## Contents

Foreword xiii
Acknowledgments xv
About the Author xvii

### Chapter 1  Introduction 1

Why Is There a Need for This Book? 1
To Integrate or Disintegrate? That Is the Question 2
Approach of This Book 4
Who Is the Intended Audience for This Book? 5
General Industry Models versus More Specific Industry Models 5
Industry Data Models versus Data Model Applications 7
The Volume 2 Models: Customized and New Models for Each Industry 8
Conventions and Standards Used in This Book 8
Entities 8
Subtypes and Supertypes 15
Non-Mutually Exclusive Sets of Subtypes 16
Attributes 17
Relationships 18
Relationship Optionality 18
Relationship Cardinality 19
Foreign Key Relationships 20
Foreign Key Inheritance 20
Intersection or Association Entities to Handle Many-to-Many Relationships 21
Exclusive Arcs 22
Recursive Relationships 22
Physical Models 23
Conventions Used for Illustration Tables 24
Conventions Used to Reference Figures 25
The Data Model Resource Book, Volume 2, Industry Download Products 25

### Chapter 2  Manufacturing 27

People and Organizations in Manufacturing 31
Product Models in Manufacturing 33
Products and Parts 33
Design Engineering 36
  Part Specifications and Documentation 36
  Part Specification Roles and Status 40
  Engineering Change 41
Product Bill of Material, Substitutes, and Inventory Configurations 43
  Product Bill of Materials 44
  Part Substitutions 46
  Inventory Item Configurations 50
Other Product Models 53
Orders 54
  Usage of the Order Models for Manufacturers 54
  Materials Requirements Planning 56
Delivery 57
  Deployment and Use of Products 58
    Deployments 58
    Deployment Usage 60
    Inventory Ownership 62
Work Effort 63
  Process Plan 63
  Production Runs 65
Invoicing, Accounting, Budgeting, and Human Resources Models 67
Star Schema for Manufacturing 69
  Production Run Fact 70
  Dimensions 71
  Variation of Product Run Data Mart 72
Manufacturing Summary 73

Chapter 3 Telecommunications 75
People and Organizations in Telecommunications 80
  Generic Person and Organization Roles from Volume I 80
    Party Roles and Relationships for Telecommunications 80
  Example of Party Roles and Relationships for Telecommunications 83
Telecommunications Products 84
  Telecommunications Modifications to the Generic Product Data Models 84
    Telecommunications Services 86
    Telecommunications Goods 88
    Telecommunications Features 88
    Product Feature Interaction 89
    Telecommunications Product and Product Feature Example 89
Product Deployment 91
Telecommunications Product Associations 93
Network Data Models 98
  Network Components 99
  Network Assemblies 101
  Circuits 104
  Product, Circuit, and Network Assembly Capabilities 106
Communication IDs and Contact Mechanisms 109
Orders
  Service Orders
  Product Availability
Delivery
  Deployment Usage
Invoicing
Work Effort, Accounting, and Human Resources Models
Star Schema for Telecommunications
  Product Deployment Usage Fact
  Customers
  Deployment Usage Types and Unit of Measures Dimensions
  Products
  Facilities
  Time by Hour
Telecommunications Summary

Chapter 4 Health Care
People and Organizations in Health Care
  Person Roles
  Organization Roles
  Insured Party Roles
  Party Relationships
  Party Roles Example
  Health Care Facilities and Contact Mechanisms
  Patient, Practitioner, and Provider Information
Health Care Products
  Health Care Offering Definition
Health Care "Orders"
  Agreement Definition
Health Care Shipments and Delivery
  Health Care Episodes, Incidents and Visits
  Health Care Delivery
Health Care Claims
  Invoice Data Models versus Claims Data Models
  Health Care Claims Submission
  Claim Header Information
    Claim Codes
    Insurance Policy Information
Payment Settlement
Health Care Referrals
Star Schema for Health Care
Health Care Summary

