IBM InfoSphere Data Quality Console
Version 9 Release 1

Monitoring, Assessing, and Resolving
Enterprise Data Quality Events

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Enterprise Data Quality Events

IBM
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Chapter 1. Overview of IBM InfoSphere Data Quality Console

IBM InfoSphere® Data Quality Console is a browser-based interface that you can use to track and browse exceptions that are generated by InfoSphere Information Server products and components.

The data quality console provides a unified view of data quality across products and components. For example, you can use the data quality console to assess how the data quality of a particular table is affected by multiple products. If you identify problems with data quality, you can collaborate with other users to resolve the problems.

You use InfoSphere Information Server products and components to understand, cleanse, and transform your data. When you use the products and components, exceptions might be generated by jobs, conditions, or other events.

In the data quality console, you can browse exceptions that are generated by the following products and components:

- InfoSphere Discovery
- InfoSphere Information Analyzer

An administrator can set up the data quality console by adding project connections. When the console is connected to a project, the console can show exceptions from jobs and other processes in the project.

When exceptions arrive in the console, reviewers, review managers, and business stewards can browse the exceptions and assign an owner, priority, and status. To record status details and aid collaboration, they can add notes to an exception descriptor. They can also export the exception descriptors or exceptions to view outside the console or share with others.

High-level architecture of IBM InfoSphere Data Quality Console

You can integrate the data quality console with products and components from InfoSphere Information Server to track exceptions from those products.

The following figure shows the relationship between the data quality console, the metadata repository, and InfoSphere Information Server products and components.
The process of viewing exceptions in the data quality console includes the following phases:

1. To begin, an administrator adds connections to projects that generate exceptions and specifies a schedule for updates.

2. Based on the schedule that the administrator specified, exception descriptors for any event that generated exceptions arrive in the data quality console.

3. After the exception descriptors arrive in the data quality console, business stewards, reviewers, and review managers can view the exceptions.

4. If the status, priority, or owner of an exception descriptor is changed in the data quality console, a copy of the exception descriptor on the metadata

Figure 1. High-level architecture and workflow of the data quality console
User roles for the data quality console

InfoSphere Information Server administrators define user authority by assigning suite component roles to IBM InfoSphere Data Quality Console users. The user role determines the tasks that a user can complete and what the user sees on each page of the data quality console.

You can assign the following suite component user roles in the IBM® InfoSphere Information Server Web console:

**Administrator**
Administrators ensure that exception information is collected and shown in the data quality console. They also maintain the activity log and can move data quality console assets between metadata repositories.

**Review manager**
Review managers track all of the exception descriptors in the data quality console and assign exception descriptors to reviewers.

**Reviewer**
Reviewers track the exceptions that are associated with the exception descriptors that are assigned to them.

**Business steward**
Business stewards view exceptions to track the data quality of business entities such as implemented data resources.

The following table shows the tasks that each role can complete in the data quality console.

Table 1. Tasks that can be completed by each user role

<table>
<thead>
<tr>
<th>Task</th>
<th>Business steward</th>
<th>Reviewer</th>
<th>Review manager</th>
<th>Administrator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Browse and search exception descriptors</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Save and share search criteria</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Change the status and owner of an exception descriptor</td>
<td></td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Add notes to an exception descriptor</td>
<td></td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>View the set of exceptions that are associated with an exception descriptor</td>
<td>Yes</td>
<td></td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Export a list of exception descriptors or the set of exceptions for a descriptor</td>
<td></td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>View the activity log</td>
<td></td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Change the priority of an exception descriptor</td>
<td></td>
<td></td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Task</td>
<td>Business steward</td>
<td>Reviewer</td>
<td>Review manager</td>
<td>Administrator</td>
</tr>
<tr>
<td>---------------------------------------------------------------------</td>
<td>------------------</td>
<td>----------</td>
<td>----------------</td>
<td>---------------</td>
</tr>
<tr>
<td>On the Exceptions page, remove individual or multiple exception descriptors</td>
<td></td>
<td></td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Manually check for updates to the exception information at the project level</td>
<td></td>
<td></td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Manage project connections</td>
<td></td>
<td></td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Restore information from a project that generates exception data</td>
<td></td>
<td></td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Remove groups of exception descriptors from the metadata repository that were generated during a specified time period by a particular project</td>
<td></td>
<td></td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>View, purge, export, and set preferences for the activity log</td>
<td></td>
<td></td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Specify custom labels for the priority and status settings</td>
<td></td>
<td></td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Move data quality console assets between metadata repositories</td>
<td></td>
<td></td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>

