MERCURY

Data Service Management

14 – 18 December 2026
Rome (Italy)



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Data Service Management

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Introduction

The Data Service Management course provides professionals with an understanding of how to manage data services in modern organizations. It focuses on the end-to-end management of data services, from acquisition and interpretation to monitoring pipelines and maintaining reliable data catalogues. The course emphasizes how well-governed data services support transparency, trust, and informed decision-making. Participants will explore how to document, monitor, and communicate data flows across technical and business environments. It aligns data service activities with organizational objectives and operational requirements. Learners will have a clear theoretical foundation for managing data as a strategic service.

Targeted Groups

This Data Service Management training targets professionals seeking knowledge and skills:

- Data managers responsible for enterprise data operations.
- Data analysts work with structured and unstructured datasets.
- IT professionals involved in data platforms and services.
- Business intelligence specialists supporting reporting functions.
- Data governance and data quality officers.
- Digital transformation and innovation teams.
- System owners managing data-driven applications.
- Technical leads overseeing data pipelines and integrations.

Course Objectives

Participants will achieve the following objectives by completing the Data Service Management course:

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- Understand the concept of data as a managed service.
- Explain the role of data service management in organizations.
- Identify key activities in data acquisition monitoring.
- Analyze data pipelines from a service management perspective.
- Interpret data outputs for business and operational use.
- Apply principles of effective data cataloguing.
- Recognize the importance of metadata accuracy and consistency.
- Explain how data catalogues support discovery and reuse.
- Describe methods for documenting data assets.
- Understand communication flows related to data services.
- Link data service monitoring to performance and reliability.
- Assess risks related to undocumented or poorly monitored data.
- Align data services with governance and compliance needs.
- Support informed decision-making through structured data services.

Targeted Competencies

Participants will gain the following competencies during the Data Service Management program:

- Conceptual understanding of data service management frameworks.
- Ability to interpret data service performance indicators.
- Awareness of data acquisition and ingestion monitoring practices.
- Knowledge of data pipeline structures and dependencies.
- Understanding of data cataloguing principles and standards.
- Skill in describing metadata and data lineage concepts.
- Ability to evaluate data documentation completeness.
- Competence in explaining data availability and usability.
- Understanding of catalogue communication across stakeholders.
- Awareness of data service risks and control measures.

Studying Scenarios

In this Data Service Management training, participants develop skills through the following scenarios:

- Reviewing a theoretical data pipeline and identifying monitoring gaps.
- Interpreting sample data service reports for management decisions.
- Evaluating a data catalogue structure for completeness and clarity.
- Analyzing communication breakdowns between data teams and users.
- Assessing undocumented data assets and associated operational risks.
- Comparing effective and ineffective data service documentation practices.

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Course Content

Unit 1: Foundations of Data Service Management

- Definition of data services in modern organizations.
- Evolution from data management to data service management.
- Role of data services in digital and data-driven strategies.
- Key stakeholders involved in data service ecosystems.
- Core principles of managing data as a service asset.
- Relationship between data services and business value.
- Overview of data service lifecycle stages.

Unit 2: Data Acquisition and Pipeline Monitoring

- Concept of data acquisition in enterprise environments.
- Types of data sources and ingestion methods.
- Structure of data pipelines and processing flows.
- Importance of monitoring data pipelines continuously.
- Indicators used to track data flow reliability.
- Common risks in unmonitored data acquisition processes.
- Theoretical approaches to pipeline performance tracking.
- Alignment of pipeline monitoring with service expectations.

Unit 3: Data Interpretation and Service-Level Understanding

- The difference between raw data and interpreted data outputs.
- Role of data interpretation in service delivery.
- Understanding data context and business meaning.
- Importance of data accuracy and consistency for interpretation.
- Service-level perspectives on data availability and timeliness.
- Interpreting trends and patterns from managed data services.
- Linking interpreted data to operational and strategic decisions.

Unit 4: Data Cataloguing and Metadata Management

- Purpose of data catalogues in organizations.
- Core components of an effective data catalogue.
- Role of metadata in data service management.
- Data classification and categorization principles.
- Understanding data lineage and ownership concepts.
- Importance of standardized documentation practices.
- How catalogues support data discovery and reuse.
- Risks of incomplete or outdated data catalogues.

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Unit 5: Catalogue Communication and Data Service Transparency

- Importance of communication in data service management.
- Communicating data availability to stakeholders.
- Role of catalogues in cross-functional collaboration.
- Ensuring a consistent understanding of data definitions.
- Supporting governance through transparent data services.
- Theoretical models for data service communication flows.
- Aligning catalogue communication with organizational needs.
- Enhancing trust through clear documentation of data services.

Final Insights & Key Takeaways

Effective Data Service Management ensures that data pipelines, catalogues, and interpretation processes are transparent, monitored, and aligned with organizational needs. A structured approach to documenting and communicating data services strengthens reliability, trust, and informed decision-making across the enterprise.