



# Foundation Level: When Data Dragons Attack



# A Mythological Approach to Data Quality Decay

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● Module F1: Meeting Your  
Data Dragons (1 hour)

● Module F2: Dragon First  
Aid (1 hour)

# ● Module F1: Meeting Your Data Dragons

"Ang mga Halimaw sa Iyong Database"  
(The Beasts in Your Database)

Opening Hook (5 m)  
Closing Wisdom (10 m)  
(1 hour)



# Opening Hook (5 min)

## The Legend Begins

"In 2019, in Barangay San Antonio, Makati, a young BPO analyst named Miguel typed 'CUSTOMER\_001' into his CRM system. In that moment, as Aling Rosa's three-generation sari-sari store became a database entry, the first Data Dragon was born..."

Interactive Moment: "What details about YOUR life would be lost if you became a database entry? Think about your family's Sunday lunch in Tagaytay, your jeepney route, your favorite taho vendor - write three things that make you YOU but wouldn't fit in a form."

# Meet the Six Dragons of Decay (25 min)



## The Time Dragon (Dragonus Lumang-Data)

### Origin

Born from: The gap between "what was true" and "what is true now"

### Sources

Feeds on: Old Globe/Smart numbers, expired NBI clearances, outdated barangay addresses

### Snack Preference

Favorite snack: "Active employee" status of OFWs who've been abroad for years

### Dragon Spotting Exercise:

```
-- The Time Dragon's footprints in Ortigas SELECT 'May Time Dragon sa ' || department || '!' as warning WHERE last_updated < CURRENT_DATE - INTERVAL '6 months' AND location LIKE '%EDSA%'; -- Traffic changes everything faster!
```

Real Manila Sighting: "The payroll system kept sending salary to an employee's BDO account for 18 months after they migrated to Canada because the Time Dragon ate the resignation date."

# Meet the Six Dragons of Decay (25 min)



## The Structure Dragon (Dragonus Sira-Sistema)

### 1 Business evolution

Born from: Business evolution trapped in rigid schemas from the Marcos era

### 2 Cellphone issues

Feeds on: Cellphone numbers forced into landline fields, provincial addresses in NCR-only forms

### 3 GCash/Maya fields

Favorite snack: When you need fields for GCash/Maya but only have "Bank Account"

Dragon Sign: When you see columns named `extra_field_1`, `misc_data`, `temp_notes`... the Structure Dragon has been feasting in your IT department!

Real Manila Sighting: "When Globe suddenly required 11-digit numbers but the system only accepted 10, everyone just dropped the first zero. Structure Dragon grew so fat, it needed its own server!"

# Meet the Six Dragons of Decay (25 min)

## The Semantic Dragon (Dragonus Malabo-Kahulugan)

### Morning and Night Shift

Born from: Words that meant one thing in morning shift and another in graveyard shift

### Customer Context

Feeds on: "Regular customer" (Suki? VIP? Just regular?), "Metro Manila" (NCR? Greater Manila? Including Cavite?)

### Accounting vs Operations

Favorite snack: The chaos when "Provincial rate" means different things to Accounting and Operations

### ASAP Interpretation

Power food: When "ASAP" means "now" to Americans but "within the week" after merienda

Dragon Riddle: "I am a 'Premier client' in Sales, 'Regular customer' in Customer Service, and 'Delinquent account' in Collections. Sino ako?" (Answer: Meaning Dragon's lunch!)

# Meet the Six Dragons of Decay (25 min)

## The Semantic Dragon (Dragonus Malabo-Kahulugan) cont.

The Ma'am/Sir Phenomenon: This dragon LOVES hierarchical approval systems where "pending Sir's approval" can mean:

### Meeting Status

Sir is in a meeting (could be 5 minutes or 5 hours)

### Leave Status

Sir is on leave (but no one knows)

