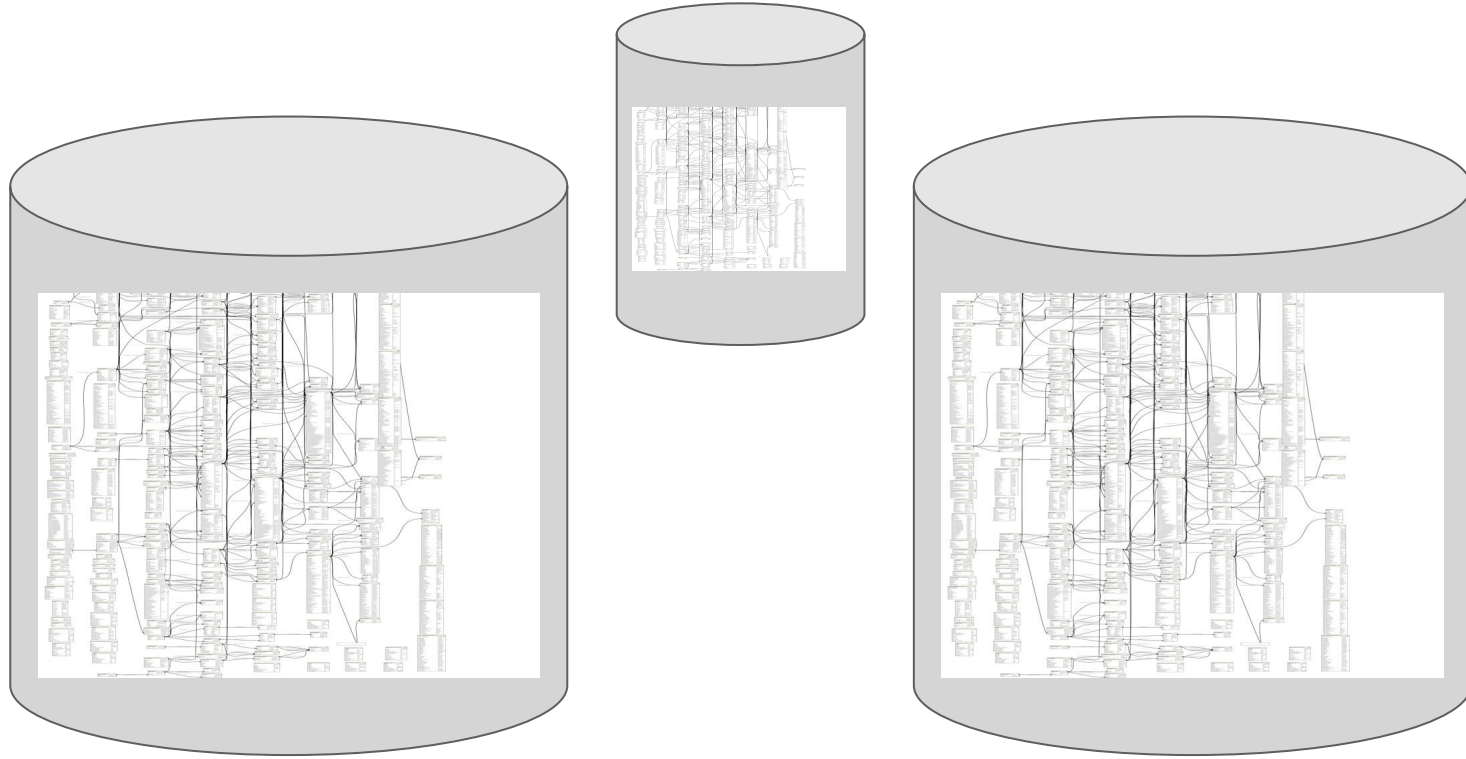
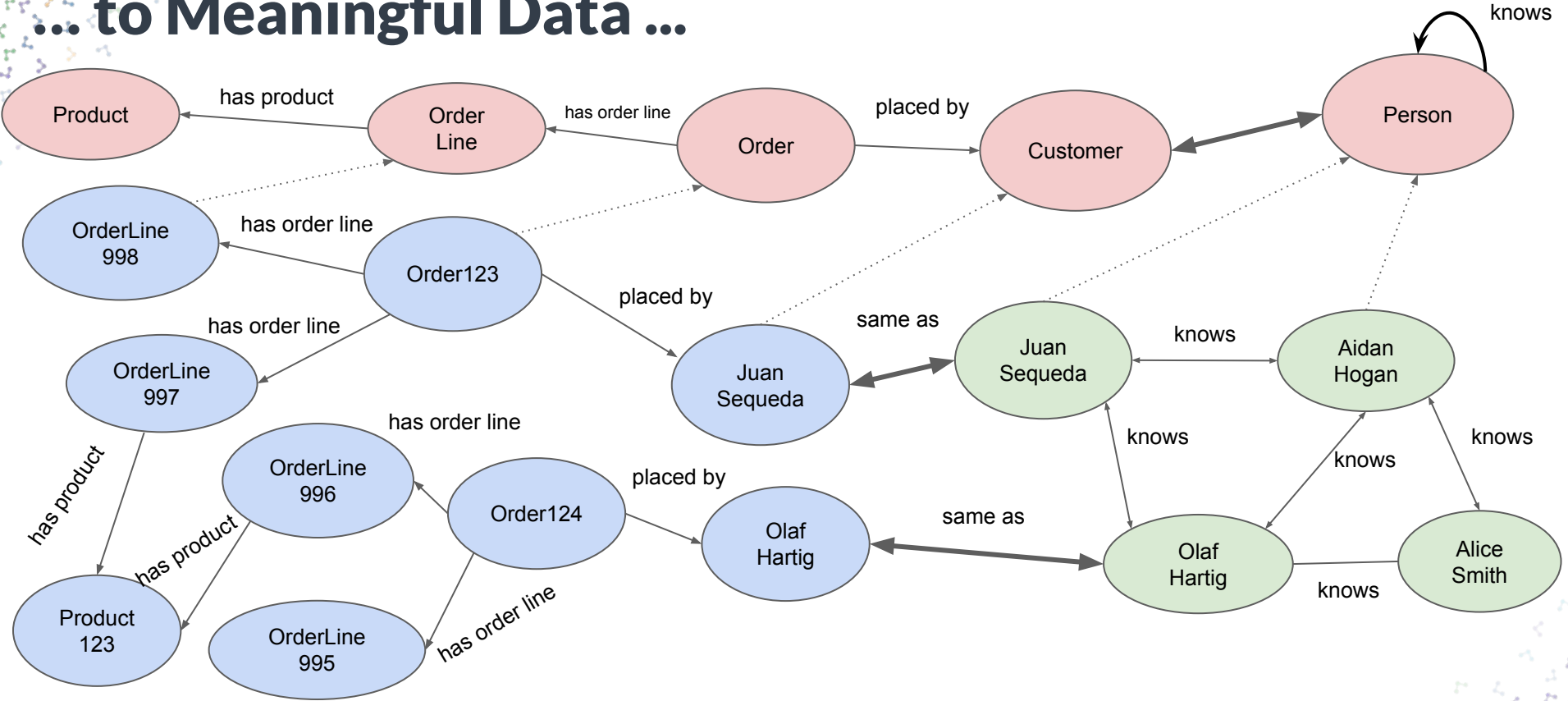


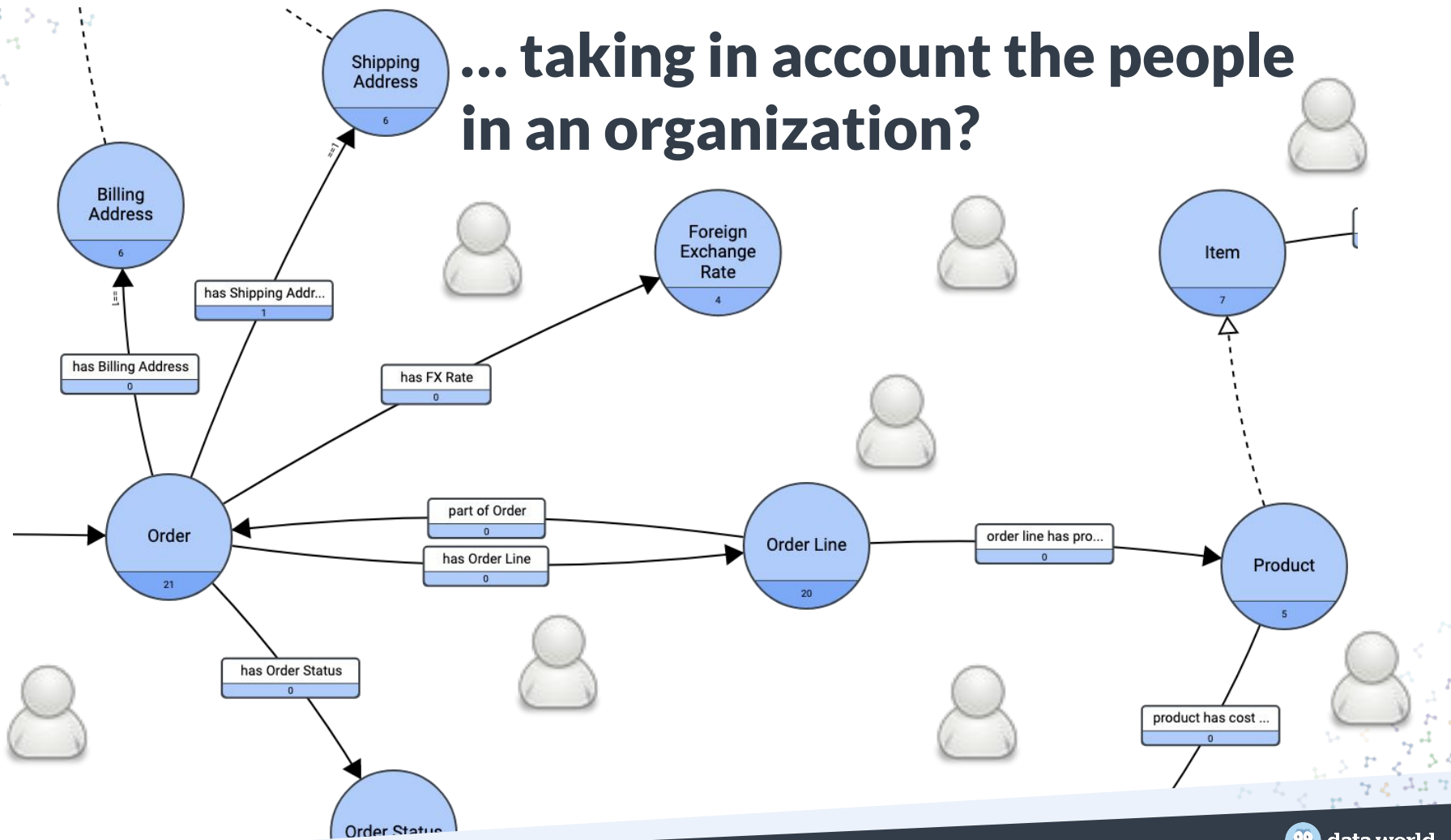
# How do we get from Complex & Disparate Databases ...



