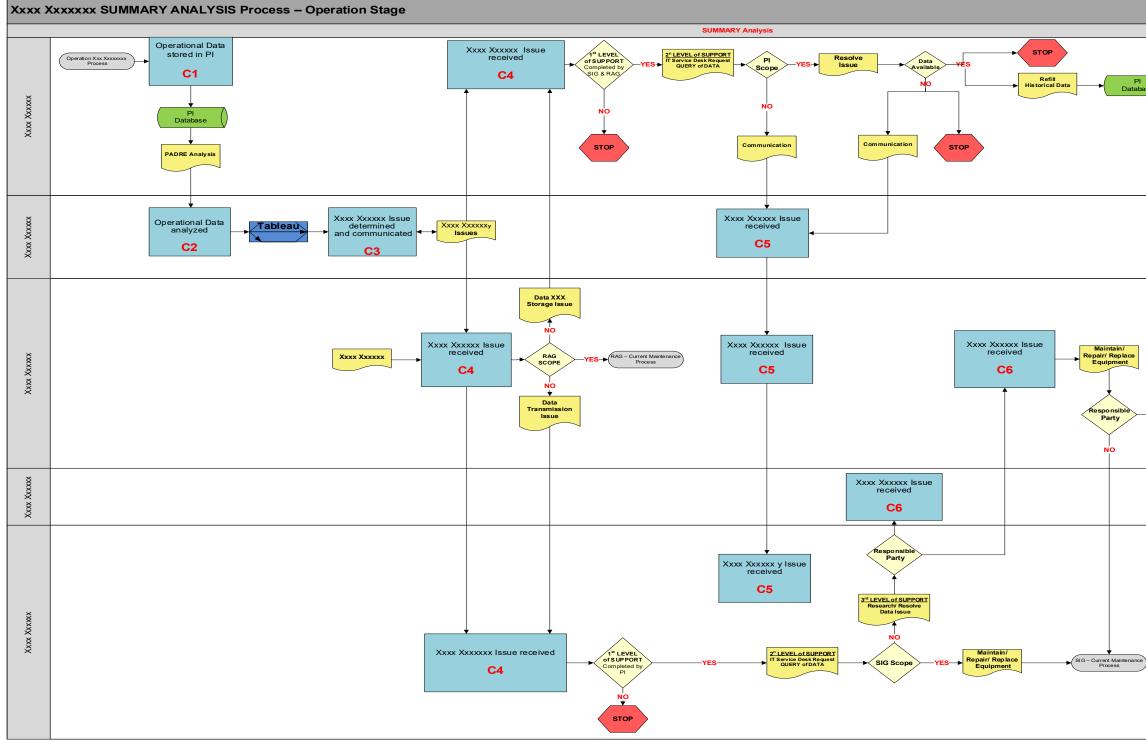
• The XXXX servers currently are not being proactively monitored and reviewed. This currently is not a priority and needs to be reviewed and analysis completed on a plan of how to improve this area Xxxx Xxxxxxx.

• Currently, each department (XXXX,Xxxxx,Xxxx, and Xxxxxxxxx) is functioning independently in regards to capturing, storing, analyzing and reporting data. The departments are not in tune with the end user/ internal customer needs to resolve Xxxx Xxxxxxx issues.

• A meeting with the following individuals to determine a long-term strategy for the Xxxx Xxxxxxx vision:

   · Xxxx Xxxxxx/ Xxxxxx Xxxxxxx/ Xxxxx Xxxx

   · Xxxx Xxxxxx/ Xxxxxx Xxxxxxx/ Xxxxx Xxxx

   · Xxxx Xxxxxx/ Xxxxxx Xxxxxxx/ Xxxxx Xxxx

• After metrics have been determined, established and automated; a regular meeting of XXXX,Xxxxx,Xxxx, and Xxxxxxxxx appointed staff will discuss Xxxx Xxxxxxx issues and how to continue to improve and streamline the current or on-going issues.

Xxxx Xxxxxxx SUMMARY ANALYSIS Process – Operation Stage

SUMMARY Analysis