



**FOReSiGHT**



**SAPIENZA**  
UNIVERSITÀ DI ROMA

Data science

# Outline

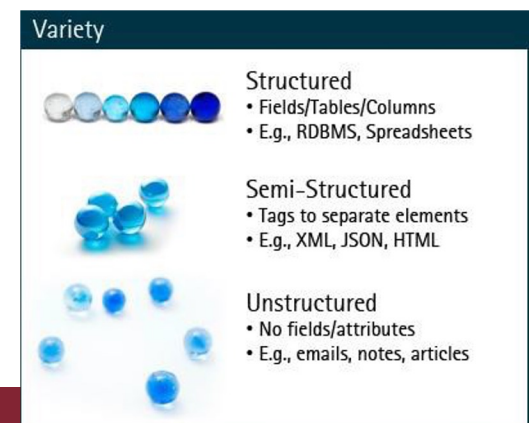
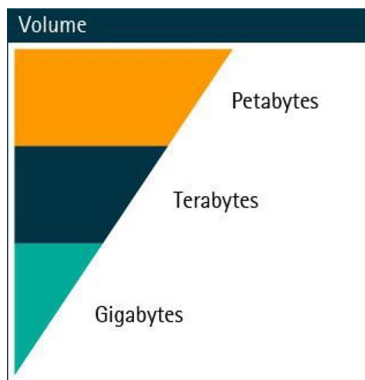
- **Big Data & Challenges**
- **What is Data Science**
- **Data Science & Academia**
- **Data Science & Others**
- **Case Studies**
- **Essential points**
- **Conclusion**

## Data All Around

- **Lots of data is being collected and warehoused**
  - Scientific Experiments
  - Internet of Things
  - Web data, e-commerce
  - Financial transactions, bank/credit transactions
  - Online trading and purchasing
  - Social Network
  - .....many more!

# Big Data

- Big Data are data sets so large or so complex that traditional methods of storing, accessing, and analyzing their breakdown are too expensive. However, there is a lot of potential value hidden in this data, so organizations are eager to harness it to drive innovation and competitive advantage.
- Big Data technologies and approaches are used to drive value out of data rich environments in ways that traditional analytics tools and methods cannot.



# What To Do With These Data?

- Aggregation and Statistics
  - Data warehousing and OLAP
- Indexing, Searching, and Querying
  - Keyword based search
  - Pattern matching (XML/RDF)
- Knowledge discovery
  - Data Mining
  - Statistical Modeling
- Data Driven
  - Predictive Analytics
  - Deep Learning

## Big Data & Data Science

- “... the sexy job in the next 10 years will be statisticians,” Hal Varian, Google Chief Economist
- Employment of data scientists is projected to grow 36 percent from 2021 to 2031, much faster than the average for all occupations  
<https://www.bls.gov/ooh/math/data-scientists.htm>
- New degree programs, courses, boot-camps:
  - e.g., at Berkeley: Stats, I-School, CS, Astronomy...
  - One proposal (elsewhere) for an MS in “Big Data Science”
  - Plans for Data Science Stream at AUST
  - RDA-CODATA School of Research Data Science

## What is Data Science?

- An area that manages, manipulates, extracts, and interprets knowledge from tremendous amount of data
- Data science (DS) is a multidisciplinary field of study with goal to address the challenges in big data
- Data science principles apply to all data – big and small

## What is Data Science?

- Theories and techniques from many fields and disciplines are used to investigate and analyze a large amount of data to help decision makers in many industries such as science, engineering, economics, politics, finance, and education
  - Computer Science
    - Pattern recognition, visualization, data warehousing, High performance computing, Databases, AI
  - Mathematics
    - Mathematical Modeling
  - Statistics
    - Statistical and Stochastic modeling, Probability.



# Definitions

...[DS includes] mathematics, statistics, data engineering, pattern recognition and learning, advanced computing, visualization, uncertainty modeling, data warehousing, and high performance computing with the goal of extracting meaning from data and creating data products

MOUT

The field of data science is emerging at the intersection of the fields of social science and statistics, information and computer science, and design

BERKELEY SCHOOL OF INFORMATION

Extraction of knowledge from large volumes of data that are structured or unstructured, which is a continuation of the field data mining and predictive analytics, also known as knowledge discovery and data mining (KDD). "Unstructured data" can include emails, videos, photos, social media, and other user-generated content.

WIKIPEDIA

INTERDISCIPLINARY

Data Science

NEW KINDS OF DATA

DATA AS PRODUCT

NEW METHODS FOR MAKING-SENSE TO DATA

First, the raw material, the "data" part of Data Science, is increasingly heterogeneous and unstructured. Second, computers interpret data automatically, making them active agents in the process of sense making.

DHAR

...merely using data isn't really what we mean by "data science." A data application acquires its value from the data itself, and creates more data as a result. It's not just an application with data; it's a data product.

Data science enables the creation of data products

LOUKADIS (O'REILLY MEDIA)

Data science is the study of where information comes from, what it represents and how it can be turned into a valuable resource in the creation of business and IT strategies

ROUSE

At its core, data science involves using automated methods to analyze massive amounts of data and to extract knowledge from them.

NEW YORK UNIVERSITY

# Data Science landscape

- Nanotechnologies
- Physics
- Robotics
- Mathematics
- Statistics
- Information theory
- Information technology
- AI

FIELDS

- Signal processing
- Probability models
- Machine learning
- Statistical learning
- Data mining
- Database
- Data engineering
- Pattern recognition
- Visualization
- Predictive analytics
- Uncertainty modeling
- Data warehousing
- Data compression
- Computer programming
- High Performance Computing

TECHNIQUES

Data  
Science

(WIKIPEDIA)

OBJECTS

APPROACHES

Methods that scale to Big Data are of particular interest in data science, although the discipline is not generally considered to be restricted to such data.

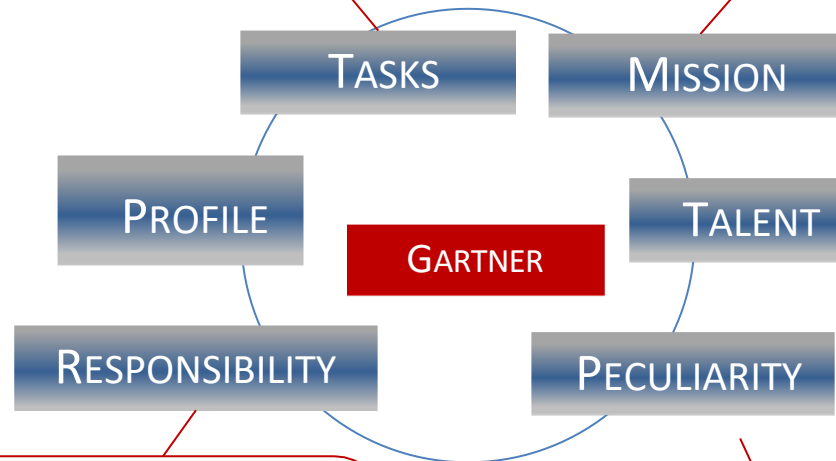
The development of machine learning, a branch of artificial intelligence used to uncover patterns in data from which predictive models can be developed, has enhanced the growth and importance of data science.

# Who is a Data Scientist?

In addition to advanced analytic skills, this individual is also proficient at **integrating and preparing large, varied datasets, architecting specialized database and computing environments, and communicating results**

A data scientist may or may not have specialized industry knowledge to aid in modeling business problems and with understanding and preparing data.

The data scientist has emerged as a new role, distinct from — but those of **business intelligence (BI) analysts and statisticians**



