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# Valcon MDM and DQM

## Service Definition

# 1.     About Us

Valcon is a full-service provider that works at the intersection between consultancy, technology, data, advanced analytics and strategy. Situated in The Netherlands, The United Kingdom, Denmark, Sweden, Germany and Croatia, Valcon forms a European community helping clients across national borders. We focus on end-to-end transformations in which we create long-lasting and sustainable value together with a human approach.

We know that every link matters in improving an organisation value chain. We support our clients in pursuing the right change in people, system, and process. Our involvement is based on deep knowledge and experience, working shoulder to shoulder with many different organisations. We do not blindly follow a methodology; we follow through on getting things done. Who have deep expertise in operationalising strategy, process design, data and analytics, technology, and change.

# 2.     Service Offering

Master Data Management (MDM) and Data Quality Management(DQM) through process, governance, standards, and policy, provides an organisation with processes to curate and remediate your core business entities and their associated  reference data. The diagram below illustrates typical MDM and DQM features and Valcon can help you implement any of these aspects of your data management platform. These can be implemented as an entire end to end solution or will can implement them as components of a wider data platform/fabric



An MDM\DQM solution can encompass data in the cloud as well as in on-premise systems.

Implementing some or all these capabilities will support:

- • Delivering high quality data for consumption across the organisation
- • Reduction of costs and elimination of operational inefficiencies
- • Regulatory compliance
- • Informing better, data-driven decisions

The diagram below provides a more technical analysis of the benefits of MDM and DQM and highlights the limitations of operational for each of these capabilities.

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Implementation of an MDM\DQM solution can cover a range of data subject areas within the data landscape, these may include:

- Citizen
- Asset
- Employee
- Product or Service
- Reference data associated with these entities

During the MDM\DQM lifecycle an organisation will have varying needs and objectives, from understanding the art of the possible, through vendor review/selection, implementation, configuration, and upgrade. In any phase, support from MDM\DQM experts provides the organisation with planning and execution assistance to meet the objectives.

The purpose of this proposal is to articulate Valcon's approach to delivering the objectives defined above. The position of Valcon as a leader in the data management domain is evidenced by our track-record of driving data innovation and value creation for complex commercial and public sector organisations including the UK Home Office and the national government of Abu Dhabi. This experience is augmented by our 'Crossing the Data Delta' methodology which underpins the execution of strategic engagements.

This service definition describes the approach, the commitment required from client and the outcomes of the engagement.

MDM\DQM Implementation, Configuration and Upgrade services can be purchased on a Time & Materials basis or on a Fixed Price basis with clearly defined outcomes.

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# 3.    Approach

Valcon's data Management analysis method is based on our 'Crossing the Data Delta' methodology and a process of continuous improvement through engagements with numerous clients, all keen to understand their organisational capabilities and the opportunities afforded through executing a successful data strategy.

This experience crosses numerous markets and industries and ranges from executive strategy through to system implementation and integration.

Engagement delivery is based upon our 'Data Delta' method, a proven and repeatable set of data management practices and disciplines.
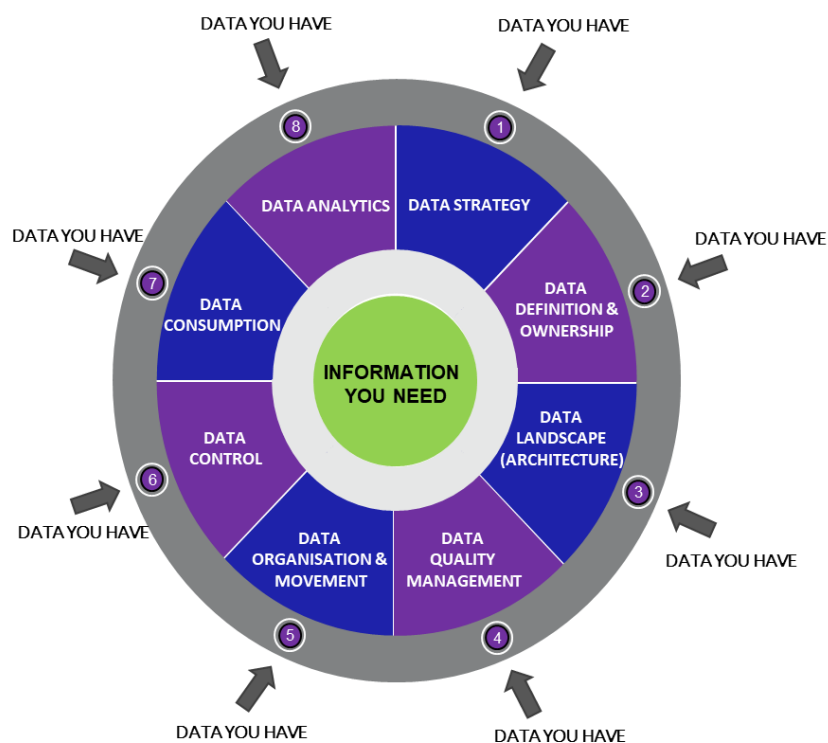


