Data Management: Warehousing, Analyzing, Mining, and Visualization

Data Management

- Managing data is difficult for various reasons:
 - The amount of data increases exponentially with time.
 - Data are scattered throughout organizations.
 - Data are collected by many individuals using several methods.
 - External data needs to be considered in making organizational decisions.
 - Data security, quality, and integrity are critical.

Data Life Cycle Process

ERP: 기업의 기간시스템 중 하나. 경영계획수립, 예산관리, 생산관리, 재고관리, 구매관리 등 기업의 핵심적인 기능들을 통합적으로 구현한 시스템. 예) 생산계획 수립 -> 생산에 필요한 물품들에 대한 구매계획 수립 -> 구매/생산에 따른 재고 Update 등 일관되게 관리 (*고객관리: CRM, 공급망관리: SCM, 지식경영: KMS 등)

Legacy: 어떤 기업이나 조직이 갖고 있는 기존의 시스템, 데이터, 데이터베이스 등

EIS: Executive IS DSS: Decision Support System EC: e-Commerce SCM: Supply Chain Mgmt. CRM: Customer Relationship Mgmt.



Data Sources

- Internal Data Sources are usually stored in the corporate databases and are typically about people, products, services, and processes.
- Personal Data is documentation on the expertise of corporate employees usually maintained by the employee.
- External Data Sources range from commercial databases to government reports.

Methods for Collecting Raw Data

- Data collection can take place:
 - in the field
 - from individuals
 - via manual methods
 - time studies with timekeeping device
 - surveys
 - observations
 - contributions from experts
 - using instruments and sensors
 - transaction processing systems
 - via electronic transfer
 - from a web site

Data Quality

Data quality (DQ) is an extremely important issue since quality determines the data's usefulness as well as the quality of the decisions based on the data.

- Intrinsic DQ: Accuracy, objectivity, believability, and reputation.
- Accessibility DQ: Accessibility and access security.
- Contextual DQ: Relevancy, value added, timeliness, completeness, amount of data.
- Representation DQ: Interpretability, ease of understanding, concise representation, consistent representation.

Transactional (Operational) vs. Analytical (Decision Support) Data Processing

Transactional processing takes place in operational systems that provide the organization with the capability to perform business transactions and produce transaction reports.

A supplementary activity to transaction processing is called **analytical processing**, which involves the analysis of accumulated data. These analyses place strategic information in the hands of decision makers to enhance productivity and make better decisions, leading to greater competitive advantage.

Transforming Operational Data Into Decision Support Data



Data Warehouse

DATA COLLECTION FOR SUPPORTING DECISION MAKINGS

- Defined in many different ways, but not rigorously.
 - A decision support database that is maintained separately from the organization's operational database
 - Support information processing by providing a solid platform of consolidated, historical data for analysis.
- "A data warehouse is a <u>subject-oriented</u>, <u>integrated</u>, <u>time-variant</u>, and <u>nonvolatile</u> collection of data in support of management's decision-making process."—W. H. *Nonvolatile: 전원이 끊겨도 데이터가 소멸되지 않는*
- Data warehousing:
 - The process of constructing and using data warehouses

Data Warehouse—Subject-Oriented

- Organized around major subjects, such as customer, product, sales.
- Focusing on the modeling and analysis of data for decision makers, not on daily operations or transaction processing.
- Provide a simple and concise view around particular subject issues by excluding data that are not useful in the decision support process.

Data Warehouse—Integrated

- Constructed by integrating multiple, heterogeneous data sources
 - relational databases, flat files, on-line transaction records
- Data cleaning and data integration techniques are applied.
 - Ensure consistency in naming conventions, encoding structures, attribute measures, etc. among different data sources
 - E.g., hotel price: currency, tax, breakfast covered, etc.
 - When data is moved to the warehouse, it is usually converted.

Data Warehouse—Time Variant

- The time horizon for the data warehouse is significantly longer than that of operational systems.
 - Operational database: current value data.
 - Data warehouse data: provide information from a historical perspective (e.g., past 5-10 years)
- Every key structure in the data warehouse
 - Contains an element of time, explicitly or implicitly
 - But the key of operational data may or may not contain "time element".

Implicit data: 간접적으로 축적되는 데이터

Data Warehouse—Time Variant

Facebook page

"Jinwoo is going to lunch early with his best friend, Sunghyun at Iron Pit BBQ near school"

Data Warehouse—Non-Volatile

- A physically separate store of data transformed from the operational environment.
- Operational update of data does not occur in the data warehouse environment.
 - Does not require transaction processing, recovery, and concurrency control mechanisms
 - Requires only two operations in data accessing:

- initial loading of data and access of data.