Chapter 5 Insurance
People and Organizations in Insurance
  Person Roles
  Organization Roles
  Person or Organization Roles
  Insurance Party Relationships
Insurance Product
  Insurance Products and Categories
Insurance Product Coverage
Details behind Coverage Types and Coverage Levels
Insurance Product Features
Insurance Product Rules
Insurance Pricing
  Community-Based Rating
  Insurance Rate Tables
  Experienced-Based Insurance Rating
Insurance Policies (Orders for Insurance)
  Insurance Application
  Insurance Quote
  The Insurance Agreement or Insurance Policy
    Insurance Policy Roles
    Insurance Policy Items
    Health Care Insurance Agreement
    Casualty Insurance Agreement
    Property Insurance Agreement
    Life Insurance Agreement
Premium Schedule
  Premium Invoicing and Payments
Policy Claims
  Insurance Claim Incidents
  Insurance Claims Submission
  Claims Settlement
Delivery, Work Efforts, Accounting, and Human Resources for Insurance Enterprises
  Star Schemas for Insurance
    Analysis Information
    Claim Star Schema
      Fact Table
      Dimensions
Insurance Summary

Chapter 6  Financial Services
People and Organizations in Financial Services
  Generic Party Role Subtypes
Financial Service Party Roles
Financial Service Relationships
Financial Objectives, Needs, and Plans
Financial Services Products
  Financial Services Product Definition
  Product Categories
  Product Feature and Functional Setting
  Financial Product and Functional Setting
  Features and Functional Settings for Product Categories
  Features and Functional Settings for Products
  Example of Predefined Financial Products with Product Features and Functional Settings
  Financial Products That Are Customized for the Specific Needs of a Customer
  Product Category Roll-ups
Financial Product Regulations and Rules
Agreements
Financial Agreements
  Agreement Subtypes and Roles
  Asset Roles and Agreement Asset Usage
  Agreement Status
Delivery
Financial Account
  Account Product
  Account Roles
  Account Relationships
  Media
  Account Status
Account Transaction
  Account Transaction Type
  Account Transaction Status
  Account Transaction Relationships
  Account Transaction Tasks
Work Efforts
Account Notification
  Notification Task Types
  Invoicing and Statement Tasks
  Marketing Tasks
  Alert Tasks
  Other Notification Tasks
  Example of Account Notification Tasks
Analysis Task
  Analysis Task Data Model
  Example of Risk Analysis Task
Invoicing, Accounting, and Human Resources
Star Schemas for Financial Services
Analysis Information
Account Star Schema
  Fact Table
  Dimensions
Account Transaction Star Schema
  Fact Table
  Dimensions
Financial Services Summary

Chapter 7  Professional Services
People and Organizations in Professional Services
  Person Roles
  Organization Roles
  Professional Services Roles and Relationships Examples
Professional Services Products
  Professional Services Products Model
  Applicability of Other Product Models
  Professional Service Product Associations
Orders
  Professional Services Requirements
Professional Services Requests and Quotes 325
  Professional Services Requests 328
  Professional Service Quotes (Proposals and Statements of Work) 330
  Engagements 333
    Types of Engagement Items 333
    Engagement Rates 335
    Placement versus Deliverables-Based Consulting 336
    Engagement Example 336
  Professional Services Agreements 338
  Delivery 341
    Professional Services Entries 341
  Work Efforts 343
  Invoicing 346
  Accounting and Human Resources Management 347
  Star Schema for Professional Services 348
    Time Entry Fact 349
  Dimensions 350
  Professional Services Summary 350

Chapter 8  Travel 353
  People and Organizations in Travel 355
    Person Roles 357
    Organization Roles 357
    Party Relationships 359
    Travel Preferences 362
  Travel Products 364
    Product Definition 364
  Travel Orders (Reservations) 369
    Order Models 370
    Ticketing 373
    Agreements 376
      Travel Agreements 376
      Pricing of Agreements and Products 376
  Delivery (Travel Experience) 379
  Invoicing 383
  Work Efforts 383
  Travel Programs and Travel Accounts 383
    Travel Programs, Rules, and Factors 385
    Travel Account Example 385
  Star Schemas for Travel 386
    Passenger Transportation Offering Star Schema 386
      Fact Table 386
      Dimensions 387
    Non-Transportation Travel Product Star Schema 388
      Fact Table 388
      Dimensions 388
  Travel Summary 389

Chapter 9  E-Commerce Models 393
  People and Organizations in E-Commerce 395
    E-Commerce Parties, Roles, and Relationships 397