



Information Management

DNV IT Global Services - Core Capability

Reliable and timely information is a critical success factor for risk management, compliance and competitive strength. Moreover, providing relevant information improves decision making, productivity, responsiveness and collaboration. DNV works with you to manage share and deliver the right information effectively to the right parties at the right time - with sustainable alignment between business, information and technology.

Effective information management is all about achieving a 'single version of the truth', a 'single point-of-access' and a 'single view' regarding information about customers, products or other vital aspects of your business. To deal with the exponential growth of data, both structured data and unstructured content sources need to be managed in an integral way with enterprise content management, business intelligence, master data management, information quality management, metadata management and business rules.

Information Strategy & Architecture

Many organisations struggle with information islands that are managed in separate silos. This results in higher risks, cost ineffectiveness, slow responsiveness, complex integration and inconsistency. Instead, information management is required at enterprise-level rather than project-level, based on a sound strategy, followed-up by effective governance, processes and architecture.

Our Services

- Assist in developing your information strategy, aligned with business and IT strategies by applying the Information Management Maturity Model (IMMM)
- Setup and assist in implementing governance, work processes and organisational structures for information management, including competency centres
- Implement information management as a critical success factor to your enterprise architecture initiatives, e.g. service oriented architectures (SOA).

Your Benefits

- Critical support for innovation, business process improvement and other (strategic) business initiatives, by integrated information across systems and organisational units
- Improved success rate of enterprise architecture initiatives, addressing issues such as governance, standardisation and data integration
- Effective processes, methods and people for information management that bridges the gap between business and IT.

Information Quality & Compliance

Information is a key asset in today's business. Managing the quality of information is of critical importance. Risk management, decision making and responsiveness are only as good as the information they are based on. Not to mention the (legal) risks of unreliable information for corporate governance and compliance.

Our Services

- Business case advisory, including quick scans, to improve information quality management, aligned with your business strategy
- Assess, validate and monitor your information quality and related processes, based on the Total Information Quality Management (TIQM) approach or standards such as ISO 15926 and ISO 10303-239.
- Design and implement information quality improvement initiatives, both from a technological and organisational perspective.
- Apply business rules for information (quality) management to support transparency and flexible maintenance
- Translate legislation, policies and rules for compliance, risk management and corporate governance into requirements for information (quality) management.

Your Benefits

- Reliable, validated and complete information for compliance & risk management
- Consistent, timely, usable and accessible information for business decision making and communication
- Effective 'total' information quality management in terms of awareness, culture, people, processes, tools and infrastructure.

Information Delivery & Analysis

Do you need to provide integral and personalised information to employees, customers, suppliers, partners or other stakeholders? Working with DNV helps you to select, architect and implement the best processes, competencies and tools to do the job.

Our Services

- Identify key information needs of managers, knowledge workers or other internal and external target groups
- Design and guide the implementation of your portal/intranet/ intranet environment to provide personalised information access to support communication, collaboration and knowledge sharing.
- Architect your business intelligence or data analysis solution for reporting, OLAP, data mining, (balanced) scorecarding and (real-time) closed loop processing
- Optimize search engines and apply taxonomies, topic maps and Web 2.0 to provide intuitive and flexible information access
- Select relevant tools and techniques for information delivery & analysis, including visualisation, virtualization and 'smart dialogs'.

Your Benefits

- Reduced risks of missing information or lack of relevant information in the context of ever more complex tasks and business processes
- Boosted personal productivity and 'infoglut' prevention for managers and knowledge workers
- Improved communication, competitive strength and business effectiveness by providing timely and relevant information to internal and external stakeholders

- Extended self service capabilities for employees and customers, supporting retention and reduced costs of human resource management, customer service and contact centres
- Increased ROI with the right tools, people and processes to turn reliable data into relevant information into valuable action.

Information Integration & Exchange

Typically, information is stored in many sources in many systems and organisational units, both internal and external (clients, suppliers, 3rd parties). However, integration and exchange are often complex due to different standards, incompatible formats and semantic inconsistency.

Our Services

- Analysis and design standardised formats, schemas, transformations, taxonomies, thesauri and ontologies for information exchange, semantic reconciliation and metadata management
- Implementation guidance and architecting of enterprise content management, including content migration and integration with information retrieval/search and portal applications
- Create and manage 'information hubs' that can be used to share and exchange information with other parties, both internally and externally, including support for process orchestration, (content based) routing, transformation and validation
- Architect and/or review solutions for data warehousing, (real-time) data integration, master data management or enterprise information integration.

Your Benefits

- Single views on customers, competitors, products and so on, based on integrated and consistent information from various internal and external sources
- Information sharing and transparency to support process and value chain optimisation within your own business or together with other organisations
- Common vocabularies and shared information repositories for effective marketing, communication, collaboration and knowledge management
- Provide employees, customers and other stakeholders with a wellstructured and easily accessible information collection as a foundation for analysis, delivery and communication.

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