

DATA GOVERNANCE

*A New Epoch of Data
Management has Dawned*





Data Governance (DG) is no longer optional. Most organizations lack a DG policy. Let's start a conversation that will finally allow organizations to deal with rapidly growing data management problems from a holistic approach. We'll define what DG is, introduce you to DG concepts, and outline an approach to improve DG in order to make meaningful progress on this important journey.

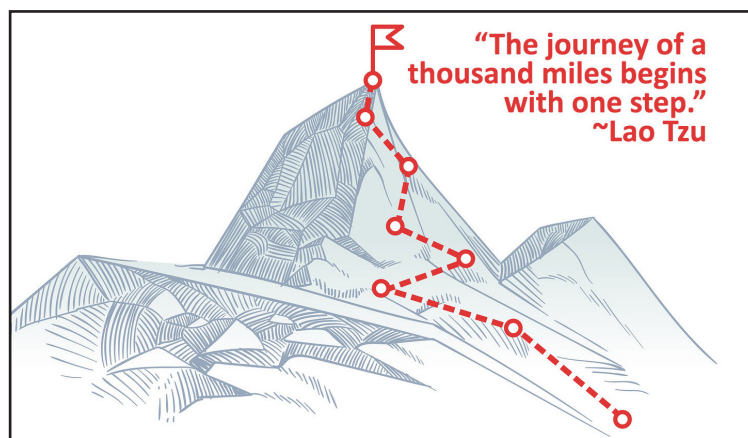
CAS Severn (CAS) offers a practical approach for any organization that either wants or needs to initiate DG improvement. There are two areas of DG that we'll explore. First, we will describe an assessment approach that leads to informed and sustainable DG policy decisions. Part of the approach is to determine the DG maturity level of the organization as well as providing guidelines to define that maturity level. Second, we'll discuss the benefits of a mature DG policy.

DG at its core strikes the balance between data use and security. There are a number of factors involved that can make developing a DG policy seem formidable. Even organizations with robust data management procedures and processes can benefit significantly by developing a cohesive DG policy.

With the introduction of cloud-based services and solutions, the need for DG has never been greater. Massive data fragmentation¹ (MDF) associated with cloud adoption has amplified the data management challenge and the technical debt associated with this issue is compounding. For those that have not yet started their cloud journey, on premise environments face similar issues where the concepts we describe are equally applicable. As we explore this topic, there is a path that holds the promise to address the issues surrounding DG, data management, MDF and more, so let's get started.

CAS has been a leader in the data management and enterprise content management fields for many years. It's through this experience that we have built a team of experts that can help, whether you're starting your DG journey or already have a robust DG policy in place.

CAS helps clients address DG policy issues, evaluate solutions and deliver outcomes. Our diversity of clients crosses many sectors including: Commercial, Finance, Insurance, Healthcare, State & Local Government, Federal Government, Higher Education and more.



¹ Massive Data Fragmentation- ever growing proliferation of data across locations and systems preventing full utilization of its value



WHAT IS DATA GOVERNANCE

Before we begin our journey, we need to define Data Governance. It's useful to understand how comprehensive the requirements for DG have become, helping to appreciate what will be required to better guide DG policy development and the evaluation of the solutions used to implement the policy.

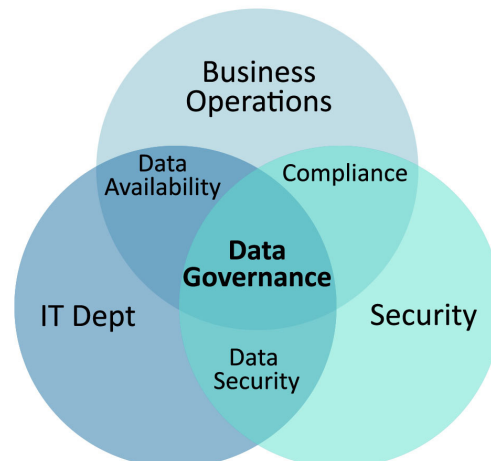
Data Governance Definition

*Data governance (DG) is the management of data at an organization that balances use and security. This includes legal compliance and operational transparency. Successfully implemented, DG provides a consistent and logical framework for the handling of data through organizational policies and procedures. These policies guide proper behavior. DG entails data security, compliance, governance, discovery, risk management, privacy, data storage, knowledge management, operations, audit, analytics, IT management, master data management, enterprise architecture, business intelligence, big data, data science and finance.**

** paraphrased Wikipedia definition*

It is clear that there are many factors to be addressed to achieve holistic governance. Our approach to the DG journey leads to the 'consistent and logical framework for the handling of data through organization policies and procedures'. It's against this comprehensive list of requirements (ie data security, compliance, governance, discovery, etc.) by which the DG policy solutions must be evaluated.

The best hope of supporting a DG policy in an era where data is generated every second and grows exponentially, is to automate as much of the policy enforcement as possible. After touching on the process to assess and develop a DG policy we'll explore a framework by which we can objectively measure DG maturity.