### Approval Issue

Sir already approved but forgot to click submit

### Waiting for Approval

Need to wait for Ma'am to approve Sir's approval

# Meet the Six Dragons of Decay (25 min)

## 🐉 The Void Dragon (Dragonus Walang-Laman)



Born from

Required fields that people skip  
faster than EDSA traffic



Feeds on

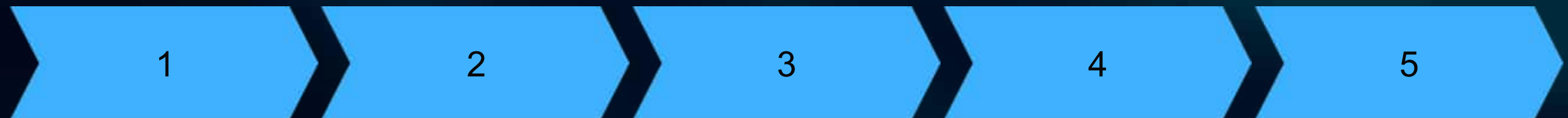
Empty cells, NULL values, "N/A"  
everywhere like it's a fiesta



Favorite snack

Email fields containing  
"walangEmail@yahoo.com"

Void Dragon Math (Philippine Edition):



1

2

3

4

5

Complete Data

Add Agents  
Add agents

Middle Names  
Field

Province Field

Result  
Result: Void

# Meet the Six Dragons of Decay (25 min)

## The Chaos Dragon (Dragonus Gulo-Gulo)

### Origin

Born from: The same person entered different ways by different shifts

### Alias

Feeds on: "Juan dela Cruz", "Juan Dela Cruz", "JUAN DELACRUZ", "Jn. DelaCruz" (same person, iba't ibang agent)

### Preferred snack

Favorite snack: Companies with 5 different customer IDs because the customer used Globe, then Smart, then landline to call

Spot the Chaos Dragon: Which of these are the same company?

### Shopping Mall

SM Supermalls

### Retail Store

Shoe Mart

### Grocery Store

SM Supermarket

### Real Estate

SM Prime

### Business Overview

Henry Sy's SM (Answer: Depend sa database! Chaos Dragon laughs in Filipino)

# Meet the Six Dragons of Decay (25 min)

## ✘ The Error Dragon (Dragonus Mali-Mali)

### 1 Origin

Born from: Typos typed faster than a Grab driver in Makati

### 2 Input

Feeds on: Transposed phone numbers, creative barangay spellings, birthdates during Martial Law that can't be right

### 3 Snack preference

Favorite snack: Zip codes that don't exist, ages over 150 (unless they're from Baguio!)

Error Dragon Joke: "Why did the Error Dragon eat the SSS database?" "Because someone's birthday was listed as February 30, 1986 - even EDSA Revolution couldn't create that date!"

# Dragon Ecology Lesson (20 min)

## How Dragons Multiply in the Philippines

The Breeding Grounds:

### BPO shifts

Multiple BPO shifts = Dragon Nursery (day shift vs night shift data)

### System migrations

System migrations during "phase 2" = Dragon Birthday Party

### Fixes

"Pwede na yan" fixes = Dragon Food Delivery

### No documentation

No documentation (NASA ulo ni Sir/Ma'am) = Dragon Paradise Resort

### Power interruptions

Power interruptions = Dragon Hatching Season! (No UPS = Instant dragon eggs!)

### Merienda time

Merienda time data entry = Sleepy Dragon Syndrome (3pm slump = typo festival)

# Dragon Ecology Lesson (20 min)

## How Dragons Multiply in the Philippines cont.

Special Filipino Dragon Breeding Events:



### Brown-out Breeding

Power cuts during data entry = Chaos Dragons multiply!

