

848

Data Governance & Quality

Service Definition

Insightful Business

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1. Service Overview

Reliable decisions depend on data that people understand and know how to manage. When ownership is unclear, definitions vary and quality issues recur, teams can spend more time reconciling information than using it. Data Governance & Quality establishes the selected responsibilities and controls needed to make data more dependable.

Data Governance & Quality sits within The Insightful Business, part of 848's Intelligent Business Framework. The framework connects technology investment to the way the organisation operates, makes decisions and delivers services. Each engagement addresses the selected outcome while considering its place in the wider customer environment.

From business need to usable capability

Governance becomes useful when a data owner can recognise an issue, understand its significance and direct the right action. The service connects that accountability to policies and selected tooling. Quality and lineage information then helps teams explain where data came from and whether it is fit for its intended use.

Data Foundation & Architecture establishes the wider data design, while Data Integration & Engineering moves and prepares information. Governance and quality provide the ownership and checks that support those services. Analytics and data science can then use the resulting information with clearer understanding of its limitations.

2. Scope and Service Boundaries

Customers select the elements that support their intended outcome. The scope identifies what 848 will deliver and the work retained by customer teams or suppliers.

Service	Outcome
Governance framework design	A blueprint defines decision routes and accountability for data. Implementation of the operating model and detailed policies is separately selected.
Stewardship model	Dataset and domain responsibilities explain how stewards work with data owners. The design clarifies issue handling, with operational stewardship separately contracted.
Data policies and standards	Agreed rules describe classification, handling and use of data. Technical enforcement and legal interpretation are outside this policy definition element.
Purview governance deployment	Approved sources are connected and selected scanning and classification capabilities configured. Large-scale manual metadata population and ongoing scanning management are separate.
Data quality implementation	Profiling and validation tooling apply agreed quality rules to priority datasets. Issue workflows expose concerns, with cleansing and pipeline changes separately scoped.
Privacy and compliance automation	Selected Purview capabilities identify and report information risks against customer requirements. Legal assurance, regulatory reporting and manual remediation are separate.
Lineage and classification	Selected lineage capture and classification provide visibility of data movement and sensitivity. Purview deployment and engineering changes are separate elements.
Quality monitoring and reporting	Dashboards and alerts expose agreed quality measures and trends. The element enables monitoring; an ongoing managed monitoring service is separate.
Governance maturity and roadmap	A review identifies strengths and gaps in current governance. A phased roadmap supports customer prioritisation, with implementation separately commissioned.
Managed data issue coordination	The selected ongoing service logs, triages and coordinates data issues through agreed workflows. Data cleansing, engineering remediation and out-of-hours incident management remain outside scope.

Dependencies and exclusions

Governance design, technical enablement and ongoing issue coordination are distinct choices. The service does not automatically include correcting underlying datasets or changing the processes that produce them. Data owners retain decisions about use and quality priorities. Privacy automation supports visibility and policy application; it does not provide legal interpretation or formal compliance assurance.

3. How 848 Delivers the Service

Delivery follows the selected scope, using the customer's operating context to guide the work. The sequence below explains how evidence and decisions progress towards the agreed outputs. Customer review and knowledge transfer form part of that progression.

Understand current data practices

848 reviews how the selected data is owned, defined and used. Stakeholders explain recurring quality concerns and existing governance arrangements. The review establishes the priorities and evidence needed for the selected improvement.

Define responsibilities and controls

848 develops the commissioned governance or quality design. Data owners and stewards review the proposed responsibilities and rules. The work aligns the selected tooling requirements with the organisation's policies and practical operating needs.

Implement and validate selected capability

Where technical enablement is commissioned, 848 configures the relevant rules, scans or reporting. Validation checks the agreed sources and representative behaviour. Customer specialists help confirm whether findings and workflows reflect actual data use.

Embed ownership and review progress

848 explains the outputs and operational tasks to the receiving team. Recommendations identify the next governance or quality actions. A selected managed issue service continues through the agreed triage and review arrangements, with remediation retained by the responsible owner.

4. Service Delivery and Management

4.1. Deliverables and Outcomes

The outputs give the customer a usable record of the work and the information needed to act on it. The selected elements determine which deliverables apply; findings and limitations remain visible alongside the results.

Deliverable	Use for the customer
Governance and stewardship design	Explains the selected accountability, policies or operating arrangements for managing data.
Enabled governance and quality capability	Provides commissioned configuration and reporting, together with validation findings.
Roadmap or issue reporting	Makes improvement priorities or managed issue progress visible to the relevant owners.

4.2. Working with 848

Data owners approve definitions and priorities. Stewards review day-to-day responsibilities and quality findings. Platform specialists provide access to the selected data sources and governance tools.

