

# G-Cloud 14 Service Definition

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Data Quality and Maturity Assessment Service

May 2024

## ABOUT US

**We are a leading and independent digital business transformation partner, helping businesses to define their tomorrow, today.**

With a focus on customer experience (CX) excellence and enterprise technology, we help organisations across various industries and public services to drive growth, efficiency, and innovation for the future.



# Key Foundations

## Expertise

We boast a team of seasoned professionals with extensive experience in digital transformation, CX strategy, enterprise technology implementation, and change management.

## Approach

We are committed to delivering exceptional value to our clients. By taking a client-centric approach, we collaborate closely with organizations to understand their goals, challenges, and opportunities, ensuring that the solutions provided align with their business objectives and exceed their customer's expectations.

## Services

Our services are designed to guide organisations through every stage of their digital transformation journey. From strategy and planning to technology implementation and ongoing support, we provide tailored solutions to meet the unique needs of each client.

## Outcomes

We are dedicated to delivering measurable results. Whether it's improving operational efficiency, enhancing customer satisfaction, or driving revenue growth, we work tirelessly to help clients achieve their desired outcomes and realise the full potential of their digital investments.



## OUR VISION

*Be the catalyst for **transformative change**, pioneering the way forward for businesses, citizens and society by leveraging cutting-edge technology and innovative strategies to define **future business models, drive growth and create lasting impact.***

# Core values

## Innovation

We embrace creativity, curiosity, and continuous learning, fostering a culture of innovation where new ideas are encouraged, and bold solutions are embraced.



## Collaboration

We believe in the power of collaboration and teamwork, recognizing that diverse perspectives and collective effort drive innovation and success.



## Integrity

We conduct ourselves with honesty, transparency, and ethical integrity in all aspects of our work, building trust and credibility with our clients, partners, and colleagues.



## Accountability

We hold ourselves accountable for our actions and outcomes, taking responsibility for our decisions and commitments and delivering on our promises.

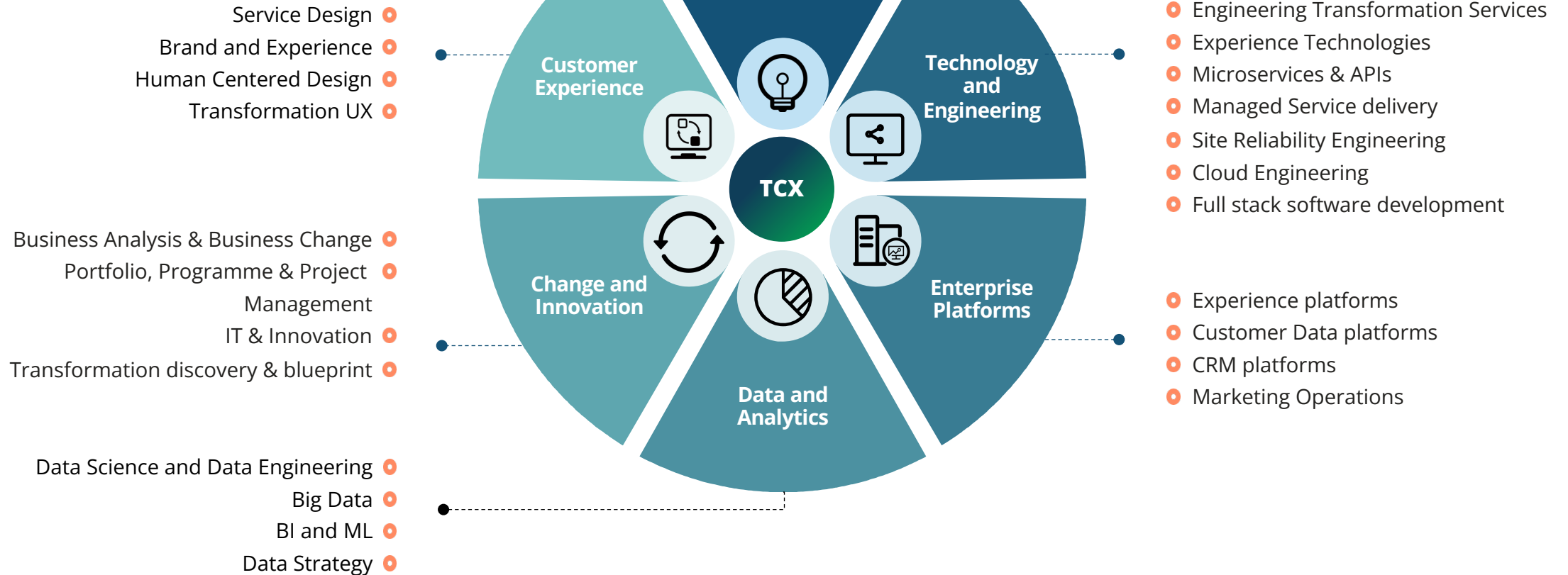


## Customer centricity

We prioritize the needs and preferences of our customers above all else, striving to deliver exceptional value and exceed expectations in every interaction