### Load Expiration Lockout

Can't access system because walang load = Time Dragons feast

### Approval Bottleneck

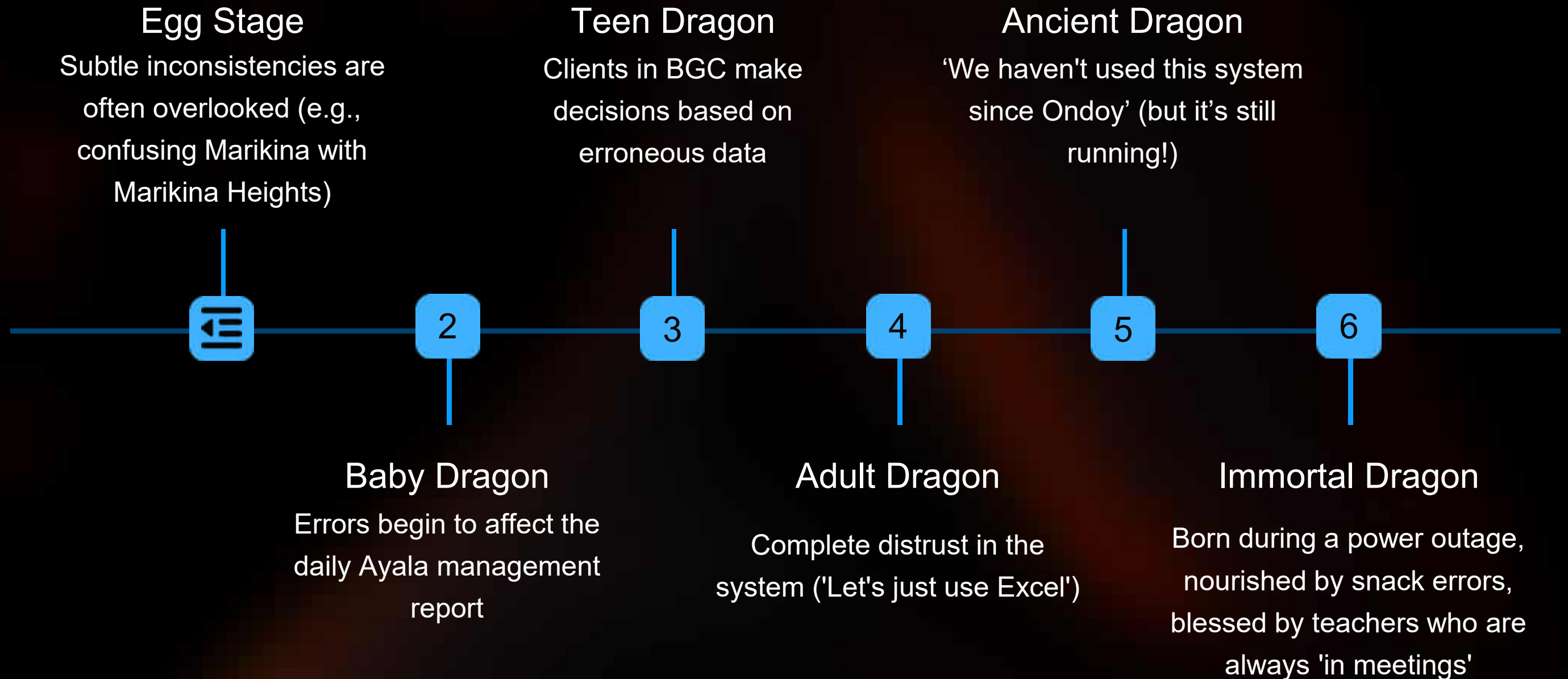
Data waiting for approval while Sir is in Boracay = Ancient Time Dragon guaranteed

### Fiesta Season Syndrome

Half the team on leave during town fiesta = Skeleton crew = Dragon party!

