

Alps Agility Data Governance Framework Services

G-Cloud 15 Service Definition Document

Alps Agility

Executive Summary

The Alps Agility Data Governance Framework Services provide specialist consulting, planning, and implementation support for establishing comprehensive data governance structures across organisations. Rather than providing a standalone governance platform, Alps Agility works with government organisations and enterprises to design, implement, and operationalise data governance frameworks that ensure data quality, compliance, security, and strategic alignment.

The service helps organisations establish robust data management practices, clear accountability structures, and governance processes that ensure data is treated as a strategic asset. This document describes the service scope, delivery approach, technical requirements, support model, and service levels for buyers under the G-Cloud 15 framework.

1. What the Service Is

1.1 Service Overview

The Alps Agility Data Governance Framework Services provide expert consulting, planning, implementation, and validation of data governance initiatives within a customer's chosen operational context. The service is not a platform-based offering; instead, Alps Agility provides specialist resources and methodologies to design and implement governance frameworks appropriate to your organisational structure, regulatory environment, and strategic objectives.

The service typically covers:

- Governance assessment: Analysis of current data management practices, gaps, and maturity levels
- Framework design: Development of governance structures, policies, standards, and procedures

- Stakeholder alignment: Engagement with executives, data owners, stewards, and technical teams
- Policy and standards development: Creation of data management, quality, security, and compliance policies
- Role and responsibility definition: Clear definition of accountability structures (Chief Data Officer, data stewards, etc.)
- Process implementation: Establishment of data governance workflows, approval processes, and escalation procedures
- Technology and tooling: Selection and implementation of governance tools, data catalogues, and lineage systems
- Training and capability building: Development of data governance awareness and specialist skills
- Compliance integration: Alignment with regulatory requirements and audit frameworks
- Continuous improvement: Governance maturity monitoring and evolutionary enhancement

The outcome is an embedded, sustainable governance framework with clear ownership, documented processes, and cultural alignment across the organisation.

1.2 Target Users

The service is designed for:

- Central and local government bodies establishing data governance for digital transformation
- Public bodies improving data quality and regulatory compliance
- NHS and health organisations implementing patient data governance and care records integration
- Financial institutions establishing data governance for risk management and regulatory compliance
- Utilities and service providers consolidating data governance across distributed operations
- Enterprises undergoing digital transformation requiring structured data management
- Organisations managing critical data assets requiring clear governance and stewardship
- Any organisation needing to improve data quality, compliance, and strategic data utilisation

1.3 Typical Governance Scenarios

The service supports:

- Initial governance establishment: Building governance from ground up in organisations with limited existing structures
- Governance maturity improvement: Enhancing existing governance to higher maturity levels

- Compliance-driven governance: Implementing governance to meet regulatory requirements (GDPR, FCA, NHS information governance)
- Data quality improvement: Using governance frameworks to drive data quality and standardisation
- Enterprise data management: Establishing governance across complex multi-system environments
- Merger and acquisition integration: Aligning data governance across merged organisations
- Cloud migration governance: Establishing governance for cloud data platforms and hybrid environments
- Data monetisation governance: Creating frameworks for safe, compliant data sharing and commercialisation
- Data democratisation governance: Enabling broader data access whilst maintaining security and quality
- AI and analytics governance: Governance frameworks supporting responsible AI and advanced analytics

1.4 Compliance Framework

The service aligns with:

- UK GDPR data protection, privacy, and data subject rights requirements
- Data Protection Act 2018 and UK data protection principles
- Government Digital Service (GDS) Service Standard and data principles
- Government Security Classifications Policy (GSCP) for OFFICIAL workloads
- Cabinet Office Data Standards and open data requirements
- Information Commissioner's Office (ICO) guidance on data governance
- Financial Conduct Authority (FCA) data governance expectations
- NHS information governance and information security frameworks
- Industry frameworks: COBIT, ISO 38500, TOGAF data architecture standards
- Crown Commercial Service (CCS) security and procurement standards