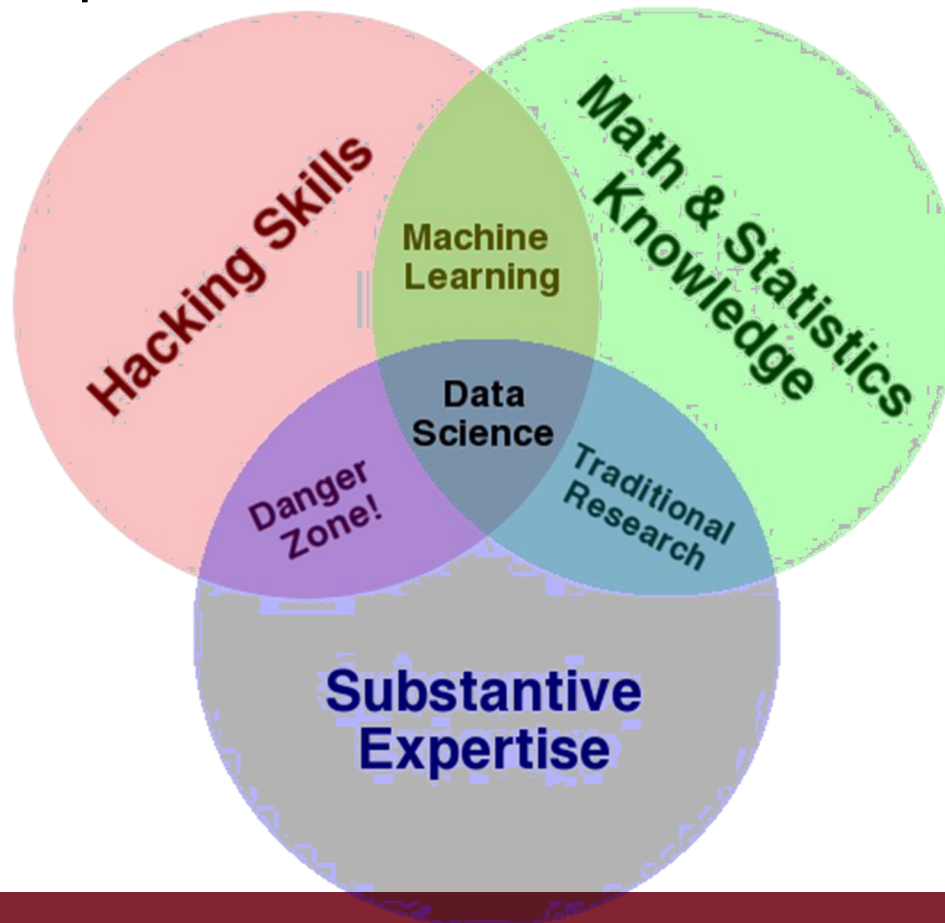
Creating value from data requires a range of talents: from **data integration and preparation, to architecting specialized computing/database environments, to data mining and intelligent algorithms**

An individual responsible for modeling complex business problems, discovering business insights and identifying opportunities through the use of **statistical, algorithmic, mining and visualization techniques**

Data scientists can be invaluable in generating insights, especially from "**big data**;" but their unique combination of technical and business skills, together with their heightened demand, makes them difficult to find or cultivate.

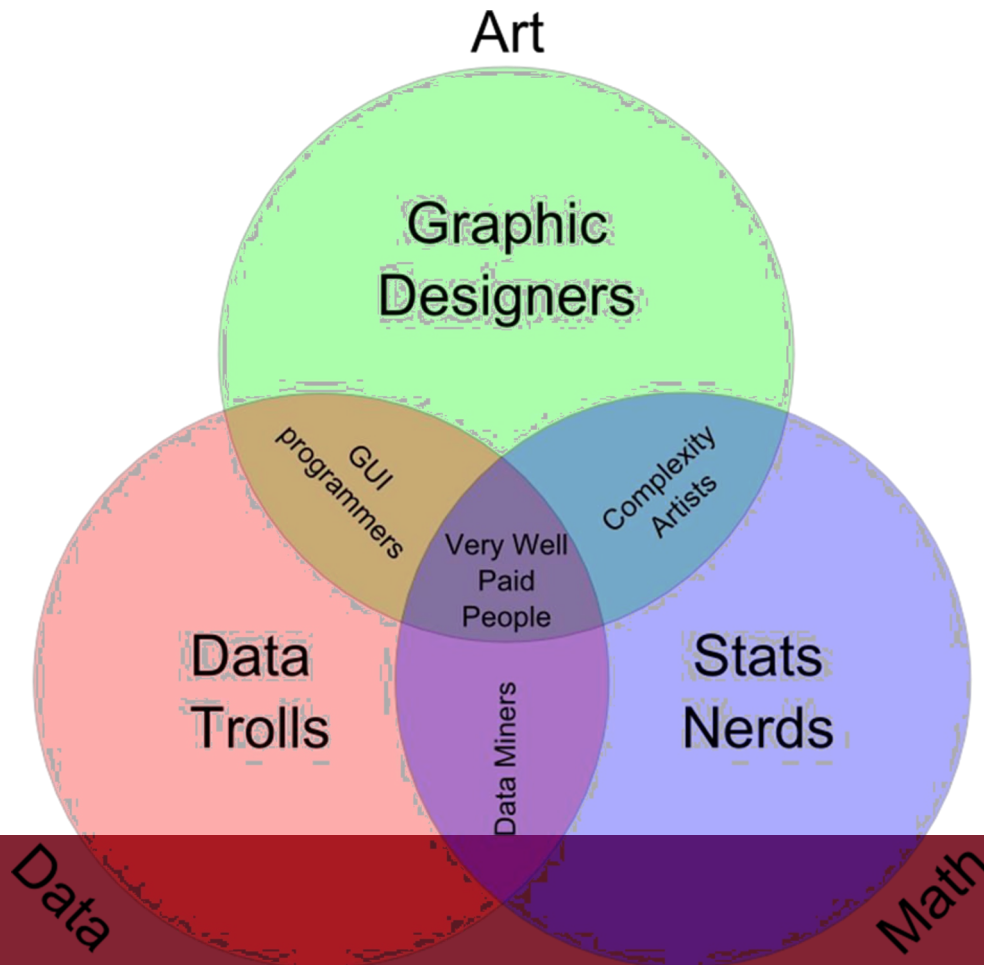
# What is Data Science?

- Some definitions link computational, statistical, and substantive expertise.

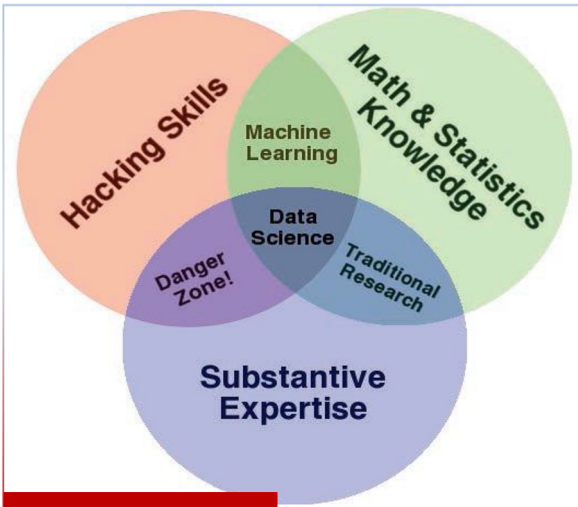


# What is Data Science?

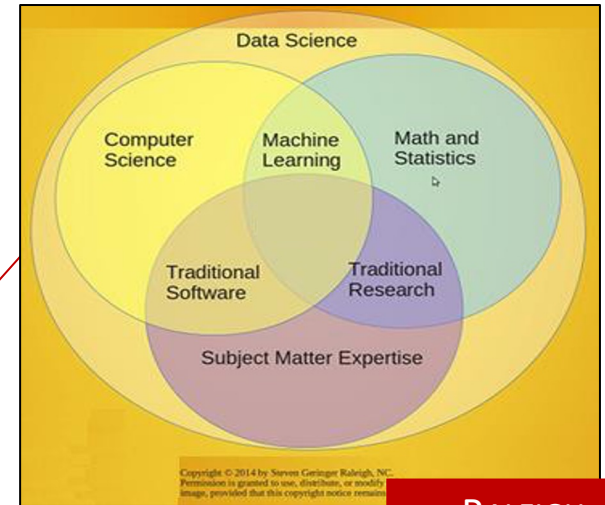
- Other definitions focus more on technical skills alone.