# Ecology Course of Dragons (20 minutes)

## Lifecycle of Tropical Dragons

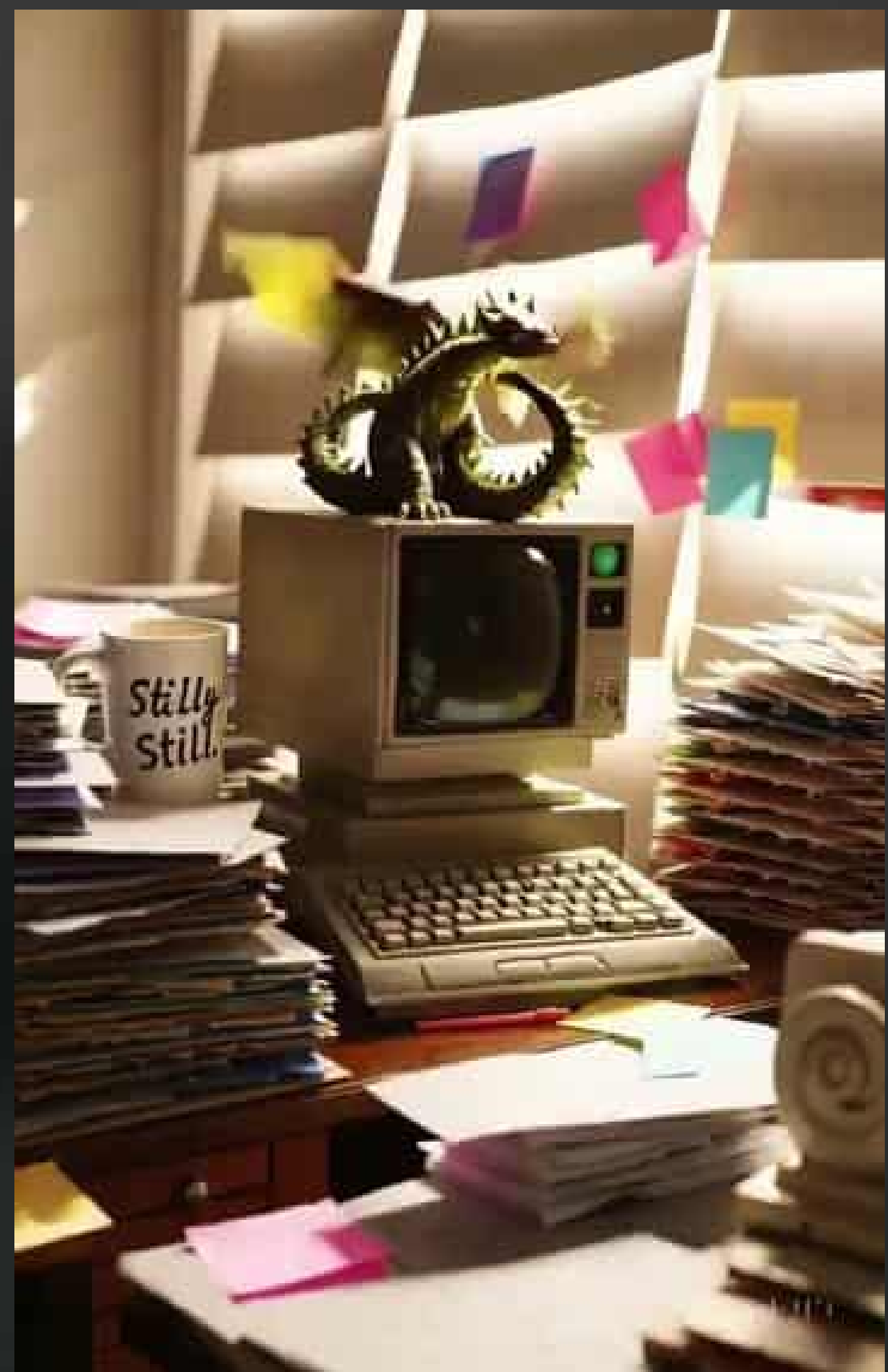


# Closing Wisdom (10 min)

The Dragon Keeper's Creed (Filipino Version):

"Dragons aren't evil - they're symptoms. Born from trying to fit the chaos of Philippine life into rigid computer fields. We can fight them, run from them like we run from traffic, or learn to make them our kasama (companion) in quality."

