<table>
<thead>
<tr>
<th>ICIQ-02 Program Schedule</th>
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<tbody>
<tr>
<td><strong>FRIDAY, November 8</strong></td>
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<tr>
<td>5:00 - 6:30</td>
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<tr>
<td><strong>REGISTRATION AND RECEPTION AT MIT FACULTY CLUB</strong></td>
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<tr>
<td>Registration, Reception, and Informal Discussions</td>
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<td>E52 (6th Floor)</td>
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<tr>
<td><strong>SATURDAY, November 9</strong></td>
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<td>8:30 - 9:00</td>
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<tr>
<td><strong>REGISTRATION AND CONTINENTAL BREAKFAST</strong></td>
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<td>E51-345</td>
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<td>9:00 - 9:20</td>
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<tr>
<td><strong>CHAIRS’ WELCOME AND OPENING REMARKS</strong></td>
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<tr>
<td>Yang W. Lee, Academic Conference Chair</td>
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<tr>
<td>Northeastern University</td>
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<tr>
<td>James D. Funk, Practice Conference Chair</td>
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<tr>
<td>S.C. Johnson</td>
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<tr>
<td>Craig Fisher, Academic Program Chair</td>
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<tr>
<td>Marist College</td>
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<tr>
<td>Bruce N. Davidson, Practice Program Chair</td>
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<tr>
<td>Cedars-Sinai Health System</td>
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<td>9:20 - 10:00</td>
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<tr>
<td><strong>KEYNOTE SPEECH</strong></td>
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<tr>
<td>Biography</td>
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<tr>
<td>Information Quality: My Personal Perspective</td>
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<td>Rear Admiral Mark D. Harnitchek, Commander, Naval Inventory Control Point</td>
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<td>10:00 - 10:15</td>
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<td>Coffee Break</td>
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<td>10:15 - 11:45</td>
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<tr>
<td><strong>1A PARALLEL SESSION</strong></td>
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<tr>
<td>Session Chair: James Funk, S.C. Johnson</td>
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<tr>
<td>Modeling Decision Quality of Sensor-to-Shooter Networks</td>
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<tr>
<td>Patrick Driscoll, United States Military Academy</td>
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<td>Ed Pohl, United States Military Academy</td>
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<td>Data Warehouse Institute Survey on Data Quality</td>
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<tr>
<td>Wayne Eckerson, The Data Warehousing Institute (TDWI)</td>
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<td>10:15 - 11:45</td>
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<td><strong>1B INFORMATION QUALITY IN ORGANIZATIONAL CONTEXTS</strong></td>
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<tr>
<td>Session Chair: Giri Kumar Tayi, SUNY at Albany</td>
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<td>Storytelling as a Management Tool:</td>
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<td>IQ when Profit Is Not the Bottom-Line</td>
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<td>Stanley Dobbs, United States NAVICP/NAVSUP</td>
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<tr>
<td>Understanding Hidden Interdependencies between Information and Organizational Processes in Practice</td>
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<tr>
<td>Raïssa Katz-Haas, Cambridge Research Group</td>
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<tr>
<td>Yang Lee, Northeastern University</td>
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Measurement for IQ Improvement: Translating Results from the IQ Survey into Management Objectives
Bruce N. Davidson, Cedars-Sinai Health System
Alein T. Chun, Cedars-Sinai Health System

11:45 - 1:15  LUNCH SPEECH
Introduction: Richard Wang, MIT & U.C. Berkeley
A Framework for Corporate Householding
Stuart Madnick, MIT Sloan School of Management
Wei Zhang, Boston University
Richard Wang, MIT & U.C. Berkeley

1:15 - 2:45  2A DATA QUALITY IN BUSINESS FUNCTIONS
Session Chair: Martin Eppler, University of St. Gallen
Data Quality in the Context of Customer Segmentation
Dirk Arndt, DaimlerChrysler, Germany
Norman Langbein, DaimlerChrysler, Germany
Accounts Payable and Data Quality: Driving Sustained Improvement Through An Integrated Approach
Matt Clarke, Deloitte & Touche
Jessica Dunten, Deloitte & Touche
Impact of Information Quality in Supply Chain Management
Zahir Balaporia, Schneider Logistics, Inc.

