Data Science

Large-scale Data is Everywhere!

- There has been enormous data growth in both commercial and scientific databases due to advances in data generation and collection technologies
- New mantra
 - Gather whatever data you can whenever and wherever possible.
- Expectations
 - Gathered data will have value either for the purpose collected or for a purpose not envisioned.

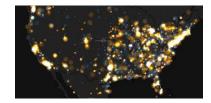




E-Commerce



Traffic Patterns



Social Networking: Twitter



200

or Networks Co



Why Data Science? Commercial Viewpoint

- Lots of data is being collected and warehoused
 - Web data
 - •Google has Peta Bytes of web data
 - Facebook has billions of active users
 - purchases at department/ grocery stores, e-commerce
 - Amazon handles millions of visits/day
 - Bank/Credit Card transactions
- Computers have become cheaper and more powerful
- Competitive Pressure is Strong
 - Provide better, customized services for an edge (e.g. in Customer Relationship Management)

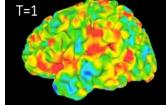


Why Data Science? Scientific Viewpoint

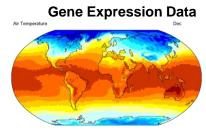
- Data collected and stored at enormous speeds
 - remote sensors on a satellite

 NASA EOSDIS archives over petabytes of earth science data / year

- telescopes scanning the skies
 Sky survey data
- High-throughput biological data
- scientific simulations
 - terabytes of data generated in a few hours
- Data science helps scientists
 - in automated analysis of massive datasets
 - In hypothesis formation



fMRI Data from Brain



Surface Temperature of Earth

Sky Survey Data

Great Opportunities to Solve Society's Major Problems

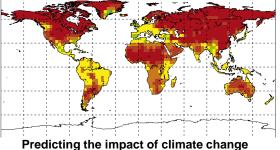


Improving health care and reducing costs



Finding alternative/ green energy sources

CCCms/A2a January to January Mean Temperature (degrees C) 2080s relative to 1961-90





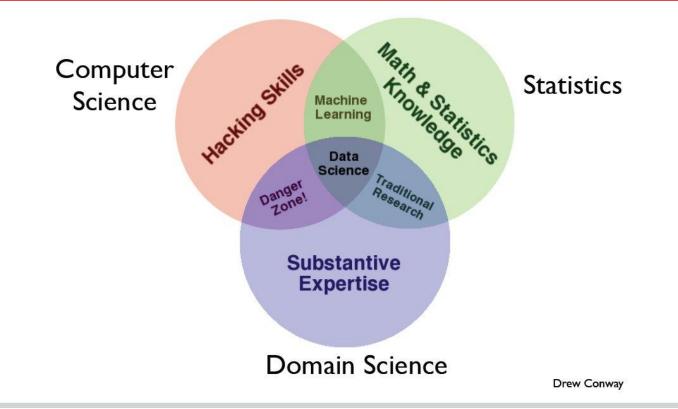
Reducing hunger and poverty by increasing agriculture production

What is Data Science?

Like any emerging field, it isn't yet well defined, but incorporates elements of:

- Exploratory Data Analysis and Visualization
- Machine Learning and Statistics
- High-Performance Computing technologies for dealing with scale.

Skill Sets for Data Science



Appreciating Data

Computer Scientists do not naturally appreciate data: it's just stuff to run through a program.

The usual way to test algorithm performance is to run the implementation on "random data".

But interesting data sets are a scarce resource, which requires hard work and imagination to obtain.

Computer vs. Real Scientists (1)

- Scientists strive to understand the complicated and messy natural world, while computer scientists build their own clean and organized virtual worlds. Thus:
- Nothing is ever completely true or false in science, while everything is either true or false in Computer Science / Mathematics.

Computer vs. Real Scientists (2)

- Scientists are data-driven, while computer scientists are algorithm-driven.
- Scientists obsess about discovering things, which computer scientists invent rather than discover.
- Scientists are comfortable with the idea that data has errors; computer scientists are not.