2. Service Constraints and Limitations

2.1 Governance Scope and Engagement Model

Service Delivery

- Alps Agility provides consulting and implementation support for data governance within customer-selected contexts
- We do not own or operate the customer's data systems; responsibility remains with the customer
- Governance implementation uses industry-standard frameworks and methodologies (COBIT, ISO 38500, TOGAF)

- Customer retains ownership and accountability for governance decisions and ongoing management

Typical Governance Team Composition

- Governance Architect: Designs governance framework, manages dependencies and alignment
- Data Governance Lead: Implements governance processes and manages stakeholder engagement
- Policy and Standards Specialist: Develops data policies, standards, and procedures
- Compliance Officer: Ensures alignment with regulatory requirements
- Technical Governance Specialist: Selects and implements governance tooling and systems
- Change Manager: Manages cultural transition and stakeholder adoption
- Engagement Manager: Customer success and issue escalation point

Customer Responsibilities

- Executive sponsorship and commitment to governance implementation
- Allocation of internal resources (data owners, stewards, subject matter experts)
- Provision of business context and requirements documentation
- Stakeholder engagement and change management activities
- Operational and technical system access and configuration authority
- Decision-making on governance policies and structural decisions

2.2 Governance Scope and Customisation Limits

Included in Scope

- Assessment of current data management practices and governance maturity
- Design of governance structure, policies, standards, and procedures
- Development of data governance policies (quality, security, access, retention)
- Definition of roles, responsibilities, and accountability structures
- Implementation of governance processes and workflows
- Selection and configuration of governance tools and systems
- Training and capability development programmes
- Change management and stakeholder engagement support
- Compliance alignment and regulatory requirements integration
- Documentation of governance framework and operational procedures

Out of Scope / Available as Professional Services

- Large-scale system implementation or infrastructure changes (separate engagement if required)
- Ongoing operational governance management (customer responsibility post-implementation)
- Data remediation or legacy system cleanup (can be scoped separately)

- Custom application development beyond governance tooling configuration
- Indefinite governance support (time-limited engagement as per agreement)
- Business process re-engineering or organisational restructuring

2.3 Governance Implementation Timelines

Typical Governance Engagement Duration

- Small governance initiatives (single department, <100 data assets): 8-12 weeks
- Medium governance programmes (enterprise-wide, 100-500 data assets): 12-20 weeks
- Large governance initiatives (multi-system, 500-2000+ data assets): 20-32 weeks
- Ongoing governance support (embedded governance operating model): 32+ weeks with transitions to customer operations

Actual timeline depends on:

- Scope of governance coverage (single domain vs enterprise-wide)
- Organisational complexity and number of stakeholders
- Regulatory and compliance requirements
- Technology landscape complexity
- Existing governance maturity and legacy structures
- Organisational change management pace and readiness

Key Milestones

- Week 1-2: Assessment and stakeholder engagement
- Week 2-4: Governance framework design
- Week 4-8: Policy development and tooling selection
- Week 8-16: Implementation and stakeholder training
- Week 16-20: Operationalisation and transition to steady state
- Week 20+: Governance maturity monitoring and continuous improvement

2.4 Service Constraints and Technical Limits

Typical technical constraints (negotiable based on organisational context):

- Data assets covered: Up to 5,000 data assets per governance programme (larger programmes negotiable with extended timeline)
- Stakeholder engagement: 50-200 identified stakeholders typical (larger organisations negotiable)
- System integration: Integration with 10-30 existing data systems (larger portfolios negotiable)
- Data lineage mapping: Coverage of critical and high-value data flows (comprehensive lineage may require extended timeline)
- Governance tool users: Up to 500 active governance tool users per system (larger user bases require additional licensing/support)

- Policy documentation: Comprehensive coverage of 20-40 core governance policies (extended policy sets available with additional effort)

3. Governance Design and Implementation

3.1 Data Governance Delivery Model

A structured implementation approach is provided, with an assigned Engagement Manager responsible for successful delivery and customer governance success.

