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Data Governance, Data Catalogue, Data Marketplace, and Data Quality & Observability Technology Implementation

Service Definition

1.   Introduction

Valcon is a leader in data and information strategy and governance as proven by our track-record of driving data innovation and value creation for complex private and public sector organisations including, the Ministry of Defence, Cabinet Office, and Home Office. Our 'Crossing the Data Delta' method underpins our approach to strategic engagements.

As expert data professionals, we help organisations better understand their data estate, current data capabilities and opportunities to leverage their data in new ways, whether data are located on-premise, in the cloud or hybrid in nature.

We are a technology-agnostic, no-nonsense consultancy, focusing our efforts on the fundamentals of Data Strategy and Data Governance rather than being skewed by the latest fad. We maintain healthy relationships with leading data vendors, scrutinising their products with our expert knowledge, so we are able to deploy best-in-class solutions that meet our clients' needs.

2.   Service offering

Valcon has up-to-date knowledge of the Data Governance, Data Cataloguing, Data Marketplace and Data Quality & Observability technology landscape and have agreements in place with all leading vendors in this space including: Alation, Atlan, Collibra, data.world, Informatica, Microsoft, and Precisely. Each vendor offers a range of solutions and implementation approaches that complement Valcon's approach. This document describes Valcon's services to support these technology implementations. Vendor-specific implementations approaches will be detailed upon further engagement.

2.1   Scope of Service – Non-Technical

Managed Service charges are based on two components:

One-time set up cost, an initial fee to cover the establishment of the Managed Service. Including:
- Adopt development and test environments
- Adopt and baseline code configuration. Contribute to plan for ongoing development and parallel support branches
- Adopt and contribute to resolution plans for any outstanding issues from development project
- Register customer on ITSM system
- Creation of a support Runbook
- Customer specific knowledge transfer to staff who will deliver the Managed Service
- Create communication/escalation plan

Service Fee, which is used for:
- Set up and maintenance of copies of the applications and environments (including branching and version management);
- Keeping up to date on the systems by briefing of staff and regular maintenance of current knowledge for staff, as follows: Project Manager, Service Desk staff, Senior Specialist, Specialist, System Administrators and Developers
- Maintaining working knowledge for component services by means of regular updates and communication.
- Maintaining the Service Desk - based on an assumed number and duration of incidents and problems.
- Reporting each month
- Estimated effort used to fulfil the Managed Service contract.
- The cycle of contract review meetings

There is a provision within the Managed Service for a cycle of software update, testing and release to production once per month up to 3 hours effort. Where change is requested and development required the costs of the change will be separately estimated included hosting costs. Where the change is incorporated into the monthly upgrade cycle there will be no additional cost for the release.

Timeblock, which can be purchased in advance at flexible amounts and used for:
- Advisory / Consultancy
- Change delivery / management

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- Training

Daily rate may differ based on the required role. Monthly reports are provided detailing the time spent on each issue and the remaining timeblock balance. A monthly review is recommended to discuss the report.

Licence – Data Governance, Data Cataloguing, Data Marketplace, Data Quality & Observability *Vendor* Software Licencing is not included in the scope of this service, the client's licence for Data Governance, Data Cataloguing, Data Marketplace, Data Quality & Observability *Vendor* products and modules is to be used.

3. Scope of Service - Technical

3.1 Technical Scope Overview
The diagram below illustrates components that may make up a Data Governance, Data Cataloguing, Data Marketplace, Data Quality & Observability vendor's end-to-end solution. The Valcon service will typically be limited to the deployment/configuration of the components within the light grey box. It is anticipated that all components outside of the grey box will be managed by the Customer or by another party appointed by Customer.