Genius vs. Wisdom

Software developers are hired to produce code. Data Scientists are hired to produce insights. Genius shows in finding the right answer!!! Wisdom shows in avoiding the wrong answers. Data science (like most things) benefits more from wisdom than from genius.

Developing Wisdom

- Wisdom comes from experience.
- Wisdom comes from general knowledge.
- Wisdom comes from listening to others.
- Wisdom comes from humility, observing how often you have been wrong and why/how.

I seek pass on wisdom, through my experience on the difficulty of making good predictions.

Developing Curiosity

- The good data scientist develops a curiosity about the domain/application they are working in.
- They talk shop with the people whose data they are working on.
- They read the newspaper every day, to get a broader perspective on the world.

Asking Good Questions

Software developers are not encouraged to ask questions, but data scientists are:

- What exciting things might you be able to learn from a given data set?
- What things do you/your people really want to know?
- What data sets might get you there?

Let's Practice Asking Questions!

Who, What, Where, When, and Why on the following datasets:

- Baseball-reference.com
- Google ngrams
- NYC taxi cab records

Baseball-Reference.com: biosketch

SASEBALL-	S-R	: M					
REFERENCE.COM		Γ					
play index players teams seasons managers leaders awards postseason boxes japan nlb mi	nors di	raft					
Mobile Site You Are Here > Home > Encyclopedia of Players > R Listing > Babe Ruth Statistics and							
	Tran	820	tions				
News: s-r blog: KBO Stats back to 1999 – Baseball-Reference.com		Suit					
Babe Ruth Player Page » Batting Pitching Fielding Minors News Archive (1456) Bullpen Oracle							m Baltimore (International) for more than \$25000. more than \$25000
						ees from the Boston Red Sox	s for \$100,000.
AT					e New York Yankee ee Agent with the E		
Babe Ruth						or 17 or 1700	
1 and 1	The tr	ansa	ction information use	ed here was	obtained free of charge	from and is copyrighted by <u>Retros</u>	<u>Sheet</u> . We attempt to update transactions throughout the season.
Like 1,213 people like this. 8+1 +25 Recommend this	-	-					
	Sala	'les	Convert to YYYY	\$\$'s ‡ Sal	aries may not be compl	ete (especially pre-1985) and may	y not include some earned bonuses
George Herman Ruth (Babe, The Bambino or The Sultan Of Swat)	Year A	ge	Team	Salary	ServTm(OpnDay)	Sources	Notes/Other Sources
Positions: Outfielder and Pitcher	1914 19	в	loston Red Sox	\$2,50	0 7 Bi	I James Historical Abstract	Annualized rate; came up late in season
Bats: Left, Throws: Left	1915 20	В	loston Red Sox	\$3,50	0 ? Bi	I James Historical Abstract	
Height: 6' 2", Weight: 215 lb.	1916 21	В	loston Red Sox	\$3,50	0 7 Co	ntract at HOF	
	1917 22		loston Red Sox	\$3,50		ntract at HOF	BJHA: \$5,000; Baseball Timeline \$7,000
