Data Governance

Why is it important and how do I do it?

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What is the fundamental data problem?
GPS FAIL!
WOMAN DRIVES INTO LAKE
What is the cost of poor data quality?

**Data Entry Errors per 100 records**

- 53% Acceptable
- 47% Unacceptable

**% Respondents DQ acceptable**

- Acceptable
- Unacceptable

**Gartner Survey of large US financial organisations**

- Cost of bad data

**IBM cost of poor data quality (US)**

- USD $ Millions
- USD $ Trillions

US Organisations - 2016
Is data an asset?

- Is it viewed like other University assets?
- Are consistent behaviours observed?
- Who is accountable for it?
- Does anyone know what it costs?
- Can we agree what it means?
- Do we report on it?
- Is their senior leadership focus?
- Is there any kind of plan?
Why does this matter?

- A lack of trust in data
- A culture of re-keying
- A poor student experience
- An exposure to known and unknown risk
Getting from 70/30 to 30/70

Current – Informal DG

Future – Best Practice DG
What makes the case?

- New Revenue Streams
- Operational Efficiency
- Recruitment Market
- Fast and Trusted Insights
- Regulation and Reputation
- Staff Motivation
- Analytics and Big Data
- Transformational Projects
Data governance is everyone’s responsibility. Data must be recognised as a valued asset.

- Right first time, every time
- Avoid Risk and Compliance issues

Data must have clearly defined accountability.

- Data must be managed to conform to regulations
- Data quality must be defined and managed consistently

Data governance breaks down into:

- Accessibility
- Accuracy
- Completeness
- Consistency
- Relevance
- Timeliness
- Uniqueness

Corporate Strategy quote here showing how data underpins it.

Source: Non invasive data governance. © Bob Seiner
A simple Data Governance Framework

Data Governance Policy and Operating Model

Business Roles

- **Data Owner**: Monitor compliance
- **Data Steward**: Manage Data Quality
- **Data Producer**: Create/Collect
- **Data Custodian (SIRO/other)**: Support/Protect

Central Roles

- **Data Governance Committee**: Instruct resolution of material issues
- **Data Governance Team**: Monitor and assess data quality

Roles

- **Reports and seek decisions**: Board/Council
- **Report systematic issues**: Design Authority
- **Maintain and publish**: Data Glossary and Data Lineage
- **Report to**: Data Quality Reports
- **Use**: Data Consumer

**Reports**: Data Quality Reports

**Conceptual Data Models**

(c) Nicola Askham/Alex Leigh (v) 1.0 - Development
Data Governance and Data Management

- Data Governance Manager
- Data Architect
- Data Protection Officer
- Information Security Manager

Governance:
- Business Lexicon, Data Quality Rules, Data Quality Reporting
- Data Owners, Data Managers, Data Custodians, Data Stewards
- Data Governance / Enterprise Information Framework
- Data Strategy

Management:
- Change Portfolio
- Daily Operations
- Information Life Cycle
- Capture, Store, Exploit, Archive, Delete

Store
Exploit
Archive
Delete
Capture
How to move to a data culture

- DATA GOVERNANCE ROLES
- STAFF INDUCTION
- TRAINING
- DATA CHAMPIONS
- SOMETHING ELSE
How do I sustain Data Governance?

- Visible and consistent senior leadership support
- Embed it into the change portfolio
- Prioritise in line with university objectives
- Fix thing and showcase those fixes
- Rhetoric versus reality
- Lifestyle change not a diet
Summary

Value adding

Data cleansing

Data cleansing

Value adding
Questions?