Phase 1: Assessment and Strategy (Weeks 1-2)

- Engagement Manager appointment and governance programme kickoff
- Current state assessment: existing governance structures, maturity, gaps
- Stakeholder interviews: executives, data owners, business users, compliance, technical teams
- Regulatory and compliance requirements review (GDPR, FCA, NHS, etc.)
- Organisational context and strategic objectives analysis
- Governance vision and success criteria definition
- Business case and programme roadmap development
- Risk assessment and mitigation strategy

Phase 2: Framework Design (Weeks 2-6)

- Governance structure design: roles, responsibilities, accountability
- Data governance policy framework development (quality, security, access, retention, stewardship)
- Data standards and metadata definitions
- Governance processes and workflows design
- Chief Data Officer and governance council establishment
- Stakeholder alignment workshops
- Governance tool and technology roadmap
- Change management and cultural transition plan

Phase 3: Implementation and Enablement (Weeks 6-14)

- Governance tooling selection and configuration
- Data catalogue and metadata management implementation
- Data lineage and impact analysis setup
- Policy and standards documentation completion
- Governance process operationalisation
- Role-based training and capability development
- Data steward and governance council activation
- Stakeholder change management and adoption activities
- Compliance controls validation

Phase 4: Operationalisation (Weeks 14-18)

- Governance council first full cycle of operation
- Data steward network activation and support
- Governance process execution and issue resolution
- Data quality assessment and improvement tracking
- Compliance monitoring and reporting
- Tool usage and process effectiveness metrics
- Stakeholder feedback collection and refinement
- Transition planning to customer governance operations team

Phase 5: Transition and Handover (Weeks 18-20+)

- Operational governance ownership transfer to customer
- Governance team capability and knowledge transfer
- Documentation and procedure handover
- Ongoing support model establishment
- Governance maturity assessment and baseline establishment
- Continuous improvement roadmap and recommendations
- Long-term governance sustainability planning

Programme Support Includes

- Dedicated Engagement Manager (included in service pricing) serving as primary contact
- Engagement Manager reachable by phone (9-5 UK time, Monday-Friday) or email
- Weekly governance steering committee and working group meetings
- Dedicated programme workspace and collaboration tools
- Expert resources across all governance disciplines
- Risk management and issue escalation procedures
- Change request process for scope adjustments
- Ongoing support window during transition (typically 2-4 weeks as agreed)

3.2 Governance Framework Components

Core governance components delivered:

- Governance organisational structure and accountability matrix
- Chief Data Officer role definition and charter
- Data governance council terms of reference and operating procedures
- Data stewardship framework and steward role definitions
- Data governance policies and standards library
- Data quality dimensions, metrics, and improvement processes
- Data security and access control governance
- Data retention and lifecycle management policies
- Regulatory compliance and audit alignment procedures
- Data governance tools and technology architecture
- Training and capability development programmes

- Governance reporting and metrics dashboard
- Documentation and operational procedures

4. Service Levels and Support

4.1 Governance Implementation and Performance

Delivery Commitment

- Programme timeline and milestones defined and agreed in governance charter
- Weekly progress reviews and stakeholder communication
- Delivery on agreed timeline with transparency on delays or risks
- Transition support window as defined in programme scope

Governance Success Metrics

- Governance framework adoption: Stakeholder adoption and active participation (target: 80%+ engagement)
- Data quality improvement: Measurable improvement in data quality metrics (target: 20-30% improvement baseline)
- Compliance achievement: Regulatory compliance and audit readiness (target: 100% policy compliance)
- Governance maturity: Advancement in governance maturity model (target: minimum 1 maturity level improvement)
- Stakeholder satisfaction: Governance stakeholder satisfaction (target: 75%+ satisfaction)
- Issue resolution: Governance issues identified and resolved through governance processes (target: 90% closure)

4.2 Support Hours and Response Times

Support provided during and after governance implementation:

During Governance Programme

- Engagement Manager contact: Phone or email (included in service pricing)
- Email support: support@alpsagility.com (email or online ticketing)
- Phone support: Monday-Friday, 09:00-17:00 GMT
- Ticketing system: 24/7 availability for issue submission
- Weekly steering committee meetings
- Governance working group support and guidance

Post-Implementation Transition Period (Typically 2-4 Weeks)