**Scenario: Tracking exceptions in the data quality console**

This scenario describes how the fictional Sample Outdoor Company uses IBM InfoSphere Data Quality Console to track exceptions. The exceptions are generated by data rules that were created in InfoSphere Information Analyzer.

The fictional Sample Outdoor Company sells and distributes products to third-party retailer stores and consumers. The company has begun to consolidate data from several acquisitions into their primary database. To understand, cleanse, and transform the data, the company set up projects in InfoSphere DataStage® and QualityStage®, InfoSphere Information Analyzer, and InfoSphere Discovery.

In InfoSphere Information Analyzer, the company created the InvalidTaxID data rule. The InvalidTaxID rule evaluates data records to determine whether the data in the TAXID column is a valid nine-digit tax identification number.

The company now wants to track the exceptions that do not meet the conditions of the rule. To track these exceptions, the company sets up and uses the data quality console.
Preparing the data quality console to collect exceptions

To ensure that exceptions from the InfoSphere Information Analyzer rule are shown in the data quality console, employees of the fictional Sample Outdoor Company complete the following steps:

1. In the data quality console, the administrator adds a project connection to the InfoSphere Information Analyzer project that contains the rule.
2. An InfoSphere Information Analyzer user runs the rule with input records from a new acquisition.

Tracking exceptions in the console

To track and resolve exceptions that are generated when the rule is run, employees of the fictional Sample Outdoor Company complete the following steps:

1. On the data quality console Home page, the review manager sees the InvalidTaxID exception descriptor in the list of new exception descriptors that do not have owners. The review manager assigns the exception descriptor to a reviewer, marks the exception descriptor high priority, and changes the status of the exception descriptor to Assigned.
2. On the data quality console Home page, the reviewer sees the InvalidTaxID exception descriptor in the list of exception descriptors that the reviewer recently became the owner of. The reviewer selects the exception descriptor to view details about the exceptions that the rule generated.
3. The reviewer changes the status of the exception descriptor to In Progress.
4. To resolve the exceptions, the reviewer works with a data steward. The team corrects some source data and develops a job that cleanses other source data.
5. In the data quality console, the reviewer changes the status of the exception descriptor to Fixed.
6. The reviewer gives the InfoSphere Information Analyzer user an updated set of input records. The InfoSphere Information Analyzer user runs the rule with the new input records.
7. A new exception descriptor for the rule arrives in the data quality console. If the rule does not generate any exceptions, the review manager removes both exception descriptors from the data quality console. If the rule generates exceptions, the review manager changes the status of both exception descriptors to Assigned and informs the reviewer that additional work is required.
Chapter 2. Exceptions and exception descriptors

In InfoSphere Information Server products and components, entities that might require additional information or investigation are called exceptions. Information about each set of exceptions is provided by exception descriptors.

Exceptions

Exceptions are entities that are generated by a condition or event and that might require additional information or investigation. For example, depending on your organizational goals and processes, the following entities might be considered exceptions:

- Records that do not meet the conditions of data rules in InfoSphere Information Analyzer.
- Columns in the foreign table that contain rows that do not match rows in the primary table in InfoSphere Discovery. The columns are identified when InfoSphere Discovery validates business rules.

Exception descriptors

When an event generates exceptions, an exception descriptor is created and made available to the data quality console. An exception descriptor provides information about the set of exceptions that were produced by the event. Each product or component provides exception descriptors to the data quality console in its own way, and provides its own set of information about the exceptions. Exception descriptors are created in the following ways:

- In InfoSphere Discovery, an exception descriptor is created when a validation job is run. One exception descriptor is created for each type of expression that includes one or more exceptions.
- In InfoSphere Information Analyzer, an exception descriptor is created each time that a data rule is run.

