

Data Governance Services G-Cloud 14

November 2024





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1 Service Overview

Capgemini's Data Governance ("DG") services can help improve the customer's business operations, reduce development and support costs, accelerate project delivery, enhance management reporting and insights and reduce business risk. Capgemini's specialists can provide approaches around:

- **People:** Executive sponsorship, business ownership, Data governance councils, data stewardship teams;
- **Processes:** Delivery framework, prioritisation methodology, Change management, architecture reviews, integration of technology;
- **Tools & Technologies:** Metadata, process modelling, governance workflows, data quality profiling & reporting;
- **Methodologies:** QuickStart Information Governance framework, Data governance maturity model, data quality framework.

Capgemini believes every organisation benefits from an enterprise data governance capability. Capgemini's dedicated DG practice sits within its wider **Insights & Data practice**, with skills consisting of:

- Information strategy;
- Data quality improvement and management;
- Master data management;
- Data migration and integration;
- Data warehousing;
- Business intelligence and analytics;
- Big data;
- Enterprise content management.

Capgemini's globalised DG capabilities have been jointly developed by a **network of dedicated DG professionals from 12 countries** and are based on experience with **hundreds of DG clients** across different industries and countries.

Capgemini's DG services consist of:

- Data governance discovery workshops;
- Data domains criticality assessments;
- Data governance workstreams prioritisation workshops;
- Data governance maturity assessment;
- Planning, prioritisation and roadmap building for activities;
- Data governance organisation set-up and operationalisation;
- Data quality analysis with metrics dashboards and exception reports;
- Communications planning and execution;
- Development of data architecture, models, dictionaries and metadata;
- Data governance tool assessment, selection and implementation.

Capgemini's Data governance services can provide design / consultation and service management in support of the design and deployment of Cloud based services.

Differing types of data can be observed even if source data remains the same. Operational data can serve real time data needs and analytical data can be used for machine learning algorithms. By converging data and having



all incoming data stored in one location on the cloud, there is real time access for all data needs with low setup and maintenance cost and no unnecessary movement or migration of data. There is no need of maintaining separate ETL pipelines for the data being ingested so maintenance cost is less as there is only one data store.

2 Business Need

Better data governance can help the organisations save money and create business value. An organisation can consider following benefits by having a DG framework in place:

- Harmonised business term definitions (glossary) enable the organisation to speak one language, produce consistent reporting and facilitate data exchange between core systems;
- Data observability can provide business leaders with an understanding of the health and state of data in your systems and provide **measurable, actionable insight into the state of master data** and transactional data allowing for identification, troubleshooting, and resolving of data issues in near real-time;
- Standardised & governed data assets can facilitate compliance audits and help reduce regulatory risk;
- Formalised DG process can bridge the standardisation interests of influential business units and help remove some of the wasteful politics;
- Clear data conflict escalation points and resolution structures can facilitate **decision-making** on information architecture;
- Governed adoption and enforcement of standards and policies can help generate a **culture of control** and can inspire **confidence among staff, customers, suppliers, investors and regulators**;
- Increased automation of data flows and reporting can help **improve business agility and market response times**;
- Identifying data independence can add an immunity of user applications to changes made in the definition and organisation of data as each higher level of data architecture is immune to changes of the next lower level of architecture
- Like-for-like cross-functional information structures can help create **improved reporting credibility**;

Improved data integrity between legacy systems requires **less data cleansing, fixing and 'fudging'** and can help **save time, effort and cost**.

3 Our Approach

Capgemini can help utilise the "QuickStart Information Governance" methodology for less mature organisations looking to find their feet in the DG space, and the "Active Data Governance" methodology for more mature organisations looking to streamline their advanced DG capabilities. Both methodologies can cover the following in varying degrees, customised to the maturity of the client organisation.



Capgemini's DG Framework Capabilities

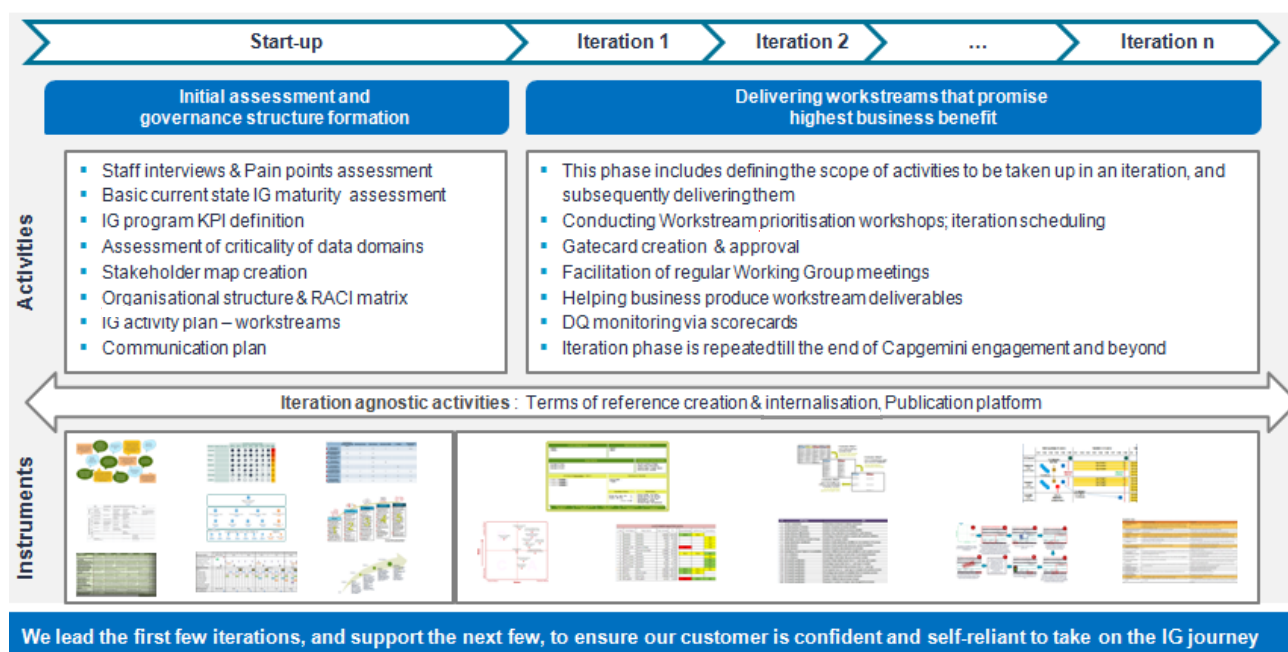
This diagram is for illustration only and does not represent any obligation or responsibility of Capgemini.