# ... to Meaningful Data ...



# ... taking in account the people in an organization?





# The Socio-Technical Phenomena of Data Integration



Juan Sequeda, PhD  
Principal Scientist

@juansequeda

# Takeaway

## My Thesis:

We have been studying the phenomena of data integration from a technical perspective ...

Data Scientist



ETL Developer



IT



Data Analyst



Data Steward



Subject Matter Expert



Data Engineer



Business User



... while ignoring the social aspect

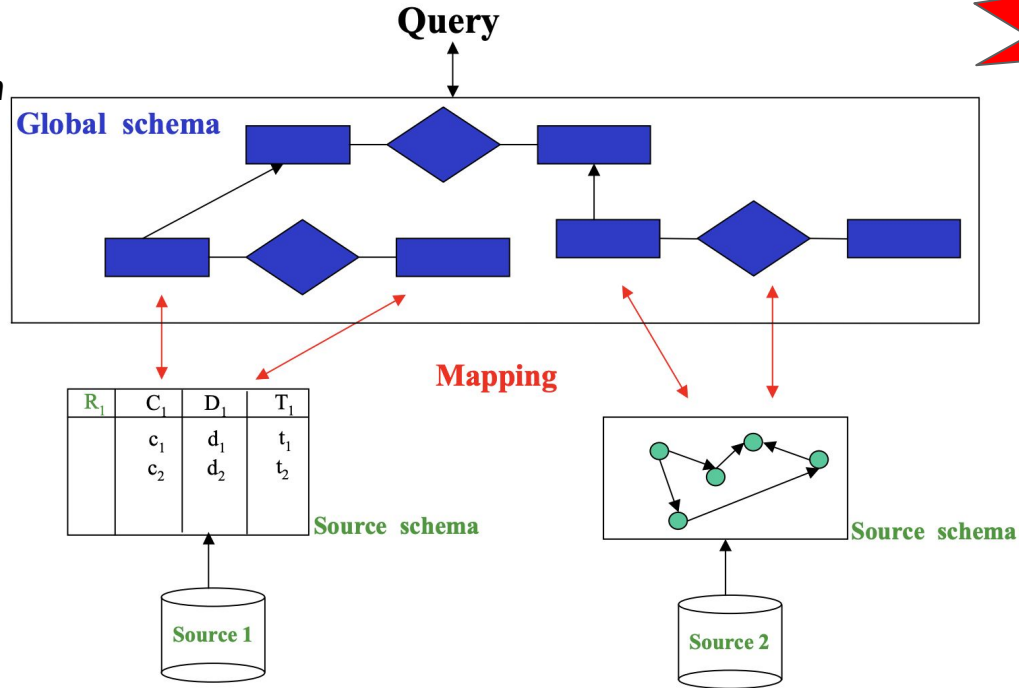


## My Question:

*How can we best combine people and technology to improve data integration?*

# Data Integration

"Data integration is the problem of combining data residing at different sources, and providing the user with a unified view of these data."



- Schema/Ontology Matching
- Record Linkage/Instance Matching
- Incomplete Data
- Data Quality
- Materialized vs Virtual
- ...

Maurizio Lenzerini (2002). "Data Integration: A Theoretical Perspective". PODS 2002.



# Real World Socio-Technical Problems

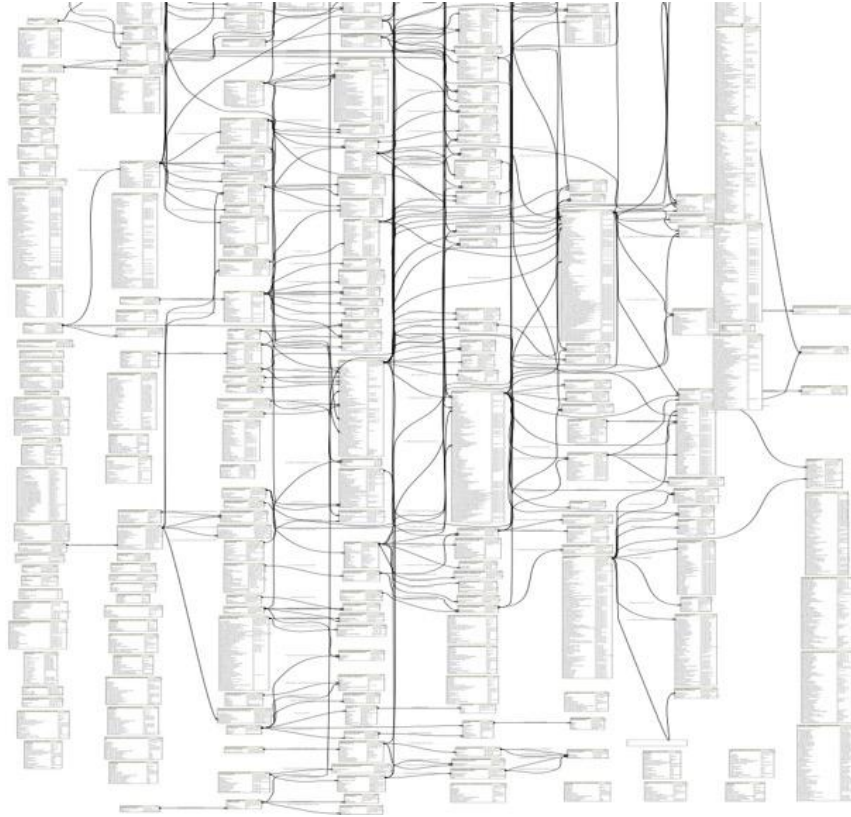
# Technical 1: Understand the Source

Too many tables  
and attributes

Complex  
Relationships

Data experts  
unavailable

Master databases  
are off limits



Impossible to  
understand naming

Data is application  
centric

Documentation  
non-existent

Data quality  
unknown



# Technical 2: Understand the Target

Sophisticated use of competency questions, test-driven development, ontology design patterns, reuse.



Populating ontology with data coming from a relational database is an afterthought and not part of methodologies.

Numerous upper level ontologies for reuse: Good Relations, FIBO, Gist, Schema.org, etc.

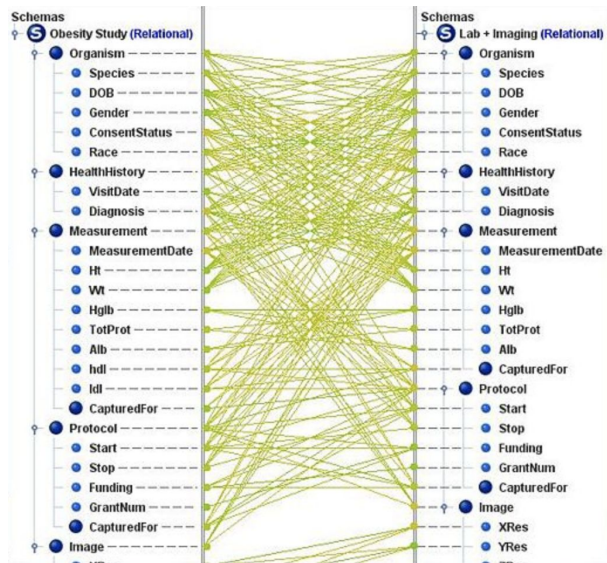
# Technical 3: Understand the Mappings

Ontology/Schema matching between relational schemas and ontologies works ... in theory. But not in practice.

MasterOrder,  
Order,  
P\_Order,  
Order\_P

segment1,  
segment2,

...,  
segment99



1-1  
correspondence  
between  
table-classes and  
columns-properties  
are rare

Not plausible we will ever have large amounts of schemas & mappings to train ML models.



