

Table of Contents

Preface	V
Table of Figures	IX
Directory of Tables	XI
1 Introducing the Notion of Information Quality	1
2 Information Quality Problems and Current Approaches	15
2.1 Background and Key Terms	15
2.2 A Survey of Information Quality Problems in Knowledge-intensive Processes	24
2.2.1 Information Quality Problems in Overview ...	26
2.2.2 Information Quality Problem Patterns	35
2.3 Information Quality Frameworks in Review	41
2.3.1 Recent Models from Various Domains	41
2.3.2 Evaluation of Seven Information Quality Frameworks	44
2.3.3 Five Development Imperatives	48
2.4 Conclusion: The Need for a New Framework	48
3 A Framework for Information Quality Management .	51
3.1 Aim and Context of the Information Quality Framework	51
3.1.1 Aim: Analysis, Evaluation, Management, and Education	51
3.1.2 Context: Knowledge-intensive Processes	53
3.2 Elements of the Framework	58
3.2.1 Overview of the Framework and its Elements .	58
3.2.2 Levels of Information Quality	59
3.2.3 Information Quality Criteria	61
3.2.3.1 Overview of Possible Criteria	62
3.2.3.2 Selection of Feasible Criteria	67
3.2.4 Steps in the Framework	75
3.2.5 Information Quality Principles	78
3.2.5.1 The Function of Information Quality Principles	78
3.2.5.2 Background and Main Insights of the Four Principles	82
3.2.5.3 The Integration Principle	92
3.2.5.4 The Validation Principle	112

3.2.5.5 The Context Principle	124
3.2.5.6 The Activation Principle	138
3.3 Application of the Framework	157
3.3.1 Analyzing and Measuring Information Quality	158
3.3.2 Improving and Managing Information Quality	165
3.3.3 Teaching and Sustaining Information Quality	176
3.4 Conclusion: Main Insights of the Framework	183
4 Information Quality Case Studies	185
4.1 Overview of the Case Studies	185
4.2 Activating Knowledge: The Added Value of Market Research Reports at IHA-GfK	187
4.3 Compressing Knowledge: The Integration of Business Books at getAbstract ..	202
4.4 Putting IT into Context: Gartner Advice and the Difficult Scaling of Knowledge	215
4.5 Making Research Relevant: GiGA Information Group's IdeaBytes	232
4.6 Communicating Quality: Guidelines and Quality Criteria at UBS Financial Services Group ..	245
4.7 Conclusion: Cross-case Insights	255
5 Conclusion and Outlook	263
5.1 Implications for Management	264
5.2 Overall Conclusion	272
References	275
Appendix	287
A. Information Quality Frameworks Survey	287
B. Information Quality Glossary	292
C. Study Questions for the Information Quality Cases ..	297
D. Information Quality Assessment – A Self-Test for Information Providers and Knowledge Workers ..	300