CHARACTERISTIC	OPERATIONAL DATABASE DATA	DATA WAREHOUSE DATA
Integrated	Similar data can have different represen- tations or meanings. For example, Social Security numbers may be stored as ###- ##-##### or as ############, and a given condition may be labeled as T/F or 0/1 or Y/N. A sales value may be shown in thousands or in millions.	Provide a unified view of all data elements with a common definition and representation for all business units.
Subject-oriented	Data are stored with a functional, or pro- cess, orientation. For example, data may be stored for invoices, payments, and credit amounts.	Data are stored with a subject orientation that facilitates multiple views of the data and facili- tates decision making. For example, sales may be recorded by product, by division, by man- ager, or by region.
Time-variant	Data are recorded as current transactions. For example, the sales data may be the sale of a product on a given date, such as \$342.78 on 12-MAY-2004.	Data are recorded with a historical perspec- tive in mind. Therefore, a time dimension is added to facilitate data analysis and various time comparisons.
Nonvolatile	Data updates are frequent and common. For example, an inventory amount changes with each sale. Therefore, the data environment is fluid.	Data cannot be changed. Data are added only periodically from historical systems. Once the data are properly stored, no changes are allowed. Therefore, the data environment is relatively static.

The Data Warehouse



Data Warehouse vs. Operational DBMS

- OLTP (on-line transaction processing)
 - Major task of traditional relational DBMS
 - Day-to-day operations: purchasing, inventory, banking, manufacturing, payroll, registration, accounting, etc.
- OLAP (on-line analytical processing)
 - Major task of data warehouse system
 - Data analysis and decision making
- OLAP Distinct features:
 - Use multidimensional data analysis techniques: advanced data presentation, aggregation/consolidation/classification, computation, data modeling(what-if scenarios, impact analysis, etc.)
 - Provide advanced database support: multiple linking and queries
 - Provide easy-to-use end-user interfaces
 - Support client/server architecture

OLTP vs. OLAP

	OLTP	OLAP
users	clerk, IT professional	knowledge worker
function	day to day operations	decision support
DB design	application-oriented	subject-oriented
data	current, up-to-date detailed, flat relational isolated	historical, summarized, multidimensional integrated, consolidated
usage	repetitive	ad-hoc
access	read/write index/hash on prim. key	lots of scans
unit of work	short, simple transaction	complex query
# records accessed	tens	millions
#users	thousands	hundreds
DB size	100MB-GB	100GB-TB
metric	transaction throughput	query throughput, response

Operational vs. Multidimensional View of Sales

Database name: Ch12 Text

	INV_NUM	INV_DATE	CUS_NAME	INV_TOTAL
+	2034	15-May-04	Dartonik	\$1,400.00
+	2035	15-May-04	Summer Lake	\$1,200.00
+	2036	16-May-04	Dartonik	\$1,350.00
-	2037	16-May-04	Summer lake	\$3,100.00
+	2038	16-May-04	Trydon	\$400.00

Table name: DW LINE

	INV_NUM	LINE_NUM	PROD_DESCRIPTION	LINE_PRICE	LINE_QUANTITY	LINE_AMOUNT
	2034	1	Optical Mouse	\$45.00	20	\$900.00
	2034	2	Wireless RF remote and laser pointer	\$50.00	10	\$500.00
	2035	1	Everlast Hard Drive, 60 GB	\$200.00	6	\$1,200.00
	2036	1	Optical Mouse	\$45.00	30	\$1,350.00
1000	2037	1	Optical Mouse	\$45.00	10	\$450.00
	2037	2	Roadster 56KB Ext. Modern	\$120.00	5	\$600.00
8	2037	3	Everlast Hard Drive, 60 GB	\$205.00	10	\$2,050.00
1	2038	1	NoTech Speaker Set	\$50.00	8	\$400.00

Multidimensional View of Sales

Time Dimension			
15-May-04	16-May-04	Totals	
\$1,400.00	\$1,350.00	\$2,750.00	
\$1,800.00	\$3,100.00	\$4,900.00	
1	\$400.00	\$400.00	
\$3,200.00	\$4,850.00	\$8,050.00	
	\$1,400.00 \$1,800.00	\$1,400.00 \$1,350.00 \$1,800.00 \$3,100.00 \$400.00	

Online Analytical Processing

Online analytical processing (OLAP) is a set of tools that analyze and aggregate data to reflect business needs of the company. These business structures (multidimensional views of data) allow users to quickly answer business questions. OLAP is performed on Data Warehouses and Marts.

- ROLAP (Relational OLAP) is an OLAP database implemented on top of an existing multiple relational database: multidimensional data schema support within the RDBMS by normalization & queries
- MOLAP (Multidimensional OLAP) is a specialized multidimensional data store such as a Data Cube. The multidimensional view is physically stored in specialized data files.