# Real World **Socio**-Technical Problems

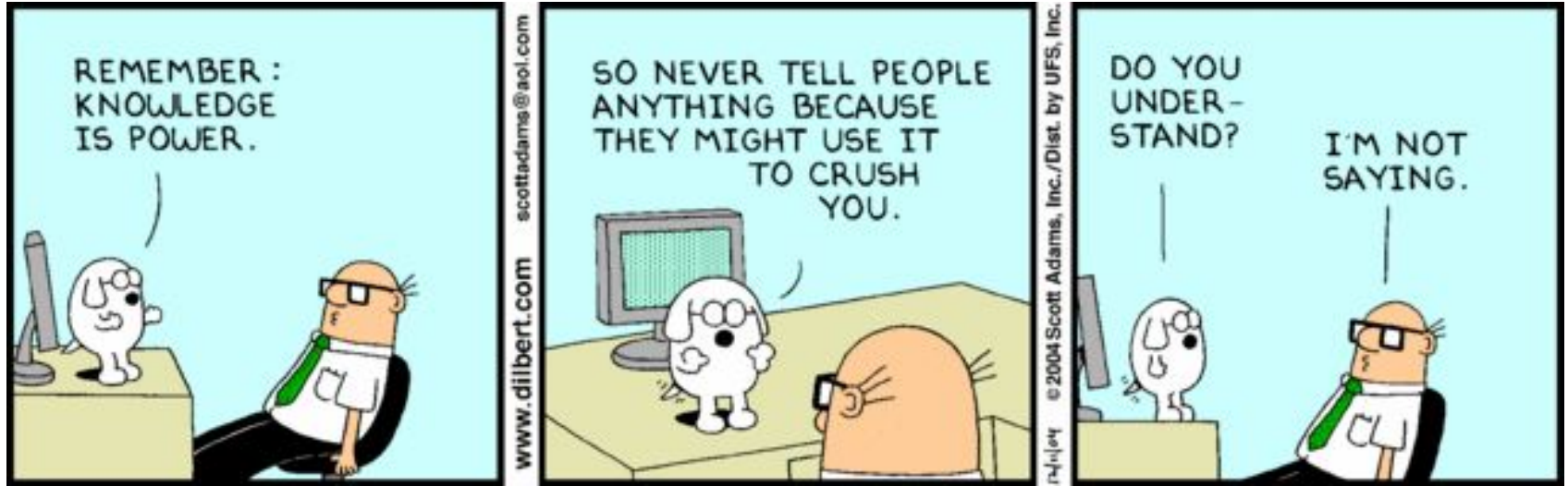
# Social 1: Knowledge Hoarding



www.dilbert.com  
scottadams@aol.com

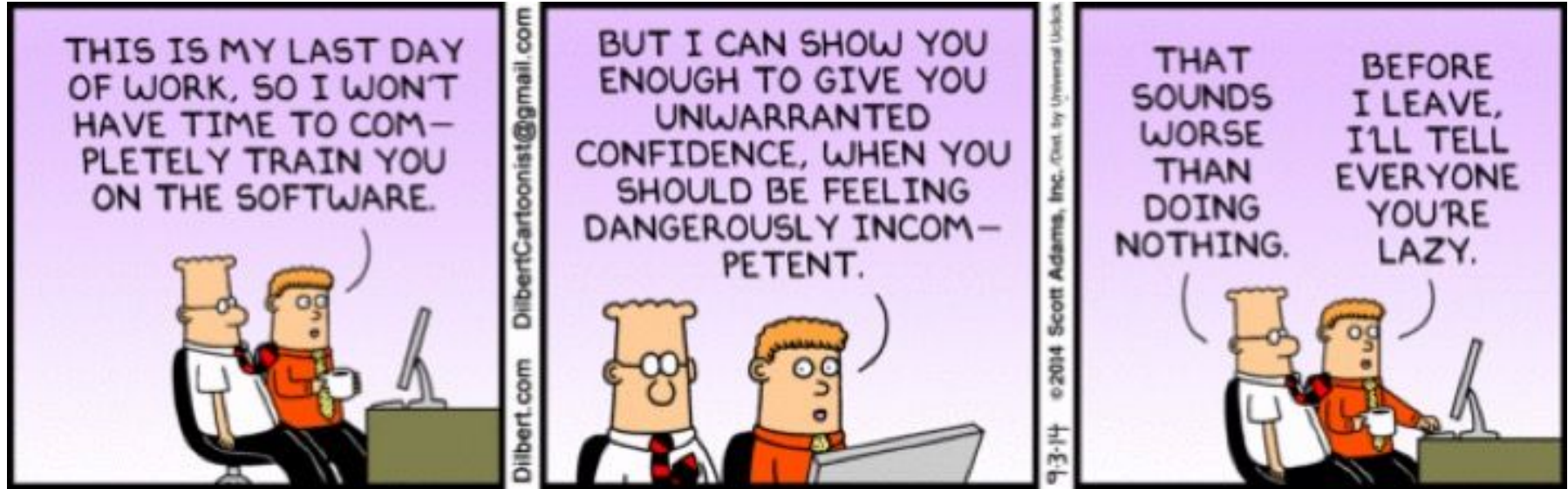
© 2000 United Feature Syndicate, Inc.

# Social 2: Knowledge Aspiration





# Social 3: Knowledge Retirement





# Real World **Socio-Technical** Problems



E-commerce: 118,595



Shipping: 114,324



Finance: 116,211

## Business Question

How many orders were placed in December 2019?





E-commerce: **118,595**

*When the user clicks "Order" on the website.*



Shipping: **114,324**

*When the customer has received the product*



Finance: **116,211**

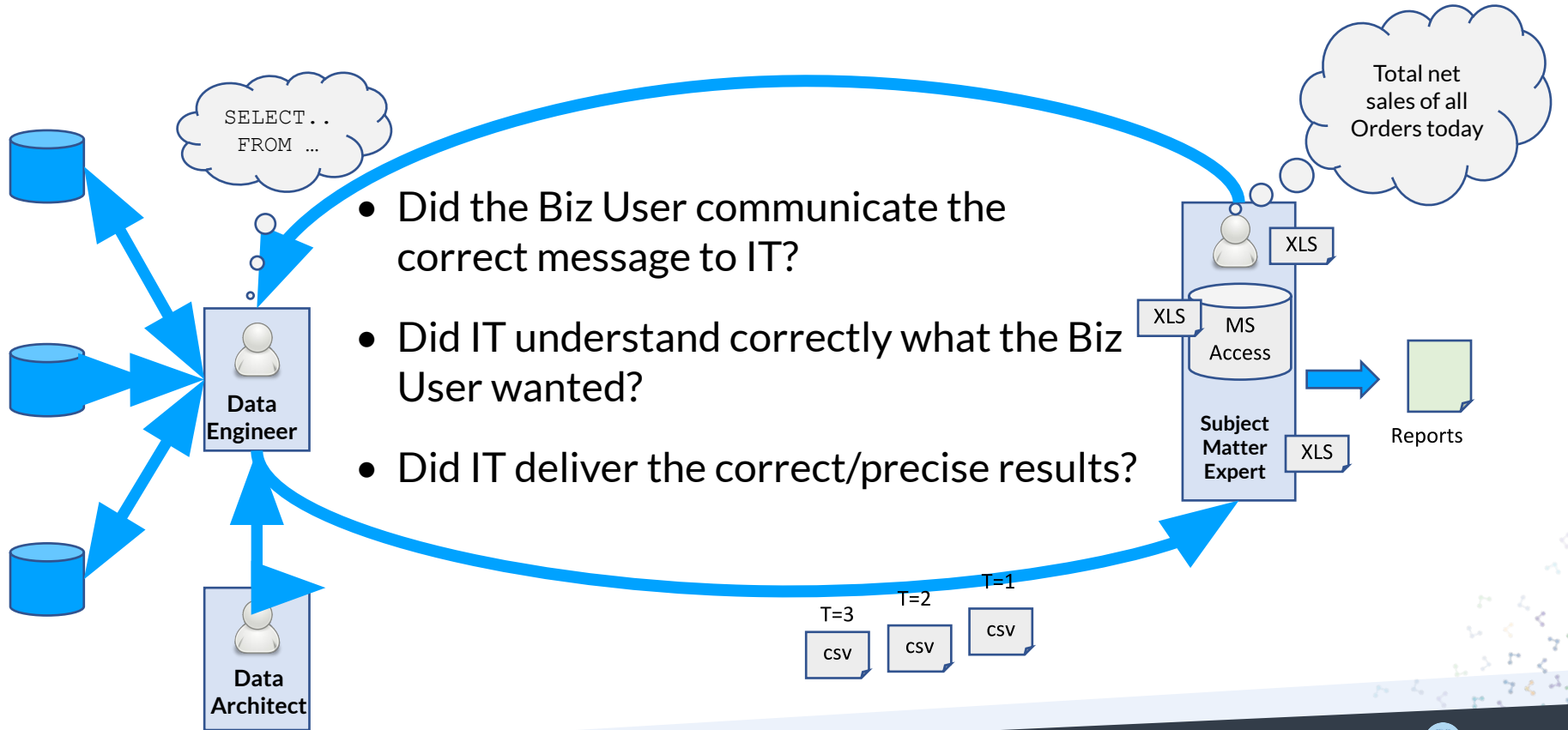
*When it comes out of the billing system and the CC has been charged*

## What do you mean by ...

What is an **Order**?

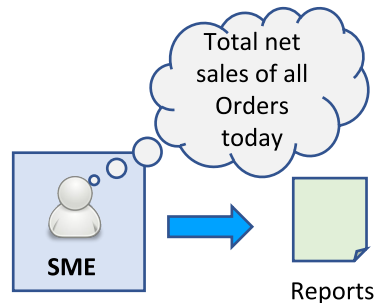
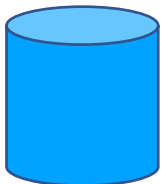