	1918 23		loston Red Sox	\$9,00		an Wood, 1918, at 183	Includes \$1,000 midseason raise, \$1,000 WS bonus
Born: February 6, 1895 in Baltimore, MD	1919 24		lew York Yankees	\$10,000		chael Haupert research of HOF contract	s Contract at HOF: 10000.00,
High School: St. Mary's HS (Baltimore, MD) (All Transactions)	1920 25		lew York Yankees	\$20,000			s Bill James Historical Abstract: 20000.00,
Debut: July 11, 1914 (Age 19.155)	1921 26	N	lew York Yankees	\$20,000	* ? Mi	chael Haupert research of HOF contract	s Bill James Historical Abstract: 30000.00, Plus \$5K for '20 and '21 exhibitions, \$50/HR (59)m
Rookie Status: Exceeded rookie limits during 1915 season [*]	1922 27		lew York Yankees	\$52,000		chael Haupert research of HOF contract	s Bill James Historical Abstract: 52000.00,
Teams (by GP): Yankees/RedSox/Braves 1914-1935	1923 28	N	lew York Yankees	\$52,000		chael Haupert research of HOF contract	s Bill James Historical Abstract: 52000.00,
Final Game: May 30, 1935 (Age 40.113)	1924 29	N	lew York Yankees	\$52,000	* ? Mi	chael Haupert research of HOF contract	s Bill James Historical Abstract: 52000.00,
Inducted into the Hall of Fame by BBWAA as Player in 1936 (215/226 ballots). Induction ceremony in (1925 30	N	lew York Yankees	\$52,000	* ? Mi	chael Haupert research of HOF contract	s Bill James Historical Abstract: 52000.00,
View Babe Ruth Page at the Baseball Hall of Fame (plague, photos, videos).	1926 31		lew York Yankees	\$52,000			s Bill James Historical Abstract: 52000.00,
Died: August 16, 1948 in New York, NY (Aged 53.192)	1927 32		lew York Yankees	\$52,000		chael Haupert research of HOF contract	s 5/23/27 AL letter:70000.00,
Buried: Gate of Heaven Cemetery, Hawthorne, NY	1928 33		lew York Yankees	\$52,000		chael Haupert research of HOF contract	
View Player Bio from the SABR BioProject	1929 34		lew York Yankees	\$52,000		chael Haupert research of HOF contract	
About biographical information	1930 35		lew York Yankees	\$70,000			Bill James Historical Abstract: 80000.00,
	1931 36		lew York Yankees	\$70,000			Bill James Historical Abstract: 80000.00,
	1932 37		lew York Yankees	\$70,000			M. Smelser, Life That Ruth Built, p. 441:75000.00, Plus 25% of all exhibition-game profits
	1933 38		lew York Yankees	\$80,000			M. Smelser, Life That Ruth Built, p. 456:52000.00,Plus 25% of revenue from in-season exhibitions
	1934 39		lew York Yankees	\$80,000			s 1/16/36 TSN, per government report: 36696.00,\$35,000 salary plus 25% of exhibition profits
	1935 40		lew York Yankees	\$75,000			Bill James Historical Abstract: 35000.00, Annualized rate; retired early in season
	1936 41		lew York Yankees	\$52,00		chael Haupert research of HOF contract	
	1937 42	N	lew York Yankees	\$35,00	0 ? Mi	chael Haupert research of HOF contract	<u>8</u>
	Career to	date	(may be incomplete)	\$1,020,00	D		

