

1. Document Control

- Version 1
 - **Date:** 20th January 2026
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2. Service Overview

Service Name: Data Studio – Data Master Management

Service ID: CS-DSDMM-004

Business Service Name: Enterprise Data Governance & Master Data Management

IT Service Name(s): Data Studio Platform, Data Master API

Description: Data Studio provides a centralised platform for managing master data across the organisation. It ensures data consistency, accuracy, and compliance by consolidating multiple sources into a single source of truth. The service supports data modelling, validation, enrichment, and governance workflows, enabling better decision-making and operational efficiency.

3. Scope

Included:

- Master data management for customers, suppliers, and products
- Data quality checks and enrichment
- Integration with ERP, CRM, and analytics platforms
- Role-based access control and audit trails
- Automated workflows for data approval and governance

4. Operational Details

Hours of Service:

- 24/7 online availability; support team operates Monday-Friday, 09:00-17:00 GMT

Dependencies:

- Data Studio platform infrastructure

- Secure hosting environment
- API connectivity with enterprise systems

Resilience & Failover

- ISO 27001-certified infrastructure
- Redundant AWS architecture with automated failover
- Continuous monitoring and disaster recovery protocols

Monitoring & Reporting

- Real-time system health monitoring
 - SLA-based performance reporting
 - Comprehensive audit logs for all data changes
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5. Security & Compliance

Data Privacy Impact Assessment (DPIA):

- Completed and maintained under UK GDPR and the Data Protection Act 2018

Accessibility Standards:

- Web portal and API designed to meet WCAG 2.1 AA standards in progress.

Third-Party Security Checks:

- Regular penetration testing and posture assessments; ISO 27001 certification in place