- Enhanced support availability with priority response
- Escalation procedures for governance issues
- Governance council facilitation support
- Data steward guidance and support

- Stakeholder issue resolution and adoption support

Response Times by Severity

- Critical (Governance blocking regulatory compliance or business operations): 2-hour response during business hours
- High (Governance framework design issues, stakeholder escalations): 4-hour response during business hours
- Medium (Policy clarifications, process questions, non-urgent issues): 1 working day response
- Low (Documentation requests, enhancement suggestions): 3 working days response

4.3 Support Inclusions

Standard Support (Included in Service Pricing)

- Programme management and governance planning
- Engagement Manager assignment and escalation support
- Weekly steering committee meetings and stakeholder communication
- Expert guidance across all governance workstreams
- Policy and standards framework development
- Governance tooling selection and configuration support
- Training and capability development delivery
- Change management and stakeholder adoption support
- Transition and handover assistance
- Post-go-live governance support (typical 2-4 weeks)

Optional Enhanced Support (Additional Cost)

- Extended transition support beyond standard window
- Embedded governance leadership (Chief Data Officer) support
- Ongoing governance advisory and maturity improvement
- Data governance coaching for governance teams
- Advanced governance tooling and integration services
- Custom governance policy development for specific domains
- Governance programme continuation beyond initial implementation

5. Post-Implementation Support and Transition

5.1 Governance Operating Model

Governance Operational Structure

- Chief Data Officer: Strategic leadership and executive governance accountability
- Data Governance Council: Cross-functional strategic governance decisions
- Data Stewardship: Domain-specific data ownership and quality stewardship
- Governance Support Office: Process management and governance administration

- Data Quality team: Quality measurement and continuous improvement
- Compliance and Risk: Regulatory alignment and audit support

Governance Council Responsibilities

- Strategic data governance decisions and policy approval
- Cross-functional alignment and conflict resolution
- Data quality and data stewardship oversight
- Regulatory compliance and audit readiness
- Data asset prioritisation and investment decisions
- Governance effectiveness monitoring and continuous improvement

5.2 Training and Knowledge Transfer

Training Activities Included

- Executive and leadership training on data governance vision and strategy
- Data steward training and capability development
- Governance council member orientation and working practices
- Data governance tool user training (data catalogue, lineage, quality tools)
- Compliance and policy awareness training for all staff
- Change management training for governance team

Self-Service Resources Provided

- Complete governance framework documentation
- Data governance policies and standards library
- Data stewardship procedures and guidelines
- Governance tool user guides and reference documentation
- Data quality assessment and improvement guides
- Compliance audit checklists and evidence collection procedures
- Knowledge base and governance support portal

Documentation Delivered

- Governance framework and organisational structure documentation
- Data governance policies, standards, and procedures library
- Data governance council charter and operating procedures
- Data stewardship role definitions and responsibilities
- Governance tool selection and configuration documentation
- Data quality metrics and measurement methodology
- Compliance and audit alignment procedures
- Training materials and learning resources
- Lessons learned and continuous improvement recommendations

6. Governance Technical Requirements and Capabilities

6.1 Governance Tool and Technology Requirements

Data Governance Tool Capabilities Supported

- Data cataloguing and metadata management
- Data lineage and impact analysis
- Data quality monitoring and scorecards
- Master data management (MDM) integration
- Access control and data privacy management
- Policy and standards management
- Data governance workflow and approval processes
- Compliance and audit trail management
- Integration with existing data platforms and systems

Common Governance Tooling Platforms

- Collibra Data Governance Platform
- Informatica Data Governance
- IBM Information Governance
- Talend Data Stewardship
- Alation Data Catalogue
- Microsoft Azure Purview
- Cloud-native and open-source solutions (custom implementations)

Data Landscape and System Integration

- Enterprise data warehouse and data lake systems
- Cloud data platforms (AWS, Azure, Google Cloud)
- Business intelligence and analytics platforms
- Application systems and operational databases
- Master data management (MDM) systems
- Identity and access management systems
- Data integration and ETL platforms

