

# Data Management Session I:

## Embedding Data management & Data Governance into the Data Framework

PJ Bezuidenhout &  
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# Agenda

- ❑ Introduction
- ❑ Framework for Service Execution Model
- ❑ Examples of Catalogue of Services

# Defining Mandate

## ❑ Stakeholders

- Strategy of the organisation
- Expectations

## ❑ Role of the Data Office

- Ownership or
- Custodian or
- Accountability or
- Responsibility or
- Service Provider

## ❑ Objective of the Data Office

- Create data awareness
- Provide a data service to meet regulatory requirements
- Provide capabilities and technical solution
- Provide data insights
- Etc...



# Framework for Service Execution Model

		Execution	
		Centralised	Decentralised
Control	Centralised		
	Decentralised		

# Framework for Service Execution Model

Centralised

Execution

Decentralised

Control

Centralised

Decentralised

<div><div>Data Innovation</div><div>Data &amp; Information Architecture</div><div>Business Intelligence (BI)</div><div>Data Strategy &amp; Roadmap</div><div>Data Valuation</div><div>Information Risk Reporting</div><div>Data &amp; Info Method Engineering</div><div>Information Life Cycle Management</div></div>	<div><div>Data Quality Management</div><div>Data Analysis</div><div>Records Management</div><div>Information Governance</div><div>Advanced Analytics</div><div>Data Security</div><div>Data and Info Technology Management</div><div>Meta Data Management</div><div>Data Development</div><div>Reference and Master Data Management</div><div>Data Privacy</div><div>Data Integration</div></div>

# Examples of Catalogue of Services

Business Strategy  
Influencing and  
Alignment

Data Strategy &  
Roadmap / Plan

Data Innovation

Information Governance  
and Compliance

Data & Information Risk  
Reporting

Data & Information  
Architecture

Data Analysis

Data Integration (for  
Information Delivery)

Data Integration (for  
Transactional / Source  
Systems)

Data Development (for  
BI)

Data Development (for  
Transactional  
Environment)

Reference and Master  
Data Management

Analytics (BI) -  
Transformation of  
information for business  
benefit

Advanced Analytics

Data Quality

Records Management

Data Security

Data Privacy

Data and Information  
Management Technology  
Management

Data Operations (BI, IT,  
Fusion, Scoring)

Data Valuation

Data / Information Life  
Cycle Management (SDLC  
, Operation by business)

Meta Data Management

Data & Information  
Method Engineering

# Data Management Session II:

## Embedding Data management & Data Governance into the Data Framework

PJ Bezuidenhout &  
Yorricke Esterhuyse

# Agenda

- ❑ Target Operating Model
- ❑ Lessons Learnt
- ❑ Key Successes

# TARGET OPERATING MODEL

## Strategic Intent

1

2

3

4

5

6

7

## Purpose of the Data Office

## Principles

## Services

## Stakeholders

## Value Chain

Interpret and influence  
the business strategy

Manage the  
requirements  
for data and  
information

Demand  
Management

Strategise on  
information  
delivery

Develop and  
maintain the  
data plan /  
roadmap

Deliver  
relevant  
service

Data Value  
Management

# TARGET OPERATING MODEL

## Strategic Intent

1

*Gain clarity, and common agreement (how) about our customers' strategies in terms of Information Management within one month of declaration of strategic intent*

2

3

4

5

6

7

## Purpose of the Data Office

*To ensure that every data and information asset is used in the most effective and efficient way to meet business requirements.*

## Principles

*The IO will ensure that the correct lifecycle is followed through*

*Strategic intent* is a high-level statement of the means by which your organization will achieve its vision. It is a statement of design for creating a desirable future (stated in present terms). Simply put, a *strategic intent* is your company's vision of what it wants to achieve in the long term.

# TARGET OPERATING MODEL

## Strategic Intent

1

*Gain clarity, and common agreement (how) about our customers' strategies in terms of Information Management within one month of declaration of strategic intent*

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## Purpose of the Data Office

*To ensure that every data and information asset is used in the most effective and efficient way to meet business requirements.*

## Principles

*The IO will ensure that the correct lifecycle is followed through*

*The Purpose of the Data Office is the basis on which the Data office operates for effective delivery of required services*

# TARGET OPERATING MODEL

## Strategic Intent

1

*Gain clarity, and common agreement (how) about our customers' strategies in terms of Information Management within one month of declaration of strategic intent*

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## Purpose of the Data Office

*To ensure that every data and information asset is used in the most effective and efficient way to meet business requirements.*

## Principles

*The IO will ensure that the correct lifecycle is followed through*

*The Operating Principles of the Data Office are the basis on which the Data office operates for effective delivery of required services*

# TARGET OPERATING MODEL

## Strategic Intent

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*Stakeholder* considerations can impact the Data Office's Partnership model operating level agreements (OLAs) and service level agreements (SLAs)

## Purpose of the Information Office

## Principles

## Stakeholders

## Value Chain

Interpret and influence the business strategy

Manage the requirements for data and information

Demand Management

Strategise on information delivery

Develop and maintain the data plan / roadmap

Deliver relevant service

Data Value Management

# TARGET OPERATING MODEL

## Strategic Intent

1

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## Purpose of the Information Office

Data management functions can be referred to as *Value Chain Steps*. The functions should logically be sequenced as per Value Chains based on:

- urgency of addressing effectiveness and efficiency
- which function support the most critical success factors
- which function is currently performing effectively
- etc.