Participant	Responsibility
848 delivery team	Performs the selected work, explains findings and documents the relevant outputs. Coordinates review and knowledge transfer with the customer.
Customer service owner	Confirms the intended outcome and scope. Makes customer decisions and identifies who can resolve dependencies or approve changes.
Customer specialists and suppliers	Provide relevant information and agreed access. Complete retained activity and participate in review or validation where their systems or processes are involved.
Receiving team	Reviews the relevant outputs and takes ownership of the activities that continue after handover.

4.3. Service Assurance

Review checks the selected models or rules against agreed requirements. Technical validation confirms source coverage and expected behaviour. Customer acceptance records outstanding data quality issues separately from delivery of the commissioned capability.

Review focus	What is checked
Scope alignment	The delivered work and outputs address the agreed requirements and selected service elements.
Evidence and validation	Findings or test results show the basis for conclusions, including known limitations and unresolved dependencies.

Review focus	What is checked
Customer acceptance	Relevant owners review the outputs and understand any open actions before accepting the commissioned work.

4.4. Onboarding

Onboarding establishes the conditions needed for useful delivery. The customer and 848 confirm what the engagement should achieve and check that the people and information needed for the selected work will be available.

Preparation	What needs to be established
Outcome and scope	Confirm the selected elements, boundaries and expected outputs, together with the customer's priorities.
Information and access	The customer provides data policies, ownership information and access to priority sources. Selected technical work requires appropriate licences and permissions, with representative datasets available for validation.
Participants and decisions	Identify the service owner, relevant specialists and receiving team. Confirm review participants and escalation routes.
Delivery readiness	Agree the applicable schedule and customer prerequisites. Confirm any operational constraints affecting access, validation or handover.

4.5. Operating and Improving

Quality reporting and issue trends inform further priorities. Owners determine whether a concern needs data correction, engineering or a change in working practice. Managed issue coordination continues only where selected and does not imply execution of every corrective action.

4.6. Handover and Exit

Data owners and stewards review the operating material and remaining actions. Technical administrators receive the relevant configuration knowledge. The customer confirms responsibility for ongoing scans, rule maintenance and issue resolution.

Handover item	Purpose
Agreed outputs	Provide the final documents or configuration material relevant to the selected service.
Findings and open actions	Preserve the evidence, limitations and remaining work for the customer or receiving provider.
Knowledge and ownership	Explain how the outputs should be used and confirm who owns the next operational or improvement activity.

5. Why 848

848 helps organisations improve how technology supports the way they operate, make decisions and deliver services. Our focus is not on deploying technology for its own sake, but on connecting technology investment to measurable business outcomes.

Our services are aligned through The Intelligent Business Framework, which brings together five outcome areas: The Intelligent Core, The Secure Business, The Efficient Business, The Insightful Business and The Innovative Business. This provides a consistent way to move from technology foundations and security through to operational efficiency, data-led decision-making and innovation, without treating each requirement as an isolated project.

848 combines consulting, engineering and managed service capability within one UK-based team. That matters because the people who design and implement change understand how technology must operate once it enters live service. Architecture, cloud, security, data, Power Platform, Dynamics 365, Microsoft 365 and managed services can therefore be considered as connected parts of the customer environment rather than separate technical towers.

Our Microsoft capability is supported by established partner credentials and practical delivery experience across Microsoft Azure, Microsoft 365, Power Platform, Dynamics 365, Fabric, Sentinel, Defender, Intune, Entra ID and Purview. 848 is a Microsoft Solutions Partner for Security and a Microsoft Direct CSP, giving our teams direct access to Microsoft technologies, programmes and commercial capability.

Service quality and security are supported by recognised organisational standards. 848 holds ISO/IEC 27001, ISO 9001, Cyber Essentials and Cyber Essentials Plus, with security-cleared capability available where required. These controls sit behind the way we manage information, quality, access, risk and service delivery across customer engagements.

What differentiates 848 is the connection between delivery and improvement. Through Value Chain-Led Managed Services, service information is converted into practical intelligence about how technology and services perform across users, teams, suppliers, systems and hand-offs. Service Flow Analysis extends that view by identifying friction, delay, rework, unclear ownership and recurring service issues across end-to-end journeys. The result is a clear improvement backlog based on real operational evidence rather than assumption.

We also place a strong emphasis on internal capability. Knowledge transfer, clear ownership and practical handover are built into our services so that customers understand what has been delivered, how it works and how it should evolve. Where 848 remains involved, improvement continues through review, prioritisation and measurable service outcomes rather than static support.

For customers, the result is a partner able to move from strategy through design, implementation, validation, operation and improvement while maintaining a consistent view of the wider business outcome. 848 brings together the people, Microsoft capability and service intelligence needed to make technology easier to operate, easier to improve and more valuable over time.