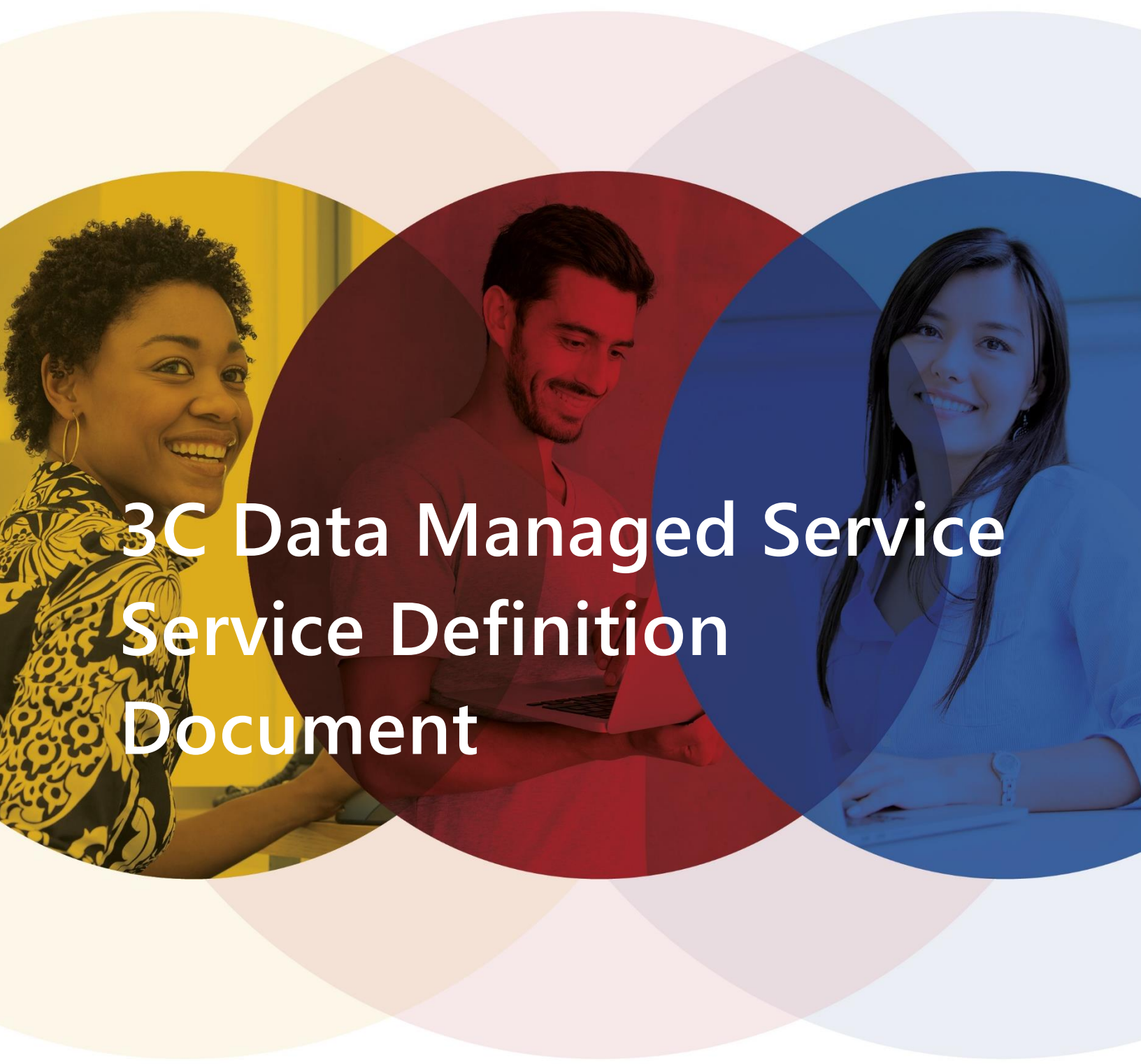




Engage | Empower | Transform

The background features three large, overlapping circles. The left circle is yellow and contains a smiling Black woman with curly hair. The middle circle is red and contains a smiling man with a beard looking at a laptop. The right circle is blue and contains a smiling woman with long dark hair. The text '3C Data Managed Service Service Definition Document' is overlaid in white on the intersection of these circles.

3C Data Managed Service Service Definition Document

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Introduction

Why 3C?

3C is an independent information and technology consultancy, working primarily in the UK and Ireland social housing and care sectors. It is fully owned by its three founding shareholders, Colin Sales, Claire Bayliss and Charles Brooks. Our team of experienced consultants has a track record of working in the social housing sector, with most of the team having worked as practitioners in the sector.

What is a managed service for data?

Many organisations we work with are keen to manage their data more effectively but lack the skills, the resources, or sometimes the ability to fund the skills and resources required. The managed service from 3C allows you to buy in the services you need as and when you need them, bringing in the full range of skills, without the need for the long-term commitment required from employing salaried staff.

Why have a managed service for data?

Most boards and executive teams are seeking assurance that the data on which they are basing decisions is robust. In the case of social housing providers in England, many are conscious of the regulator's requirement the providers should be able to show that their data is reliable.

Most organisations are keen to get their data right, they want it to be managed well, used effectively and to be compliant with regulations. However, many are not clear where to start, and some do not want to know how bad their data is because they lack the resources to address any errors.

This is where the managed service from 3C Consultants comes in. This service is designed to help organisations improve and maintain the quality of their data, and to provide reassurance to the board and executive teams.

Our services

Data Governance Framework

A data governance framework pulls together the way in which an organisation will manage its data and ensure it is of good quality. It will typically include:

- A governance structure, with specific roles and responsibilities identified.
- Data policies and procedures that govern how data is collected, secured, managed, and disposed of.
- Data quality management processes and measures.

Data Strategy

We can provide a data strategy to get you going. This could be a simple starting point strategy based upon our standard template, or a detailed bespoke strategy to guide your investment in the management and use of data.

Data Audit

Using our 3C Data Logic tool we will examine and evaluate your data. We can do this as an annual data audit or as an ongoing service. Dashboards and email alerts can be used to provide constant assurance of the quality of your data.

If the evaluation identifies data quality issues, we will carry out data cleansing activities to improve the quality and provide assurance.

Data Competencies

We will work with you to develop the competencies you will require to manage and use data effectively. We can test colleagues' competencies and devise training plans to allow you to develop the competencies you need in house.

Data Insight and Performance

We will provide dashboards to enable you to monitor your data quality. However we can also build further dashboards and develop reports for you to manage organisational performance and to support operational reporting needs.

Data Maturity Assessment

Using the Government's Data Maturity Assessment model, which itself is based on the Data Orchard Data Maturity Assessment Model, we will engage with you to review the key themes within the model and make an assessment as to your maturity against each theme.

Information Architecture

We will meet with you to map out your processes and the way data flows through them, identifying data sources and storage, the data used, how it is collected and when it is disposed of. From this information we will map out your 'As Is' and 'To Be' information architecture.

Data Classification

We will provide a data classification schema and work with you to identify your data entities and classify them. This information will then be used to support the development of a data dictionary.

Asset Data Quality Assessment

We will extract the asset data from your system run a series of standard checks to look for data quality issues, including typos, inconsistent and invalid data, making sure there are consistent asset types, and that the asset hierarchy is sensible.

Compliance Data Quality Assessment

We will extract your certificates and reports and compare these against the data held in your housing or asset management system (or spreadsheets) to ensure that they are correct and that all follow up works have been ordered.