Exception descriptors provide information such as the category of the exceptions, when the exceptions were generated, and who is responsible for resolving the exceptions. If exceptions were generated and the product stores the exceptions, you can view the actual set of exceptions in the data quality console.

Collecting exceptions for the data quality console

To view exceptions in IBM InfoSphere Data Quality Console, you must run the jobs and other processes that generate exceptions so that the console can collect the exceptions. This task differs for each product and component. In the data quality console, you then add connections to the projects that generate exceptions.

Before you begin

To add project connections, you must have the administrator user role.
About this task

Exceptions are entities that are produced by a condition or event and that might require additional information or investigation. The entities that are considered exceptions depend on your organizational goals and processes.

To view exceptions in the data quality console, you must identify the entities that your organization considers to be exceptions. You can then run the jobs and processes that generate the exceptions. After the jobs are run, you can add connections from the data quality console to the projects that contain those jobs and processes.

Procedure

1. Identify or create a job or process that might generate exceptions. For example, in InfoSphere Discovery, an ambiguous match is a target value that is not derived accurately when a transformation is applied to one or more source columns. Because ambiguous matches require further review, they might be considered to be exceptions.

2. Run the job or process that generates exceptions so that the data quality console can collect the exceptions. You run jobs or processes in the following ways:
   • In InfoSphere Discovery, run validation jobs. You can create and run validation jobs in Discovery Studio. Alternatively, you can export the validation jobs and then use scripts to run the jobs. For more information, see the IBM InfoSphere Discovery User Guide.
   • In InfoSphere Information Analyzer, run data rules or rule sets. For more information, see the IBM InfoSphere Information Analyzer User’s Guide.

3. In the data quality console, add a connection to the project that contains the job or process that generates exceptions.

4. Run the job or process once or on a schedule that you specify in the product that generates exceptions. The exception information is sent to the data quality console based on the update schedule for the project that is specified in the data quality console. If current information for a project is not shown in the data quality console, you can check for updates from the project manually.

Web addresses for data quality applications

When you connect to a project, you specify the web address for the application that the project is associated with. The web address for each application has a different format.

The web addresses have the following format:

InfoSphere Discovery
   http://host_name:port_number/iaem/dqc/resources/

InfoSphere Information Analyzer
   http://host_name:port_number/InformationAnalyzer/dqc/

Tracking exceptions

You can track and browse exceptions that are generated by InfoSphere Information Server products and components. Use the search criteria or Home page for your role to identify exception descriptors of interest, then view the exception descriptor and exceptions in the descriptor.
About this task

Exception descriptors provide information about a set of exceptions that were produced by a particular event or process. You can view exception descriptors in IBM InfoSphere Data Quality Console and edit the status, priority, and owner of the exception descriptor. For some exception descriptors, you can also view the set of exceptions that the descriptor provides information about.

Procedure

1. Identify exception descriptors of interest by using one of the following methods:
   • View exception descriptors on the Home page of the data quality console. The types of exception descriptors that are shown on the Home page depend on your role. For example, the Home page for the reviewer role shows exception descriptors that the reviewer recently became the owner of.
   • Use a link on the Home page to open the Exceptions page with a set of predefined or saved search criteria selected. For example, the Home page for the review manager shows the number of open exception descriptors by priority. If a review manager clicks a priority label, the Exceptions page opens and shows only the exception descriptors that are assigned that priority.
   • Use the search criteria on the Exceptions page. You can enter search terms, select attributes to refine your results, or both.

2. To determine how to address the exceptions, review the exception descriptor. The exception descriptor might include information like a description of the exceptions, the exception category, and the rule set that is applied in the stage that produces the exceptions.

