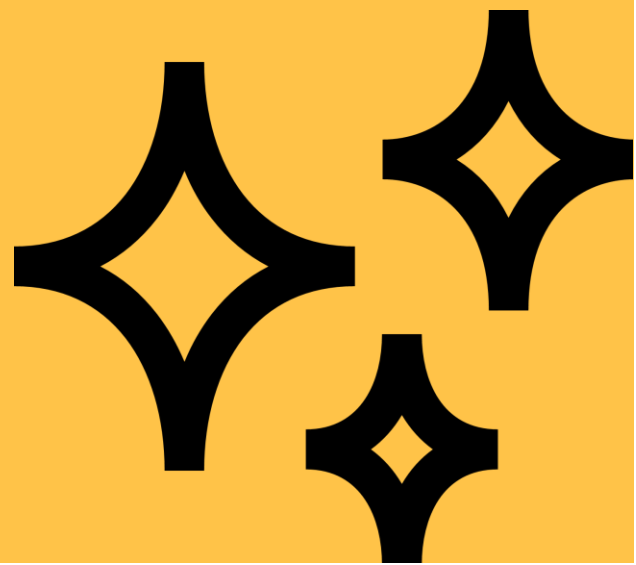




Service Definition Document

Data Governance as a Service



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Solution Overview

Aims and Objectives

Modern businesses face the challenge of managing complex compliance obligations over rapidly growing datasets. Interconnected supplier chains, distributed workforces, and multi-cloud adoption all create data environments in which governance is key. Privacy laws such as GDPR and the UK Data Protection Act, and threats such as cyber-attacks, all make these challenges very real. Control over data is critical.

Achieving data governance is a journey, and being successful combines the tools, approaches, and practices which enable proper data governance and data management across both technology and people.

The aims and objectives of the Data Governance engagement can be tailored to meet customer requirements.

Key service components within Data Governance as a service are:

- Archive – Empowers you to take control over your data's lifecycle and accurately apply your information governance policies.
- Redaction – Automate redaction of sensitive data during Data Subject Access Requests (DSARs) such as Right for Access and Freedom of Information
- Assessment – One-time assessment providing insights into your most critical asset: data.

What is Data Governance as a Service (DGaaS)

Data Governance as a Service (DGaaS) is a subscriber-based platform of data governance and data management tools, optional managed services for resource intensive processes such as responding to a Data Subject Access Request (DSAR), backed by consultation expertise to guide you towards successful data governance.

DGaaS is a platform of services delivered from a common infrastructure. The Data Governance service provides automation, AI, and service, to enable customers to meet data governance challenges whilst achieving efficiencies in time, resource, and cost.

DGaaS - Data Assessment

Data assessment is designed to address the following data challenges that organisations are facing:

Data is growing at an exponential rate. Complex data environments from multi-cloud adoption, roaming users, application development, backup, archive & SaaS environments fuel the data management challenge. Setting strategies is an ever-moving goal. Cybersecurity threats and compliance obligations compound this problem. Today's businesses need data visibility to empower programs of governance, security, and control.

Data Assessment allows you to address the following critical questions:

- Where are my storage inefficiencies and data lifecycle issues?

- Am I meeting my compliance obligations for sensitive data?
- Are my data silos being used for the intended purpose?
- Is my data protected and are there any access risks which could be exploited?
- At what rate is my data growing?
- How much of my data is redundant, obsolete, and trivial?
- Do I have visibility of all of my data? And where is my critical data located?
- Is my data recoverable?

Data Assessment Key Features

- One-time assessment of data management performance. The assessment runs over a period of one to two months during which the data assessment appliance scans your data estate to discover and analyse its composition. Your data is then indexed either in cloud or on your premise, for customers with strict compliance and security requirements. Results are provided in the Data Assessment Report.
- Data Assessment supports the following workloads:
 - Database and File: MS SQL Server, Oracle Database, Windows Server, Linux, NAS, Sharepoint
 - Hypervisor and Cloud: VMware, Hyper-V, Nutanix, Azure, AWS
 - Backup and Archive: Commvault, Veeam, Cohesity, Veritas, DellEMC Networker, IBM Tivoli.

Data Assessment Key Benefits

- Provides focus for data management and data governance improvements.
- Data Assessment provides an accurate picture of your data environment and the information your organisation holds.
- iomart discovers and analyses your entire data estate, then assists you in making concrete, informed decisions to improve your data management and data governance position.
- The service scans your structured, unstructured, infrastructure, and cloud silos.
- The results are delivered to you in a comprehensive Data Assessment Report which includes remediation advice for any risks and inefficiencies found.

Data Assessment Scope and Duration

The assessment runs over a period of one to two months during which the data assessment appliance scans your data estate to discover and analyse its composition. Your data is then indexed either in cloud or on your premise, for customers with strict compliance and security requirements.