# Spreadsheet Approach

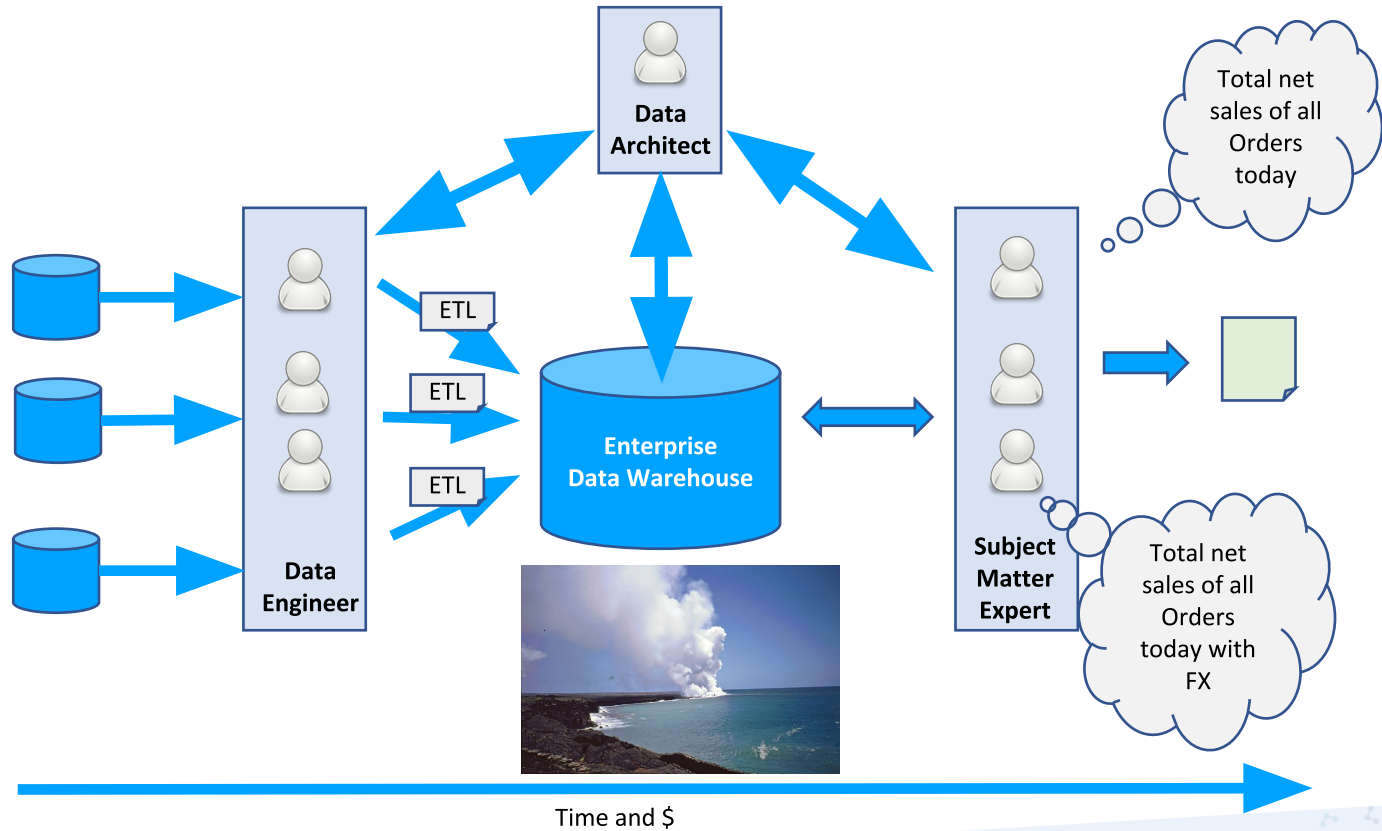


# Query Approach

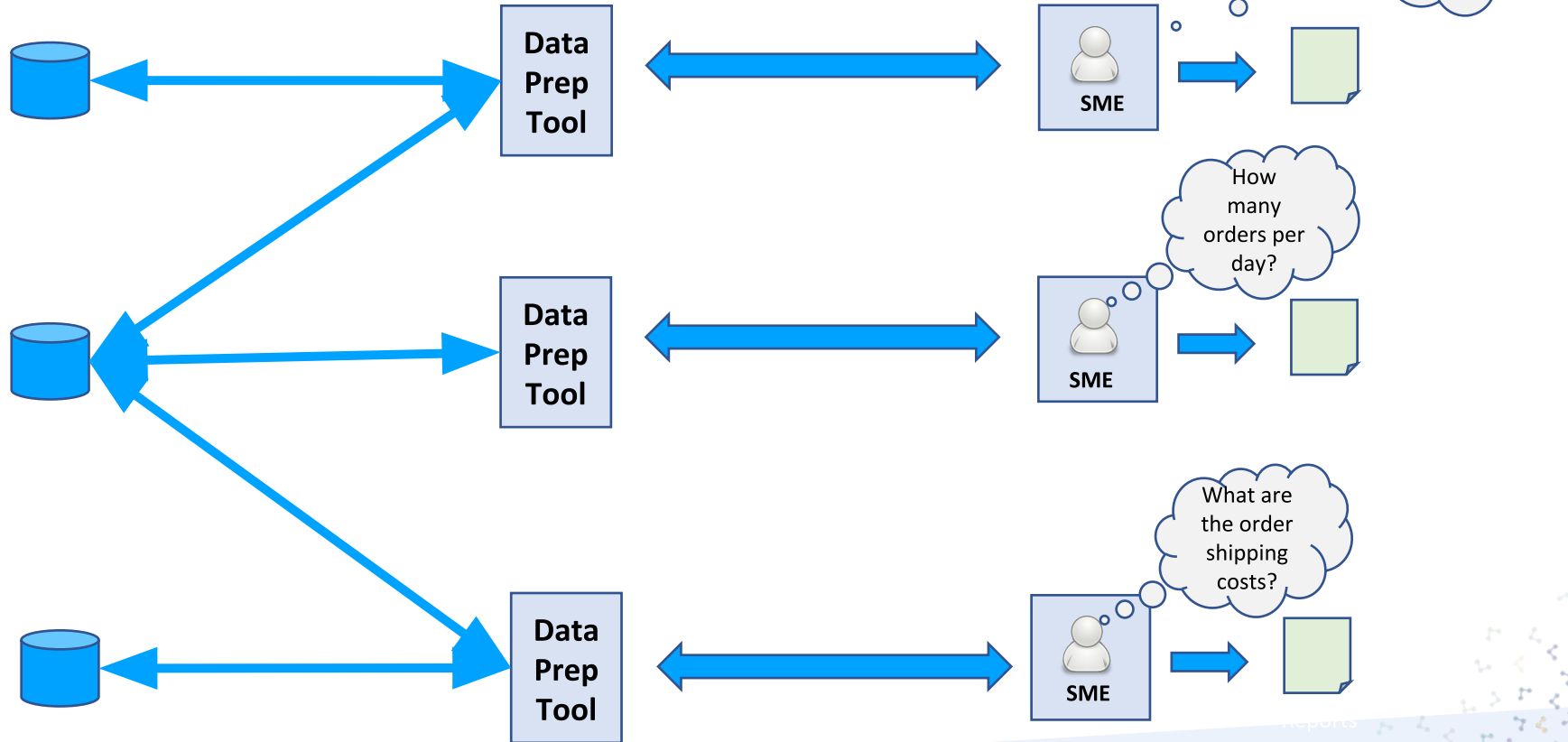
```
isnull(POE.dbo.OrderSku.PRICE,0)*isnull(POE.dbo.OrderSku.QUANTITY,0)-isnull(POE.dbo.OrderSku.TOTALDISCOUNTAMOUNT,0)-isnull(POE.dbo.Or  
CASE WHEN POE.dbo.POEMasterOrders.M00orderTypeID like 'REP%' THEN 0 ELSE  
isnull(POE.dbo.OrderSku.OverrideCVEarned,0)END As Total_RV_OverrideCVEarned,  
  
CASE WHEN POE.dbo.[Order].Subtotal >0 THEN CASE WHEN ACM.dbo.AppBeeClass.ClassID = 'PreferredCustomer' THEN 0.15*isnull(POE.dbo.Or  
WHEN ACM.dbo.AppBeeClass.ClassID = 'Customer' THEN 0.35*isnull(POE.dbo.OrderSku.CommissionableValueEarned,0)  
ELSE 0 END END AS Comm,  
  
CASE WHEN isnull(POE.dbo.OrderSku.PRICE,0)*isnull(POE.dbo.OrderSku.QUANTITY,0)-isnull(POE.dbo.OrderSku.TOTALDISCOUNTAMOU  
= 0 THEN 0 ELSE  
isnull(POE.dbo.OrderSku.PRICE,0)*isnull(POE.dbo.OrderSku.QUANTITY,0)/1+  
(isnull(POE.dbo.OrderSku.TaxAmountIncluded,0)/  
(isnull(POE.dbo.OrderSku.PRICE,0)*isnull(POE.dbo.OrderSku.QUANTITY,0)-isnull(POE.dbo.OrderSku.TOTALDISCOUNTAMOUNT,0)-isnull(POE.  
AS SRP_Est_BeforeTax,  
Sub_fxr.To_USD  
  
FROM  
POE.dbo.OrderSku LEFT OUTER JOIN POE.dbo.PoeProductTypeCode ON (POE.dbo.OrderSku.PRODUCTTYPECODEID =POE.dbo.PoeProductTypeCode.PoePr  
LEFT OUTER JOIN POE.dbo.[Order] ON (POE.dbo.OrderSku.ORDERID=POE.dbo.[Order].OrderID)  
LEFT OUTER JOIN POE.dbo.POEOrders ON (POE.dbo.OrderSku.ORDERID=POE.dbo.POEOrders.OrderID)  
LEFT OUTER JOIN POE.dbo.POEMasterOrders ON (POE.dbo.POEOrders.MasterOrderID=POE.dbo.POEMasterOrders.MasterOrderID)  
LEFT OUTER JOIN POE.dbo.Sku ON (POE.dbo.OrderSku.SKUID= POE.dbo.Sku.SkuID)  
LEFT OUTER JOIN POE.dbo.OrderStatus ON (POE.dbo.[Order].OrderStatusId=POE.dbo.OrderStatus.OrderStatusId)  
LEFT OUTER JOIN ACM.dbo.GENORDERTYPE ON (POE.dbo.POEMasterOrders.M00orderTypeID = ACM.dbo.GENORDERTYPE.OrderTypeID)  
LEFT OUTER JOIN ACM.dbo.AppBeeClass on (POE.dbo.POEOrders.AppBeeClassGuid=ACM.dbo.AppBeeClass.AppBeeClassGuid)  
  
LEFT OUTER JOIN  
  
(Select distinct  
POE.dbo.poeorderitemdisc.orderskuid,  
POE.dbo.PoeDiscOption.Name As PlanDesc,  
POE.dbo.poediscplan.Description As PlanName1  
  
from  
POE.dbo.poeorderitemdisc  
join POE.dbo.PoeDiscPlanLevelDisc on POE.dbo.PoeDiscPlanLevelDisc.PoeDiscPlanLevelDiscId = POE.dbo.poeorderitemdisc.PoeDiscPlanLeveID  
join POE.dbo.PoeDiscOption on (POE.dbo.PoeDiscOption.poediscptionid = POE.dbo.PoeDiscPlanLevelDisc.poediscptionid and POE.dbo.PoeDi  
join POE.dbo.poediscplanlevel on poe.dbo.poediscplanleveldisc.poediscplanlevelid = poe.dbo.poediscplanlevel.poediscplanlevelid  
join POE.dbo.poediscplan on poe.dbo.poediscplanlevel.poediscplanid = poe.dbo.poediscplan.poediscplanid  
where  
  
POE.dbo.PoeDiscOption.SystemKeyword in ('BuildToOrderDiscount','DiscountedSkuFromList')
```



# Data Warehouse Approach



# Data Wrangling Approach





# Why is this hard?

# Strings to Things

## What is an Order?

An order is if it had shipped or the accounts receivable had been received.

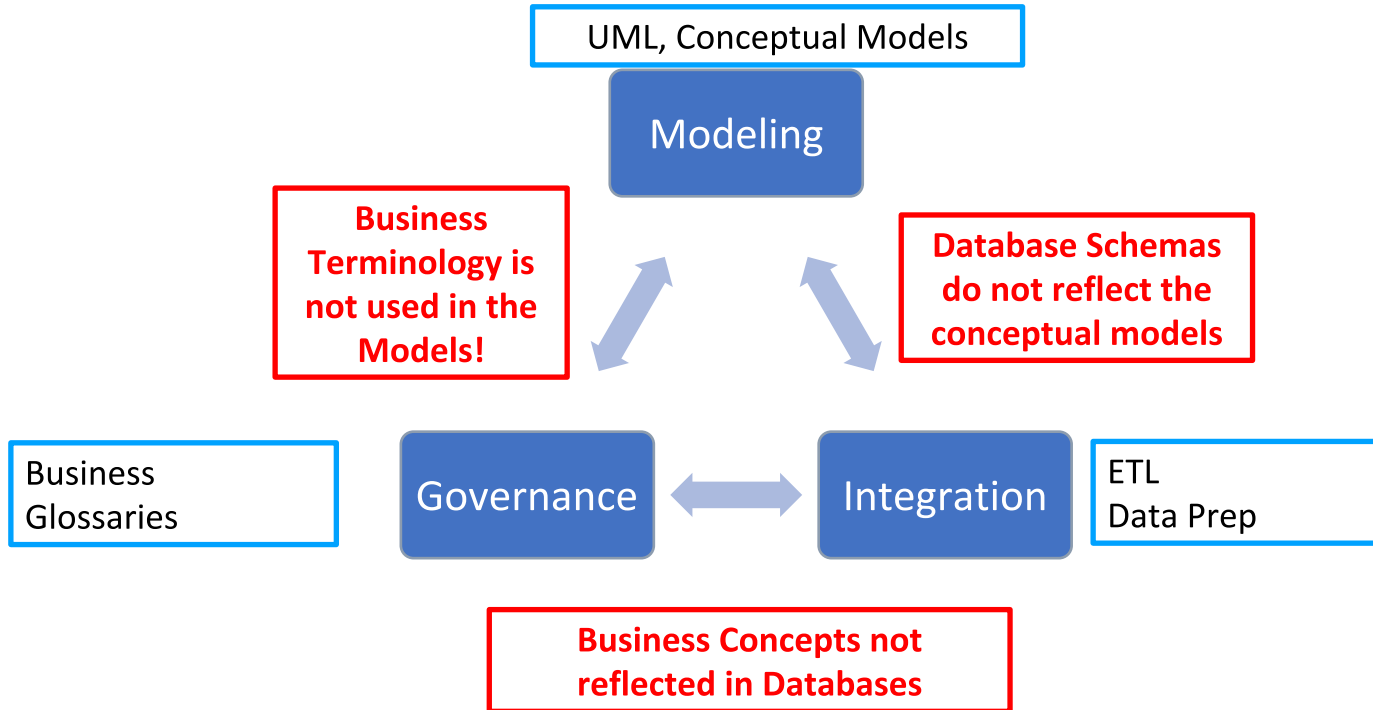
```
SELECT moid
FROM masterorder m
JOIN order o on m.oid = o.oid
WHERE ordertype IN (2,3)
```

## What is the net sales of an order?

Net sales of an order is calculated by subtracting the tax and the shipping cost from the final price and also adjusting based upon the discount given. However, if the currency of the order is not in USD or CAD, then the shipping tax must be subtracted.

```
SELECT
  moid,
  o.ordertotal - ot.finaltax -
  CASE WHEN o.currencyid in ("USD", "CAD")
    THEN o.shippingcost
    ELSE o.shippingcost = ot.shippingtax
  END as ordernetsales
FROM masterorder m
JOIN order o on m.oid = o.id
JOIN ordertax ot on o.oid = ot.oids
```

# People and Tool Fragmentation







# Real World Example

# An E-Commerce Case Study

## Background

- Customer invested in expensive EDW
- Business Users were skeptical of the data feeding the BI reports
- EDW was not being used.
- BU generating reports directly from sources.