THE JOURNEY BEGINS

An excellent place to start the journey is an open conversation to illustrate why a DG policy is not optional but critical. There are many regulatory mandates such as GDPR¹, CCPA², PCI-DSS³, HIPAA⁴ to name a few, that have made a DG policy essential. Many drivers go beyond regulatory issues and often include business to business requirements. Even with all the known factors that drive the need for a DG policy today there are more over the horizon that make it essential to have a DG policy that can constantly evolve.

A well informed and constructed DG policy provides an efficient framework in which data may be leveraged for strategic advantage. The impact of DG on a business — particularly as it moves toward becoming a digital enterprise — has potentially immense benefits as data supports decisions and internal processes, as well as helping to improve customer experience, create new products or services and enhance business models. In some industries, the DG policy also helps mitigate financial or reputational risks to businesses in the digital age. Today organizations view DG as a pathway to gain organizational efficiencies, competitive advantage and a proactive means to avoid incidents.

Digital transformation across the enterprise is nearly impossible without a DG policy to address issues surrounding Massive Data Fragmentation (MDF). Kicking the can down the road on a legitimate DG policy is not an option. As data proliferates so does the associated risk and cost.

What are the Costs of Massive Data Fragmentation?



¹ *General Data Protection Regulation*

² *California Consumer Privacy Act*

³ *Payment Card Industry Data Security Standard*

⁴ *Health Insurance Portability and Accountability Act*



Some questions to start the conversation include:

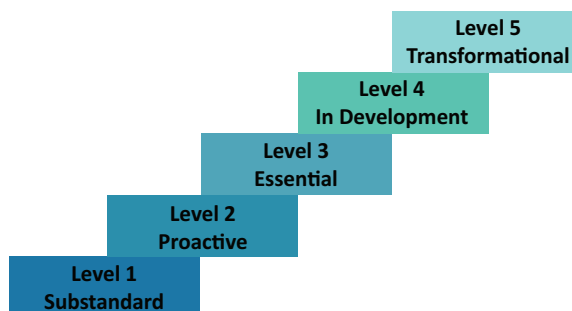
- What data do we have?
- Why do we have the data in the first place?
- What makes this data important?
- Where is the data located?

The answers to these fundamental questions and many more will provide valuable insights. The answers reveal the necessary information about the current DG state to determine the DG maturity level. The current maturity level is compared to the desired or optimal maturity level for the organization. This assessment phase begins the process. We at CAS take a pragmatic approach to assessing where an organization is in their DG journey.

DATA GOVERNANCE MATURITY

To measure an organization's DG policy, we use a series of interviews and a collection of metrics to objectively determine an organization's DG maturity as well as the organizations capability to support DG. Our assessment explores a wide range of important considerations to ascertain the completeness of an organization's DG maturity using the Data Governance Maturity Model developed by ARMA¹ International. ARMA International was granted accreditation by ANSI² as a standards developing organization, securing the right to develop and publish American National Standards. CAS further assesses the organization's capabilities to support DG and determine what processes, procedures, technologies and leadership are in place to execute a DG policy.

The maturity model levels help establish an objective means for measuring the current DG policy state and progress. The 5 levels include:



¹ARMA - Association of Records Managers and Administrators- not-for-profit professional association for information technology professionals, dealing primarily with data management and data governance

²ANSI - American National Standards Institute- non-profit organization overseeing development of voluntary consensus standards for products, services, processes, systems, and personnel in the U.S.



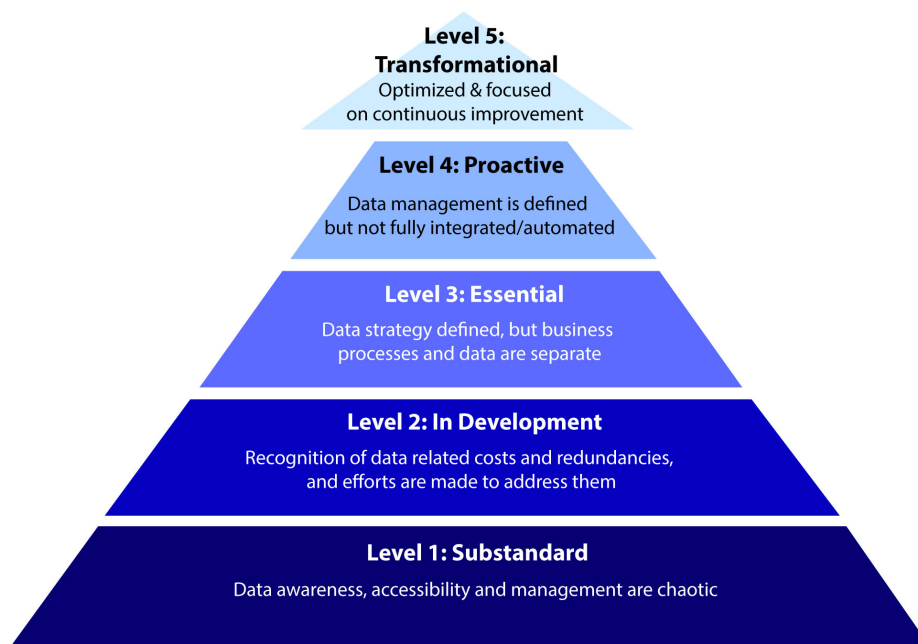
Within the assessment process 8 principles are evaluated against levels 1 through 5. These principles are:

1. Accountability
2. Transparency
3. Integrity
4. Protection
5. Compliance
6. Availability
7. Retention
8. Disposition

Using the maturity model as a guide and gaining a thorough understanding of the principles will help an organization determine the optimal maturity level for each principle. It should be clear that a maturity level of 1 or 2 for any principle indicates substantial organizational risk.