Data Cube: 3D plotting of data, static, not subject to change, cannot be created by ad-hoc queries, CBR, faster

OLAP System

Front end through which end users access and analyzed

Can be directly or indirectly linked to Operational data \rightarrow Possible to extracts data from an operational database and then stores it in a multidimensional structure for further data analysis (similarly acts as Data Mart)



Typical ROLAP Architecture



Typical MOLAP Architecture



Relational vs. Multidimensional OLAP Star Schema: Fact tables + Requested Dimensions Proprietary: 상표/특허

INTEGRATED!!

CHARACTERISTIC	ROLAP	MOLAP
Schema	Uses star schema Additional dimensions can be added dynamically	Uses data cubes Additional dimensions require re-creation of the data cube
Database size	Medium to large	Small to medium
Architecture	Client/server Standards-based Open	Client/server Proprietary
Access	Supports ad hoc requests Unlimited dimensions	Limited to predefined dimensions
Resources	High	Very high
Flexibility	High	Low
Scalability	High	Low
Speed	Good with small data sets; average for medium to large data sets	Faster for small to medium data sets; average for large data sets

The Data Cube

Multidimensional databases are specialized data stores that organize facts by dimensions, such as geographical region, product line, salesperson, time. The data in these databases are usually preprocessed and stored in *data cubes*.

- One intersection might be the quantities of a product sold by specific retail locations during certain time periods.
- Another matrix might be sales volume by department, by day, by month, by year for a specific region
- Cubes provide faster:
 - Queries
 - Slices and Dices of the information
 - Rollups
 - Drill Downs

A Sample Data Cube



Three-Dimensional View of Sales



Star Schemas

- Data modeling technique used to map multidimensional decision support data into a relational database
- Creates the near equivalent of a multidimensional database schema from the existing relational database
- Yield an easily implemented model for multidimensional data analysis, while still preserving the relational structures on which the operational database is built
- Has four components: facts, dimensions, attributes, and attribute hierarchies

Simple Star Schema



Star Schema for Sales



Star Schema for Orders



Location Attribute Hierarchy



Attribute Hierarchies In Multidimensional Analysis



Data Mining

- Data mining (knowledge discovery from data)
 - Extraction of interesting (non-trivial, implicit, previously unknown and potentially useful) patterns or knowledge from huge amount of data
- Alternative names
 - Knowledge discovery (mining) in databases (KDD), knowledge extraction, data/pattern analysis, data archeology, data dredging, information harvesting, business intelligence, etc.
- Watch out: Is everything "data mining"?
 - Query processing
 - Expert systems or small ML/statistical programs

Data Mining: Confluence of Multiple Disciplines



Potential Applications

- Data analysis and decision support
 - Market analysis and management
 - Target marketing, customer relationship management (CRM), market basket analysis, cross selling, market segmentation
 - Risk analysis and management
 - Forecasting, customer retention, improved underwriting, quality control, competitive analysis
 - Fraud detection and detection of unusual patterns (outliers)
- Other Applications
 - Text mining (news group, email, documents) and Web mining
 - Stream data mining
 - DNA and bio-data analysis
Market Analysis and Management

- Where does the data come from?
 - Credit card transactions, loyalty cards, discount coupons, customer complaint calls, plus (public) lifestyle studies
- Target marketing
 - Find clusters of "model" customers who share the same characteristics: interest, income level, spending habits, etc.
 - Determine customer purchasing patterns over time
- Cross-market analysis
 - Associations/co-relations between product sales, & prediction based on such association
- Customer profiling
 - What types of customers buy what products (clustering or classification)
- Customer requirement analysis
 - identifying the best products for different customers
 - predict what factors will attract new customers

Corporate Analysis & Risk Management

- Finance planning and asset evaluation
 - cash flow analysis and prediction
 - contingent claim analysis to evaluate assets
 - cross-sectional and time series analysis (financial-ratio, trend analysis, etc.)
- Resource planning
 - summarize and compare the resources and spending
- Competition
 - monitor competitors and market directions
 - group customers into classes and a class-based pricing procedure

– set pricing strategy in a highly competitive market From Turban et al. (2004), Information Technology for Management Rob and Coronel (2004), Database Systems: Design, Implementation, and Management Han, Kamber (2001) Data Mining: Concepts and Techniques

Fraud Detection & Mining Unusual Patterns

- Approaches: Clustering & model construction for frauds, outlier analysis
- Applications: Health care, retail, credit card service, telecomm.
 - <u>Auto insurance</u>: ring of collisions
 - <u>Money laundering</u>: suspicious monetary transactions
 - <u>Medical insurance</u>
 - Professional patients, ring of doctors, and ring of references
 - Unnecessary or correlated screening tests
 - Telecommunications: phone-call fraud
 - Phone call model: destination of the call, duration, time of day or week. Analyze patterns that deviate from an expected norm
 - <u>Retail industry</u>
 - <u>Anti-terrorism</u>

"Other" Mining Environments

In addition to data stored in traditional databases there are other "structures" that can be mined for patterns.