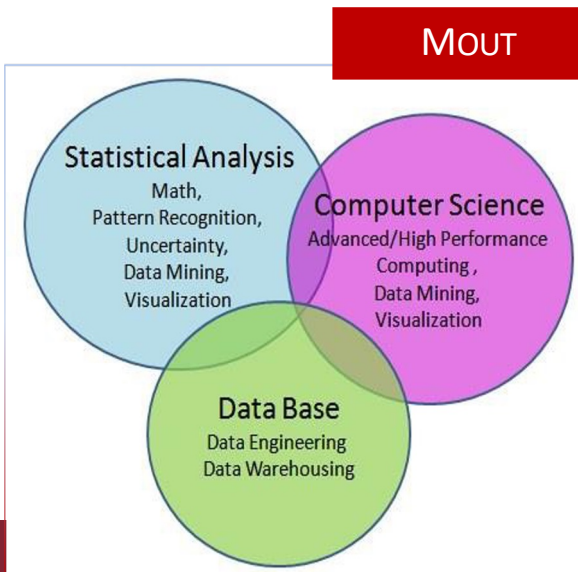
# Unicorn



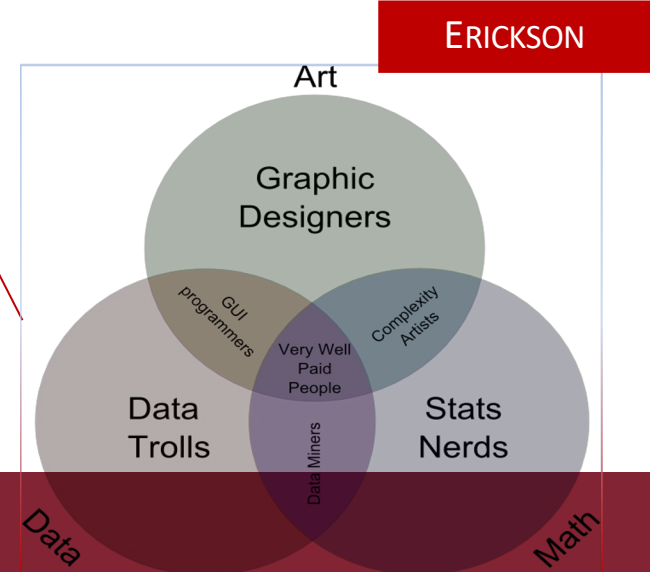
CONWAY



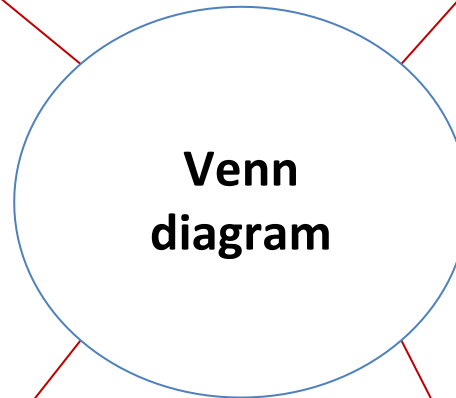
RALEIGH



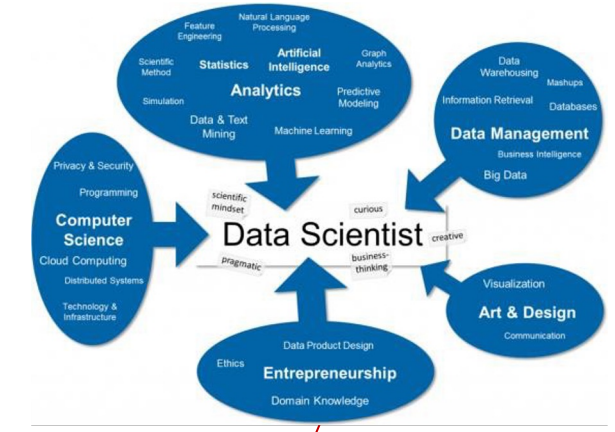
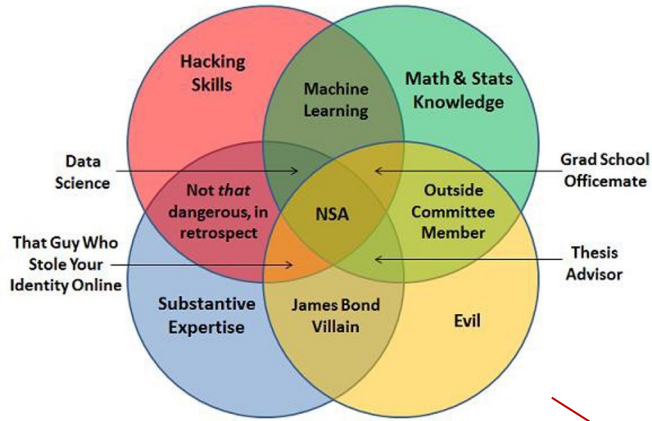
MOUT



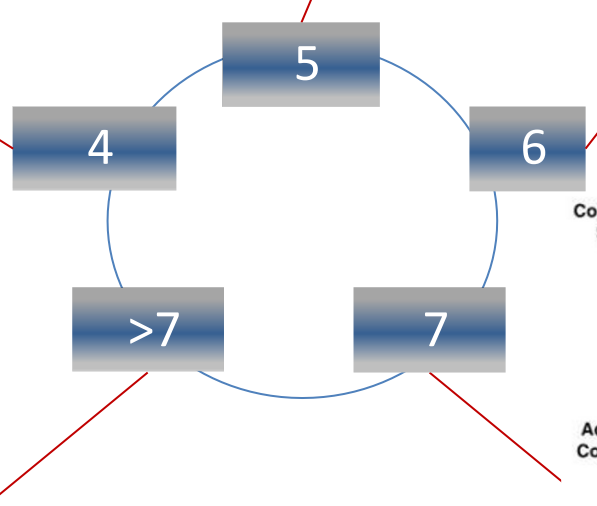
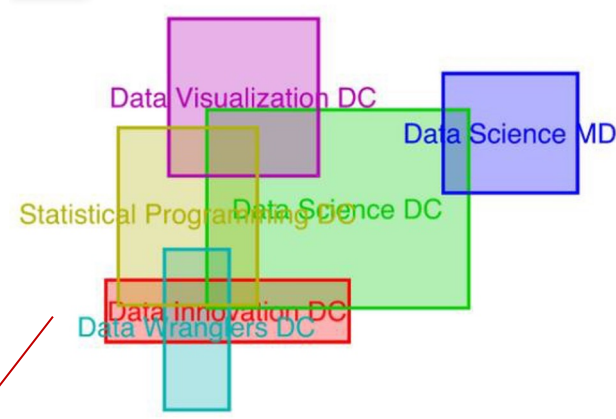
ERICKSON



Venn diagram



<https://youtu.be/5Zg-C8AAIGg>



# Data Science Is Multidisciplinary

By Brendan Tierney, 2012

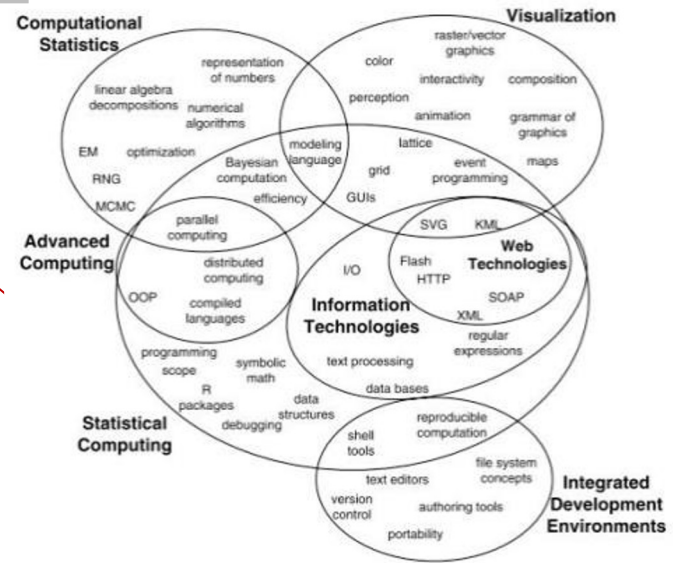
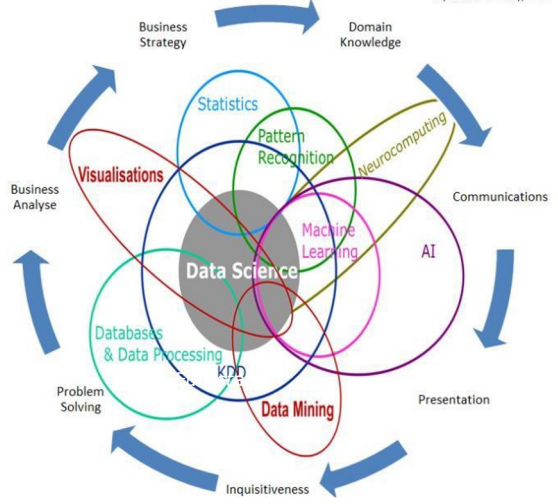
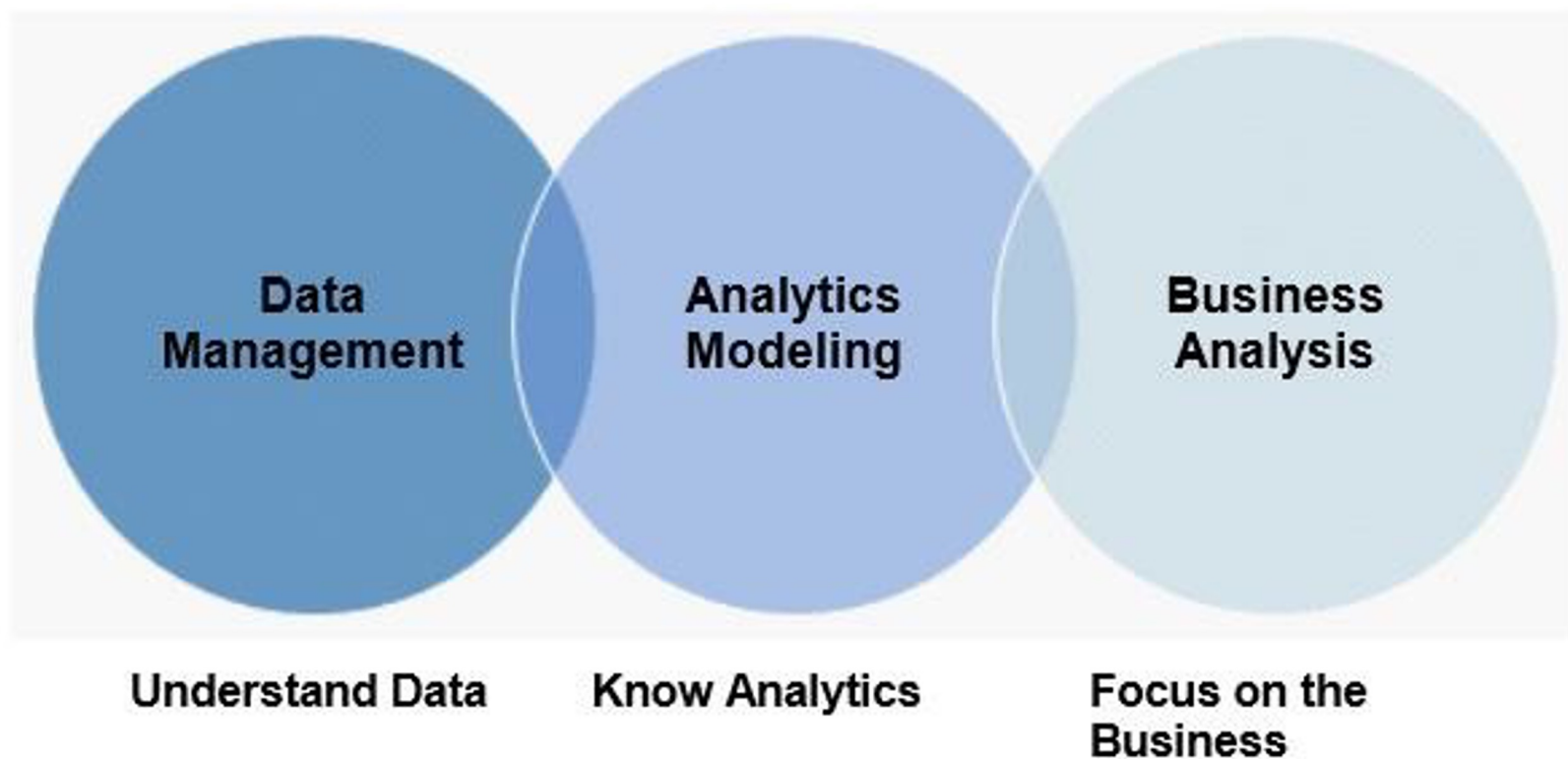