## Challenge

- IT quickly became the bottleneck
- Friction between BU and IT due to lack of agreed terminology.
- Tribal knowledge in Excel, MS Access.
- Different answers for the same question.
- How is Tableau going to be successful?



# Customer Need

- Consistent, understandable and trusted data view across the multiple relational databases.
- Tableau needs to consume the trusted data.
- Large number of business users should generate reports using the same trusted data.
- Agile approach in order to start showing value quickly.

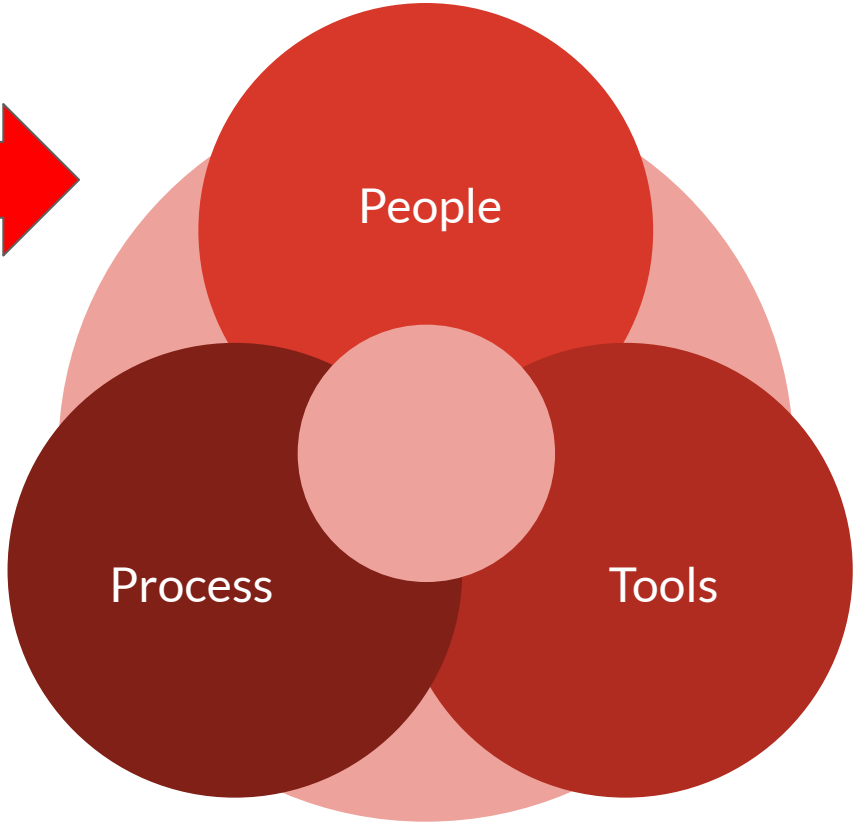
# THE TECHNOLOGY FALLACY



**HOW PEOPLE ARE THE REAL KEY TO  
DIGITAL TRANSFORMATION**

GERALD C. KANE, ANH NGUYEN PHILLIPS,  
JONATHAN R. COPULSKY, AND GARTH R. ANDRUS

*"The mistaken belief that just because business challenges are caused by digital technology, that they also need to be solved by digital technology."*



# People

## Data Engineer



Understand database schemas, including how the data are interconnected.

## Knowledge Scientist



Serves as the communication and developer bridge between Data Engineers and Business Users

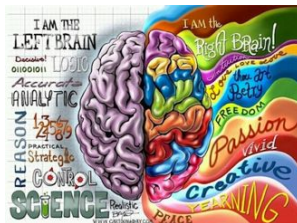
## Business User



SME who understand the business

Data  
Access

“Geeky  
Person”



Business  
Modeling

“People  
Person”

# Knowledge Scientist vs Data Scientist



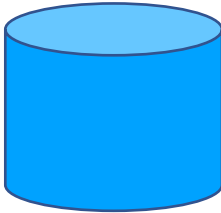
“Most data scientists spend only 20 percent of their time on actual data analysis and 80 percent of their time finding, cleaning, and reorganizing huge amounts of data, which is an inefficient data strategy”



Knowledge Scientist

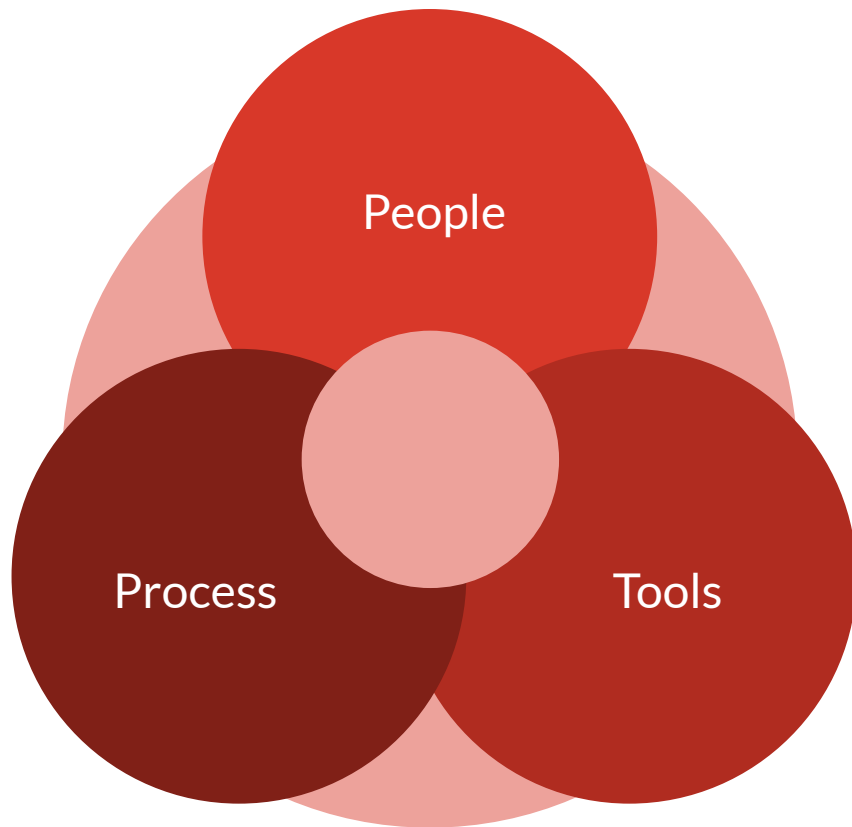
<https://www.infoworld.com/article/3228245/data-science/the-80-20-data-science-dilemma.html>

Knowledge Scientist



Data Scientist

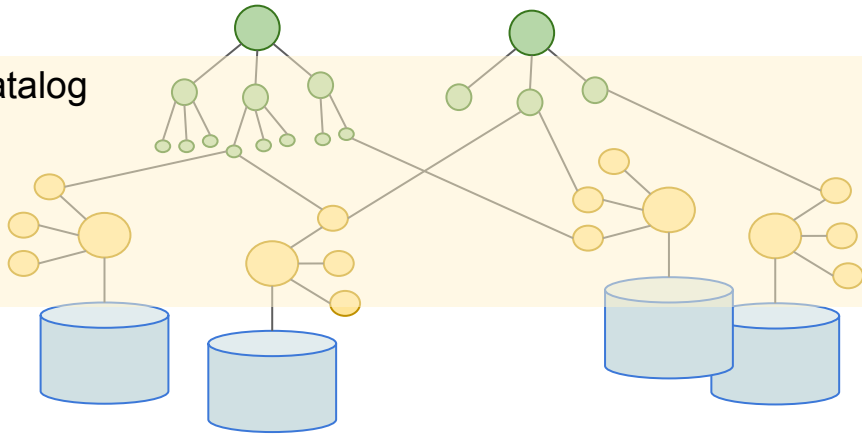






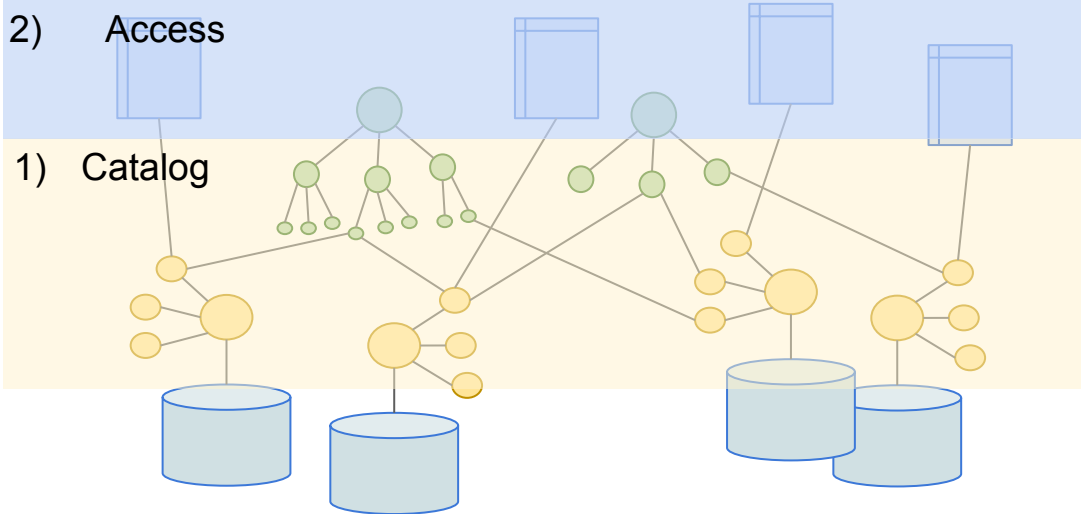
# What data do we have?

