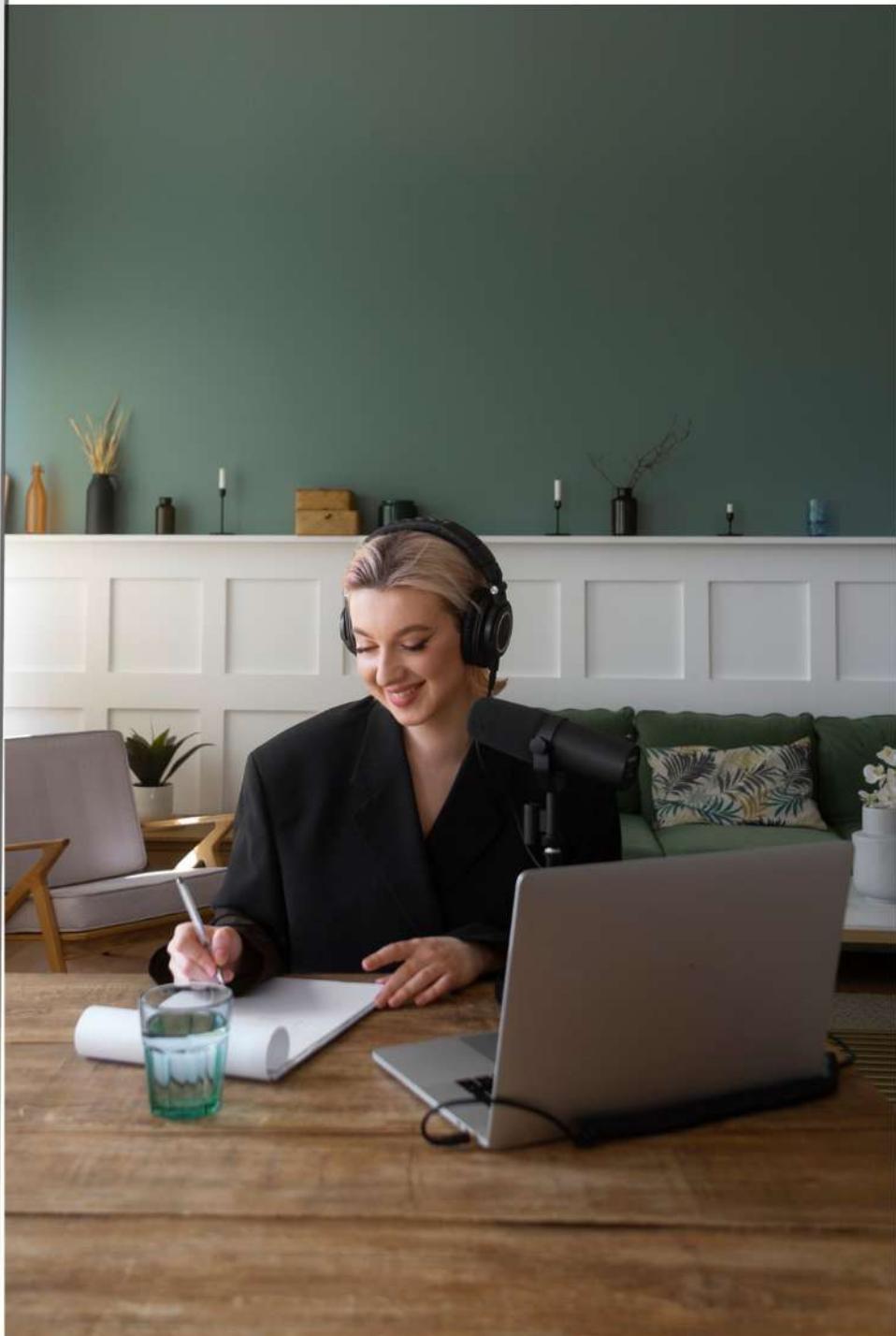


# Data Science for Business Professionals (DSBIZ)



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# Online Course

# Data Science for Business Professionals (DSBIZ)

## Course Modules

### Understand Data Science Fundamentals

#### 1. Define data science terms and concepts.

- Data science
- Data analytics
- Descriptive analytics
  - Business intelligence
  - Data mining
  - Data visualization
  - Storytelling with data
  - Summary statistics
- Predictive analytics
  - Root cause modelling and analysis
  - Forecasting
  - Pattern identification
- Prescriptive analytics
  - Simulation
  - Optimization