Capgemini's approach to data governance is honed through experience and based on tools and frameworks such as DG maturity assessment, business benefits modelling, DG storyboarding and roadmapping.

Capgemini's methodology can involve several steps:

- Capture and analyse the customer organisation's business objectives;
- Appoint and conduct DG council(s) and standardisation working groups;
- Review and improve existing standards, policies and processes;
- Evaluate the effectiveness of the customer's current business and information management processes;
- Assess current and recommended compliance levels;
- Monitor data quality metrics and improvements;
- Develop clear data standards, definitions, policies, procedures;
- Development of management strategy supported by more credible underlying business data and KPIs;

Capgemini can employ a pragmatic, collaborative and practitioner's approach to enable its services to address agreed customer requirements. In selected cases, the DG program can even leverage the capabilities of dedicated governance software tools.



Capgemini's typical approach towards data governance projects

This diagram is for illustration only and does not represent any obligation or responsibility of Capgemini.

4 Buyer Responsibilities

Please refer to the Supplier Terms listed with this service on the Platform. These may contain additional Buyer obligations/costs the Buyer is subject to that are not identified anywhere else in the Supplier's Application or on the Platform.

The Buyer responsibilities as part of this service are as follows:

- Buyer must ensure a project owner is available and empowered to make decisions when requested by the project delivery team, in a timely fashion.
- Buyer must ensure that changes to project goals are documented and communicated to the project delivery team, in a timely fashion.
- Buyer should ensure that the project owner attends regular project progress meetings.
- Buyer must provide access to the necessary data owners and documentation for the data sources involved.

If these responsibilities do not match your expectations, then please contact us in order that we can explore options to vary our approach.

5 Service Management

Not applicable

6 Protection of Data

This service is based on a security classification of 'Official', however should you have a requirement for a different security classification that you would like us to consider, please contact us to discuss.



7 On-boarding and Off-boarding

Capgemini shall undertake on-boarding and off-boarding activities agreed within the Order Form (including as a minimum an exit plan in line with the Call-Off Contract terms) which will be charged for in accordance with the Pricing section for this service.

8 Skills and Knowledge Transfer

Capgemini recognises that skills and knowledge transfer is a critical element in the provision of G-Cloud services to public sector clients. Where possible and applicable, this forms part of the delivery plan for the service agreed at the start of the engagement. Our consultants and engineers are experienced in providing skills and knowledge transfer for major private and public sector clients.

Where appropriate, we may use a standard approach, tailored to topic, skills-gap and individual, to ensure consistency and effectiveness. The approach, Capgemini's Assess-Plan-Implement framework, has been used repeatedly by our teams to structure the work involved in transferring skills and creating new teams capable of driving and sustaining change long after the end of the formal programme. The framework can be applied throughout a project to understand knowledge transfer objectives, plan training delivery methods and materials, and deliver and evaluate success.

9 Vendor Accreditations/Awards



For the 12th year in a row, Capgemini has been recognized as one of the World's Most Ethical Companies® by the Ethisphere® Institute. This is an acknowledgment of our ethical culture that makes us an employer of choice and responsible player in the eyes of our clients, shareholders, and the wider community.

10 Sub-contractors

Capgemini UK may use the following subcontractors to deliver this service:

- Capgemini Technology Services India Limited.

11 Business Continuity and Disaster Recovery

No disaster recovery plan is provided as part of these Services.

12 Pricing

This service is priced in accordance with the SFIA Rate Card attached. Capgemini can also provide offshore resources at reduced rates where appropriate. Projects can be priced either on a Time & Materials or Fixed Price basis.



13 Ordering and Invoicing

Please refer to the Supplier Terms for this service.

We would be pleased to arrange a call or meeting to discuss your requirements of our service in more detail.

14 Termination Terms

Please refer to the Supplier Terms for this service.

15 Further Information

For more information about this or any of our G-Cloud services, please contact our Public Sector Team.

Phone: 0370 904 4858

Email: publicsector.opps.uk@capgemini.com including the following information:

1. The name of this service.
2. The name of your organisation.
3. Your name and contact details.
4. A brief description of your business situation.
5. Your preferred timescales for starting the work.



About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2023 global revenues of €22.5 billion.

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