1) Catalog

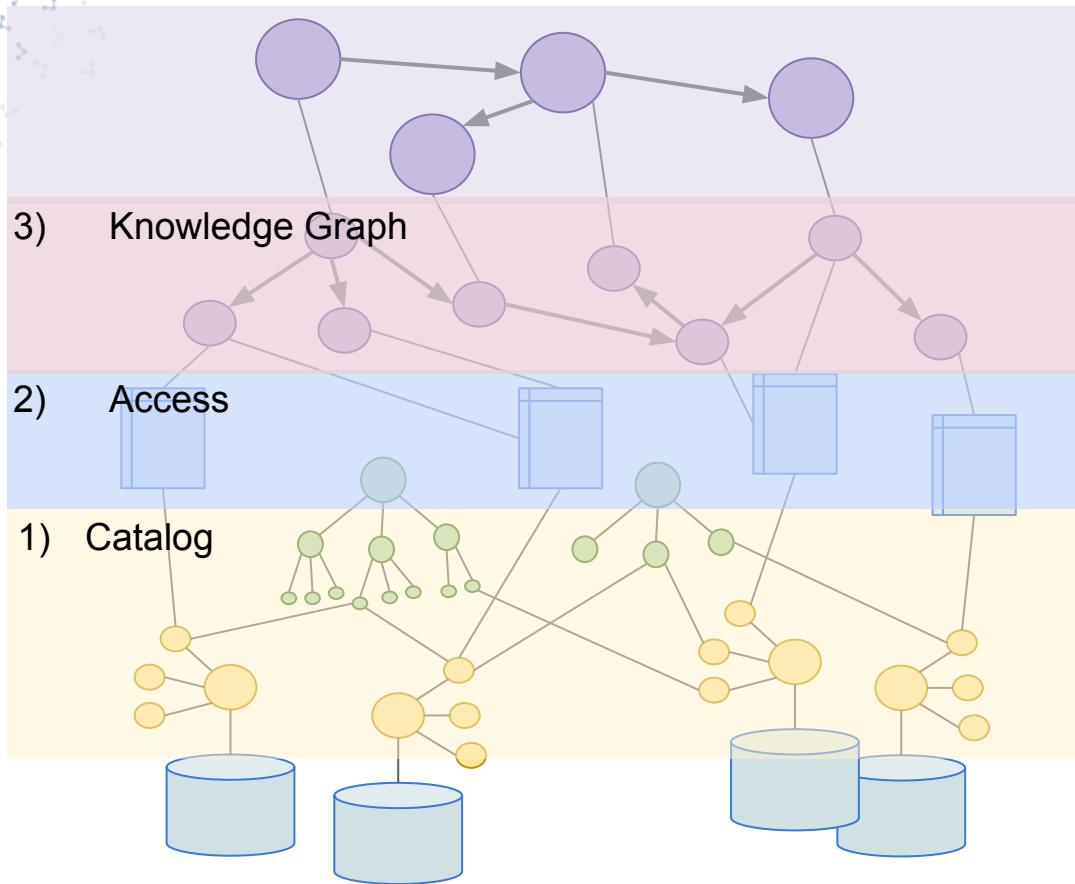


Let's catalog the data!

# How can I access the data?



Let's access the data!

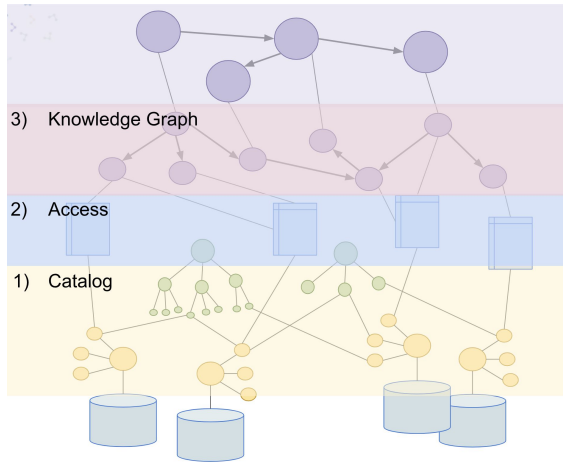


**I don't understand my data!**

**Let's add knowledge to the data!**

# Data Cloud

A data cloud is where your data is available to your people and your machines – it's where your data assets are leveraged.



+



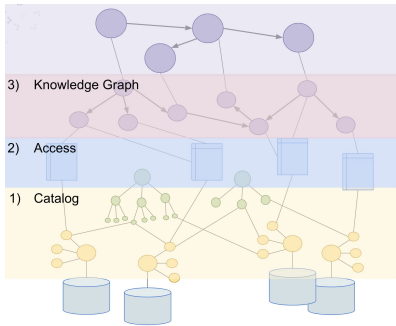
=  
**Data  
Cloud**

The 2019 LinkedIn Top Startups Are Growing Fast

- 1) Snowflake
- 2) ...

# Hybrid Data Cloud

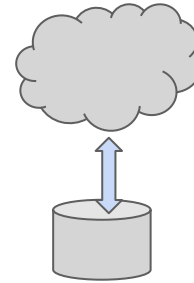
The data cloud will evolve to be hybrid, combining elements of your on-prem systems and systems native to public clouds.



+



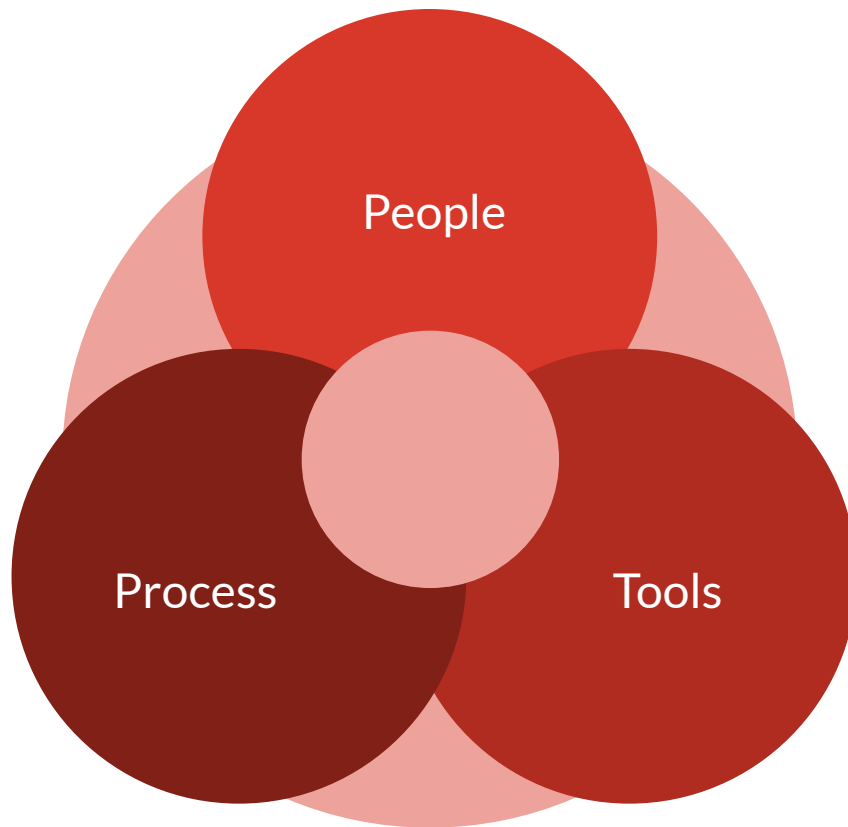
+



Knowledge Graph  
Virtualization

=

**Hybrid  
Data  
Cloud**





## Knowledge Report

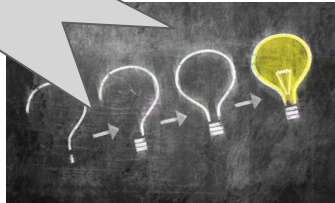
### Knowledge Capture

1. Analyze as-is process
2. Collect Documentation
3. Develop Knowledge Report



### Business Question

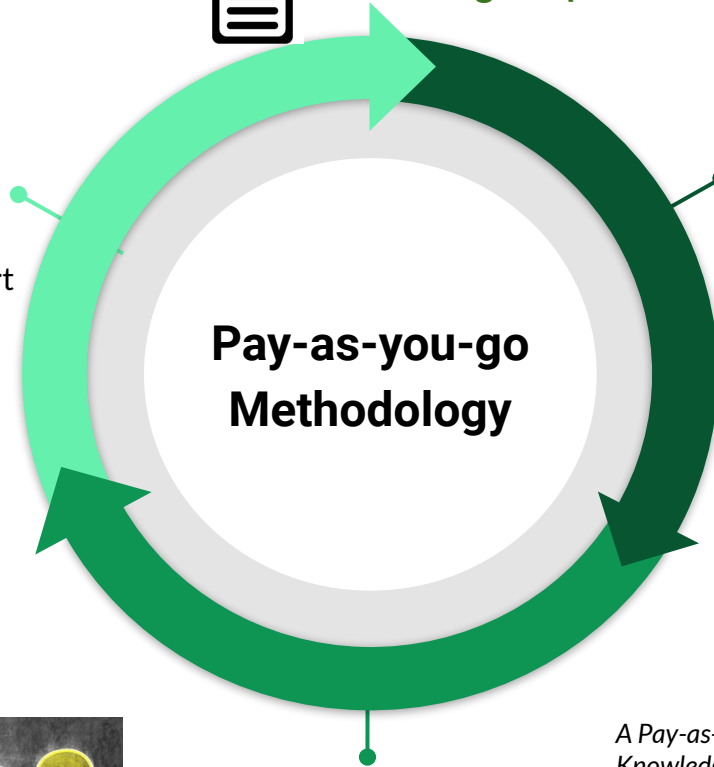
**THIS IS HOW  
WE MEASURE  
SUCCESS!**



### Business Answer

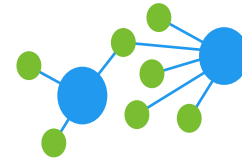
### Self Service Analytics

8. Build Report
9. Answer Business Question
10. Move to Production



### Knowledge Implementation

4. Create/Extend Ontology
5. Implement Mapping
6. Create Extract Queries
7. Validate Data



### Enterprise Knowledge Graph

*A Pay-as-you-go Methodology to Design and Build Enterprise Knowledge Graphs from Relational Databases. ISWC 2019*

# 1) Analyze as-is Process and Workflow

<b><u>WHAT</u></b> is the business problem/question?	How many orders were placed in a given time period per their status?
<b><u>WHY</u></b> do we need to answer these questions?	Depending on whom is asked, different answers can be provided. Unaware of the source of the problem, the executives are vexed by inconsistencies across established business reports.
<b><u>WHO</u></b> produces/consumes the data?	The Finance department, specifically the CFO
<b><u>HOW</u></b> is this the business question answered today?	A business analyst asks the IT developer for this information every morning.
<b><u>WHERE</u></b> is the data?	There is a proprietary Order Management System and Oracle E-Business Suites.
<b><u>WHEN</u></b> will it be consumed?	Every morning they want to know this number