1:15 - 2:45  2B ALONG THE ROAD TO DATA QUALITY
Session Chair: Louisa Raschid, U. of Maryland, College Park
Starting with Quality: Using TDQM in a Start-Up Organization
Rita Kovac, Concept Shopping, Inc.
Cindy Weickert, Concept Shopping, Inc.
Sustaining a Maturing Information Quality Program: The Aera Energy Experience
C. Lwanga Yonke, Aera Energy LLC
FedEx & Information Quality
Ivy Wan, FedEx
Frank Guess, Ph.D., University of Tennessee
Rodney Bates, FedEx

1:15 – 2:45  2C POLITICS OF DATA QUALITY
Session Chair: Bruce N. Davidson, Cedars-Sinai Health System
Special Operations Forces Data Quality Issues
Donna M. Wood, The Mitre Corporation
Eric Hughes, The Mitre Corporation
The Data Quality Act: Developing IQ Standards in a Political Environment
Patrick Flanagan, Bureau of Transportation Statistics
Evolution of a Data Quality Strategy
Mark Ofori-Kyei, ON Semiconductor
Jimmie Lister, ON Semiconductor
Geoffrey Mobisson, ON Semiconductor

2:45 - 3:00  Coffee Break
3:00 – 4:30 **3A INFORMATION QUALITY EVALUATION AND ASSESSMENT**  
*Session Chair: Craig Fisher, Marist College*

A Model of Data Currency in Multi-Channel Financial Architectures
Cinzia Cappiello, Politecnico di Milano, Italy  
Chiara Francalanci, Politecnico di Milano, Italy  
Barbara Pernici, Politecnico di Milano, Italy

Cost Benefit Analysis of Information Integrity
Vijay Mandke, Center for Information Integrity Research, India  
Madhavan Nayar, Unitech Systems, USA

Information Technology Investment and Firm Performance: A Perspective of Data Quality
Yi Hua Sheng, Southern Illinois University Carbondale  
Peter Mykytyn Jr., Southern Illinois University Carbondale

3:00 – 4:30 **3B DATA QUALITY ISSUES ON THE WEB**  
*Session Chair: Beverly Kahn, Suffolk University*

Model-Based Quality Evaluation: A Comparison of Internet Classifieds Operated by Newspapers and Non-Newspaper Firms
Adenekan Dedeke, Suffolk University  
Beverly Kahn, Suffolk University

Ensuring the Consistency of Self-Reported Data: A Case Study
Hassan Davuleu, XSB, Inc.  
Jennifer Jones, XSB, Inc.  
Robert Pokorny, XSB, Inc.  
Chris Rued, XSB, Inc.  
Terrance Swift, XSB, Inc.  
Tatyana Vidrevich, XSB, Inc.  
David S. Warren, XSB, Inc.

3:00 – 4:30 **3C DATA QUALITY MEASUREMENT**  
*Session Chair: Frank Dravis, Firstlogic, Inc.*

The Data Detective
Frank Dravis, Firstlogic, Inc.

Building the Corporate IM Scorecard for Improving Quality in Information Management Services
Pushpalk Sarkar, Merck & Co.

Practical Regular Expression Mining and its Information Quality Applications
Sergei Savchenko, Decision Today, Inc., Canada

Measuring Information Quality in the Web Context: A Survey of State-of-the-Art Instruments and an Application Methodology
Martin Eppler, University of St. Gallen, Switzerland  
Peter Muenzenmayer, Business Media, Switzerland

4:30 – 6:00 **Panel A EDUCATION AND TRAINING**  
*Panel Moderator: Craig Fisher, Marist College*

Panelists & Position Papers:

David Feinstein, University of Southern Alabama
Information Systems Curriculum Update

Woo Young Chung, Case Western Reserve University
What Can We Teach about Data Quality in Executive Education Programs?
Diane Strong, Worcester Polytechnic Institute
Recommendations for Information Quality Education

