DATA MANAGEMENT: ISSUES, CHALLENGES AND OPPORTUNITIES

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# TABLE OF CONTENT

1. DATA QUALITY ASSESSMENT ON INTERNAL SYSTEM IN XYZ DIVISION OF TELECOMMUNICATION COMPANY: A CASE STUDY IN INDONESIA  
Muhamad and Mira Kartiwi ................................................................. 1

2. DATA MANAGEMENT ISSUES: A CASE STUDY OF IIUM DIGITAL LIBRARY  
Alfi Khairiansyah Machfud, Jawdat Ahmad Khatib, Khodashev Aslanbeek and Mira Kartiwi ................................................................. 15

3. DATA MANAGEMENT CHALLENGES IN BANKING INDUSTRY: BUSINESS PERSPECTIVE  
Adebiyi Lookman Ademola and Mira Kartiwi .................................................. 29

4. DATA MANAGEMENT IN HIGHER EDUCATION, THE CHALLENGES AND THE SOLUTIONS: RECOMMENDATION AND TOOLS  
Johara Ghazali and Mira Kartiwi ................................................................. 35

5. DATA QUALITY MATURITY IN INFORMATION TECHNOLOGY DIVISION (ITD): AN EDUCATION ORGANIZATION  
Muhammad Rabiuul Hasan and Mira Kartiwi .................................................. 43

6. DATA STEWARDSHIP: A CASE STUDY OF CENTRE OF LANGUAGE AND PRE-UNIVERSITY ACADEMIC DEVELOPMENT (CELPAD)  
Ismail Mahmoud, Kairo, Johara Ghazali, Rifan bt. Abdul Ghafir and Mira Kartiwi ................................................................. 57

7. THE CHALLENGES OF DATA MIGRATION CASE STUDY OF UNIVERSITY PUTRA MALAYSIA (UPM)  
Hanan Abdullah A. Fatani, Ikhas Fuad Zanzami, Nuha Abdullah H. Zamarah and Mira Kartiwi ................................................................. 69
16. DATA MANAGEMENT CHALLENGES IN RETAIL INDUSTRY
   Fauzan Alfariti and Mira Kartiwi ................................................................. 151

17. TROPICAL CROPS PLANTING RECOMMENDATION SYSTEM
   Siti Safura Yasmin Sahibin and Akram M. Zeki ............................................. 157

18. EMPLOYING MACHINE LEARNING ALGORITHMS TO EXTRACT
    ISLAMIC KNOWLEDGE
   Kawther A. Aldhlan, Ahmed M. Zeki and Akram M. Zeki ....................... 161

19. A WEB DATA MANAGEMENT APPLICATION FOR EDUCATION
    SECTOR: A KICT ONLINE REGISTRATION SYSTEMS FOR FINAL YEAR
    PROJECT
   Muhamet Abdullahu and Mira Kartiwi ..................................................... 169

20. LOGISTIC DATABASE SYSTEM
    Akram M. Zeki and Wan Zarith Nadla bt. Wan Zahari .............................. 177

21. DATA OWNERSHIP CHALLENGES IN DISASTER MANAGEMENT
    Mira Kartiwi, Rasheed Muhammed and Muna A. Ali ............................... 185
1. DATA QUALITY ASSESSMENT ON INTERNAL SYSTEM IN XYZ DIVISION OF TELECOMMUNICATION COMPANY: A CASE STUDY IN INDONESIA

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ABSTRACT

There are many challenges that big company faced. One of the challenges that faced by large enterprises is regard data quality issue. In this study, we will investigate the issues focus on data quality issues through assessment methodology connected to the business process. Our objective to measure the data quality based on accuracy and consistency, then propose the solutions for data improvement. In addition, we narrow down the scope to focus on complementary business process of internal work process of XYZ division from for telecommunication company in Indonesia which manages customer order focused on corporate services involves activation, mutation, delete and customer status as stored in the system.

1.1 INTRODUCTION

The company has several products and services, which offers in the whole Indonesia and also international. The company has many subsidiary companies and also consists of several divisions, center and foundation that spread all over the country. Moreover, it was divided into seven regions; each region serves and provides the products and services in the specific region limited to the authority. One of the local duties from XYZ division is handling issues about IT management by themselves. As a company runs in information technology and telecommunications field, there must be much