*Figure 1 - The Valcon 'Data Delta' Model*

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| DIMENSION | DESCRIPTION |
|---|---|
| STRATEGY | Covers the work required to formulate and communicate a data strategy |
| DEFINITION & OWNERSHIP | Covers identifying and defining the data that you use, collect and Share and understanding the linkages between business terminology, physical data elements, interfaces, business processes and applications |
| LANDSCAPE (ARCHITECTURE) | Covers the way you architect your data capabilities to ensure that you can easily access, control, validate and exploit your data and use it to drive your decision-making processes. |
| QUALITY MANAGEMENT | Covers ensuring or remediating your data's completeness, accuracy, useability, consistency, and the level to which data may be duplicated. |
| DATA ORGANISATION & MOVEMENT | Covers the processes that move data from one location or one application to another and any transformations that are required and the how the data you store is organised |
| CONTROL | Covers the measures you put in place to control access to the data, determine who owns the data, trace who has accessed the data, confirm that data is not lost or corrupted and ensure that once data has served its purpose that it is anonymised or destroyed. |
| CONSUMPTION | Covers the way you deliver information to your analysts, data stewards, applications and devices |
| ANALYTICS | Covers capabilities that you will use to inform your decision making process. The capabilities are either focused on looking back at what has happened and making sense of it or on looking forward and working out what is going to happen and ultimately looking to influence what is going to happen. |

*Figure 2 - The Valcon 'Data Delta' Model - Details*

No organisation stands still in terms of its information architecture - Valcon typically seek to embed the roll-out of any data enhancement adoption activities into existing or impending delivery programmes. These improvements will, in turn, enable the client team to realise its strategic objectives through making sound, evidence-led business decisions based on accurate and transparent information.

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# 4.      Activities and Deliverables

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

| Deliverables | Description |
|---|---|
| MDM\DQM Art of the Possible | Workshop driven process that identifies current state and identifies areas to concentrate on, this may be improvement or first-time implementation of MDM\DQM. Report on the current state (as is) and the possible future state (to be). This activity will be led by a Principal Consultant supported as required by other resources. |
| MDM\DQM Implementation | MDM\DQM Designer, Developer and Tester effort to implement the MDM solution or to implement a new data source, matching and survivorship rules. The engagement will deliver into test and support delivery into production of the scoped items. |
| MDM\DQM Configuration | MDM\DQM Designer, Developer and Tester effort to effect changes to existing MDM\DQM configuration. The engagement will deliver into test and support delivery into production of the scoped items. |
| MDM\DQM Upgrade | Technical Consulting, MDM\DQM Designer, Developer and Tester effort to plan, test and effect live upgrade of MDMDQM (and associated tools) including post-live support. |
| MDM\DQM Vendor Review / Selection | Workshop driven process that identifies requirements, ranks these, supports building a scoring matrix and provides support in completing this. Summary of results and a vendor selection and rationale. |
| MDM\DQM Health Check | Technical Consulting, MDM\DQM Designer effort to review and assess the performance of a current MDM\DQM implementation and to provide a report including recommended changes. |

*Table 1 - Deliverables*

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# 5.     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.

# 6.     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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