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- Diagnostic analytics
  - Root cause analysis
  - Identification of technical issues
- Statistical analysis
  - Sampling techniques
  - Distribution of data
  - Central tendency
  - Dispersion
  - Conditional probability
  - Computational statistical interference
  - Linear models
  - Bayesian models
- Artificial intelligence
  - Algorithms
  - Generative AI
- Machine Learning
  - Deep learning
- Programming tools
  - Python
  - R
  - SQL
  - NumPy and Pandas
  - Open source

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- APIs
- Web scraping
- Velocity of data
- Data types
  - Structured
  - Unstructured
- Big data

## 2. Describe the data science lifecycle.

- Discovery
  - Data acquisition
  - Sourcing
- Data preparation
  - Exploration
  - Profiling
  - Pre-processing
  - Cleansing
- Model planning
- Model building
  - Running
  - Testing
  - Revising
- Model implementation
- Communication of results

The logo for Zetlan Technologies features a stylized 'Z' shape composed of three overlapping circles in light blue, grey, and white. Below the 'Z' is the company name 'Zetlan Technologies' in a bold, sans-serif font.

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## Identify Business Uses for Data Science

### **3. Improve customer experience (CX).**

- Personalized customer experience
- Sentiment analysis
- Recommender systems
- Self-service support
- Chatbots
- Virtual assistants

### **4. Improve marketing efforts.**

- Audience segmentation
- Targeted advertising
- Campaign optimization
- Measurement analysis

### **5. Optimize organizational and transactional security.**

- Fraud detection
- Minimize loan defaults
- Reduce intellectual property theft
- Identify and mitigate risks
- Cybersecurity



# **Data Science for Business Professionals (DSBIZ)**

## **6. Enhance operational practices.**

- Predict system or component failure
- Optimize sales forecasting
- Implement dynamic pricing
- Identify reasons for customer churn
- Optimize talent acquisition
- Optimize transportation and logistics

## **Implement Business Requirements for Data Science**

## **7. Develop a data-centric organization.**

- Prepare organizations for data science implementation
  - Define potential contribution of data science for the organization
  - Alignment of data science with corporate strategy
- Alignment of data science with organizational resources
- Alignment of data science with organizational culture
  - Design thinking
  - Critical thinking/objectivity
  - Accurately communicating results
  - Business acumen/data-driven decisions
  - Learning organization/professional development and upskilling
- Prepare teams for data science implementation
- Talent acquisition
- Training



# **Data Science for Business Professionals (DSBIZ)**

## **8. Develop an implementation strategy.**

- Identify business case for using data science
- Identify organizational investments to be made to implement data
- Identify factors related to data discovery
  - Collection of relevant data
  - Methods of collecting relevant data
  - Tools for generating data
  - Methods for storing data
  - Tools for storing data
  - Appending data
- Identify factors related to data preparation
  - Data wrangling/munging
  - Cleaning data
  - Tools for preparing data
  - Analyzing data
  - Tools for data analysis
- Identify factors related to modeling
  - ETL process
  - Model types
  - Model testing
  - Model revision
  - Evaluation of model results
  - Model implementation



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- EU GDPR
- PCI DSS
- OECD Privacy Guidelines
- APEC Cross-Border Privacy Rules (CBPR)
- Jurisdictional issues
  - US federal and state-level privacy legislation
  - EU legislation, frameworks, and regulations
  - Data privacy legislation in other countries
  - AI legislation

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- Identify factors related to communicating model results
  - Document key findings
  - Create visual representation of insights
  - Develop reports and other assets for stakeholders
- Identify factors related to data visualization
  - Audience
  - Charts
  - Tables
  - Tools for data visualization

## Identify Data Science Risks

### **9. Describe the impact of data science on business.**

- Impact on overall business operations
  - Reputational impact
  - Talent gaps (expertise, training, and experience)
  - Legal and regulatory violations
- Impact on business processes
  - Cost
  - Infrastructure requirements
  - Employee impact
  - Organizational changes



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- Data issues
  - Data security (breach and theft)
  - Low-quality data
  - Data privacy violations
  - Lack of data controls
- AI-related risks
  - Lack of formal governance for AI
  - Acquisition of third-party data and AI products
  - Lack of domain expertise in pre-production reviews
  - Use of black-box models and technologies

## 10. Identify governance measures.

- Ethical considerations
  - Privacy
  - Accountability
  - Transparency and explainability
  - Fairness and non-discrimination (bias)
  - Safety and security
- Legal and regulatory considerations, frameworks, and guidelines

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