3. If the exception records that are associated with the exception descriptor are available, view the exceptions. When you view the exceptions, you might identify specific problems in the data. For example, if an InfoSphere Information Analyzer business rule checks for a valid social security number, exceptions might be 111111111 or NULL.

What to do next

Follow organizational procedures to address the exceptions:
   • If you are a business steward, you might contact a job developer to correct the source data. Alternatively, you might contact a review manager to ensure that the exceptions are assigned to a reviewer.
   • If you are a review manager, you might change the priority of the exception descriptor and assign an owner.
   • If you are a reviewer, you might change the status of the exception descriptor to In Progress to indicate that you plan to resolve the exceptions. You might also export the exception descriptor to a CSV file so that you can reference the information when you resolve the exceptions.

Strategies for defining search criteria

You define search criteria to show a subset of exception descriptors that apply to your goals and tasks. Use these strategies to define sets of search criteria that help you find the right exception descriptors quickly.

When you define search criteria, you can use one or more of the strategies that are shown in Table 2 on page 10.
Table 2. Strategies for defining search criteria

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use the links on the Home page as a starting point, and then refine the results based on your goals.</td>
<td>A reviewer clicks the link for open high priority exceptions that are assigned to the reviewer. Then, on the Exceptions page, the reviewer refines the exception descriptors that are shown based on how recent the time stamp for the exception descriptor is.</td>
</tr>
<tr>
<td>Define a set of search criteria that filter out exception descriptors that do not apply to any of your tasks in the data quality console.</td>
<td>A business steward views only exception descriptors that are associated with implemented data resources that are used by a particular part of the organization. The business steward is responsible for the data quality of human resources databases. As a result, the steward filters out exception descriptors that are associated with databases for product information or suppliers. Alternatively, a review manager views only exception descriptors that are associated with a minimum number of exceptions. The review manager uses this set of search criteria to ensure that larger sets of exceptions are assigned and resolved before smaller sets are resolved.</td>
</tr>
<tr>
<td>Define a set of search criteria that identifies exception descriptors that are expired or require immediate action. The definition of an expired exception descriptor depends on your organizational requirements.</td>
<td>On the Exceptions page, a review manager refines the list of exception descriptors that are shown by clearing the check boxes for Fixed and Ignore statuses. Then, the manager enters a custom date range for the Time Stamp attribute. When the custom date range is defined, the end date is set based on organizational requirements for reviewing or resolving exceptions. Suppose that an organizational requirement requires reviewers to resolve an exception descriptor a maximum of one month after the exception descriptor is generated. A review manager can define a custom date range with an end date that is one month before the current date. The review manager can use this set of search criteria to identify exception descriptors that still require review or resolution. The manager might contact the current owner of each exception descriptor or increase its priority.</td>
</tr>
</tbody>
</table>

**Search criteria**

To view a subset of exception descriptors on the Exceptions page, you specify search criteria, which include search terms and attributes. You can choose attributes to refine the list of exceptions descriptors.

You can choose the following types of attributes:
Project
The name of the project that produced the exceptions. The project is assigned by the application that generated the exception descriptor.

Category
The category that the exceptions in the exception descriptor were assigned to. The category is assigned by the application that generated the exception descriptor, the user who configured the job that produced exceptions, or both.

Implemented Data Resource
An implemented data resource is an information asset that represents databases and their contents (such as schemas or database tables), data files and their contents (such as data file structures and data file fields), and data item definitions. One or more implemented data resources are assigned by the application that generated the exception descriptor.

Application
The application where the exceptions in the exception descriptor were generated.

Owner
The person who is responsible for the review and possible resolution of the exceptions that are associated with the exception descriptor. The owner is assigned in the data quality console.

Priority
The importance of reviewing and resolving an exception descriptor and the set of exceptions that is associated with the exception descriptor. A review manager sets the priority of an exception descriptor in the data quality console. Higher priority descriptors are expected to be addressed before lower priority ones.
Administrators can change the labels for the priority levels to meet the terminology standards of your organization.

Status
The state of an exception descriptor and the set of exceptions that is associated with the descriptor. The reviewer or review manager sets the status of an exception descriptor in the data quality console.
Administrators can change the labels for the status levels to meet the terminology standards of your organization.