Statistical Record of Play

Summary statistics of each years batting, pitching, and fielding record, with teams and awards.

Babe Ruth Player Page * Batting Pitching Fielding Minors News Archive (1456) Bullpen Oracle

n EloRater Fine Details · Last updated Jun 3, 2014 9:17AM

I-Time Rank (among batters): #1. BABE RUTH... #2. Lou Gehrig... #3. Ted Williams... #4. Honus Wagner... 🚺

Standard Batting More Stats Glossary · Show Minors Stats · SHARE · Embed · CSV · PRE · LINK · ?

rs Game Logs ▼ Splits ▼ HR Log Finders

Year	Age	Tm	Lg	G	PA	AB	R	н	2B	3B	HR	RBI	SB	CS	BB	SO	BA	OBP	SLG	OPS	OPS+	тв	GDP	HBP	SH	SF	IBB	Pos	Awards
1914	19	BOS	AL	5	10	10	1	2	1	0	0	0	0	0	0	4	.200	.200	.300	.500	49	3		0	0			/1	
1915	20	BOS	AL	42	103	92	16	29	10	1	4	20	0	0	9	23	.315	.376	.576	.952	188	53		0	2			1	
1916	21	BOS	AL	67	152	136	18	37	5	3	3	16	0		10	23	.272	.322	.419	.741	121	57		0	4			1	
1917	22	BOS	AL	52	142	123	14	40	6	3	2	14	0		12	18	.325	.385	.472	.857	162	58		0	7			1	
1918	23	BOS	AL	95	382	317	50	95	26	11	11	61	6		58	58	.300	.411	.555	.966	192	176		2	3			07138	
1919	24	BOS	AL	130	543	432	103	139	34	12	29	113	7		101	58	.322	.456	.657	1.114	217	284		6	3			*071/38	
1920	25	NYY	AL	142	616	458	158	172	36	9	54	135	14	14	150	80	.376	.532	.847	1.379	255	388		3	5			*0978/31	
1921	26	NYY	AL	152	693	540	177	204	44	16	59	168	17	13	145	81	.378	.512	.846	1.359	238	457		4	4			*078/31	
1922	27	NYY	AL	110	496	406	94	128	24	8	35	96	2	5	84	80	.315	.434	.672	1.106	182	273		1	4			*079/3	
1923	28	NYY	AL	152	697	522	151	205	45	13	41	130	17	21	170	93	.393	.545	.764	1.309	239	399		4	3			*097/83	MVP-1
1924	29	NYY	AL	153	681	529	143	200	39	7	46	124	9	13	142	81	.378	.513	.739	1.252	220	391		4	6			*097/8	
1925	30	NYY	AL	98	426	359	61	104	12	2	25	67	2	4	59	68	.290	.393	.543	.936	137	195		2	6			097	
1926	31	NYY	AL	152	652	495	139	184	30	5	47	153	11	9	144	76	.372	.516	.737	1.253	225	365		3	10			*079/3	
1927	32	NYY	AL	151	691	540	158	192	29	8	60	165	7	6	137	89	.356	.486	.772	1.258	225	417		0	14			*097	
1928	33	NYY	AL	154	684	536	163	173	29	8	54	146	4	5	137	87	.323	.463	.709	1.172	206	380		3	8			*097	
1929	34	NYY	AL	135	587	499	121	172	26	6	46	154	5	3	72	60	.345	.430	.697	1.128	193	348		3	13			*097	
1930	35	NYY	AL	145	676	518	150	186	28	9	49	153	10	10	136	61	.359	.493	.732	1.225	211	379		1	21			*097/1	
1931	36	NYY	AL	145	663	534	149	199	31	3	46	162	5	4	128	51	.373	.495	.700	1.195	218	374		1	0			*097/3	MVP-5
1932	37	NYY	AL	133	589	457	120	156	13	5	41	137	2	2	130	62	.341	.489	.661	1.150	201	302		2	0			*097/3	MVP-6
1933 🖈	38	NYY	AL	137	576	459	97	138	21	3	34	104	4	5	114	90	.301	.442	.582	1.023	176	267		2	0			*097/31	AS
1934 🖈	39	NYY	AL	125	471	365	78	105	17	4	22	84	1	3	104	63	.288	.448	.537	.985	160	196		2	0			*097	AS
1935	40	BSN	NL	28	92	72	13	13	0	0	6	12	0		20	24	.181	.359	.431	.789	119	31	2	0	0			07/9	
22 Yrs				2503	10622	8399	2174	2873	506	136	714	2214	123	117	2062	1330	.342	.474	.690	1.164	206	5793	2	43	113				
162 Ga	me A	vg.		162	687	544	141	186	33	9	46	143	8		133	86	.342	.474	.690	1.164	206	375		3	7				
				G	PA	AB	R	н	2B	3B	HR	RBI	SB	CS	BB	SO	BA	OBP	SLG	OPS	OPS+	TB	GDP	HBP	SH	SF	IBB	Pos	Awards
NYY (1	5 yrs))		2084	9198	7217	1959	2518	424	106	659	1978	110	117	1852	1122	.349	.484	.711	1.195	209	5131		35	94				
BOS (6	yrs)			391	1332	1110	202	342	82	30	49	224	13	0	190	184	.308	.413	.568	.981	190	631		8	19				
BSN (1	yr)			28	92	72	13	13	0	0	6	12	0		20	24	.181	.359	.431	.789	119	31	2	0	0				
AL (21	yrs)			2475	10530	8327	2161	2860	506	136	708	2202	123	117	2042	1306	.343	.475	.692	1.167	207	5762		43	113				
NL (1 y	r)			28	92	72	13	13	0	0	6	12	0		20	24	.181	.359	.431	.789	119	31	2	0	0				

Baseball Questions

- How to best measure individual player's skill, value or performance?
- How fair do trades between teams work out?
- What is the trajectory of player's performances as they mature and age?
- To what extent does batting performance correlate with the position played?