## 2) Collect Documentation

- Focus on HOW and WHAT
- Documentation, Wiki, SQL queries, Excel, ETL scripts, MS Access
- Interviews to understand the people and tech workflow
  - Who talks to who?
  - What is being shipped around?
  - Reverse engineer reports, queries, datasets

```
isnull(POE.dbo.OrderSku.PRICE,0)*isnull(POE.dbo.OrderSku.QUANTITY,0)-isnull(POE.dbo.OrderSku.TOTALDISCOUNTAMOUNT,0)-isnull(POE.dbo.Or
CASE WHEN POE.dbo.PoEMasterOrders.MOOrderTypeID Like 'REPS' THEN 0 ELSE
isnull(POE.dbo.OrderSku.OverrideCVEarned,0)END As Total_RV_OverrideCVEarned,

CASE WHEN POE.dbo.[Order].Subtotal >0 THEN CASE WHEN ACM.dbo.AppBeeClass.ClassID = 'PreferredCustomer' THEN 0.15*isnull(POE.dbo.Or
WHEN ACM.dbo.AppBeeClass.ClassID = 'Customer' THEN 0.35*isnull(POE.dbo.OrderSku.CommissionableValueEarned,0)
ELSE 0 END END AS Comm,

CASE WHEN isnull(POE.dbo.OrderSku.PRICE,0)*isnull(POE.dbo.OrderSku.QUANTITY,0)-isnull(POE.dbo.OrderSku.TOTALDISCOUNTAMOU
= 0 THEN 0 ELSE
isnull(POE.dbo.OrderSku.PRICE,0)*isnull(POE.dbo.OrderSku.QUANTITY,0)/1+
(isnull(POE.dbo.OrderSku.TaxAmountIncluded,0)/
(isnull(POE.dbo.OrderSku.PRICE,0)*isnull(POE.dbo.OrderSku.QUANTITY,0)-isnull(POE.dbo.OrderSku.TOTALDISCOUNTAMOUNT,0)-isnull(POE.
AS SRP_Est_BeforeTax,

Sub_fxr.To_USD

FROM
POE.dbo.OrderSku LEFT OUTER JOIN POE.dbo.PoeProductTypeCode ON (POE.dbo.OrderSku.PRODUCTTYPECODEID =POE.dbo.PoeProductTypeCode.PoePr
LEFT OUTER JOIN POE.dbo.[Order] ON (POE.dbo.OrderSku.ORDERID=POE.dbo.[Order].OrderID)
LEFT OUTER JOIN POE.dbo.POEOrders ON (POE.dbo.OrderSku.ORDERID=POE.dbo.POEOrders.OrderID)
LEFT OUTER JOIN POE.dbo.PoEMasterOrders ON (POE.dbo.POEOrders.MasterOrderID=POE.dbo.PoEMasterOrders.MasterOrderID)
LEFT OUTER JOIN POE.dbo.Sku on (POE.dbo.OrderSku.SKUID= POE.dbo.Sku.SKUID)
LEFT OUTER JOIN POE.dbo.OrderStatus ON (POE.dbo.[Order].OrderStatusId=POE.dbo.OrderStatus.OrderStatusId)
LEFT OUTER JOIN ACM.dbo.GENORDERTYPE ON (POE.dbo.PoEMasterOrders.MOOrderTypeID = ACM.dbo.GENORDERTYPE.OrderTypeID)
LEFT OUTER JOIN ACM.dbo.AppBeeClass on (POE.dbo.POEOrders.AppBeeClassGuid=ACM.dbo.AppBeeClass.AppBeeClassGuid)

LEFT OUTER JOIN

(Select distinct
POE.dbo.poeorderitemdisc.orderskuId,
POE.dbo.PoeDiscOption.Name As PlanDesc,
POE.dbo.poediscplan.Description As PlanName1

from
POE.dbo.poeorderitemdisc
join POE.dbo.PoeDiscPlanLevelDisc on POE.dbo.PoeDiscPlanLevelDisc.PoeDiscPlanLevelDiscId = POE.dbo.poeorderitemdisc.PoeDiscPlanLevelID
join POE.dbo.PoeDiscOption on (POE.dbo.PoeDiscOption.poediscptionid = POE.dbo.PoeDiscPlanLevelDisc.poediscptionid and POE.dbo.PoeDi
join POE.dbo.poediscplanlevel on poe.dbo.poediscplanleveldisc.poediscplanlevelid = poe.dbo.poediscplanlevel.poediscplanlevelid
join POE.dbo.poediscplan on poe.dbo.poediscplanlevel.poediscplanid = poe.dbo.poediscplan.poediscplanid
where
POE.dbo.PoeDiscOption.SystemKeyword in ('BuildToOrderDiscount','DiscountedSkuFromList')
```

# 3) Knowledge Report

Data Engineer



Identify which database schema elements contains related data

Knowledge Scientist



Understand the business questions, recognize key concepts and relationships, identify the terminology

Business User

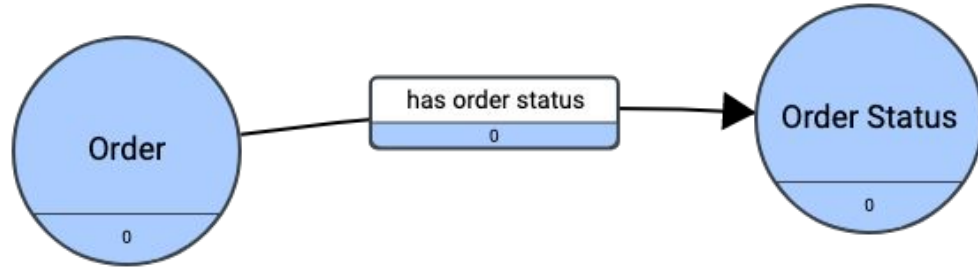


Disagreements?  
Focus on the business questions to drive consensus

Knowledge Report can be understood by everyone!

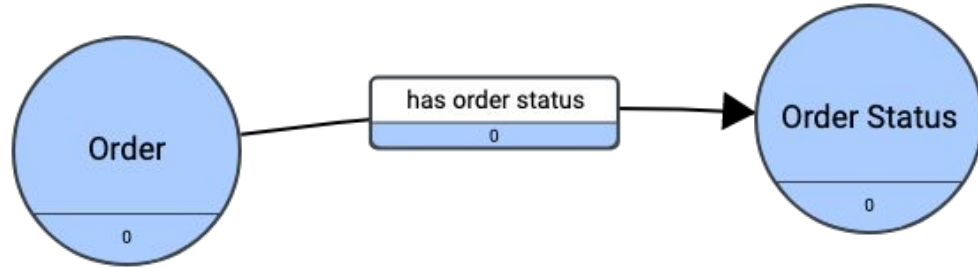
Knowledge Reports mimics the Intermediate Representations (IRs) from METHONTOLOGY

### 3) Knowledge Report: Concept



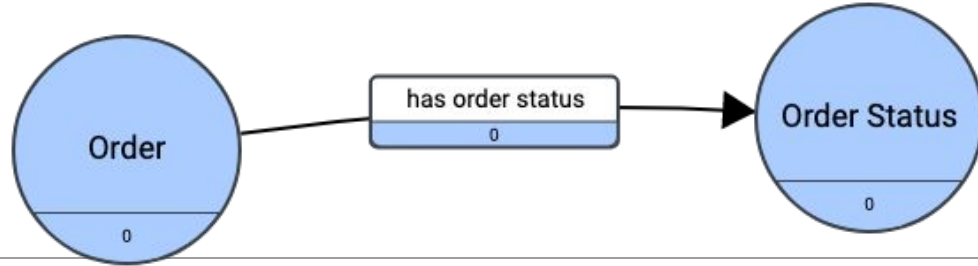
<b><u>Concept Name</u></b>	Order
<b><u>Concept ID</u></b>	Order
<b><u>Concept Instance ID</u></b>	moid
<b><u>Table Name/Query</u></b>	<code>SELECT moid FROM masterorder m JOIN order o on m.oid = o.oid WHERE ordertype in (2,3)</code>

### 3) Knowledge Report: Attribute



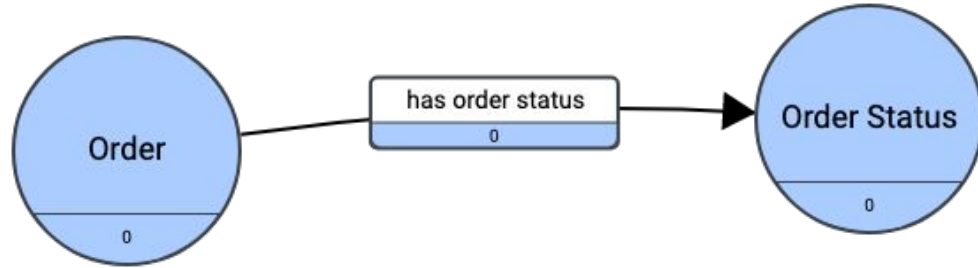
<b><u>Attribute Name</u></b>	Order Date
<b><u>Attribute ID</u></b>	orderDate
<b><u>Applied to Concept</u></b>	Order
<b><u>Table Name/Query</u></b>	<code>select moid, orderdate from masterorder m join order o where m.oid = o.id</code>
<b><u>Column Name</u></b>	orderdate
<b><u>Datatype</u></b>	date
<b><u>Is NULL possible?</u></b>	No
<b><u>Cardinality</u></b>	1:13) Knowledge Report: Concept

### 3) Knowledge Report: Relationship



<b><u>Relationship Name</u></b>	has order status
<b><u>Relationship ID</u></b>	hasOrderStatus
<b><u>From Concept</u></b>	Order
<b><u>To Concept</u></b>	Order Status
<b><u>Table Name/Query</u></b>	<code>select moid, ostid, max(orderstatusdate) from OrderStatus group by orderstatusdate</code>
<b><u>Cardinality</u></b>	1:1

### 3) Knowledge Report: Tabular Extract



```
SELECT ?Order_Number ?Order_Date ?Order_Status
WHERE {
  ?o a :Order;
  :orderNumber ?Order_Number;
  :orderDate ?Order_Date;
  :hasOrderStatus [
    :orderStatus ?Order_Status
  ].
}
```