Figure 3. Core Data Scientist Skills



Source: Gartner (March 2012)



# MODERN DATA SCIENTIST

Data Scientist, the sexiest job of 21st century requires a mixture of multidisciplinary skills ranging from an intersection of mathematics, statistics, computer science, communication and business. Finding a data scientist is hard. Finding people who understand who a data scientist is, is equally hard. So here is a little cheat sheet on who the modern data scientist really is.

## MATH & STATISTICS

- ☆ Machine learning
- ☆ Statistical modeling
- ☆ Experiment design
- ☆ Bayesian inference
- ☆ Supervised learning: decision trees, random forests, logistic regression
- ☆ Unsupervised learning: clustering, dimensionality reduction
- ☆ Optimization: gradient descent and variants

## DOMAIN KNOWLEDGE & SOFT SKILLS

- ☆ Passionate about the business
- ☆ Curious about data
- ☆ Influence without authority
- ☆ Hacker mindset
- ☆ Problem solver
- ☆ Strategic, proactive, creative, innovative and collaborative



## PROGRAMMING & DATABASE

- ☆ Computer science fundamentals
- ☆ Scripting language e.g. Python
- ☆ Statistical computing package e.g. R
- ☆ Databases SQL and NoSQL
- ☆ Relational algebra
- ☆ Parallel databases and parallel query processing
- ☆ MapReduce concepts
- ☆ Hadoop and Hive/Pig
- ☆ Custom reducers
- ☆ Experience with xaaS like AWS

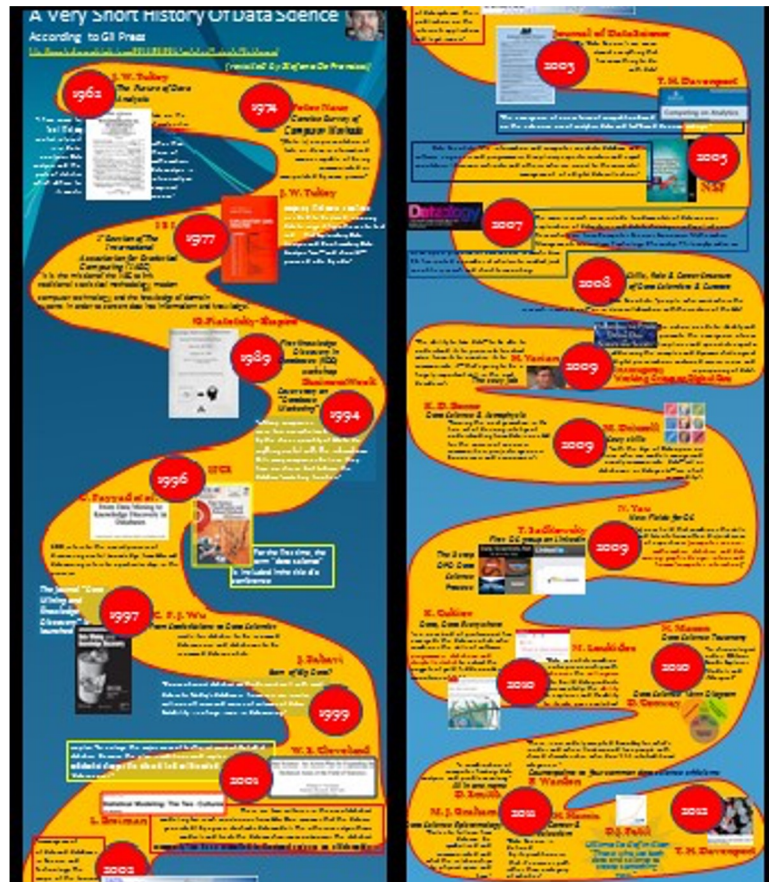
## COMMUNICATION & VISUALIZATION

- ☆ Able to engage with senior management
- ☆ Story telling skills
- ☆ Translate data-driven insights into decisions and actions
- ☆ Visual art design
- ☆ R packages like ggplot or lattice
- ☆ Knowledge of any of visualization tools e.g. Flare, D3.js, Tableau

**MarketingDistillery.com** is a group of practitioners in the area of e-commerce marketing. Our fields of expertise include: marketing strategy and optimization; customer tracking and on-site analytics; predictive analytics and econometrics; data warehousing and big data systems; marketing channel insights in Paid Search, SEO, Social, CRM and brand.

*Marketing*  
**DISTILLERY**

# Short History of Data Science (Loosely based on Gil Press version)



<http://www.forbes.com/sites/gilpress/2013/05/28/a-very-short-history-of-data-science>

1962

## J. W. Tukey *The Future of Data Analysis*

"I have come to feel that my central interest is in *data analysis*... Data analysis, and the parts of statistics which adhere to it, must...



take on the characteristics of science rather than those of mathematics... data analysis is intrinsically an empirical science"

1974

**Peter Naur**  
*Concise Survey of Computer Methods*  
"[Data is] a representation of facts or ideas in a formalized manner capable of being communicated or manipulated by some process."

**J. W. Tukey**

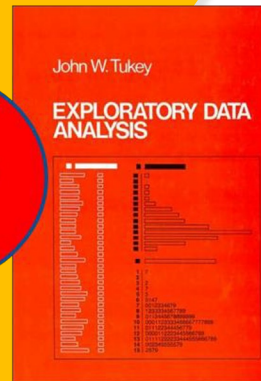
...arguing that more emphasis needed to be placed on using data to suggest hypotheses to test and that Exploratory Data Analysis and Confirmatory Data Analysis "can—and should—proceed side by side."

ISI

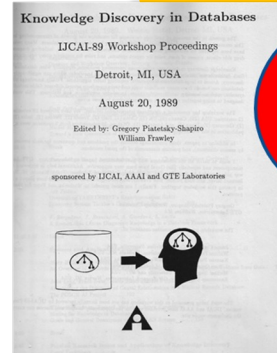
## 1<sup>o</sup> Section of The International Association for Statistical Computing (IASC)

"It is the mission of the IASC to link traditional statistical methodology, modern computer technology, and the knowledge of domain experts in order to convert data into information and knowledge."

1977



## G.Piatetsky-Shapiro



1989

First Knowledge  
Discovery in  
Databases (KDD)  
workshop

BusinessWeek

Cover story on  
"Database  
Marketing"

1994

"...Many companies were too overwhelmed by the sheer quantity of data to do anything useful with the information... Still, many companies believe they have no choice but to brave the database-marketing frontier."