- Text Mining is the application of data mining to nonstructured or less-structured text files
- Web Mining is the application of data mining techniques to data related to the World Wide Web. The data may be present in web pages or related to Web activity.
- Spatial Mining is the application of data mining techniques to data that have a location component.
- Temporal Mining is the application of data mining techniques to data that are maintained for multiple points in time.

Steps of a KDD Process



Data Mining Functionalities

- <u>Concept description: Characterization and discrimination</u>
 - Generalize, summarize, and contrast data characteristics, e.g., dry vs. wet regions
- <u>Association</u> (correlation and causality)
 - Diaper → Beer [0.5%, 75%]
- Classification and Prediction
 - Construct models (functions) that describe and distinguish classes or concepts for future prediction
 - E.g., classify countries based on climate, or classify cars based on gas mileage
 - Presentation: decision-tree, classification rule, neural network
 - Predict some unknown or missing numerical values

Data Mining Functionalities (2)

- Cluster analysis
 - Class label is unknown: Group data to form new classes, e.g., cluster houses to find distribution patterns
 - Maximizing intra-class similarity & minimizing interclass similarity
- Outlier analysis
 - Outlier: a data object that does not comply with the general behavior of the data
 - Noise or exception? No! useful in fraud detection, rare events analysis
- Trend and evolution analysis
 - Trend and deviation: regression analysis
 - Sequential pattern mining, periodicity analysis
 - Similarity-based analysis
- Other pattern-directed or statistical analyses

Data Mining Case Study

Fort Wayne – IN: Flood Control Project

- Phase I: CTRL-EAST, \$4,488,450.21, 11/1/95-10/23/98
- Phase II: East-North, \$12,107,880.46, 1/6/97-11/5/98
- Phase III: CTRL, \$ 6,018,981.54, 9/14/98-8/6/99
- Phase IV: West, 5/28/99-



Data Mining Case Study

Data Collection and Extraction:

Resident Management System - RMS

- Manages Civil Works projects.
- Was developed by US Corps of Engineers (1996)
- Consists of about 80 database tables, each of which has about more than 20 attributes.
- Contains data on construction project planning, contract administration, quality assurance, payments, correspondence, submittal management, safety and accident administration, modification processing, and management reporting.



Data Mining Case Study Results from C4.5 Decision Trees



- Weather considered responsible for delays by site managers, appear not to be the most important cause in determining delays.

- Activities with "Inaccurate Site Surveys" are always delayed in the schedule.

Shortage of Equipment,
Seasons, and Incomplete
Drawing are also very significant
factors compared to other
factors.

Document Classification



Document Representation

- Project documents are represented as vectors in a multidimensional space.
- Vector coordinate values are defined by the index terms weights.
- Project document collection can be represented as a m x n matrix.
- Project document collection is parsed and indexed.



	document 1	document 2	document 3	•••	 document n
term 1	0.9	0.0	0.1		0.0
term 2	0.7	0.0	0.7		0.9
term 3	0.3	0.3	0.0		0.0
term <i>m</i>	0.0	0.3	0.0		0.1

Classification

- Previously classified documents are used to create classification models.
- Classification models are used to classify new documents.



Data Visualization

 Data visualization refers to presentation of data by technologies such as digital images, geographical information systems, graphical user interfaces, multidimensional tables and graphs, virtual reality, three-dimensional presentations, videos and animation.



Data Visualization

- Geographical information system (GIS) is a computerbased system for capturing, storing, checking, integrating, manipulating, and displaying data using digitized maps. Every record or digital object has an identified geographical location. It employs spatially oriented databases.
- Visual interactive modeling (VIM) uses computer graphic displays to represent the impact of different management or operational decisions on objectives such as profit or market share.
- Virtual reality (VR) is interactive, computer-generated, three-dimensional graphics delivered to the user. These artificial sensory cues cause the user to "believe" that what they are doing is real.

Visualization Example





BIM















■ 좌표기준점으로의 활용

 BIM 모델이 소수 측량 기준점을 기준으로 정확하게 배치되었을 경우, 모델의 임의의 위치에서의 좌표를 즉각적으로 얻을 수 있기 때문에 추가적인 측량 작업을 대신할 수 있음

■ 설계변경 이력관리

- BIM 모델과 설계변경 문서 연계
- 계약 문서와 3D 모델 비교







Business Intelligence