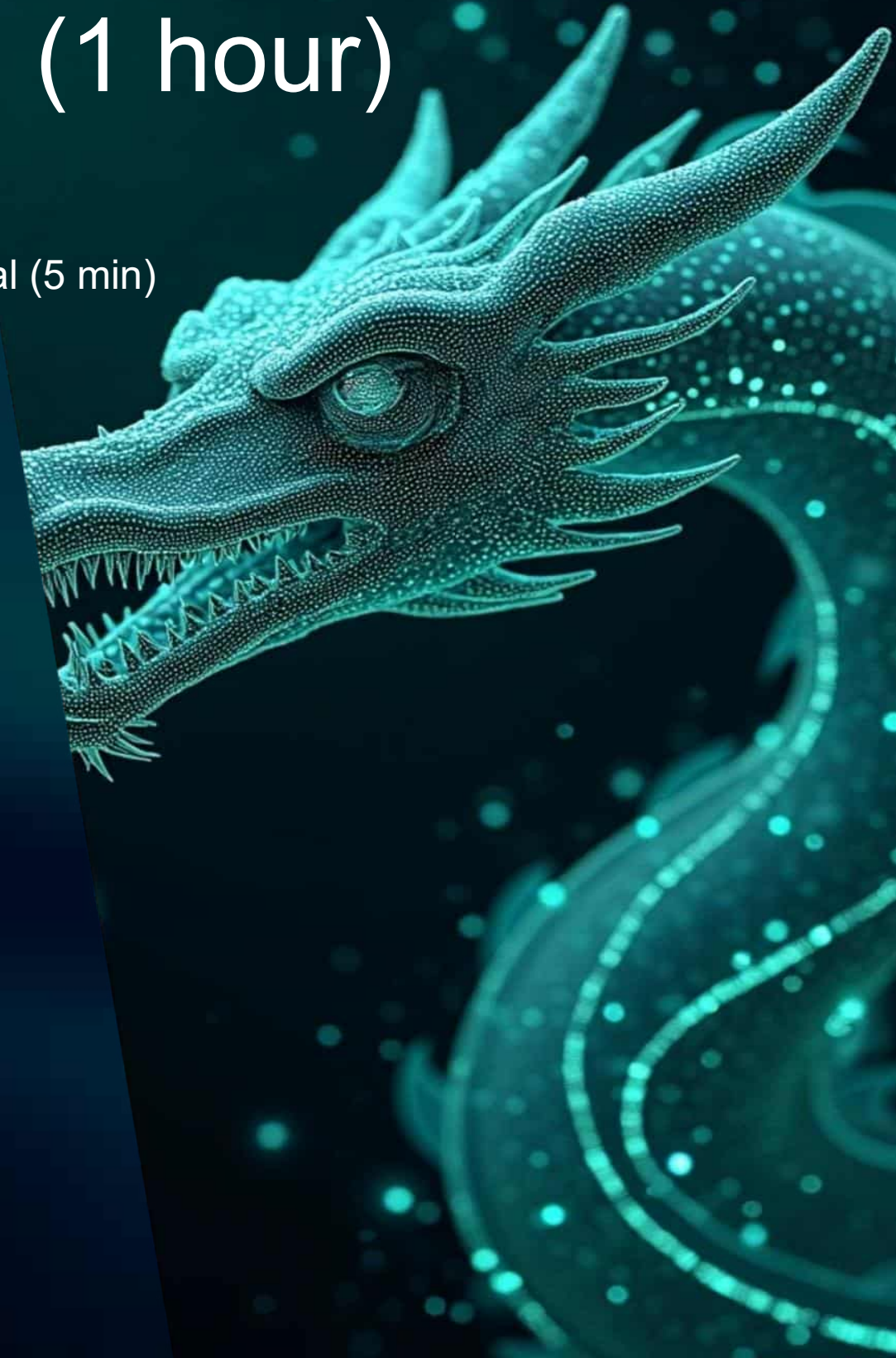
Your First Quest: Go back to your workstation (whether in Makati, BGC, or MOA) and find ONE dragon. Just one. Name it (give it a Filipino nickname!). Understand what it eats. That's how dragon keeping begins.



# ● Module F2: Dragon First Aid (1 hour)

"Basic Dragon Taming Techniques para sa Pinoy Data"

Opening Ritual (5 min)



# Opening Ritual (5 min)

The Dragon Keeper's Panata (Oath):

"I promise to see the dragons, hindi deadma-hin (not ignore them)

To understand their gutom (hunger), not just away (fight)

To heal the data they've wounded, not iwan (abandon it)

To prevent their balik (return), not just takbo (run away)"

Light a candle (or turn on your desk lamp) to signal the start of your dragon keeping journey





## The Dragon Tracker's Toolkit (25 min)

Anting-Anting /#1: The Freshness Check

Anting-Anting /#2: The Void Seeker

Anting-Anting /#3: The Duplicate Finder



# Dragon Detection Anting-Anting /#1: The Freshness Check

```
-- Reveals Time Dragons in your Makati database
SELECT 'URGENT: Time Dragon detected sa ' || table_name as alert, 'Nagugutom na for ' ||
days_unfed || ' days na!' as severity, 'Last fed nung' || last_meal as last_update,
CASE WHEN days_unfed > 180 THEN 'Dragon is OBESE! Probably eating since last brown-out!'
WHEN days_unfed > 90 THEN 'Dragon grew during long weekend + fiesta season!'
WHEN days_unfed > 30 THEN 'Dragon snacking during merienda time!'
ELSE 'Baby dragon pa lang' END as dragon_diet
FROM (SELECT 'customers' as table_name, CURRENT_DATE - MAX(last_updated)::date as days_unfed,
TO_CHAR(MAX(last_updated), 'Month DD, YYYY') as last_meal FROM customers )dragon_tracks WHERE days_unfed > 30;
```

What You'll See:



Fresh data

No dragon (Peaceful pa)

30+ days old

Dragon snacking (Medyo gutom na)

90+ days old

Dragon partied during Holy Week when everyone was on leave!