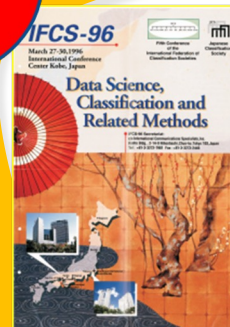
1996

IFCS

## U. Fayyad *et al.*

From Data Mining to  
Knowledge Discovery in  
Databases

Usama Fayyad, Gregory Piatetsky-Shapiro, and Padhraic Smyth



KDD refers to the overall process of discovering useful knowledge from data, and data mining refers to a particular step in this process.

For the first time, the term "data science" is included in the title of a conference

The journal "Data Mining and Knowledge Discovery" is launched



1997

C. F. J. Wu

*From Statisticians to Data Scientist*  
...calls for statistics to be renamed data science and statisticians to be renamed data scientists

J. Zahavi

"Conventional statistical methods work well with small data sets. Today's databases, however, can involve millions of rows and scores of columns of data... Scalability is a huge issue in data mining."

*Born of Big Data?*

1999

...a plan "to enlarge the major areas of technical work of the field of statistics. Because the plan is ambitious and implies substantial change, the altered field will be called 'data science.'"

W. S. Cleveland

Data Science: An Action Plan for Expanding the Technical Areas of the Field of Statistics  
  
William S. Cleveland  
Statistics Research, Bell Labs  
wsc@bell-labs.com

2001

Statistical Science  
2001, Vol. 16, No. 2, 199-231  
**Statistical Modeling: The Two Cultures**  
Leo Breiman

L. Breiman

There are two cultures in the use of statistical modeling to reach conclusions from data. One assumes that the data are generated by a given stochastic data model. The other uses algorithmic models and treats the data mechanism as unknown. The statistical community has been committed to the almost exclusive use of data models.

“...management of data and databases in Science and Technology. The scope of the Journal includes descriptions of data systems, their publication on the internet, applications and legal issues.”

2002

DATA  
SCIENCE  
Journal



CODATA



Journal of Data Science

2003

“By "Data Science", we mean almost everything that has something to do with data”

T. H. Davenport

“the emergence of a new form of competition based on the extensive use of analytics, data, and fact-based decision making...”



Data Scientists: “the information and computer scientists, database and software engineers and programmers, disciplinary experts, curators and expert annotators, librarians, archivists, and others, who are crucial to the successful management of a digital data collection.”

2005

NSF





2007

The main research areas include fundamentals of data science, exploration of data nature, and data technologies and applications. Researchers are from Computer Science, Economics, Mathematics, Management, Journalism, Psychology, Chemistry, Philosophy, and so on.

As an open platform for data science research, Area 96 has invited a number of scholars to conduct joint scientific research and short term visiting.

2008

*Skills, Role & Career Structure of Data Scientists & Curators*

Data Scientists: “people who work where the research is carried out—or in close collaboration with the creators of the data”



“The nation needs to identify and promote the emergence of new disciplines and specialists expert in addressing the complex and dynamic challenges of digital preservation, sustained access, reuse and repurposing of data”.

2009

“The ability to take data—to be able to understand it, to process it, to extract value from it, to visualize it, to communicate it—that’s going to be a hugely important skill in the next decades...”. *The sexy job*

H. Varian



**Interagency Working Group on Digital Data**

**K. D. Borne**

***Data Science & Astrophysic***

“Training the next generation in the fine art of deriving intelligent understanding from data is needed for the success of sciences, communities, projects, agencies, businesses, and economies.”

2009

**M. Driscoll**

***Sexy skills***

“with the Age of Data upon us, those who can model, munge, and visually communicate data—call us statisticians or data geeks—are a hot commodity.”



**N. Yau**

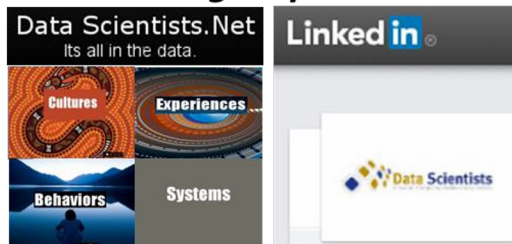
***New Fields for DS***

“ [a] new field that combines the skills and talents from often disjoint areas of expertise... [computer science; mathematics, statistics, and data mining; graphic design; infovis and human-computer interaction]”

2009

**T. Sadkowsky**

***First DS group on LinkedIn***



***The 3 step  
OPD Data  
Science  
Process***



## K. Cukier

### *Data, Data Everywhere*

"... a new kind of professional has emerged, the data scientist, who combines the skills of software programmer, statistician and storyteller/artist to extract the nuggets of gold hidden under mountains of data"



2010



## M. Loukides

"Data scientists combine entrepreneurship with patience, the willingness to build data products incrementally, the ability to explore, and the ability to iterate over a solution"

## H. Mason

### *Data Science Taxonomy*

"In chronological order: Obtain, Scrub, Explore, Model, and iNterpret"

2010

## D. Conway

### *Data Science Venn Diagram*



“a combination of computer hacking, data analysis, and problem solving”

*All in one name*

**D. Smith**

**M. J. Graham**

*Data Science Epistemology*

“Rules to follow. how data can be symbolized and communicated and what the relationships to physical space and time”

**2011**

**H. Harris**

*Career &*

*eclecticism*

“Data Science is defined by its practitioners, that it’s a career path rather than a category of activities”



**D.J. Patil**

*Ultimate definition*

“Those who use both data and science to create something new.”

**2012**



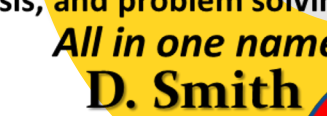
Data Scientist: The Sexiest Job of the 21st Century

**T. H. Davenport**

“There is no widely accepted boundary for what’s inside. and when I look around I see people with shared characteristics who don’t fit into traditional categories.”

*Counterpoints to four common data science criticisms*

**P. Warden**



# Steps to a Metaphysics of Data Science

- How does the Data Science in the context of the Knowledge Organization?
- What are its relations with other fields of scientific knowledge?
- Can DS be explained as part of the philosophy of science?

	Data	Information	Knowledge
Scientific context	Data Science	Information Science	Knowledge Science
Philosophical context	Philosophy of Data	Philosophy of Information	Philosophy of Knowledge (Epistemology, Gnoseology)

<https://podcasts.ox.ac.uk/luciano-floridi-ethics-open-data>



# Is Data Science a maturity science?

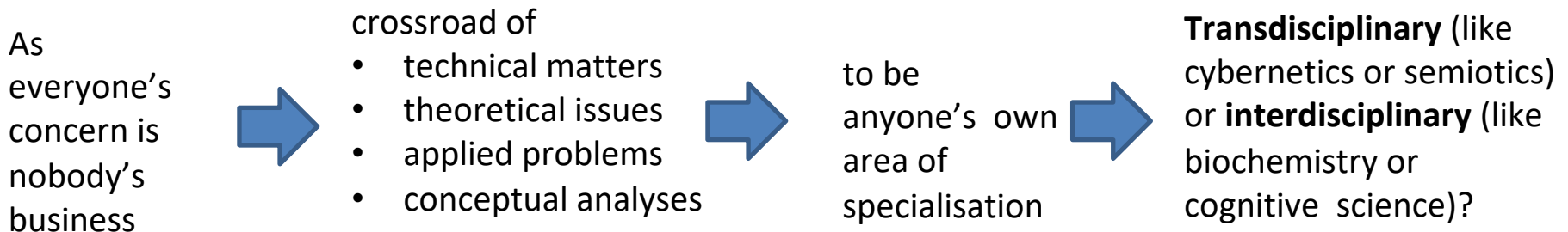
Types of domain dealt by an intellectual enterprises:

- (a) topics (facts, data, problems, phenomena, observations, and the like)
- (b) methods (techniques, approaches, and so on)
- (c) theories (hypotheses, explanations, and so forth)

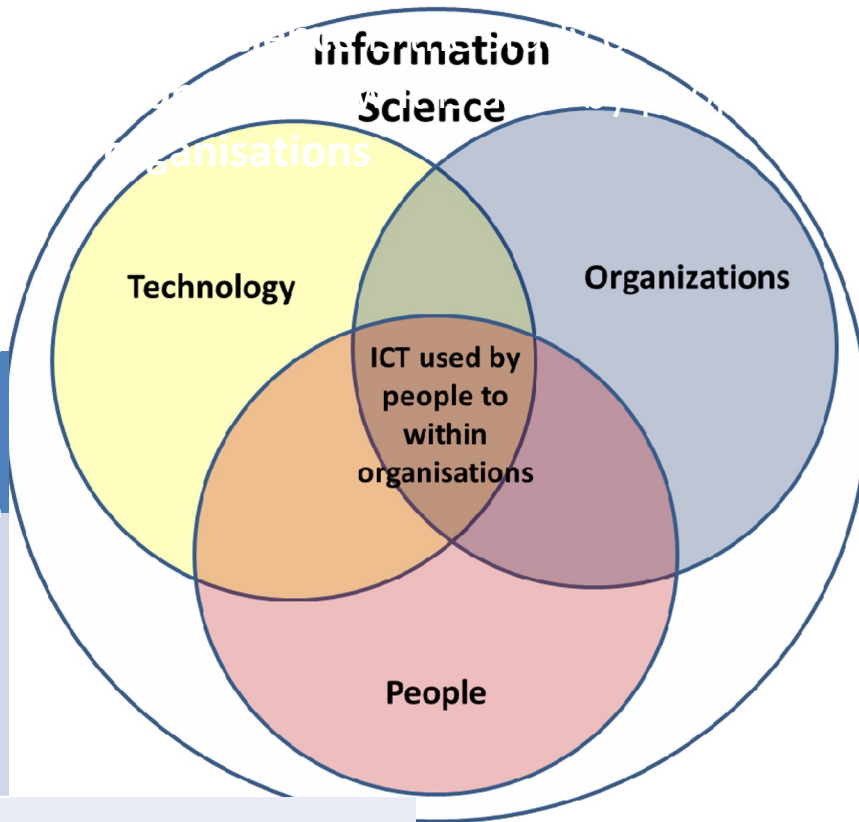
Feature of a new discipline:

- (a) To represent an autonomous field (*unique topics*)
- (b) To provide an innovative approach to both traditional and new philosophical topics (*original methodologies*);
- (c) To stand beside other disciplines, offering the systematic treatment of its own conceptual foundations (*new theories*).

If a discipline attempts to innovate in more than one of these domains simultaneously is premature, as detaches itself too abruptly from the normal and continuous thread of evolution of its general field (Stent 1972).



# Beyond Data Science?



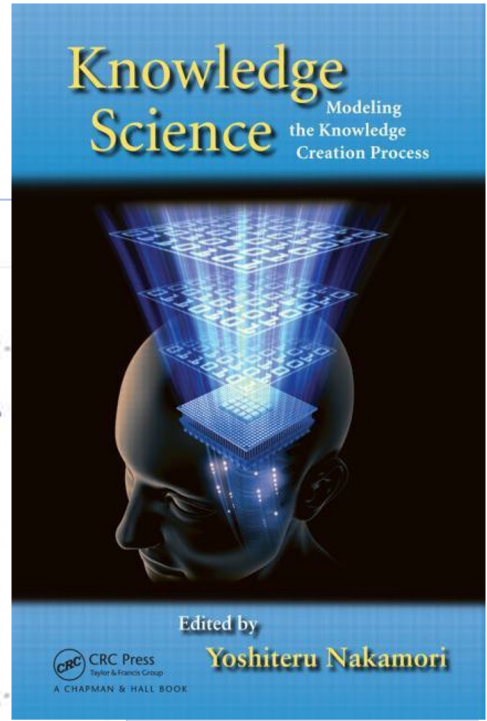
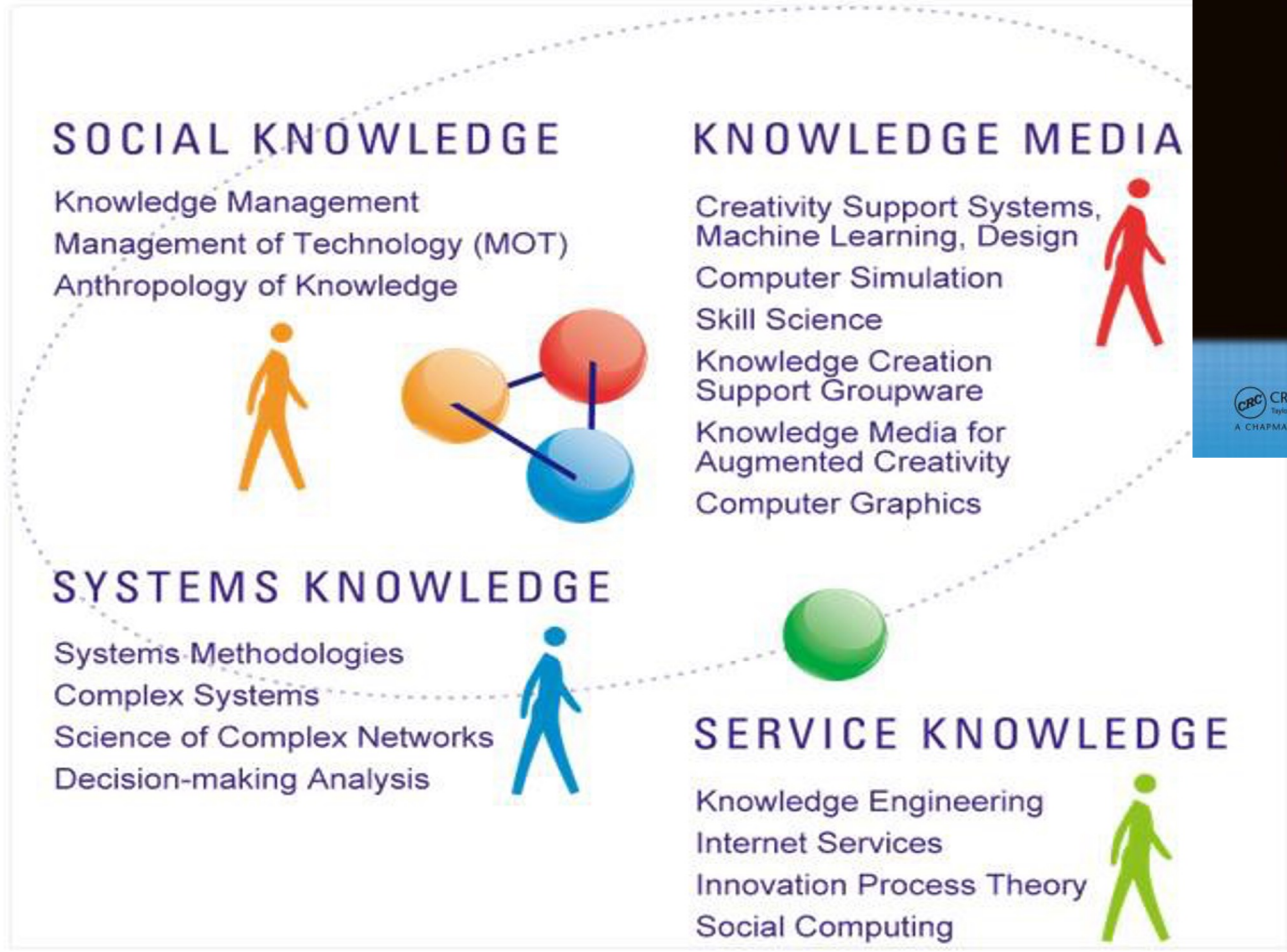
**Information Science sits at the intersection of technology, people, and organizations.**

It is a distinct discipline and has a focus on Information and Communication Technologies (ICT) used by people to manage information within organisations.

Information	Knowledge
Information Science	

# Beyond Data Science?

The School of Knowledge Science consists of four major content areas.

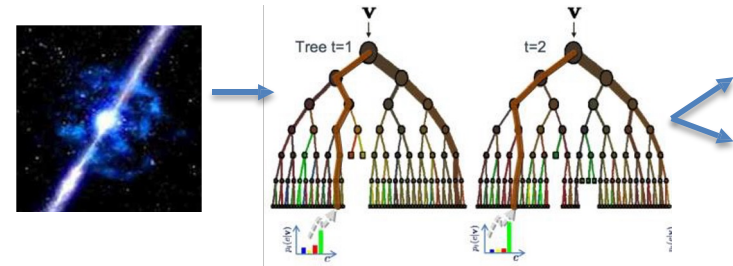
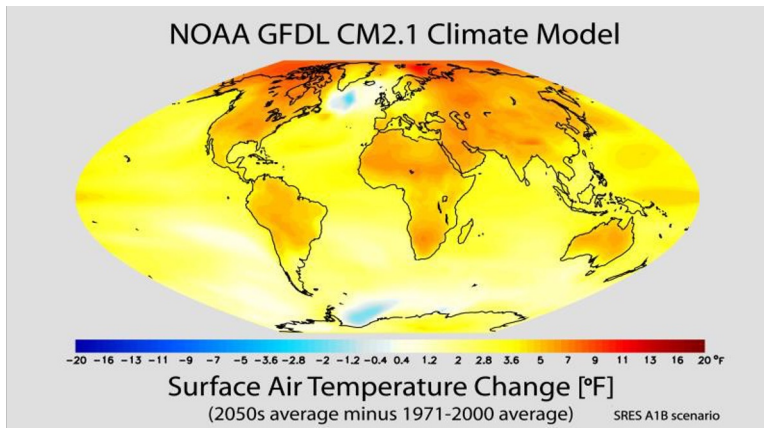


