

Data Quality - BCBS239

SERVICE DEFINITION



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1. Service Overview

The BCBS 239 Automated Data Quality Service enables banks to achieve regulator-ready Risk Data Aggregation and Reporting through a template-driven, metadata-based automation framework. It delivers scalable, auditable, and consistent data quality controls across enterprise risk data estates.

2. Service Scope – Platform Capabilities

- Template-driven rule definition and automated rule generation
- Metadata-driven workflows for scalable execution
- Data quality checks aligned to BCBS 239 dimensions
- Integrated lineage, audit logs, and version control
- Dashboards, scorecards, and historical trend analysis
- API-based integration with data platforms and tools
- Automated alerts and issue creation (e.g., ServiceNow)

3. Service Scope – Operational Services

- Platform configuration and onboarding support
- Standard BCBS 239 rule setups
- Monitoring of scheduled workflows
- Incident triage for platform-related issues
- Routine maintenance and minor enhancements
- Knowledge transfer and documentation

4. Out of Scope

- Data remediation and business data correction
- Custom regulatory interpretations or legal advice
- Large-scale historical data migration
- Non-standard tool or bespoke integration development
- Bank-specific risk policy definition

5. Customer Responsibilities

- Provide data access, schemas, and business context
- Define risk rules, thresholds, and ownership
- Validate data quality outcomes
- Act on issues and remediation workflows
- Ensure compliance with internal governance policies

6. Service Process

- Data onboarding and metadata configuration
- Rule definition via seeding templates
- Automated rule generation and deployment
- Scheduled execution and monitoring
- Issue detection and alerting
- Reporting, audit, and continuous improvement

7. Support Hours

- Standard Support: 9×5 business hours
- On-call or extended support available on request

8. Support Process

- Issue logging via ticketing system
- Priority-based triage and assignment
- Resolution or workaround communication
- Root cause analysis for critical incidents
- Closure with documented resolution

9. Defect Severity Levels

- Severity 1: Service unavailable, critical compliance impact
- Severity 2: Major functionality impaired, workaround available
- Severity 3: Minor issues, no regulatory impact
- Severity 4: Cosmetic or enhancement requests

10. Training & Enablement

- User and administrator training sessions
- Step-by-step onboarding guides
- Template usage documentation
- Best practices for BCBS 239 compliance
- Optional advanced and refresher training