6.2 Governance Data and Asset Management

Data Asset Cataloguing

- Physical asset cataloguing: databases, files, APIs, systems
- Logical asset definition: tables, datasets, fields, business concepts
- Metadata capture: ownership, stewardship, quality, compliance attributes
- Data lineage: source-to-target mapping across systems
- Business glossary: standardised business terminology and definitions
- Data quality metrics: quality dimensions, measurement, and scorecards

Governance Scope and Coverage

- Structured data: relational databases, data warehouses, data lakes
- Unstructured data: documents, files, communications
- Real-time data: streaming data, APIs, event-driven systems
- Legacy systems: mainframe data, heritage databases
- Cloud data: SaaS platforms, cloud-native systems
- External data: third-party data, public datasets

6.3 Client Infrastructure and Organisational Requirements

Technical Infrastructure Requirements

- Governance tooling infrastructure: on-premise or cloud-hosted
- Data system access: read-only access to data catalogues and metadata
- Integration middleware: APIs or direct system connectors for metadata extraction
- Data quality infrastructure: data quality tool integration and monitoring
- Network connectivity: secure access to governance tools and systems
- Storage: metadata storage and audit logging systems

Organisational and Resource Requirements

- Executive sponsorship and governance budget allocation
- Chief Data Officer or governance leadership role
- Data steward identification and allocation
- Subject matter experts for policy development
- Technical resources for tool configuration and integration
- Change management and communication resources
- Compliance and audit personnel for oversight

Stakeholder and Governance Capability Requirements

- Data owners and business stakeholders
- Technical architects and infrastructure teams
- Database administrators and data stewards
- Compliance, risk, and audit personnel
- Business analysts and requirements specialists
- Governance council and leadership participants

7. Governance Security and Compliance

7.1 Security Approach and Standards Alignment

The service is delivered following Alps Agility's internal security policies aligned with regulatory and government standards:

- UK GDPR data protection and privacy governance requirements
- Data Protection Act 2018 security and accountability obligations

- Government Security Classifications Policy (GSCP) for OFFICIAL workloads
- Cabinet Office data governance and standards guidance
- Information Commissioner's Office (ICO) governance expectations
- Financial Conduct Authority (FCA) data governance standards
- NHS information governance frameworks
- Industry frameworks: COBIT, ISO 38500, TOGAF

Security Governance Approach

- Governance policies address data security and privacy requirements
- Data access governance controls implementation
- Compliance monitoring and audit trail establishment
- Incident response and data breach governance procedures
- Privacy impact assessment (DPIA) governance integration
- Data subject rights and consent management governance

7.2 Data Protection and Governance Controls

Data Protection Governance

- Data minimisation: Governance policies minimise unnecessary data collection
- Privacy by design: Governance framework incorporates privacy considerations
- Access control governance: Least privilege access implementation and monitoring
- Data retention governance: Lifecycle policies and secure deletion procedures
- Encryption governance: Data protection standards and requirements
- Incident response governance: Breach notification and incident management procedures

Compliance Governance Controls

- Regulatory requirement mapping and compliance tracking
- Policy compliance monitoring and audit procedures
- Regulatory change management and policy updates
- Audit evidence collection and documentation
- Third-party compliance assessment and oversight
- Data export and portability governance

7.3 Governance Risk and Audit

Governance Risk Management

- Governance risk assessment and mitigation
- Data quality risk quantification and management
- Compliance risk and audit readiness assessment
- Information security risk governance
- Business continuity and resilience governance
- Data breach and incident response readiness

Audit and Assurance

- Internal audit support and governance maturity assessment
- Regulatory audit preparation and evidence collection
- Governance effectiveness measurement and monitoring
- Compliance certification and attestation support
- Third-party audit coordination and response
- Continuous audit and assurance procedures

8. Governance Change and Adoption Management

8.1 Organisational Change Management

Change Readiness Assessment

- Current governance maturity and readiness assessment
- Stakeholder analysis and engagement planning
- Resistance identification and mitigation strategy
- Cultural assessment and change impacts