**Knowledge Science**

# Data Science Vs Analysis Vs Software Delivery

Component	Traditional Analysis	Traditional Software Delivery	Data Science
Tools	SAS, R, Excel, SQL, in-house tools	Java, source control, Linux, continuous integration, unit testing, bug reports and project management	R, Java, scientific Python libraries, Excel, SQL, Hadoop, Hive, Pig, Mahout and other machine learning libraries, github for source control and issue management
Analytical Methods	Regressions, classifications, measuring prediction accuracy and coverage/error, sampling	N/A	Classification, clustering, similarity detection, recommenders, unsupervised and supervised learning, small- and large-scale computations, measuring prediction accuracy and coverage/error
Team Structure	Statisticians, Mathematicians, Scientists	Developers, Project Managers, Systems Engineers	Mathematicians, Statisticians, Scientists, Developers, Systems Engineers
Time Frame	Either: <ul style="list-style-type: none"> <li>Usually on-going research and discovery within a team in the organization</li> </ul> Or: <ul style="list-style-type: none"> <li>Specific project to determine answers</li> </ul>	Regular software release cycle, continuous delivery, etc.	Either: <ul style="list-style-type: none"> <li>Discovery/learning phase leading to product development</li> </ul> Or: <ul style="list-style-type: none"> <li>On-going research and product invention/improvement</li> </ul>

# Contrast: Scientific Computing



## Scientific Modeling

Physics-based models

Problem-Structured

Mostly deterministic, precise

Run on Supercomputer or High-end Computing Cluster

## Data-Driven Approach

General inference engine replaces model

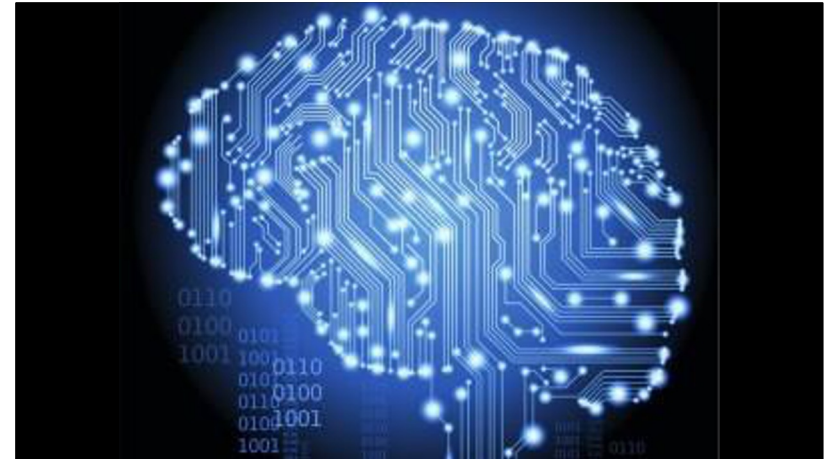
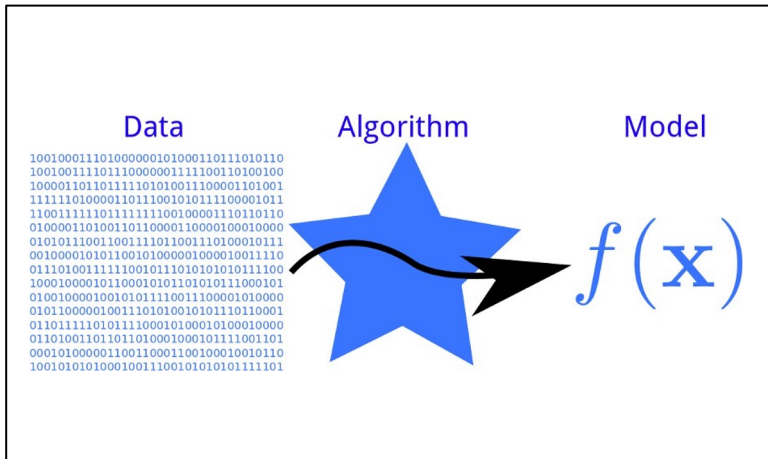
Structure not related to problem

Statistical models handle true randomness, and **un-modeled complexity**.

Run on cheaper computer Clusters (EC2)



# Contrast: Machine Learning



## Machine Learning

Develop new (individual) models

Prove mathematical properties of models

Improve/validate on a few, relatively clean, small datasets

Publish a paper 😊

## Data Science

Explore many models, build and tune hybrids

Understand empirical properties of models

Develop/use tools that can handle massive datasets

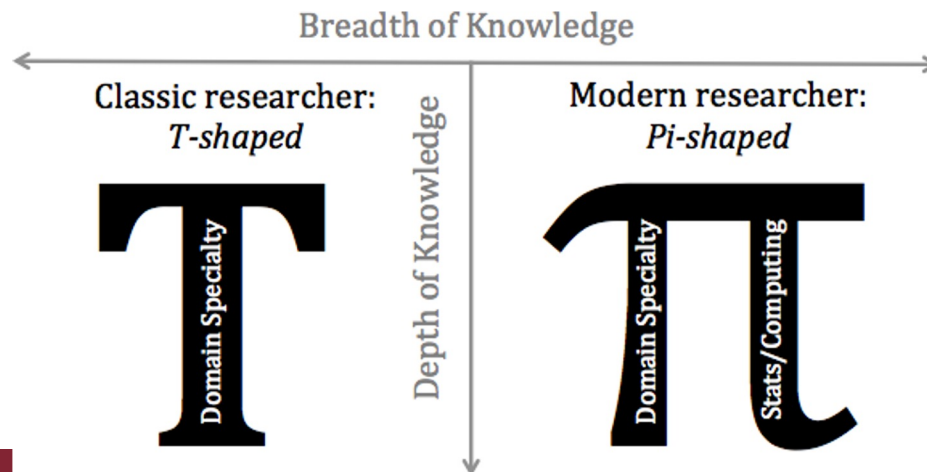
Take action!

## Contrast: Data Engineering

	Data Science	Data Engineering
Approach	Scientific (Exploration)	Engineering (Development)
Problems	Unbounded	Bounded
Path to Solution	Iterative, exploratory, nonlinear	Mostly linear
Education	More is better (PhD's common)	BS and/or self-trained
Presentation Skills	Important	Not as important
Research Experience	Important	Not as important
Programming Skills	Not as important	Important
Data Skills	Important	Important

# Data Science & Academia

- In the words of Alex Szalay, these sorts of researchers must be "Pi-shaped" as opposed to the more traditional "T-shaped" researcher. In Szalay's view, a classic PhD program generates T-shaped researchers: scientists with wide-but-shallow general knowledge, but deep skill and expertise in one particular area. The new breed of scientific researchers, the data scientists, must be Pi-shaped: that is, they maintain the same wide breadth, but push deeper both in their own subject area and in the statistical or computational methods that help drive modern research:



# Data Science & Academia

- In a post by Jake Vanderplas in 2014 related to SciFoo discussion on: ***Academia and Data Science***, the following questions below were discussed.
- I encourage you to develop your own thoughts on them and come up with your assessment
  - Where does Data Science fit within the current structure of the university & research institutions?
  - What is it that academic data scientists want from their career? How can academia offer that?
  - What drivers might shift academia toward recognizing & rewarding data scientists in domain fields?
  - Recognizing that graduates will go on to work in both academia and industry, how do we best prepare them for success in both worlds?

# Data Science Applications

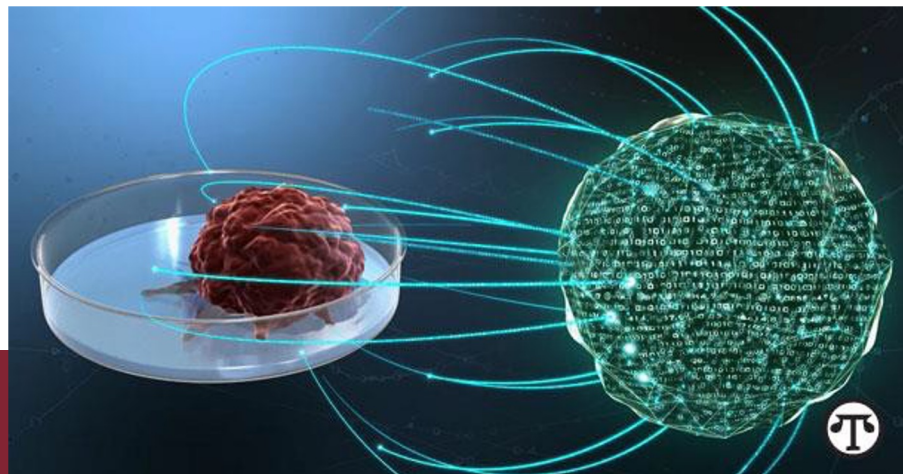
	Business	Health Care	Urban Leaving
<b>Summary</b>	From car design to insurance to pizza delivery, businesses are using data science to optimize their operations and better meet their customers' expectations.	Tomorrow's healthcare may look more efficient thanks to things like electronic health records. It also may look a lot more effective. Reduced readmissions, better care, and earlier detection are on the horizon.	For the first time in human history, more people live in cities than in suburban or rural areas. An emerging field called "urban informatics" combines data science with the unique challenges facing the world's growing cities
<b>What is happening?</b>	Two-Way Street for the Ford Focus Electric Car	Reducing Hospital Readmissions	Taking on Megacity Traffic
	Better Fraud Detection Boosts Customer Satisfaction	Better Point-of-Care Decisions	Fighting Crime with Data "predictive policing"
	E-Commerce Insights: Domino's Secret Sauce		
<b>What is possible</b>	Using Social Data to Select Successful Retail Locations	Medical Exams by Bathroom Mirrors	Instrumenting cities

# Contrast: Computational Sciences



# Data Science: Case Study Cancer Research

- Cancer is an incredibly complex disease; a single tumor can have more than **100 billion cells**, and each cell can acquire mutations individually. The disease is always changing, evolving, and adapting.
- Employ the power of big data analytics and high-performance computing.
- Leverage sophisticated pattern and machine learning algorithms to identify patterns that are potentially linked to cancer
- Huge amount of data processing and recognition



# Data Science: Case Study Health Care

## Stanford Medicine, Google team up to harness power of data science for health care

Stanford Medicine will use the power, security and scale of Google Cloud Platform to support precision health and more efficient patient care.