365+ days old

SOBRANG LAKING DRAGON! (Evacuate to Tagaytay!) 🚒

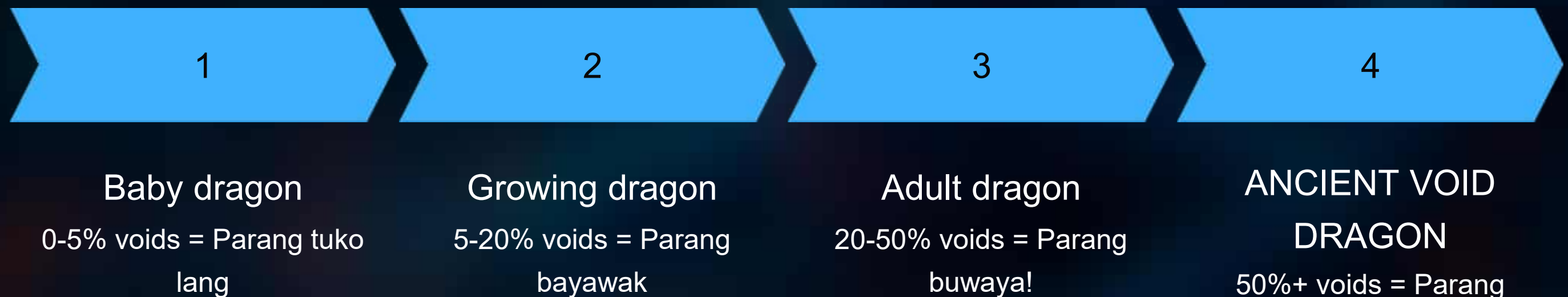
# 🐉 Dragon Detection Anting-Anting /#2: The Void Seeker

- Reveals Void Dragons hiding in your call center data

```
SELECT      column_name as "Dragon's Tambayan",
COUNT(*) as "Total Rows",
COUNT(column_name) as "May Laman",
COUNT(*) - COUNT(column_name) as "Walang Laman",
ROUND(100.0 * (COUNT(*) - COUNT(column_name)) /
COUNT(*), 2) || '%' as "Dragon Size (Sobrang Laki?)"
FROM customer_records CROSS JOIN LATERAL ( VALUES
('email'), ('mobile_number'), ('barangay'), ('landmark')
```

```
-- Because "near Jollibee" is valid
direction! )
AS cols(column_name)
GROUP BY column_name
HAVING COUNT(*) - COUNT(column_name) > 0
ORDER BY "Dragon Size (Sobrang Laki?)"
DESC;
```

Dragon Size Guide (Philippine Edition):



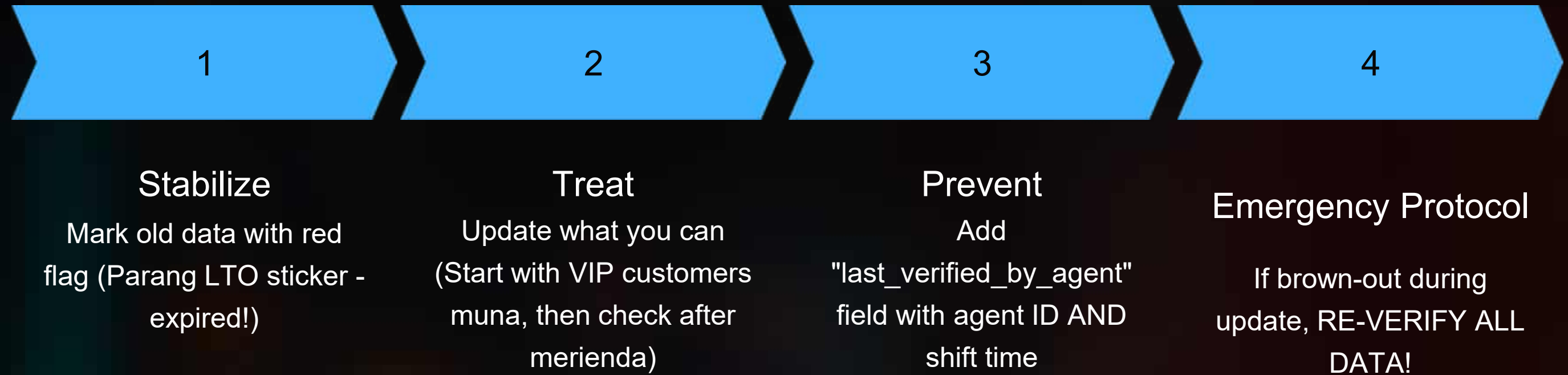
# Dragon Detection Anting-Anting /#3: The Duplicate Finder

```
-- Reveals Chaos Dragons creating gulo in your system
WITH duplicate_hunt
AS (SELECT customer_name,
          COUNT(*) as bilang,
          STRING_AGG(DISTINCT customer_id::text, ', ') as all_ids,
          STRING_AGG(DISTINCT mobile_number, ', ') as all_numbers
FROM customers
GROUP BY customer_name
HAVING
    COUNT(*) > 1 )
SELECT 'Chaos Dragon found: "' || customer_name || '"'
      as nakita, 'Appearing ' || bilang || ' times (Jusko!)'
      as strength, 'May ' ||
array_length(string_to_array(all_numbers, ', '), 1)
              || ' different numbers pa!'
      as gulo_level
FROM duplicate_hunt
ORDER BY bilang
DESC LIMIT 10;
```