ABOUT US

# What we do



ABOUT US

# Our Locations

## Europe

167-169 Great Portland Street  
5th Floor, London  
W1W 5PF

Unit 6, Capital Business Park  
Manor Way, Borehamwood  
WD6 1GW

## India

Block K, Building No. 10  
Malviya Nagar  
New Delhi - 110017

## United States

Coming in 2024



# Data Quality and Maturity Assessment Service





## SERVICE DEFINITION

# Service Description

Our Data Quality and Maturity Assessment Service offers a comprehensive evaluation of an organization's data quality and maturity level, providing insights to enhance data reliability, accuracy, and usability.

Leveraging our extensive experience in the public sector, we deliver tailored assessments to help organizations maximize the value of their data assets and meet regulatory requirements.

By conducting a thorough evaluation, we aim to identify data quality issues, assess the effectiveness of data management practices, and provide recommendations to improve data quality and maturity.

## SERVICE DEFINITION

# What can it do for you?

- 1. Expertise in the Public Sector:** With a proven track record of serving public sector organizations, we understand the unique challenges and requirements of government agencies, educational institutions, and non-profit organizations. Our experience enables us to tailor our data quality and maturity assessment approach to address the specific needs and compliance standards of the public sector.
- 2. Comprehensive Assessment Framework:** Our assessment covers a wide range of dimensions critical to data quality and maturity, including:
  - Data accuracy, completeness, consistency, and timeliness
  - Data governance and stewardship practices
  - Data integration and interoperability
  - Data security and privacy compliance
  - Data analytics and decision-making capabilities
- 3. Actionable Insights and Recommendations:** We provide actionable insights and recommendations based on the assessment findings to help organizations address data quality issues, enhance data management practices, and maximize the value of their data assets. Our recommendations are aligned with industry best practices and tailored to the unique context and goals of each organization.
- 4. Regulatory Compliance Assurance:** We assess data security and privacy practices to ensure compliance with regulatory requirements, such as GDPR, HIPAA, FISMA, and other relevant regulations in the public sector. Our assessment helps organizations mitigate compliance risks and avoid potential penalties associated with data breaches and privacy violations.
- 5. Technology Agnostic Approach:** Our assessment is technology-agnostic, allowing us to evaluate data quality and maturity across different systems, platforms, and data sources. Whether organizations use on-premises databases, cloud-based applications, or hybrid environments, our assessment can accommodate diverse technology landscapes.
- 6. Change Management Support:** We provide change management support to help organizations implement recommended changes effectively. Our change management experts work closely with stakeholders to ensure successful adoption of new data management practices and processes.
- 7. Continuous Improvement Roadmap:** We assist organizations in developing a roadmap for continuous improvement based on the assessment findings and recommendations. This roadmap outlines actionable steps and milestones to guide organizations on their journey towards higher levels of data quality and maturity.

## SERVICE DEFINITION

# Key Features

- 1. Data Quality Assessment:** Utilize tools like Informatica Data Quality, Talend Data Quality, and IBM InfoSphere Information Analyzer to assess data quality across various dimensions.
- 2. Data Profiling:** Analyse datasets using advanced data profiling tools to identify anomalies and inconsistencies.
- 3. Data Cleansing and Enrichment:** Implement automated data cleansing algorithms with tools such as SAP Data Services, Trillium Software, and OpenRefine.
- 4. Data Governance Framework:** Establish robust data governance frameworks to manage data assets effectively, ensuring compliance with regulatory requirements.
- 5. Maturity Assessment:** Evaluate data management maturity against models like CMMI-Data Management Maturity (CMMI-DMM) or Data Management Maturity (DMM) Model.
- 6. Data Quality Metrics:** Define and track key performance indicators (KPIs) using data quality dashboards for real-time insights.
- 7. Root Cause Analysis:** Identify underlying factors contributing to data quality issues using methodologies like Six Sigma DMAIC and Lean Data Management.
- 8. Data Quality Dashboards:** Develop interactive dashboards and visualizations to provide stakeholders with real-time insights into data quality metrics, trends, and issues.
- 9. Data Cleansing Techniques:** Employ various data cleansing techniques such as deduplication, standardization, and validation to ensure data accuracy and consistency.
- 10. Data Enrichment Methods:** Augment datasets with additional information from external sources using data enrichment tools and techniques.
- 11. Data Governance Policies:** Define policies and procedures for data governance, including data access controls, data classification, and data stewardship responsibilities.
- 12. Data Quality Monitoring:** Implement continuous monitoring processes to detect and address data quality issues in a timely manner.
- 13. Data Quality Improvement Plans:** Develop tailored improvement plans based on assessment findings to address identified data quality gaps and enhance overall data maturity.