3.1.1 Service Infrastructure
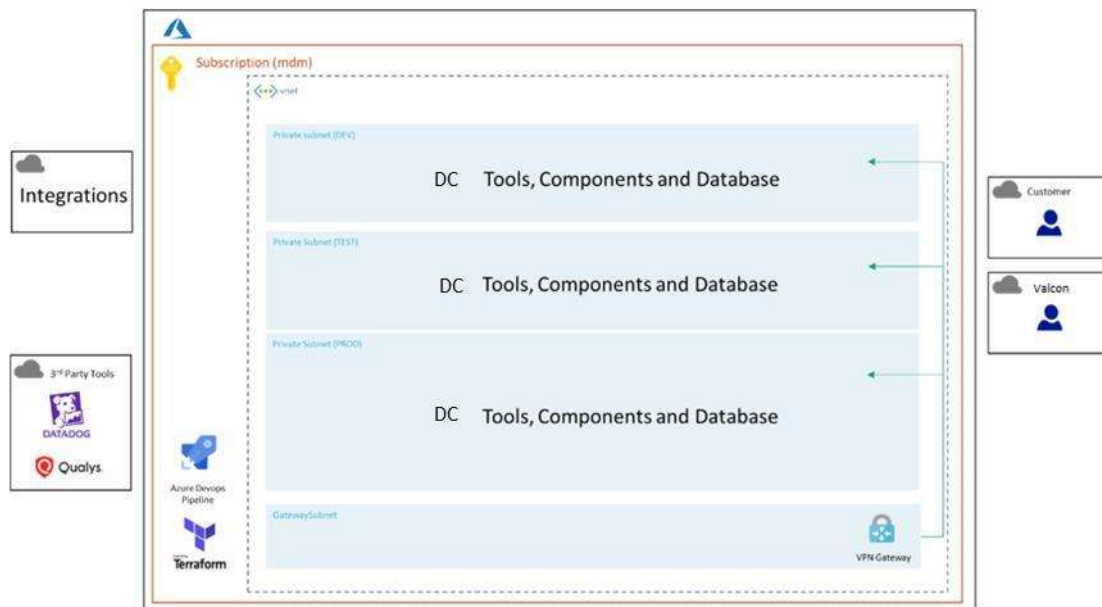
Note that the diagram above shows Azure platform for illustrative purposes and equivalent AWS and GCP and options may apply, including vendor hosted solutions.

3.1.2 Service Software / Functionality

Valcon will typically deploy/setup and configure Data Catalogue, *Vendor* service. The Data Catalogue *vendor* product sets provide a range of capabilities that you can use to manage, describe and define your data in your organisation.

Valcon **Data Catalogue** Implementation service will provide:
- Initial setup of your chosen vendor's **Data Governance**, **Data Catalogue, Data Marketplace, or Data Quality & Observability** platform
- Configuration of the **Data Governance**, **Data Catalogue, Data Marketplace, or Data Quality & Observability** product to manage data lineage, meta data management, data description, defining a common business language.
- User adoption and handover to your chosen Data or Technology team
- Provide a managed service for the platform (as required)

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3.   Approach

The precise scope of work will be determined with the client, based on the vendor or vendors under consideration. We work as one team with our clients, typically employing a product-centric agile delivery approach.
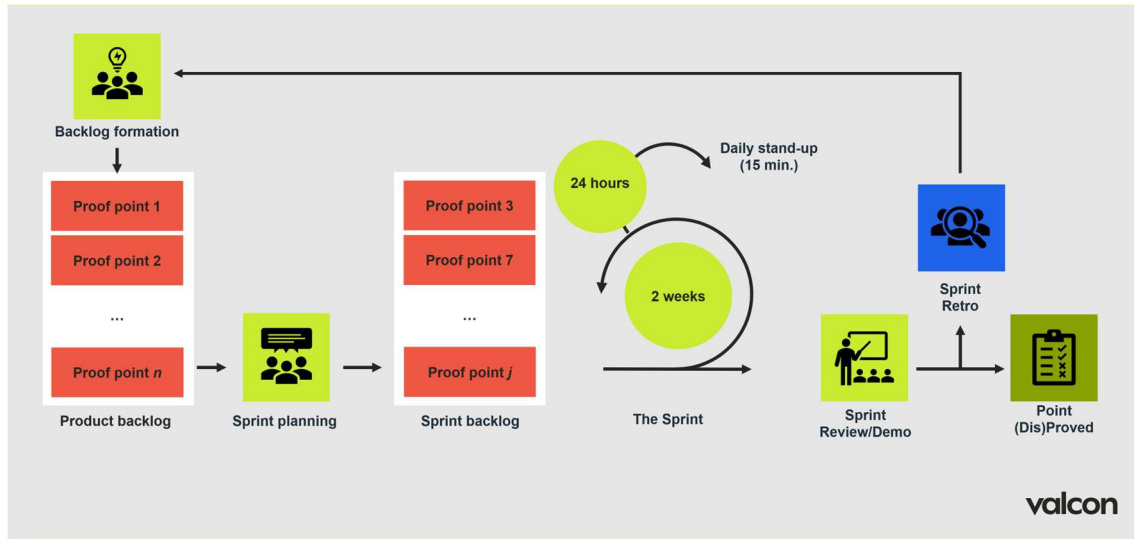

Figure 2: Example ways of working on a Proof of Concept (PoC) / Proof of Value (PoV) project