## Stakeholders

## Value Chain

Interpret and influence  
the business strategy

Manage the  
requirements  
for data and  
information

Demand  
Management

Strategise on  
information  
delivery

Develop and  
maintain the  
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roadmap

Deliver relevant  
service

Data Value  
Management

# TARGET OPERATING MODEL

## Strategic Intent

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Roadmap of required *Services*

Basis for sequencing:

- Business priority
- Compliance requirements
- Architectural priorities
- Current level of maturity
- Industry specific requirements

## Services

Data Quality Management

Data Privacy

Records Management

Data Strategy & Roadmap

Data & Information Architecture

Information Life Cycle Management

Data Analysis

Data Valuation

Business Intelligence (BI)

Data and Info Technology Management

Advanced Analytics

Data Integration

Meta Data Management

Data Development

Reference and Master Data Management

Data Innovation

Data Security

Information Risk Reporting

Information Governance

Data & Info Method Engineering

## Stakeholders

## Value Chain

Interpret and influence the business strategy

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Data Value Management

# Lessons Learnt

## ❑ Data Governance

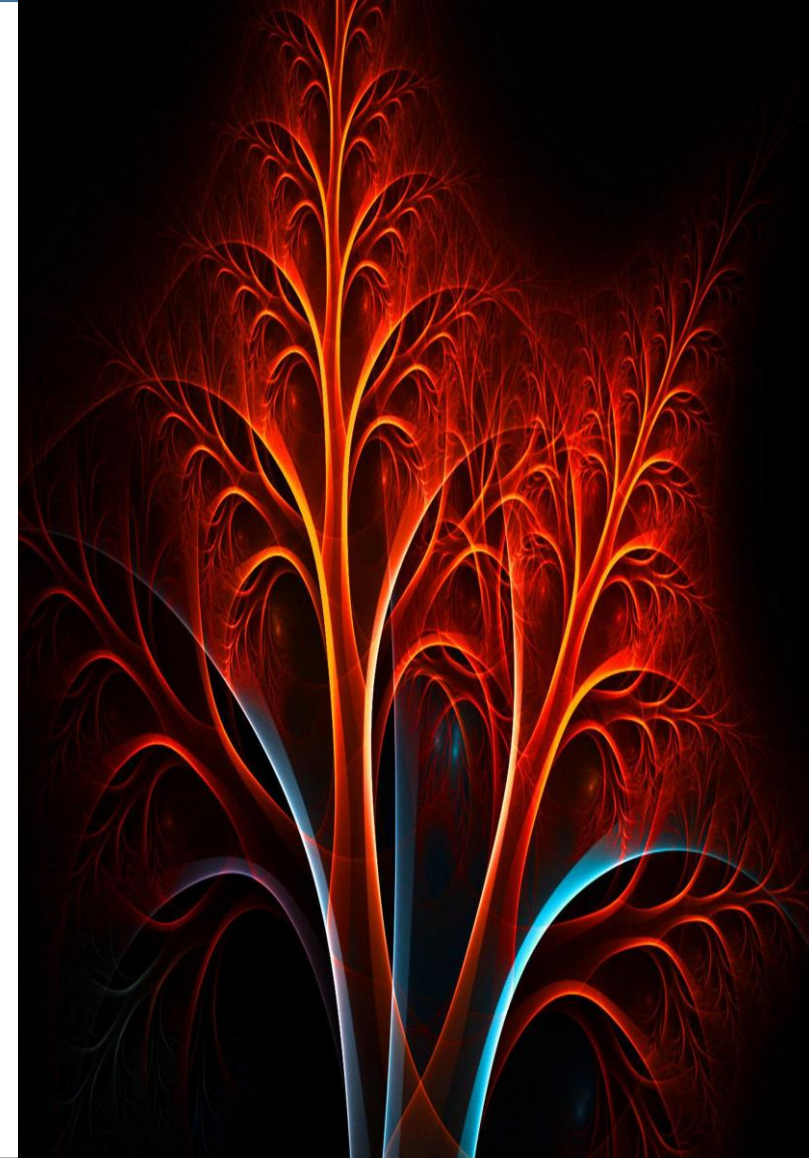
- Move with the pace of your organisation
- Use appropriate language

## ❑ Data Management

- Solutions to be fit for Purpose

## ❑ Data Office

- Operating Model must be adaptable to the evolving business environment
- It takes time, be patient



# Key Success

## ❑ Data Governance

- Embedded in the Organisation
  - Information Owners
  - Data Stewards
  - Other IM Roles
  - Governance Structures within Business
- Formal Governance Process

## ❑ Data Management

- Mature Data Practises
- Embedded data principles in the Organisation
  - Process changes applied
  - Customer data considered as trusted data

## ❑ Data Office

- Trusted advisor status
- Clear mandate
- Allocated funding

