

COLLIBRA DATA HELPDESK

Fix data issues fast



For data to be used, it needs to be trusted. That's why every data citizen needs a simple and direct way to identify data errors and see them quickly resolved. Organizations that excel at data management often don't have processes in place to handle simple data issues. And more often than not, these issues are business problems that IT shouldn't have to shoulder. Without a simple way for data users to identify who's responsible for what data and a process in place to quickly resolve data issues, good data stewardship begins to falter and trust in your data erodes.

Collibra Data Helpdesk provides a system designed to engage data experts to help data citizens identify and resolve issues quickly. Collibra Data Helpdesk lets any

business user submit a Help Desk ticket to flag incorrect data. The system intelligently routes issues to the right data experts for resolution. Data fixes across all relevant datasets are made quickly – according to established data governance controls. The result: improved data quality and more confident data users.

Help data users quickly identify and resolve data quality issues

Collibra Data Helpdesk gives every data user the ability to resolve data issues as they are identified, improving data quality and confidence. Data citizens can identify issues, determine a resolution, and implement corrections seamlessly with tools designed for business users, not IT specialists.

Escalate issues to the right people based on their roles and responsibilities

Collibra Data Helpdesk provides your organization with a structured and automated process for handling data issues. Questions are directed to the right data experts for resolution, putting data quality governance into the right hands. Because it can be fully integrated with IT ticketing systems such as JIRA and ServiceNow, IT can focus solely on supporting systems and processes.

Create a culture of confidence with improved visibility into issues resolution

Collibra Data Helpdesk can quickly route data issues to the right experts and organize resolution activities, such as data rule changes, with ease. Because these activities

are visible to every data user across your organization, confidence that your data is viable, accurate, and up-to-date improves.

Because it helps data citizens report issues, track the status of those issues, and consult with data experts more efficiently to improve data quality, Collibra Data Helpdesk is a critical component in delivering trustworthy data. With easy, intuitive, and transparent processes in place to resolve data issues quickly, every data citizen will trust the data they have and work diligently to continue to improve it.

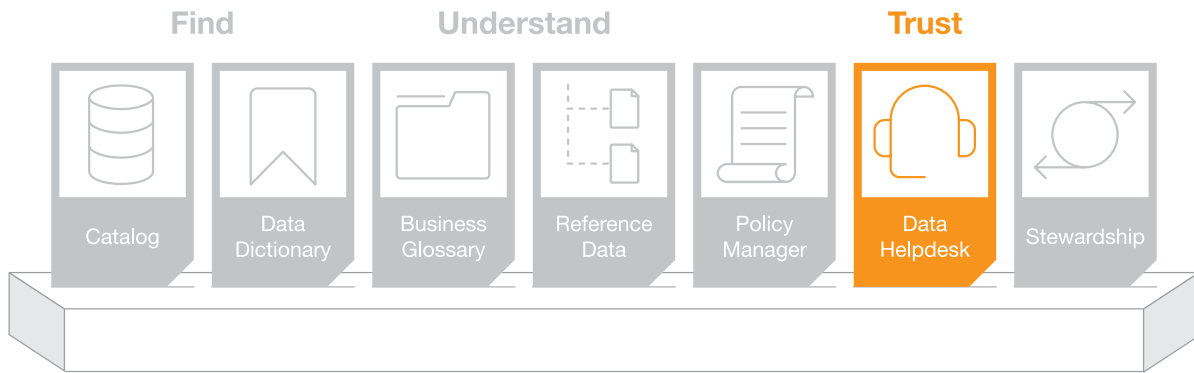


Figure 1: The Collibra Platform



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