Throughout the DG assessment process CAS works to help organizations create business alignment so that the various stakeholders come together to address DG cohesively. DG is a team effort and is not the responsibility of any one department or group (ie Information Technology, Security, Legal, Risk Management, etc.).

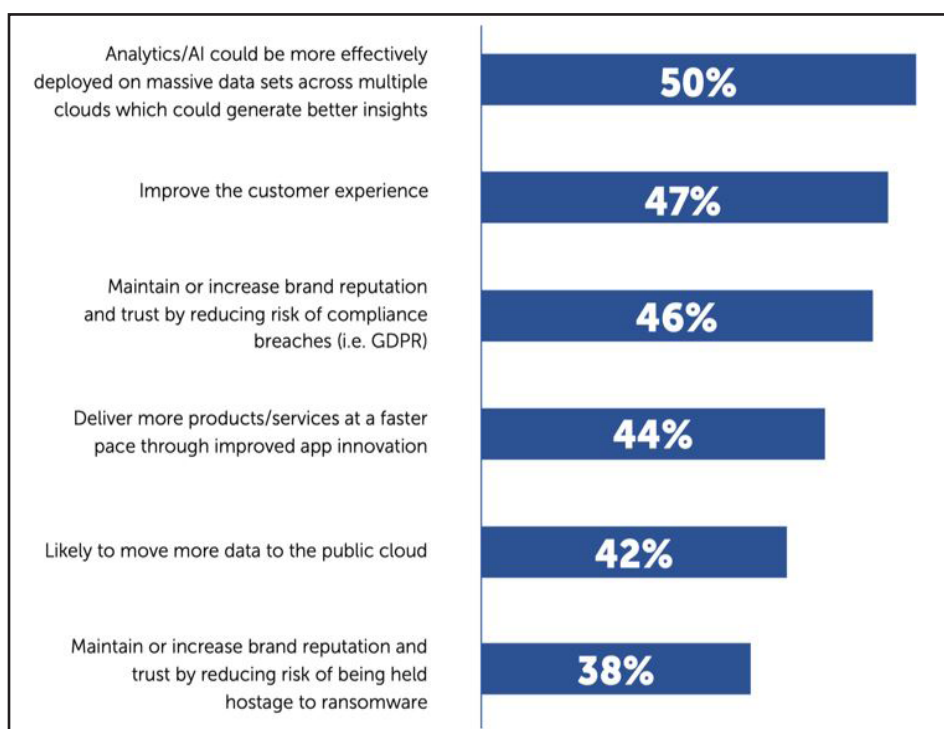
Data Governance Maturity Model





Expanding on the information gathered to determine the organization's DG maturity model, we evaluate and inventory existing capabilities to support a DG policy. Existing capabilities may become useful to close gaps by enhancing prior investments that further DG policy goals. The benefits of proper data management guided by DG policy to mitigate the massive data fragmentation problems are immense.

Benefits of Removing Data Fragmentation in the Cloud



Source: Cohesity

Today, many modern technology platforms are designed to handle a core business requirement while simultaneously addressing a multitude of DG challenges including mass data fragmentation, data inspection, compliance, etc. Addressing fundamental business requirements (ie data protection, malware detection, etc) provides many opportunities to leverage technology for the benefit of DG.

The maturity model assessment and organizational capabilities inventory will provide actionable insights to implement DG policy. These insights form the basis for a series of recommendations which help identify how to close the gaps between the current DG policy maturity level and the optimal level.



DATA GOVERNANCE STRATEGY

The DG maturity assessment recommendations include suggested processes, personnel roles and technology updates, all unique to the organization. Technology is constantly evolving and advancements made in recent years make achieving DG policy goals more attainable.

Today's organizations are dispersing their data from on premise data centers to public cloud providers (AWS, Azure, Google, etc). Often the data is further embedded into Software as a Service platforms. Each of the data management problems listed previously compound when data is dispersed. To complicate matters further, the solutions required to address each challenge often grow in both number and complexity as the number of unique data locations increase. The real fix to these compounding challenges is a DG strategy.

Our goal is to impartially help you facilitate the development of a policy based DG strategy that delivers the desired business outcomes quickly and effectively.

READY TO EXPLORE OR EVEN START YOUR DATA GOVERNANCE JOURNEY?

Contact us to start the conversation.

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