Demographic Questions

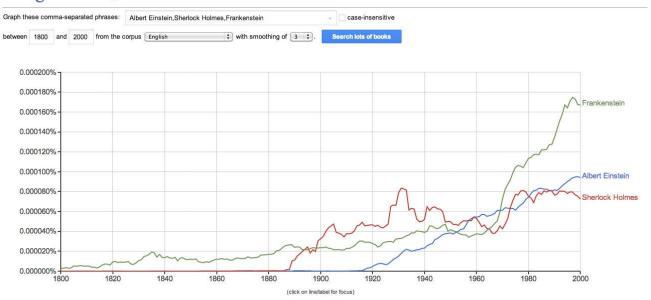
- Do left-handed people have shorter lifespans than right-handers?
- How often do people return to where they were born?
- Do player salaries reflect past, present, or future performance?
- Are heights and weights increasing in the population?

Google Ngrams

- Presents an annual time series of the frequency of every "popular" word/phrase with 1 to 5 words occurs in scanned books.
- `Popular' means appears >40 times in total.
- Google has scanned about 15% of all books ever published, making this resource quite comprehensive.

Google Ngram Viewer

Google books Ngram Viewer



Run your own experiment! Raw data is available for download here.

Ngram Questions

- How has the amount of cursing changed over time?
- What is the lifespan of fame and technologies? Is it increasing/decreasing?
- How often do new words emerge? Do they stay in common usage?
- What words are associated with other words, i.e. can you build a language model?

NYC Taxi Cab Data

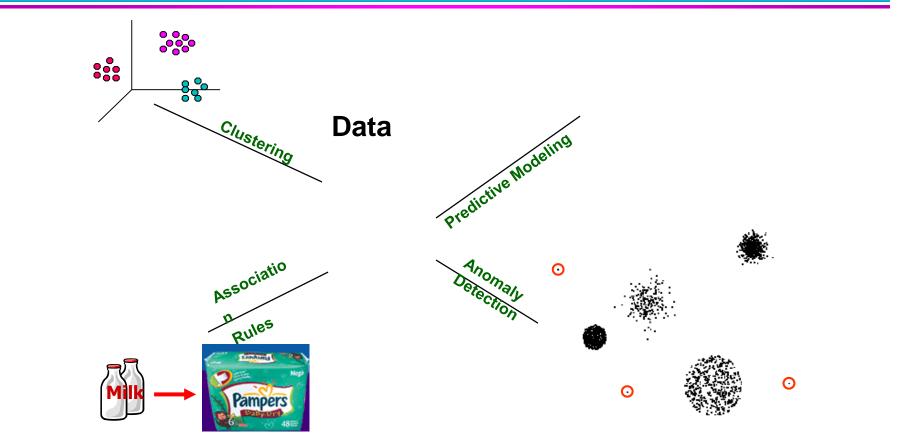
- Gives driver/owner, pickup/dropoff location, and fare data for every taxi trip taken.
- Data obtained from NYC via Freedom of Information Act Request (FOA)