Craig Fisher, Marist College
A New Course: Data Quality in Information Systems

4:30 – 6:00 Panel B THE ADVANCE OF PROCESS
Panel Moderator: Yang Lee, Northeastern University

Panelists & Position Papers:

- Thomas C. Redman, Navesink Consulting Group
  Panel Description

- A. Blanton Godfrey, North Carolina State University
  Managing Information Quality – A Critical Process for Most Organizations

- Larry English, Information Impact International
  Process Management and Information Quality: How Improving Information Production Processes Improves Information (Product) Quality

- Mark Parise, Information Resources, Inc
  Data Quality Management – Simply Managing The Process

SUNDAY, November 10

8:30 - 9:00 Registration and Continental Breakfast

9:00 - 10:30 4A DATABASES AND DATA WAREHOUSE CLEANSING
Session Chair: Stanley Dobbs, United States NAVICP/NAVSUP

Declarative Data Merging with Conflict Resolution
Felix Naumann, IBM Almaden Research Center
Matthias Häussler, IBM Almaden Research Center

Assessing Information Quality for the Composite Relational Operation Join
Amir Parssian, University of Illinois at Springfield
Sumit Sarkar, University of Texas at Dallas
Varghese Jacob, University of Texas at Dallas

A New Method for Database Data Quality Evaluation at the Canadian Institute for Health Information (CIHI)
Jennifer Long, Canadian Institute for Health Information
Craig Seko, Health Statistics Division, Statistics, Canada

9:00 - 10:30 4B DATA WAREHOUSING AND MINING APPLICATIONS
Session Chair: InduShobha Chengalur-Smith, SUNY Albany

Data Quality in Action: Challenge in an Insurance Company
Miguel Feldens, GoDigital Precision Marketing
Dulvan Lima, GoDigital Precision Marketing
Luis Francisco Lima, GoDigital Precision Marketing

Healthcare Informatics: Data Quality, Warehousing and Mining Applications
Frank Piontek, Trinity Health Information Systems
Hank Groot, GoDigital Precision Marketing

The “Services to Enterprise Project” – An Experience of Data Quality Improvement in Italian Public Administration
Monica Scannapieco, University of Rome “La Sapienza”, IASI-CNR, Italy
Carlo Batini, University of Milan, “Bicocca” Authority for IT in Public Administration, Italy
Pietro Aimetti, Gruppo Clas, Italy
Claudio Gagliardi, Unioncamere, Italy
10:30 - 10:45  Coffee Break

10:45-12:15  **5A THE APPLICATION AND EXTENSION OF INFORMATION PRODUCT MAPS**

**Session Chair: Markus Helfert, Dublin City University**

- Extending IP-MAPS: Incorporating the Event-Driven Process Chain Methodology
  Elizabeth Pierce, Indiana University of Pennsylvania

- IP-UML: Towards a Methodology for Quality Improvement Based on the IP-MAP Framework
  Monica Scannapieco, University of Rome, Italy
  Barbara Pernici, Politecnico di Milano, Italy
  Elizabeth Pierce, Indiana University of Pennsylvania

- Evolutional Data Quality: A Theory-Specific View
  Liping Liu, University of Akron
  Lauren Chi, University of Akron

10:45 - 12:15  **5B BUILDING SYSTEMS FOR QUALITY**

**Session Chair: Jennifer Long, Canadian Institute for Health Information**

- Formulation of a Decision Support Model Using Quality Attributes
  Michael Gendron, Central Connecticut State University
  Marianne D’Onofrio, Central Connecticut State University

- Empirically Testing Some Main User Related Factors for Systems Development Quality
  Tor Guimaraes, Tennessee Technological University
  D. Sandy Staples, Queen’s University, Canada
  James McKeen, Queen’s University, Canada

- What Skills Matter in Data Quality?
  Woo Young Chung, Case Western Reserve University
  Craig Fisher, Marist College
  Richard Wang, MIT & U.C. Berkeley

12:15  END OF ICIQ-02 CONFERENCE