Data Assessment Deliverables

Results of the data assessment are provided in the Data Assessment Report, showing trends, analysis, and highlighted risks. Remediation and next step advice is provided throughout. Verbose data list exports are available in some cases to support remediation activities e.g. list of files over 5 years old in .csv format.

Key outcomes:

- Identity key data risks and inefficiencies
- Analysis to support data strategy or policy setting
- Information to support a data management and data governance maturity assessment

- Answers to critical data questions:
 - Where are my storage inefficiencies and data lifecycle issues?
 - Am I meeting my compliance obligations for sensitive data?
 - Are my data silos being used for the intended purpose?
 - Is my data protected and are there any access risks which could be exploited?
 - At what rate is my data growing?
 - How much of my data is redundant, obsolete, and trivial?
 - Do I have visibility of all my data? And where is my critical data located?
 - Is my data recoverable?

DGaaS – Data Redaction

The iomart Data redaction service is designed to meet the following redaction challenges that organisations are facing:

A recent survey of 460 UK-based Data Protection Officers (DPO's) from the UK Data Protection Index revealed an average of 11 data subject access requests (DSARs) per month. Moving into 2024, these requests are expected to increase by a further 50%. This creates a challenge as such requests have a high cost, ranging per organisation £72,000 and £336,000 a year. The same survey found that only 58% of DSARs were being satisfied in the mandatory timeframe of 30 days. The challenge of responding to a DSAR is quickly and accurately removing sensitive information prior to release. Relying on manual methods such as imaging tools and Adobe Pro requires a large investment in time and resource, and complicated project management to handle the multiple workstreams. Without software driven automation, it's impossible to redact at scale and meet the strict timeframes of a DSAR.

Redaction Key Features

- Accurate classification engine
- Watermark chain of custody
- Deduplication and multi-streaming
- Software driven automation
- Audit log
- Immutable redaction
- Workflow integration
- Stage tracking
- Comprehensive support services

Redaction Key Benefits

- iomart's automated redaction, delivered by a powerful classification engine, removes the manual processes associated with redaction.
- iomart Redaction provides AI driven redaction, ingestion, deduplication, and end-to-end workflow management, making redaction quick, efficient, and accurate.

Redaction Scope and Duration

Delivered as an ongoing service, iomart Redaction (powered by Folding Space classification engine) automates the redaction process for unstructured data, documents, and emails, providing the tools and process automation to redact with accuracy and at scale.

Redaction Deliverables

Redaction deliverables include the following:

- Classification engine for automatic identification of sensitive data
- Workflow integration
- Watermark chain of custody
- Audit log
- Stage tracking
- Assisted UI
- Deduplication and multi-streaming
- Immutable redaction
- Comprehensive support services

Key outcomes:

- Redact at scale through software automation and AI classification
- Reduce time to respond to a DSAR, FOI, legal request, or other publishing duty
- Ensure redaction accuracy and reduce risk of a data breach
- Increase accountability through extensive stage tracking and audit log
- Reduce TCO when compared with multiple personnel performing manual redactions

DGaaS – Data Lifecycle Management

The iomart Data Lifecycle Management service is designed to meet the following Lifecycle challenges that organisations are facing:

A recent IDC study found that the volume of data created and replicated worldwide was set to grow from 16 zettabytes in 2015 to 181 zettabytes in 2025. Of this data, 80% is stored in an unstructured form.

Because of this unprecedented growth, organisations face complex data governance challenges and compliance obligations that are difficult to satisfy. Customers are unable to accurately apply their storage policies and security controls are difficult to implement. Storage efficiencies are either ineffective or completely absent. Through rapid exponential growth, long term storage positions are becoming untenable.

The risk from managing such large datasets is too great to leave data lifecycle management unchecked.

iomart's Data Governance as a Service (DGaaS) provided lifecycle management for unstructured data. The solution scans your unstructured data silos to identify Redundant, Obsolete, and Trivial (ROT) data using an AI-driven classification engine. iomart DGaaS applies storage policies according to the usefulness and content of your data, not just its location. Data is then tiered to second tier storage according to your data retention requirements.

The elements of the Data Lifecycle Management Service can be broken down into the following key stages:

1. Unstructured Data Silos – Scan data from your unstructured silos
2. ROT Analysis – Accurately identify redundant, obsolete, and trivial data
3. Classify – Powerful A.I. engine classifies data according to sensitivity, content, and type

4. Protect and Archive – Move and archive data according to your data retention policies

Data Lifecycle Management Key Features

- **AI Engine** – Powerful AI classification engine. Pre-built blueprints for common classifications., customisable to suite your taxonomy
- **Automated** – Automated workflows at every step, minimising review stages and reducing administrative overhead
- **Storage Independent** – Storage agnostic, removes data silos, providing flexibility to move data between platforms and clouds

Data Lifecycle Management Key Benefits

- **Apply Storage Policies According to Document Classification** - Storage, backup, and archive solutions apply retention policies according to data location. This is a problem and requires you to have strict, defined locations for each data type. iomart DGaaS scans and classifies each source file allowing you to apply retention policies more accurately based on compliance requirements.
- **Remove Storage Vendor Lock-in** – iomart DGaaS Lifecycle is delivered on-prem, purely from the cloud, or in a hybrid environment. iomart DGaaS is agnostic to source or target storage vendors. This removes data silos and provides the flexibility to move and archive data to any tier of storage.