We operate various implementation pathways based on our client's circumstances. Figure 3 illustrates potential implementation routes for a data cataloguing solution, actual timelines will vary based on scope and chosen tool
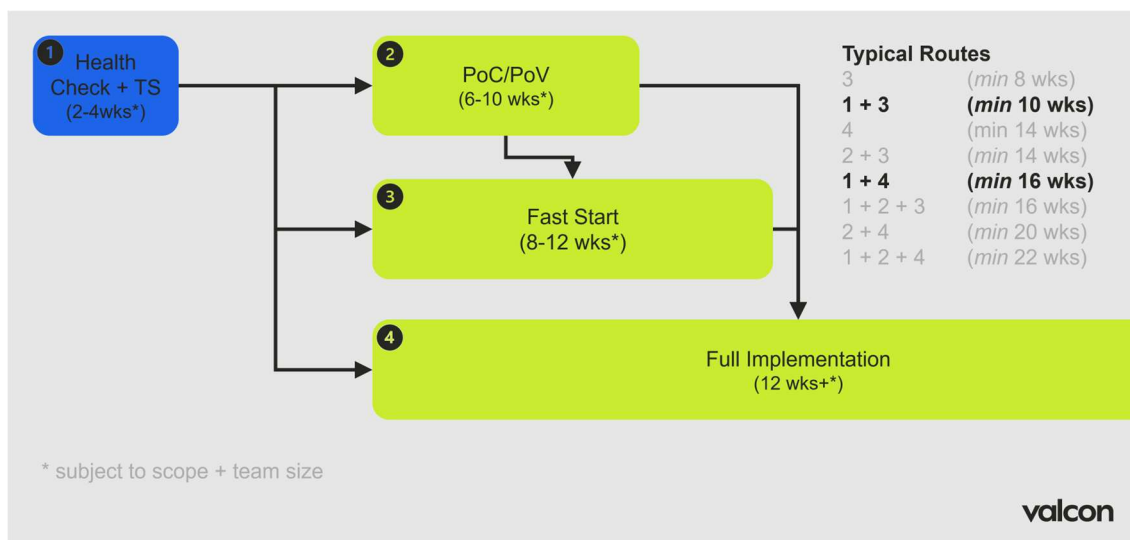

Figure 3: Example implementation pathways

4.   Service Strategy

4.1   Service Strategy

4.1.1   Contract Management

Valcon will hold Monthly Account Reviews based on the following agenda:
*   Management Review of current operational performance against plan and objectives.
*   Projection for 1-month of demand and resource requirements.
*   Review of administrative issues.
*   Review of Quality and Service; including Variable Service Provider issues and performance.
*   Identification of countermeasure actions required.
*   Change Control issues.
*   Other business as requested by either party.

All items of a commercial and contractual nature would be raised through this forum or in between times through the Valcon Account Manager. The Account Review will be attended by the Valcon Account Manager or Project Manager and the responsible Managed Service Manager.

4.1.2 Operational Management

The week to week operational management will be led by a Valcon Service Lead. Valcon will provide operational management level information to monitor the service provided and identify issues, the following structure of written reports:
- A management summary will be provided identifying areas of concern and issues raised by trends identified in the analysis of incidents/problems.
- In addition, Valcon staff members maintain daily timesheets, which are available to show the detail of resource effort.
- Reports will typically provide periodic reporting on a monthly basis. For low volume services this may be reduced to quarterly reporting.

Either party may escalate operational issues that cannot be resolved at an operational level, to the Contract Review.

4.2 Service Design

4.2.1 Service Level Management

For bespoke implementations, Valcon has designed, developed and implemented software according to agreed and signed off specifications. The final implementation stage of the development and build project involved user acceptance testing, beyond this stage there is, according to contract, a period of post implementation Managed Services and warranty. Any issues that arise at that time will be treated as problems or treated as a change control activity, until sufficient information is available to allocate as warranty or as part of a post implementation Managed Service activity.

During the Managed Service phase of an application it is assumed that any work that is required to change the application beyond the implementation phase, and most certainly any work beyond the post implementation period, will be treated as a Change Request.

In delivering a Managed Service, Valcon will apply a test of reasonableness when asked to undertake work that is not strictly within in the scope of the Managed Service. For example, if a change has been identified that is outside the Managed Service scope but will only take a small effort, and if the Managed Service contract is running within normal expectations, Valcon will generally look favourably on completing the work under the Managed Service agreement as a gesture of goodwill.