Order Number	Order Date	Order Status



Knowledge Capture

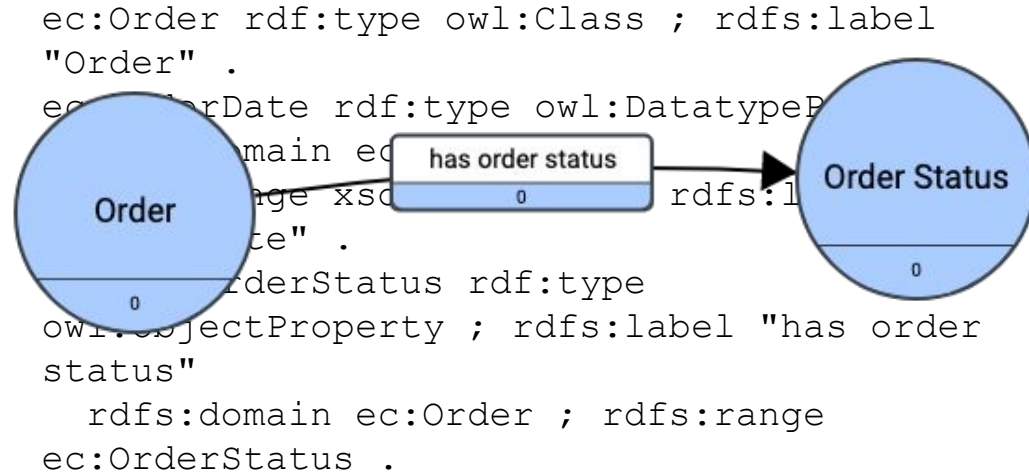


Knowledge Implementation

# 4) Create/Extend Ontology



Knowledge Report



OWL Ontology\*

Create the ontology using Gra.fo

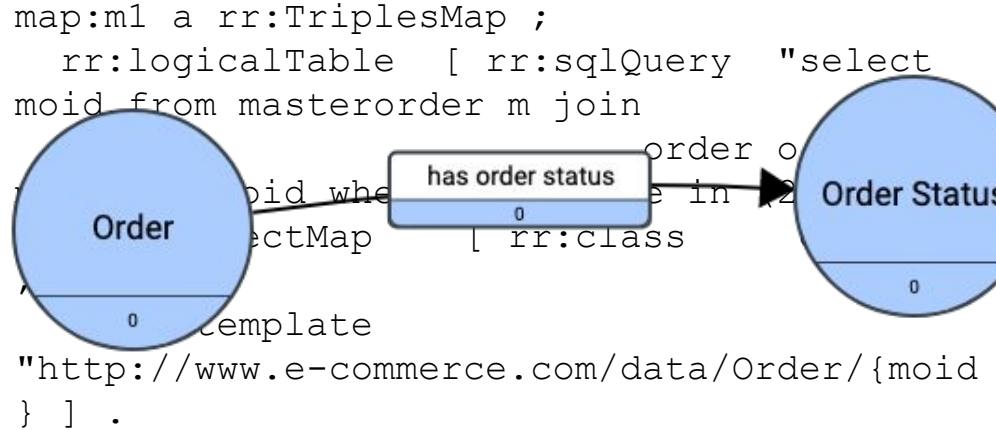
\* Property Graph Schema too



# 5) Implement Mapping



Knowledge Report



R2RML Mapping

Implement the mappings using Gra.fo

## 6) Extract/Tabular Queries



Knowledge  
Report



```
SELECT ?Order_Number ?Order_Date ?Order_Status
WHERE {
  ?x a :Order;
    :orderNumber ?Order_Number;
    :orderDate ?Order_Date;
    :hasOrderStatus [
      :orderStatusName ?Order_Status;
    ]
}
```

SPARQL Query

Execute the SPARQL query on Ultrawrap ETL/NoETL, which uses the R2RML mapping from the previous step.

# 7) Validate Data

- **Counts:** compare the number of results between extract and source
- **Null:** checking the validity of NULL values
- **Duplicates:** Check that expected Cardinality holds
- **Sharing sample data to business users in a spreadsheet**
- **Creating sample visualizations in a BI tool**



Knowledge Implementation

Self Service Analytics

# 8) Build Business Report

- The ontology enables the simplified view but at the end, it is the tabular extract that the business user wants to access.

Order Number	Order Date	Order Status



```
SELECT * FROM Orders
```

```
SELECT m.moid as OrderNumber,  
       o.orderdate as OrderDate,  
       ost.statustype as OrderStatusName  
FROM masterorder m JOIN order o ON m.oid = o.oid  
JOIN (SELECT moid, ostid, max(orderstatusdate)  
      FROM OrderStatus GROUP BY orderstatusdate) os  
      ON m.moid = os.moid  
JOIN OrderStatusType ost ON os.ostid = ostid.ostid  
WHERE m.ordertype in (2,3)
```



# 9) Answer the Business Question

- The BI report should answer the original business question
  - The What in Step 1
- This report is shared with the stakeholders who asked the original business question
  - The Who in Step 1
- If they accept the BI report as an answer to their question, then this is ready to move to production. → **SUCCESS**

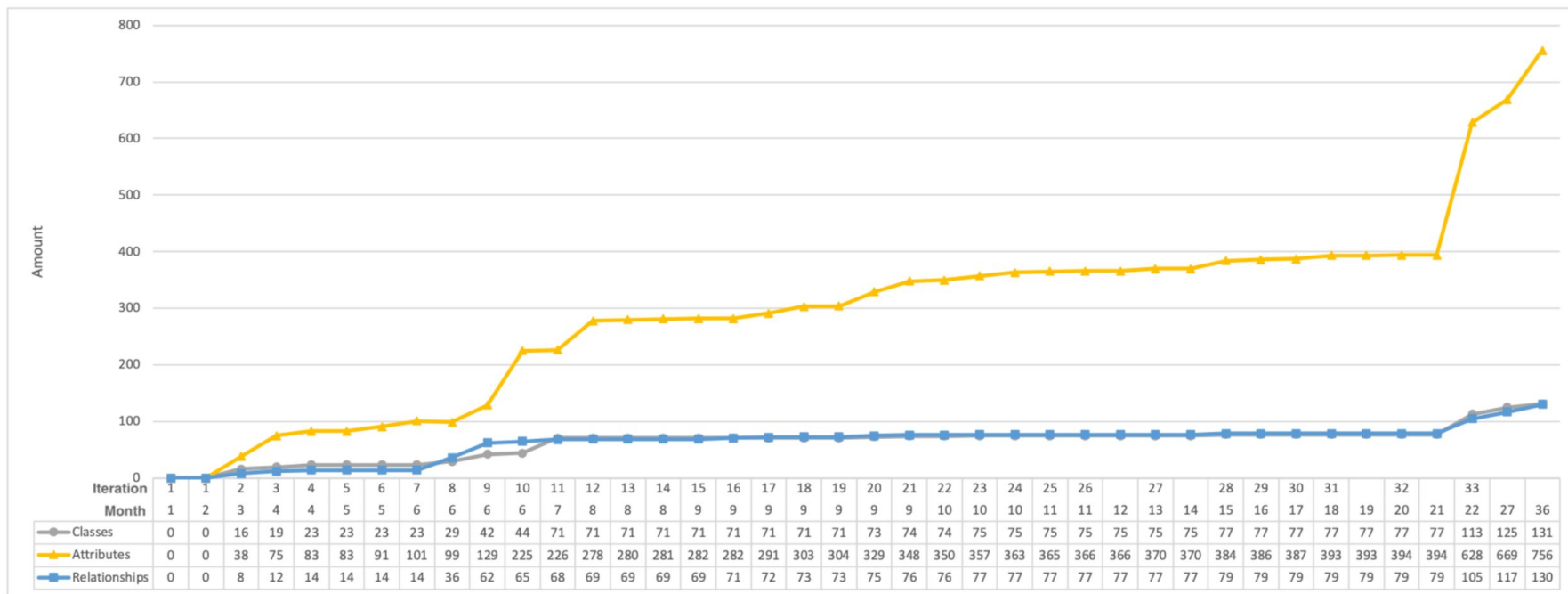
# 10) Move to Production

- Is the data live (virtual) or ETLed (materialized)?
- Common refresh schedules are daily, weekly, monthly or on demand.
- Determine extract time window:
  - Is the cache going to update the entire extract?
  - or is only yesterday's data going to be pushed to the cache?
  - or last weeks?

# The E-Commerce Case Study Results

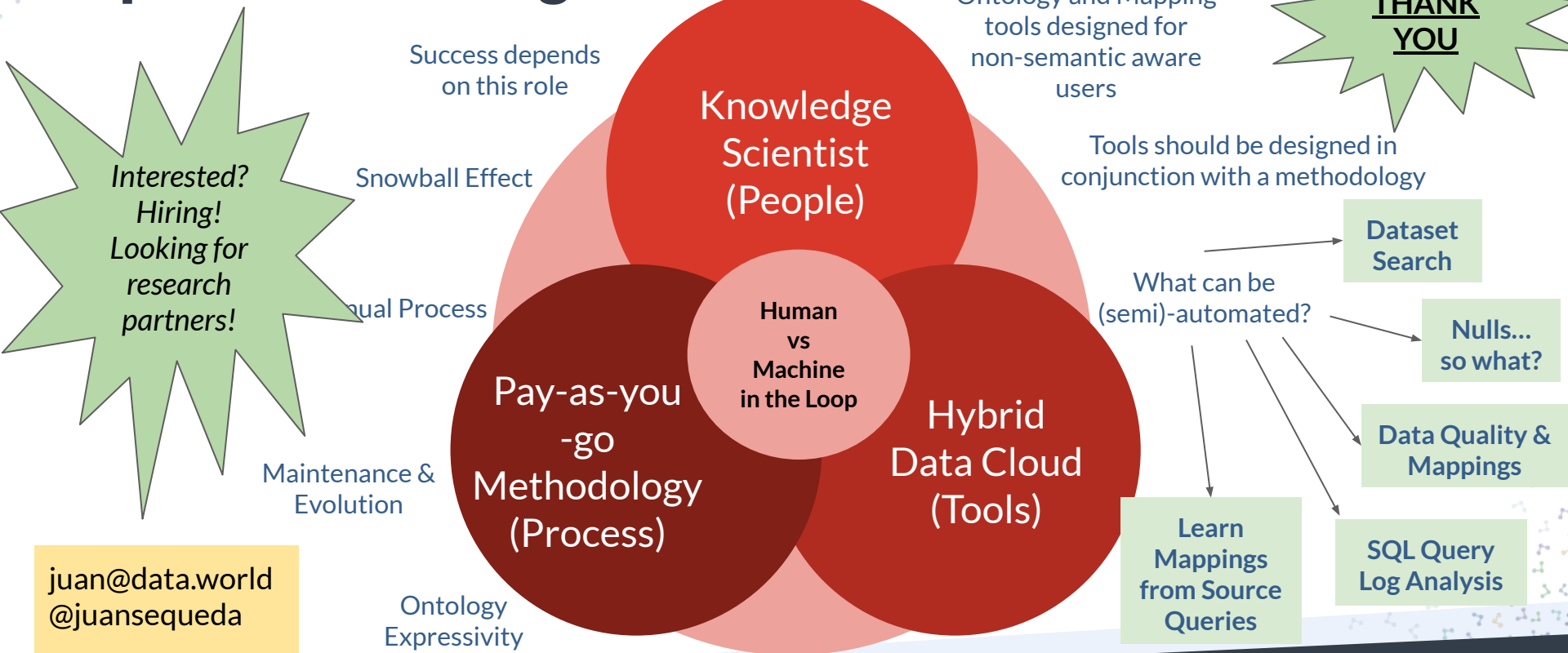
- Goal of First iteration: replicate most trusted BI report, the daily sales report that all C-level executives viewed every morning.
- 3 Business Users, 2 IT users and 1 Knowledge Scientist involved in 2 months.
- Current daily sales report was being generated by one SQL query that a business user would execute every morning.
- The Knowledge Capture phase revealed that the daily sales report encompassed 16 concepts, 38 attributes and 8 relationships. The customer was surprised to see how much knowledge was “hidden” within just one report.





- Rapid Growth Phase (Month 1 - 7)
- Consistent Growth Phase (Month 8-22)
- Independent Growth Phase (Month 23-present)

# How can we best combine people and technology to improve data integration?



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