Data Lifecycle Management Scope and Duration

Delivered as an ongoing service, ORIIUM's Data Governance as a Service (DGaaS) provides lifecycle management for unstructured data. The solution scans your unstructured data silos to identify Redundant, Obsolete, and Trivial (ROT) data using an AI-driven classification engine. ORIIUM DGaaS enables you to apply storage policies according to the usefulness and content of your data, not just its location. Data is tiered to second tier storage according to your data retention requirements.

Data Lifecycle Management Deliverables

Deliverables will be dependent on individual requirements and will range in complexity. Here are examples that our customers might receive during and following on from an engagement with iomart.

- Automatic classification of data according to date and time attributes
- Detection of sensitive data such as PII, credit/debit card numbers, and over 50 pre-built classifications, or, according to a custom regex pattern
- Archive policies with configurable rulesets
- File stubbing for user recalls
- Remediation workflows for sensitive data and access control risks
- DSAR tool
- Physical or virtual archiving appliances
- CIFS, NFS, object store, and cloud storage integration
- Full audit log and SIEM integration
- Configurable reporting and alerting
- Intuitive SaaS web console with RBAC and SAML integration

Key outcomes:

- Automate tiering of data to more cost-effective storage locations
- Identify and manage sensitive data to minimise risk and achieve compliance
- Reduce risk by removal of inactive data
- Improve your security posture by analysing and controlling data access
- Achieve compliance through accurate application of retention policies
- Streamline processes with modern, classification-based storage policies

Data Protection & GDPR

iomart is committed to conducting its business in accordance with all applicable Data Protection laws and regulations and in line with the highest standards of ethical conduct. Our Data Protection policy sets forth the expected behaviours of iomart Employees and Third Parties in relation to the collection, use, retention, transfer, disclosure and destruction of any Personal Data belonging to an iomart Contact (i.e. the Data Subject). iomart, as a Data Controller, is responsible for ensuring compliance with the Data Protection requirements outlined in our Data Protection policy (available on request).

iomart's leadership is fully committed to ensuring continued and effective implementation of this policy and expects all iomart Employees and Third Parties to share in this commitment.

iomart uses the Personal Data of its Contacts for the following broad purposes:

- The general running and business administration of iomart Entities.
- To provide services to iomart customers.
- The ongoing administration and management of customer services.
- The use of a contact's information should always be considered from their perspective and whether the use will be within their expectations or if they are likely to object.








Each iomart Entity will Process Personal Data in accordance with all applicable laws and applicable contractual obligations. More specifically, iomart will not Process Personal Data unless at least one of the following requirements are met:

- The Data Subject has given Consent to the Processing of their Personal Data for one or more specific purposes.
- Processing is necessary for the performance of a contract to which the Data Subject is party or in order to take steps at the request of the Data Subject prior to entering into a contract.
- Processing is necessary for compliance with a legal obligation to which the Data Controller is subject.
- Processing is necessary in order to protect the vital interests of the Data Subject or of another natural person.
- Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Data Controller.
- Processing is necessary for the purposes of the legitimate interests pursued by the Data Controller or by a Third Party

Why iomart?

Here's why you should use iomart for your solution:

- Expertise and Experience – our experienced team of consultants are experts in their field, offering advice and guidance to bridge any knowledge gaps within your organisation.
- Resource Scalability – our consultants act as an extension of your own team, temporarily scaling up resources to carry out particular projects and activities on your behalf.
- Future Ready – our consultants use best practice to design services fit for tomorrow's world, keeping you ahead of the competition and at the edge of innovation.
- Customised – our consultants tailor their services to meet your individual requirements ensuring meaningful results that really matter to your organisation.
- Security – with the increase in cybersecurity attacks, particularly ransomware, our services always place the security of your data at the forefront of everything they do.
- Continuous Improvement – we are ITIL aligned and follow a rigorous process to identify where you are today, where you want to be tomorrow, and how you get there.
- Highly accredited – we are highly accredited, as shown below, so you can be assured that your projects, team, and data are in safe hands.

★ Welcome to straightforward ★		★ Managing Risk ★		★ Environment + Societal + Governance ★			
Quality	Service	Security	Stability	Environment	Energy	Safety	
							
→ Fully Integrated Management System Standards ←							
Customer Assurance Sales, Service & Support		Business Confidence Group resilience & integrity		Waste Control & Recycling	Managing Utilisation	Employee Wellbeing	
Quality as a Service Managed Service Agreement Service Level Agreements		Data Protection	Business Continuity	Environmental Responsibilities	Climate Change Responsibilities	Health Protection Responsibilities	
Customer Assurance		Business Resilience		Sustainable Goals			