Number of Exceptions
The number of exceptions in the exception descriptor.

Time Stamp
The time that the exception descriptor was generated.

Last Modified
The most recent time that the owner, priority, status, or notes for an exception descriptor were changed.

Replication of exceptions in the data quality console
When the data quality console checks for updates, exception descriptors are sent from products and components to the data quality console. Exception descriptors are sent only for projects that the administrator added project connections for in the console.
Copies of the exception descriptors that are sent to the data quality console are stored in the metadata repository. The information that is stored in the metadata repository is managed independently from the information that is stored by the product or component that generated the exceptions. When the status, priority, or owner of an exception descriptor is changed in the console, the exception descriptor is updated only in the metadata repository.

In the data quality console, the administrator can specify a schedule for how often to check for updates to each project. After the schedule is specified, these checks will occur automatically. If the exception descriptor in the product or component changes, the exception descriptor in the metadata repository is updated the next time that the data quality console checks for updates. When the data quality console checks for updates, only exception descriptors that changed or were created since the last update are updated.

For example, suppose that the data quality console is set to check for updates to an InfoSphere Discovery project every day at 11:00 a.m. A job in the project generates new exceptions at 1:00 p.m. on Tuesday. The exception descriptor for that job is updated in the metadata repository at 11:00 a.m. on Wednesday.

Regardless of the update schedule, review managers can check for updates manually.

**Exception descriptor removal**

Administrators can remove the copy of an exception descriptor that is used by the data quality console from the metadata repository. In the data quality console, administrators select a project that generates exception descriptors that they want to remove. Then, the administrator chooses the exception descriptors to remove from the metadata repository based on the time stamp of the descriptors.

For example, suppose that an administrator wants to free space on the metadata repository. To complete this task, the administrator decides to remove exception descriptors that were generated more than five years in the past. The administrator selects the SampleDiscovery project, and then selects *Remove* from the *Manage Exception Descriptors* list. Then, the administrator selects a time stamp that is five years before the current date. The exception descriptors from the SampleDiscovery project that were generated more than five years in the past are removed.

**Exception descriptor restoration**

To ensure that exception descriptors in the metadata repository include all of the exception descriptors in the project, administrators can restore a project. When a project is restored, exception descriptors from the project are merged with exception descriptors in the metadata repository. For exception descriptors that have not been removed from the console, changes to the status, owner, or priority of an exception descriptor are retained. Exception descriptors that were removed from the data quality console but are still in the project are restored.

For example, suppose that a review manager removes several exception descriptors from the data quality console. Later, the review manager wants to view the information in the exception descriptors again. The review manager contacts the administrator, who restores the exception descriptors so that the review manager can view them in the console.
Appendix A. Product accessibility

You can get information about the accessibility status of IBM products.

The IBM InfoSphere Information Server product modules and user interfaces are not fully accessible. The installation program installs the following product modules and components:

- IBM InfoSphere Business Glossary
- IBM InfoSphere Business Glossary Anywhere
- IBM InfoSphere DataStage
- IBM InfoSphere FastTrack
- IBM InfoSphere Information Analyzer
- IBM InfoSphere Information Services Director
- IBM InfoSphere Metadata Workbench
- IBM InfoSphere QualityStage

For information about the accessibility status of IBM products, see the IBM product accessibility information at http://www.ibm.com/able/product_accessibility/index.html.

Accessible documentation

Accessible documentation for InfoSphere Information Server products is provided in an information center. The information center presents the documentation in XHTML 1.0 format, which is viewable in most Web browsers. XHTML allows you to set display preferences in your browser. It also allows you to use screen readers and other assistive technologies to access the documentation.

The documentation that is in the information center is also provided in PDF files, which are not fully accessible.

IBM and accessibility

See the IBM Human Ability and Accessibility Center for more information about the commitment that IBM has to accessibility.
Appendix B. Contacting IBM

You can contact IBM for customer support, software services, product information, and general information. You also can provide feedback to IBM about products and documentation.