Valcon Managed Service Team responsibilities are as follows:
- Incident prioritisation, analysis and issue diagnosis. (Valcon Incident Management)
- Problem investigation and resolution. (Valcon Problem Management)
- Communication of resolutions
- Managed Service Administration
- Proactive tracking, chasing and management of incidents and problems escalated to Valcon through to closure.
- Identification and management of change requests, or requests for additional resource.
- Service Management and Reporting
- Act as a centre of expertise for the managed systems
- Maintenance of technical environments

4.2.2 Capacity, Availability, Security and Continuity Management

Where relevant, Valcon will monitor system capacity using the services available from the hosting provider. A request for additional capacity will be submitted when trigger levels are reached. Valcon targets a business hours' uptime of 99.95% excluding scheduled maintenance windows. The system availability is dependent on the Hosting Provider.

Scheduled maintenance will take place in non-business hours and will be notified in advance. Valcon will

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monitor and report availability.

In the case of a catastrophic failure, Valcon shall have the appropriate processes (Business Continuity Plan) in place to recover the service with an RTO of 12 hours and an RPO of 1 hour. These processes shall be reviewed quarterly.

4.3 Service Transition

4.3.1 Change Management

Any change will be treated as a change control item. This is to ensure that full control of effort and therefore cost remains with the customer. These may be known as Change Requests or RFC (Request for Change).

Changes to the scope of the Managed Service and detailed service provision, whether temporary or permanent, will be subject to a change control process to ensure that the appropriate authority is gained and that there is an audit trail.

The change may or may not attract a charge. For example, a request to turn off a function that requires no development or configuration effort may be at zero cost.

An example of a temporary change might be where the Managed Service scope is extended to provide cover and backup service for staff to cover holidays, training courses and sickness, and this may be provided as an additional element of the service if required but subject to a separate plan, description and costs.

4.3.2 Release Management

Where relevant, the Valcon release management process is designed to manage planned development changes and problem management in parallel. The Release Management process requires the following information to be documented and agreed:
• Version Number
• Details of planned change(s) in the release
• Details of incidents/problems resolved in the release
• Agreed dates for release to test and live environments
• Current status of each element of the release
• Responsibilities allocated

4.3.3 Event Management

An event can be defined as any detectable or discernible occurrence or change of state that has significance for the management of the IT Infrastructure or the delivery of IT service. The term Event is also used to mean an Alert or notification created by an IT Service, Configuration Item or Monitoring tool. Event Management is the evaluation of the impact such an event might cause to the services.

	TARGET RESPONSES (days unless stated)			
Severity	1	2	3	4
	Failure that renders the system unusable to a user.	Users can use their systems but are severely restricted.	Loss of non-essential function.	Problem in minor component or usability /documentation problem, which will affect few users.
Resolve Incident	4 hours	1	5	10
Identify Root Cause	-	3	10	20
Resolve Problem	-	10	20	30

4.4 Continual Service Improvement

Valcon uses a philosophy of continuous improvement and always looks to make the best use of lessons learned. We use the Deming Wheel concept of PDCA (Plan Do Check Adjust). We also apply approaches

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like '5 x Why?' and cause and effect analysis to dig down to root cause. This allows for effective countermeasure action, whether it's a Workaround or permanent resolution.

Ultimately the best situation for the Customer is that the users do not need to raise incidents and problems with the Managed Service, and Valcon will keep in mind the need to reduce the reasons to contact the service; however, Valcon does not control all the factors involved in maintaining and operating the system. Valcon will therefore also seek to make the Managed Service responsive and easy to use.

5. Activities and Deliverables

This engagement can feature any combination of the deliverables described in the table below:

Service	Purpose	Description	Tasks	Deliverables
Data Health Check	**Purpose:** Identify and understand factors hampering your data ambitions. **Description:** We engage with key stakeholders and review any key content to identify and understand the issues blocking your data ambitions. We clearly articulate our findings and play these back with our recommendations in a clear, concise manner. **Example Solutions:** • Data Health Check (Comprehensive) • Data Health Check (Targeted), including: • Capability Focus e.g. Data Governance (DG), Data Quality, Data Catalogue • Business Area Focus • System / Platform Focus • Combination e.g. DG for a Business Area	● Stakeholder interviews x10 ● Artefact review x10 ● Analysis incl. Findings & Recommendations ● Playback Deck ● Playback Session x1 ● Add-ons (optional): ● Additional Stakeholders (min x5) ● Additional Artefacts (min x5) ● Stakeholder survey ● Prioritised roadmap ● Risks & Issues Register ● Additional Playback Session(s) ● Tool selection (see **Technology: Compare & Select** service)
Technology: Compare & Select (C&S)	**Purpose:** Identify the right technology for your needs **Description:** Engage our experts to make sure you select the right tool for your organisation. We assess the tools that best match your specific needs and help you to make the best decision. **Solutions:** ● Data Governance & Privacy C&S ● Data Catalogue C&S ● Data Marketplace C&S ● Data Quality & Observability C&S	● Compare 2x tools ● Analysis incl. Scoring + Recommendation ● Feature Demo Session 1x per tool ● Playback Deck ● Playback Session x1 ● Add-ons: ● Compare additional tool(s) ● Cost/Benefit Model ● Business Case Development ● RFI/RFQ/RFP support ● Preferred tool PoC | PoV (see **Technology: Proof of Concept | Proof of Value** service)
Technology: Proof of Concept (PoC) | Proof of Value (PoV)	**Purpose:** Prove out the right technology for you needs, with your data (or syntenic). **Description:** Our experts quickly setup and put your preferred tool through its paces. We demonstrate the capability of the tool against your specific needs so you can make an informed investment. **Solutions:** ● Data Governance & Privacy PoC / PoV ● Data Catalogue PoC / PoV ● Data Quality PoC / PoV ● Data Marketplace PoC / PoV ● Data Quality & Observability PoC / PoV	● User Story | Requirements Capture ● Backlog Formation ● High Level Design ● Deploy | Configure in non-prod environment ● Connect to up to 3x OOTB non-prod sources ● Prove out User Story/Requirements ● Prove out Demo Session x1 ● Add-ons: ● Deploy | Configure in prod environment ● Prove out Demo Session(s) ● Connect to OOTB prod source(s) ● Connect to Custom non-prod source(s) ● Connect to Custom prod source(s) ● Cost/Benefit Model ● Business Case Development ● Fast Start Implementation (see below) ● Full Implementation (see below)
Technology: Fast Start Implementation	**Purpose:** Rapidly deploying the right technology for you to start to meet your data needs. **Description:** Our experienced consultants help you get up and running quickly with your preferred technology. Our approach helps you to fully adopt your chosen technology into your specialist data or technology team. **Solutions:** ● Data Governance + Privacy Fast Start ● Data Catalogue Fast Start ● Data Marketplace Fast Start ● Data Quality & Observability Fast Start	● User Story | Requirements Capture ● Backlog Formation ● High Level Design ● Low Level Design ● Install/Deploy & Config in non-prod env ● Install/Deploy & Config in prod env ● Connect to up to 3x OOTB prod sources ● Deliver User Story/Requirements ● Feature Demo Sessions x3 ● Basic Knowledge Transfer ● Add-ons: ● Additional OOTB prod connector(s) ● Custom prod connector(s) ● Operating Model: Define & Launch (Capability Focus with no add-ons)

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Service	Purpose | Description	Tasks | Deliverables

Technology: Full Implementation	**Purpose:**
	Leverage the right technology to realise your data ambitions.
	
	Description:
	Our experienced consultants help setup, configure and launch your chosen technology. Our approach helps you to fully adopt your chosen technology into your business and quickly reap the rewards.
	
	Solutions:
	● Data Governance + Privacy Delivery
	● Data Catalogue Delivery
	● Data Marketplace Delivery
	● Data Quality Delivery
		● User Story | Requirements Capture
		● Backlog Formation
		● High Level Design
		● Low Level Design
		● Install/Setup & Configure in non-production environment
		● Install/Setup + Config in prod env
		● Connect to up to 5x OOTB prod sources
		● Connect to up to 2x Custom prod sources
		● Deliver User Story/Requirements
		● Feature Demo Sessions x5
		● Operating Model: Design & Launch (Capability Focus)
		● Add-ons:
		  ● Additional OOTB non-production connector(s)
		  ● Additional Custom non-production connector(s)
		  ● Additional OOTB production connector(s)
		  ● Additional Custom production connector(s)
		  ● Additional Data | Technical team handover
		  ● User training

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6. Effort and Cost

Effort will be scoped between Valcon and the client based on the skills mix required. See the Pricing Document for the current rates.

Rate card prices are exclusive of VAT. Expenses are re-charged at cost. Expenses will be evidenced by receipts and will include reasonable travel, accommodation and subsistence costs. The payment schedule will follow milestone completions as agreed in the Statement of Work.

Vendor pricing details will be provided upon further engagement.

7. Assumptions

The successful delivery of and engagement is dependent on the key assumptions identified through collaboration between the client and Valcon. These will be documented and agreed as a part of the Statement of Work.

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