# Dragon First Aid Techniques (20 min)

## Emergency Dragon Treatment - Pinoy Style

For Time Dragons:



For Void Dragons:

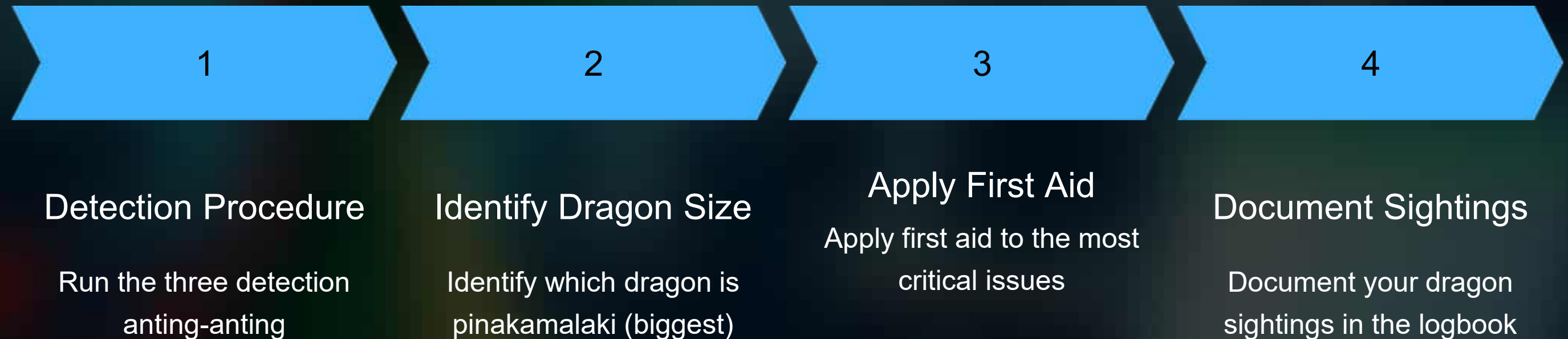


# Hands-On Dragon Taming (30 min)

## Your First Dragon Encounter - BPO Edition

Scenario: You've inherited a customer database from the previous team lead who resigned suddenly (nag-AWOL). The last message in the turnover email was "Good luck with the dragons 🐉 🤖"

Your Mission:



Sample Dragon Report (BPO Style):

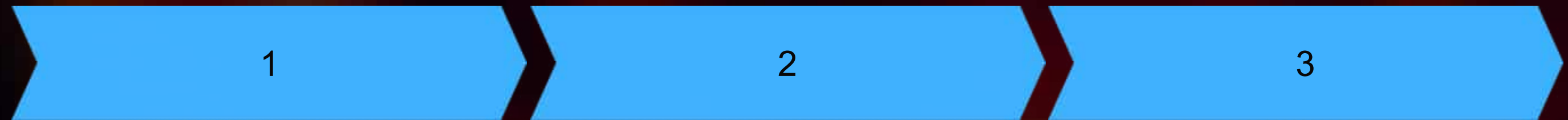
🐉 DRAGON SIGHTING REPORT - MANILA OPERATIONS 🐉 Date: [Today] Dragon Keeper: [Your name] Shift: [Morning/Mid/GY] Dragons Found: - Time Dragon: ADULT (Gutom since Ber-months started!) - Void Dragon:

# Hands-On Dragon Taming (30 min)

## BONUS ROUND: The Dragon Karaoke Test

The TRUE test of a Dragon Keeper isn't just SQL skills - it's whether you can explain data quality at the team building karaoke night!