The following table lists resources for customer support, software services, training, and product and solutions information.

*Table 3. IBM resources*

<table>
<thead>
<tr>
<th>Resource</th>
<th>Description and location</th>
</tr>
</thead>
<tbody>
<tr>
<td>IBM Support Portal</td>
<td>You can customize support information by choosing the products and the topics that interest you at <a href="http://www.ibm.com/support/entry/portal/Software/Information_Management/InfoSphere_Information_Server">www.ibm.com/support/entry/portal/Software/Information_Management/InfoSphere_Information_Server</a></td>
</tr>
<tr>
<td>Software services</td>
<td>You can find information about software, IT, and business consulting services, on the solutions site at <a href="http://www.ibm.com/businesssolutions/">www.ibm.com/businesssolutions/</a></td>
</tr>
<tr>
<td>My IBM</td>
<td>You can manage links to IBM Web sites and information that meet your specific technical support needs by creating an account on the My IBM site at <a href="http://www.ibm.com/account/">www.ibm.com/account/</a></td>
</tr>
<tr>
<td>Training and certification</td>
<td>You can learn about technical training and education services designed for individuals, companies, and public organizations to acquire, maintain, and optimize their IT skills at <a href="http://www.ibm.com/software/sw-training/">http://www.ibm.com/software/sw-training/</a></td>
</tr>
</tbody>
</table>
Appendix C. Accessing and providing feedback on the product documentation

Documentation is provided in a variety of locations and formats, including in help that is opened directly from the product client interfaces, in a suite-wide information center, and in PDF file books.

The information center is installed as a common service with IBM InfoSphere Information Server. The information center contains help for most of the product interfaces, as well as complete documentation for all the product modules in the suite. You can open the information center from the installed product or from a Web browser.

Accessing the information center

You can use the following methods to open the installed information center.

• Click the Help link in the upper right of the client interface.

   Note: From IBM InfoSphere FastTrack and IBM InfoSphere Information Server Manager, the main Help item opens a local help system. Choose Help > Open Info Center to open the full suite information center.

• Press the F1 key. The F1 key typically opens the topic that describes the current context of the client interface.

   Note: The F1 key does not work in Web clients.

• Use a Web browser to access the installed information center even when you are not logged in to the product. Enter the following address in a Web browser: http://host_name:port_number/infocenter/topic/com.ibm.swg.im.iis.productization.iisinfsv.home.doc/ic-homepage.html. The host_name is the name of the services tier computer where the information center is installed, and port_number is the port number for InfoSphere Information Server. The default port number is 9080. For example, on a Microsoft® Windows® Server computer named iisdocs2, the Web address is in the following format: http://iisdocs2:9080/infocenter/topic/com.ibm.swg.im.iis.productization.iisinfsv.nav.doc/dochome/iisinfsrv_home.html.

A subset of the information center is also available on the IBM Web site and periodically refreshed at http://publib.boulder.ibm.com/infocenter/iisinfsv/v8r7/index.jsp.

Obtaining PDF and hardcopy documentation

• A subset of the PDF file books are available through the InfoSphere Information Server software installer and the distribution media. The other PDF file books are available online and can be accessed from this support document: https://www.ibm.com/support/docview.wss?uid=swg27008803&wv=1

• You can also order IBM publications in hardcopy format online or through your local IBM representative. To order publications online, go to the IBM Publications Center at http://www.ibm.com/e-business/linkweb/publications/servlet/pbi.wss
Providing comments on the documentation

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- To comment on the information center, click the Feedback link on the top right side of any topic in the information center.
- Send your comments by using the online readers’ comment form at www.ibm.com/software/awdtools/rcf/
- Send your comments by e-mail to comments@us.ibm.com. Include the name of the product, the version number of the product, and the name and part number of the information (if applicable). If you are commenting on specific text, include the location of the text (for example, a title, a table number, or a page number).
- You can provide general product feedback through the Consumability Survey at www.ibm.com/software/data/info/consumability-survey
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