## SERVICE DEFINITION

# Key Benefits

1. **Enhanced Decision-Making:** Improve the quality and reliability of data used for decision-making processes, leading to more accurate and informed strategic decisions.
2. **Compliance Assurance:** Ensure compliance with regulatory requirements and industry standards by implementing robust data governance frameworks and adherence to data quality best practices.
3. **Increased Efficiency:** Streamline operations and optimize resource allocation by identifying and eliminating data errors, redundancies, and inefficiencies.
4. **Cost Savings:** Reduce costs associated with data errors, manual data manipulation, and compliance violations through proactive data quality management.
5. **Improved Citizen Satisfaction:** Enhance service delivery and citizen satisfaction by ensuring access to reliable, timely, and accurate data for public sector initiatives and programs.
6. **Risk Mitigation:** Identify and mitigate risks associated with poor data quality, including reputational damage, regulatory penalties, and operational disruptions.
7. **Data-Driven Innovation:** Foster a culture of data-driven innovation within the public sector by leveraging high-quality data to drive new initiatives and improve existing services.
8. **Accountability and Transparency:** Enhance accountability and transparency in government operations by maintaining high standards of data quality and governance, fostering public trust.
9. **Performance Improvement:** Drive performance improvement across public sector organizations by setting and monitoring data quality metrics and KPIs, facilitating continuous improvement.
10. **Stakeholder Confidence:** Build confidence among stakeholders, including citizens, policymakers, and regulatory bodies, by demonstrating a commitment to data quality excellence and maturity.
11. **Strategic Resource Allocation:** Optimize resource allocation and budget planning by leveraging accurate and reliable data insights to prioritize investments and initiatives.
12. **Adaptability to Change:** Increase organizational agility and adaptability to changing environments by establishing flexible data governance frameworks and scalable data quality processes.
13. **Public Sector Expertise:** Benefit from our extensive experience in the public sector, ensuring tailored solutions that address the unique challenges and requirements of governmental organizations.
14. **Proven Methodologies:** Leverage industry-standard methodologies and best practices in data quality and maturity assessment, honed through years of experience in diverse public sector environments.
15. **Advanced Technologies:** Access cutting-edge tools and technologies for data profiling, cleansing, and governance, ensuring efficient and effective data management practices.

# Social Value

## Social Responsibility

We recognise our responsibility to society and strive to make a positive impact through our business practices, philanthropic efforts, and advocacy for social causes that align with our values.

## Diversity and Inclusion

We celebrate diversity and foster an inclusive environment where individuals of all backgrounds feel valued, respected, and empowered to contribute their unique perspectives.

## Environment

We are committed to environmental stewardship and sustainability, minimizing our environmental footprint, conserving resources, and promoting eco-friendly practices in our operations.

## Health and Well-being

We prioritise the health and well-being of our employees, clients, and communities, promoting a culture of wellness, work-life balance, and mental health awareness.

## Digital Inclusion

We advocate for digital inclusion and accessibility, working to bridge the digital divide and ensure that everyone has equal access to technology, information, and opportunities in the digital age.

## Skill Development

We invest in education and skill development initiatives to empower individuals with the knowledge, tools, and opportunities they need to succeed in the digital economy and beyond.



ABOUT US

# Selection of our clients

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Department  
for Work &  
Pensions

**DIAGEO**



**HSBC**



JOHNNIE WALKER.

**VISA®**



**GUINNESS**

**ZING**

 **aetna™**

**Batteries  
Plus+**

Power it. Light it. Fix it.

ABOUT US

# Experience of our core team



# THANK YOU

## Contact Details

For this service, please contact our Public Services team on [gov@transformcx.co.uk](mailto:gov@transformcx.co.uk)

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Microsoft  
Partner

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