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In my previous article, I have looked at some of the factors to be considered when it comes to information technology considerations for IT projects. In this article, [I want to look at six major qualities of good service management data.](#) Follow me as we will look at that together in this article.

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Now the qualities ...

### #1 Availability

No matter how hard is data is, if it is not available when it is needed then it is not good data. Good service management data should be available when decision-makers need to make decisions.

### #2 Reliability

There is this saying that garbage in, garbage out. When you are gathering data for service management purposes, you have to make sure that the source of the data is reliable. There is no way you will have good results if you don't have reliable data.

### #3 Accessible

Also, good data should be easily accessible. The management has to make sure that all bottlenecks are removed so that those that needed data to attend to customers or they needed data to make business decisions are able to have undeniable access to those data.



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### #4 Timeliness

There is also the issue of timeliness [when it comes to data](#). Data must be provided in a timely manner. It becomes useless when the data is not released when it is not made available when it is to be used.

## #5 Accuracy

The data also needs to be accurate enough. Although it might be very difficult for the data to be accurate the management has to try as much as possible to ensure that the data they are using for key decisions must be accurate enough.

## #6 Relevant

There is a need for the data to be relevant. You have to make sure that when you are making the decisions, you have to make sure that you have to get it based on the age groups that you need to address.

I can not use data from old people to determine what products will be of interest to young people.

## Action Point

**PS:** I know you might agree with some of the points that I have raised in this article. You might not agree with some of the issues raised. Let me know your views about the topic discussed. We will appreciate it if you could drop your comment. Thanks in anticipation.

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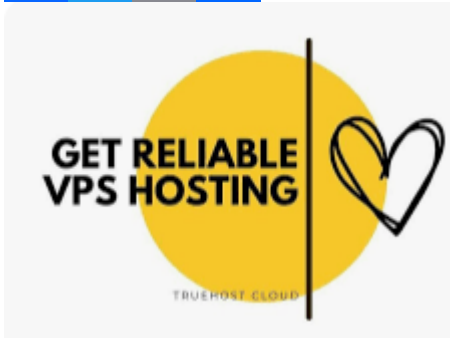
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