4													
5	Trip data, 2013 ->												
6													
7	medallion	hack_license	vendor_id	rate_code	pickup_datetime	dropoff_datetim	passenger_	c trip_time_	trip_distance	pickup_longitud	pickup_latitude	dropoff_longitude	dropoff_latitude
8	89D227B655E5C82AE	BA96DE419E7116	CMT	1	1/1/13 15:11	1/1/13 15:18	4	382	1	-73.978165	40.757977	-73.989838	40.751171
9	0BD7C8F5BA12B88E0	9FD8F69F0804BD	CMT	1	1/6/13 0:18	1/6/13 0:22	1	259	1.5	-74.006683	40.731781	-73.994499	40.75066
10	0BD7C8F5BA12B88E0	9FD8F69F0804BD	CMT	1	1/5/13 18:49	1/5/13 18:54	1	282	1.1	-74.004707	40.73777	-74.009834	40.726002
11													
12													
13													
14	Fare data, 2013 ->												
15													
16	medallion	hack_license	vendor_id	pickup_datetime	fare_amount	surcharge	mta_tax	tip_amou	tolls_amount	total_amount			
17	89D227B655E5C82AE	BA96DE419E7116	CMT	1/1/13 15:11	6.5	0	0.5	0	0	7			
18	0BD7C8F5BA12B88E0	9FD8F69F0804BD	CMT	1/6/13 0:18	6	0.5	0.5	0	0	7			
19	0BD7C8F5BA12B88E0	9FD8F69F0804BD	CMT	1/5/13 18:49	5.5	1	0.5	0	0	7			

Taxicab Questions

- How much do drivers make each night?
- How far do they travel?
- How much slower is traffic during rush hour?
- Where are people traveling to/from at different times of the day?
- Do faster drivers get tipped better?
- Where should drivers go to pick up their next fare?

Machine Learning Tasks



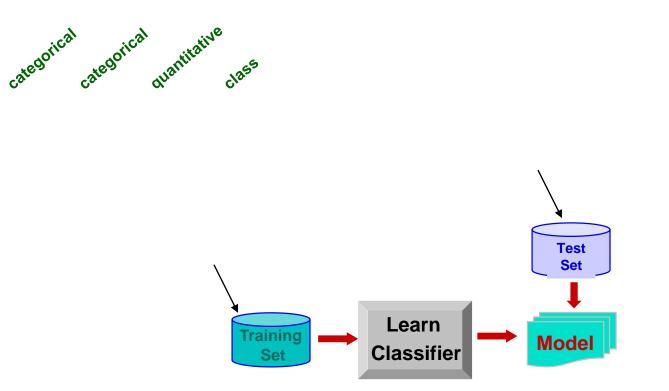
Predictive Modeling: Classification

 Find a model for class attribute as a function of the values of other attributes

Model for predicting credit worthiness

Class

Classification Example

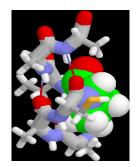


Examples of Classification Task

- Classifying credit card transactions as legitimate or fraudulent
- Classifying land covers (water bodies, urban areas, forests, etc.) using satellite data
- Categorizing news stories as finance, weather, entertainment, sports, etc
- Identifying intruders in the cyberspace
- Predicting tumor cells as benign or malignant
- Classifying secondary structures of protein as alpha-helix, beta-sheet, or random coil







Classification: Application 1

Fraud Detection

- Goal: Predict fraudulent cases in credit card transactions.
- Approach:
 - Use credit card transactions and the information on its account-holder as attributes.
 - When does a customer buy, what does he buy, how often he pays on time, etc
 - Label past transactions as fraud or fair transactions. This forms the class attribute.
 - Learn a model for the class of the transactions.
 - Use this model to detect fraud by observing credit card transactions on an account.

Classification: Application 2

- Churn prediction for telephone customers
 - Goal: To predict whether a customer is likely to be lost to a competitor.

- Approach:

- Use detailed record of transactions with each of the past and present customers, to find attributes.
 - How often the customer calls, where he calls, what time-of-the day he calls most, his financial status, marital status, etc.
- Label the customers as loyal or disloyal.
- Find a model for loyalty.

Classification: Application 3

- Sky Survey Cataloging
 - Goal: To predict class (star or galaxy) of sky objects, especially visually faint ones, based on the telescopic survey images (from Palomar Observatory).