**AUG 8  
2016** Stanford Medicine and Google are working together to transform patient care and medical research through data science.

The new collaboration combines Stanford Medicine's excellence in health-care research and clinical work with Google's expertise in cloud technology and data science. Stanford's forthcoming Clinical Genomics Service, which puts genomic sequencing into the hands of clinicians to help diagnose disease, will be built using Google Genomics, a service that applies the same technologies that power Google Search and Maps to securely store, process, explore and share genomic data sets.



Lloyd Minor, dean of the School of Medicine, says the collaboration with Google marks a "milestone for the future of patient care and research."  
Glenn Matsumura

Stanford Medicine includes the Stanford School of Medicine, Stanford Health Care and Stanford Children's Health. Together, Stanford Medicine and Google will build cloud-based applications for exploring massive health-care data sets, a move that could transform patient care and medical research.

"Stanford Medicine and Google are committing to major investments in preventing and curing diseases that afflict ordinary people worldwide. We're proud to be setting this milestone for the future of patient care and research," said Lloyd Minor, MD, dean of the School of Medicine.

The agreement — considered key to Stanford Health Care's development of the Clinical Genomics Service — makes Google Inc. a formal business associate of Stanford Medicine. As such, Google and Stanford will both comply with the Health Insurance Portability and Accountability Act, a federal law that regulates the privacy and security of medical information. HIPAA requires that Stanford Medicine patient data stored on Google Cloud Platform servers stay private. Patient information will be encrypted, both in transit and on servers, and kept on servers in the United States.

### LEADING IN PRECISION HEALTH



Stanford Medicine is leading the biomedical revolution in precision health, defining and developing the next generation of care that is proactive, predictive and precise.

[Learn more](#)

### A LEGACY OF INNOVATION



Stanford Medicine's unrivaled atmosphere of breakthrough thinking and interdisciplinary collaboration has fueled a long history of achievements.

[View timeline](#)

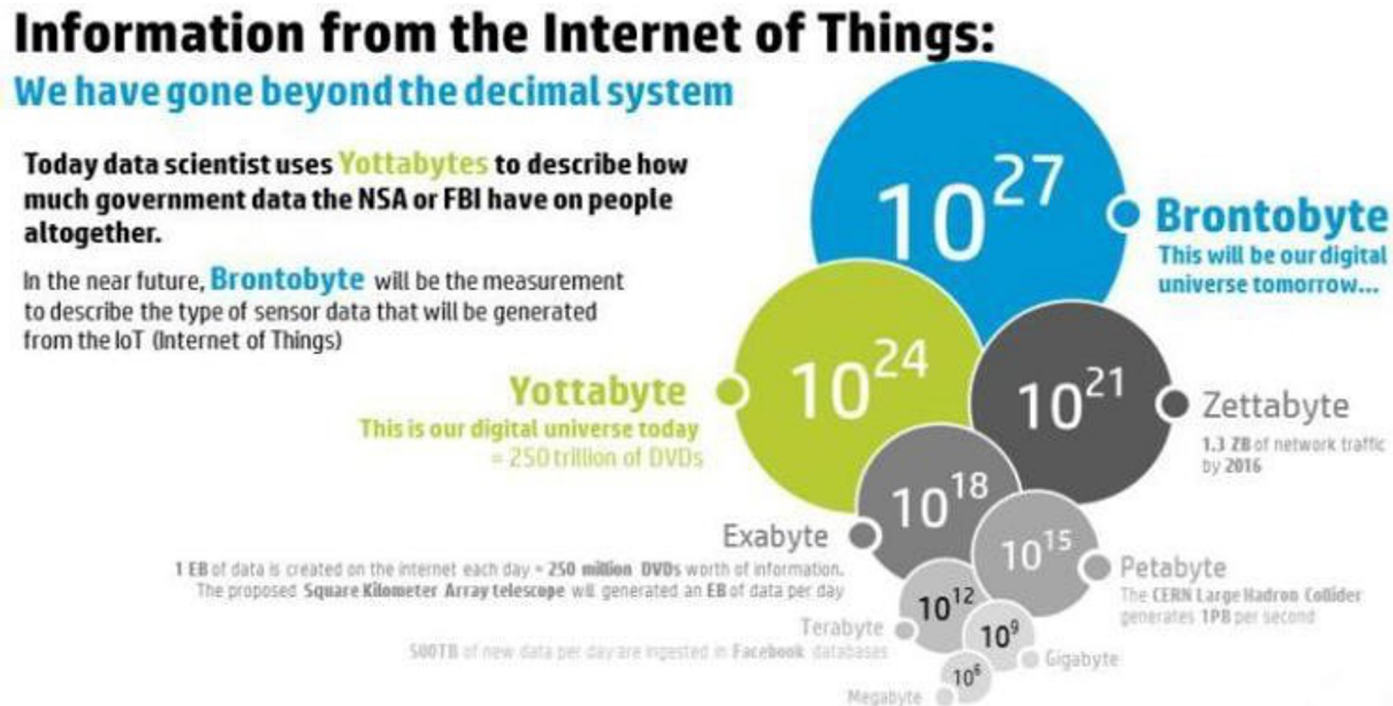


# Data Science: Case Study Elections

- The Obama campaigns in 2008 and 2012 are credited for their successful use of social media and data mining.
- Micro-targeting in 2012
  - <http://www.theatlantic.com/politics/archive/2012/04/the-creepiness-factor-how-obama-and-romney-are-getting-to-know-you/255499/>
  - <http://www.mediabizbloggers.com/group-m/How-Data-and-Micro-Targeting-Won-the-2012-Election-for-Obama---Antony-Young-Mindshare-North-America.html>
- Micro-profiles built from multiple sources accessed by apps, real-time updating data based on door-to-door visits, focused media buys, e-mails and Facebook messages highly targeted.
- 1 million people installed the Obama Facebook app that gave access to info on “friends”.

# Data Science: Case Study Internet of Things (IoT)

- The Internet of Things is rapidly growing. It is predicted that more than 25 billion devices will be connected by 2020.



- The Internet of Things (IOT) will soon produce a massive volume and variety of data at unprecedented velocity. If "Big Data" is the product of the IOT, "Data Science" is it's soul.

# Data Science: Case Study

## Customer Analytics

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**Marketing & Advertising**

Leveraging customer data to move ever closer to the elusive goal of truly personalized marketing: the right offer, at the right time, in the right location and context, to the right person.



**Customer Service**

By capturing and analyzing the data from customer touch points within an organization, companies can identify customer pain points and issues proactively and update their customer service FAQs or other communications with existing customers.



**Retention & Loyalty**

Using customer data and analytics, these companies deploy and refine predictive models that help them retain customers with proactive approaches. Investments, in terms of offers and upgrades, can be made at the right time to increase the likelihood of retaining desirable customers.



**Customer Experience**

The experience that customers have with companies matters a great deal. Other recent research has highlighted the critical connection between experience and company financial performance.

## Essential Points

- **Big Data has given rise to Data Science**
- **Data science is rooted in solid foundations of mathematics and statistics, computer science, and domain knowledge**
- **Sexy profession – Data Scientists 😊**
- **Not every thing with data or science is Data Science!**
- **The use cases for Data Science are compelling**

# Conclusion

- In this section you have learned
  - What Big Data Challenges are
  - What exactly is Data Science and what do Data Scientists do
  - Data Science contrasted with other disciplines
  - Case Study & Use Cases

# Questions?



A close-up, front-facing image of Darth Vader's helmeted head and shoulders. The helmet is black with a prominent vertical ridge down the center. The visor is dark with a central breathing apparatus. The lighting is dramatic, highlighting the metallic texture of the helmet and the folds of his black armor. The background is solid black.

**Thank  
You!**