Challenge: Explain one dragon type through karaoke performance!



### Choose Song

Pick any OPM or popular song

### Modify Lyrics

Change lyrics to describe your dragon

### Creative Winner

Most creative explanation wins "Dragon Whisperer" title

Example: 🎵 "Bakit Ngayon Ka Lang?" becomes: "Bakit ngayon ka lang nag-UPDATE?"

Time Dragon, lumaki ka na!

Bakit ngayon ka lang nag-VALIDATE?

Ancient ka na three years out of date!"

(To the tune of "My Heart Will Go On" - every Filipino's karaoke favorite!)

# Team Building: Dragon Karaoke (15 min)

## "My Data Will Go On" - The Dragon Keeper's Anthem

Near, far, wherever you are  
I believe that the data lives on  
Once more, you open the door  
And you're here in my database  
And my queries will go on and on

Karaoke Scoring System:

Dragons can touch us one time  
And last for a lifetime  
And never let go 'til they're gone  
NULL was when I found you  
One true time I'd UPDATE you  
In my life, we'll always debug on

1

High Notes

Hit the high notes = +10

2

Forget Lyrics

Forget the lyrics but keep

3

Dance Mov`es

Add dance moves =





4

Make Time Dragon

Cry



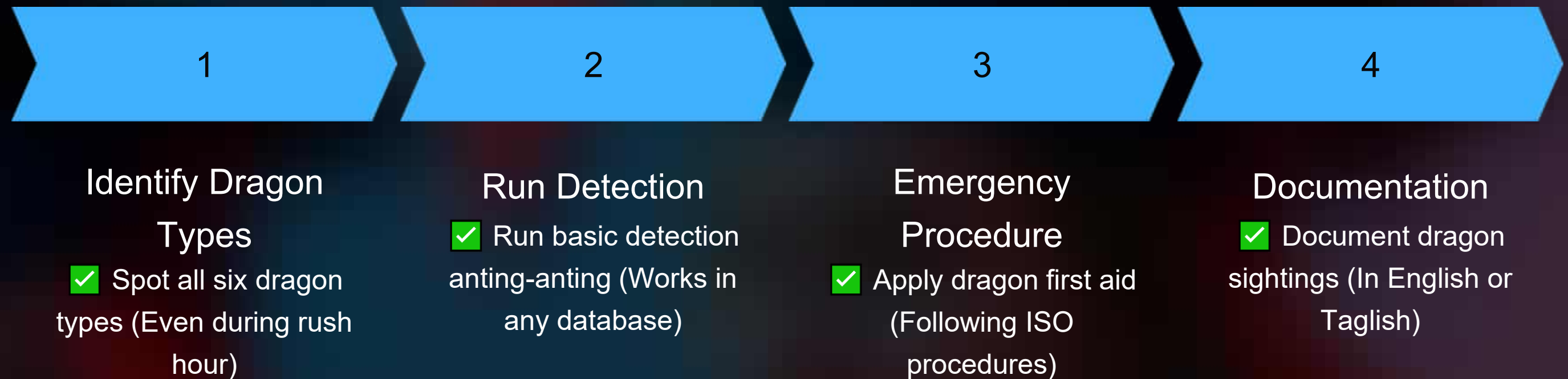
# Quick Dragon Reference Card (Wallet Size - Laminated for Spilled Coffee Protection)

Dragon Type	Quick Detection	Emergency Treatment	Filipino Power-Up
 Time	Check last_updated	Flag old data (Red!)	Check if fiesta/long weekend
 Structure	Look for "misc" fields	Document workarounds	Prepare for telco changes
 Meaning	Ask different shifts	Create Tagalog definitions	Note Ma'am/Sir interpretations
 Void	Count empty fields	Mobile number > email	Check if load expired

# Graduation Ceremony (10 min)

Congratulations! You Are Now a Certified Dragon Keeper!

Your Dragon Keeper ID Badge (Valid in all NCR offices) shows you can:



Your Take-Home Kit (Libre!):

Spell Book

Identification Chart

Thank You