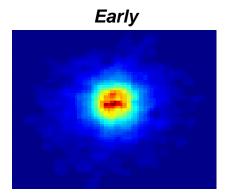
- 3000 images with 23,040 x 23,040 pixels per image.

– Approach:

- Segment the image.
- Measure image attributes (features) 40 of them per object.
- Model the class based on these features.
- Success Story: Could find 16 new high red-shift quasars, some of the farthest objects that are difficult to find!

Classifying Galaxies

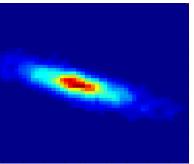
Courtesy: http://aps.umn.edu



Class:

• Stages of Formation

Intermediate



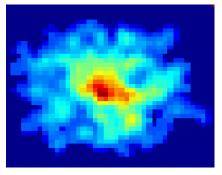
Data Size:

- 72 million stars, 20 million galaxies
- Object Catalog: 9 GB
- Image Database: 150 GB

Attributes:

- Image features,
- Characteristics of light waves received, etc.

Late

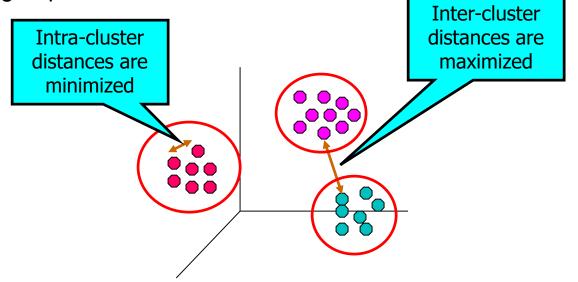


Regression

- Predict a value of a given continuous valued variable based on the values of other variables, assuming a linear or nonlinear model of dependency.
- Extensively studied in statistics, neural network fields.
- Examples:
 - Predicting sales amounts of new product based on advertising expenditure.
 - Predicting wind velocities as a function of temperature, humidity, air pressure, etc.
 - Time series prediction of stock market indices.

Clustering

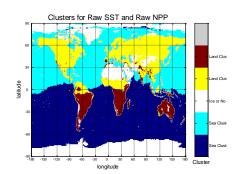
 Finding groups of objects such that the objects in a group will be similar (or related) to one another and different from (or unrelated to) the objects in other groups



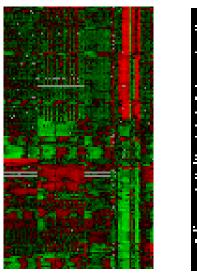
Applications of Cluster Analysis

Understanding

- Custom profiling for targeted marketing
- Group related documents for browsing
- Group genes and proteins that have similar functionality
- Group stocks with similar price fluctuations
- Summarization
 - Reduce the size of large data sets



Use of K-means to partition Sea Surface Temperature (SST) and Net Primary Production (NPP) into clusters that reflect the Northern and Southern Hemispheres.



Courtesy: Michael Eisen

Clustering: Application 1

Market Segmentation:

 Goal: subdivide a market into distinct subsets of customers where any subset may conceivably be selected as a market target to be reached with a distinct marketing mix.

- Approach:

- Collect different attributes of customers based on their geographical and lifestyle related information.
- Find clusters of similar customers.
- Measure the clustering quality by observing buying patterns of customers in same cluster vs. those from different clusters.

Clustering: Application 2

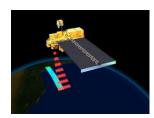
- Document Clustering:
 - Goal: To find groups of documents that are similar to each other based on the important terms appearing in them.
 - Approach: To identify frequently occurring terms in each document. Form a similarity measure based on the frequencies of different terms. Use it to cluster.

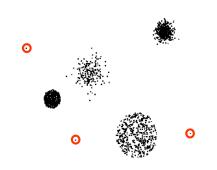


Enron email dataset

Deviation/Anomaly/Change Detection

- Detect significant deviations from normal behavior
- Applications:
 - Credit Card Fraud Detection
 - Network Intrusion Detection
 - Identify anomalous behavior from sensor networks for monitoring and surveillance.
 - Detecting changes in the global forest cover.







Motivating Challenges

- Scalability
- High Dimensionality
- Heterogeneous and Complex Data
- Data Ownership and Distribution
- Non-traditional Analysis

DS Career path

- Graduates of data science program will mostly, and preferably, work as Data Scientists
- Data Scientists can work in any type of organization:
 - Private
 - Governmental
 - Non-for-Profit



Industries

- Any organization can benefit from the data they have, so data scientists can work in any industry:
 - Financial Institutions (E.g., Banks)
 - Government agencies (E.g., Civil Status and Passports Department and Police Department)
 - Healthcare (E.g., Hospitals)
 - Online platforms (E.g., Uber)
 - Large Retailers (E.g., Carrefour and Amazon)
 - Agricultural Companies
 - And much more …



- Data scientists usually need to build models of verified and validated data sets
- These models will be used by the employer to predict, recommend, or evaluate any future business decision



- For example, a data scientist, working for a hospital, can build a data model that predicts the best treatment for a specific patient
- The data scientist will use the data that was collected by the hospital about the patients and the treatments that worked and did not work for them in the past.



- Another example could be a data scientist, working for the police department, can build a data model that predicts the location and time of the next crime before it happens
- The data scientist will use the data that was collected by the police department about the previous crimes to build the proposed model



- Another example could be a data scientist, working for a large retailer, can build a data model that predicts the demand for certain products and services
- The data scientist will use the data that was collected by the retailer about the previous purchasing transactions
- The data scientist may use data that is provided by external entities



- Before building the model, data scientist usually need to clean and normalize the data
- Data could be collected from internal sources or/and external sources
- Data scientists need to communicate with data management guys to make sure that necessary data is being collected
 - Data compliance department should be involved to make sure that data collection is properly handled from a legal perspective



More Opportunities

- In addition to working as data scientists, graduates of data science program can work as software development engineers
- In this field, they will mostly specialize in developing platforms that help data scientists in their jobs
- They also can develop dashboards that present business intelligence charts and reports to users



CIS Career path

- Graduates of Computer Information Systems (CIS) program can pursue a job in of the following fields:
 - Business Analysis
 - Software Development
 - System Implementation



- CIS is an interdisciplinary program that encompasses technology and business courses
- This makes the graduates of this program knowledgeable about how business works and how technology can make businesses more efficient and more effective

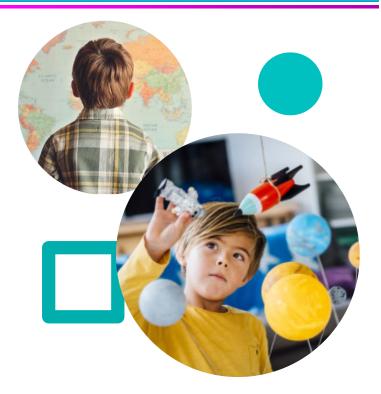


- People who have knowledge about the technology only will have the following issues while working in the software development field:
 - Difficulty in developing a software that satisfies the business requirements
 - Difficulty in architecting the software systems according to the international standards
 - Difficulty in maintaining existing systems due to lack of knowledge about the business behind them



Example

- CIS program exposes students to healthcare information systems
- When a CIS graduate joins a software development team that is responsible for developing an electronic health record (EHR), he/she will be already aware of the features and functionality of the proposed system



You as a Business Analyst

- You will help customers define their requirements of any proposed software system
- Because you are already aware of how existing systems work, you can make notes and suggestions on how the proposed software system should look like
- Also, It is less likely you will misinterpret the requirements provided by customers



You as a Software Developer

- You will write code to make a software system
- Because you are already aware of how business works, you will be able to choose the right architecture for the system
- The right architecture is one that supports any future improvements without making radical changes to the existing architecture



You as a System Implementer

- You will help users use the software system the right way
- Because you are already aware of how business works, you will be able to provide a very helpful advice on how the software should be used and utilized