Change Management Execution

- Governance vision and communication cascade
- Stakeholder engagement and participation activities
- Change ambassador and champion identification
- Resistance management and escalation procedures
- Governance awareness and training campaigns
- Feedback collection and refinement processes

Adoption Monitoring and Support

- Governance tool adoption metrics and tracking
- Data steward engagement and support
- Governance council participation and effectiveness
- Stakeholder satisfaction and feedback management
- Adoption barriers and issue resolution
- Continuous improvement and optimisation

8.2 Ongoing Governance Effectiveness

Governance Maturity Monitoring

- Periodic governance maturity assessments (quarterly or semi-annual)
- Governance control effectiveness evaluation
- Data quality improvement tracking and measurement
- Policy compliance monitoring and reporting
- Stakeholder satisfaction and engagement metrics

Continuous Improvement

- Governance process optimisation and refinement
- Policy updates and standards evolution
- Tool and technology enhancements
- Capability development and team expansion
- Emerging governance standards and best practice adoption
- Governance roadmap evolution and strategic alignment

9. Data Governance Scope and Coverage

9.1 Governance Domain Coverage

Core Governance Domains

- Data quality governance: Dimensions, metrics, improvement
- Data security governance: Access control, encryption, protection
- Data privacy governance: GDPR, consent, data subject rights
- Data lifecycle governance: Retention, archival, deletion
- Master data governance: MDM policies and standards
- Analytics governance: Data use, insights, decision-making
- Cloud data governance: Multi-cloud, data residency
- Third-party data governance: External data management

Optional Governance Domain Expansion (Available as Professional Services)

- Advanced analytics and AI governance
- Data monetisation and commercialisation governance
- Data sharing and partnership governance
- Metadata and information architecture governance
- Data integration and ETL governance
- Custom industry or domain-specific governance

9.2 Governance Scope Sizing

Governance programme sizing:

- Small governance (single department, <100 assets): Limited scope, streamlined processes
- Medium governance (enterprise-wide, 100-500 assets): Comprehensive framework, multiple stakeholders
- Large governance (multi-system, 500-2000+ assets): Complex structure, extensive stakeholder base
- Extended governance (5000+ assets, multiple organisational units): Phased implementation, extended timeline

10. Data Access and Post-Implementation Governance

10.1 Governance Documentation and Transition

Governance Documentation Delivered

- Governance framework and strategy documentation
- Governance structure and organisational design
- Governance policies and standards library
- Data governance procedures and operating guidelines
- Governance tool configuration and user guides
- Training materials and learning resources
- Governance metrics and reporting dashboards
- Compliance and audit evidence documentation

Governance Transition Assistance

- Operational governance ownership transfer
- Governance team leadership and capability building
- Ongoing governance advisory (optional, additional cost)
- Governance maturity roadmap and strategic planning
- Continuous improvement recommendations
- Extended governance support (optional, additional cost)

10.2 Post-Implementation Governance Support

Transition Support Window

- Post-implementation support provided for agreed period (typically 2-4 weeks)
- During support window: governance process issue resolution and optimisation
- Governance council facilitation and support
- Data steward guidance and escalation support
- Stakeholder adoption assistance and problem resolution
- Extended support available as optional service (additional cost)

Ongoing Governance Evolution

- Governance maturity roadmap for future advancement
- Policy and standards evolution planning
- Technology and tooling upgrade planning
- Governance capability and team development roadmap
- Stakeholder engagement and adoption evolution
- Continuous improvement and sustainability planning

11. Support and More Information

For Further Information

Public sector buyers can:

- Refer to the service listing on the Digital Marketplace
- Submit clarification questions through the Digital Marketplace enquiry process
- Request technical details, governance assessment recommendations, or case studies
- Contact existing customers for governance implementation experiences
- Visit the Alps Agility website for governance methodology and frameworks

Engagement Management and Support Model

For all G-Cloud engagements, we assign an Engagement Manager responsible for ensuring customer governance objectives are achieved and addressing any governance delivery issues. The Engagement Manager serves as the primary point of contact for governance programme governance, stakeholder communication, and escalation authority for issues beyond the technical team's scope.

Engagement management and Engagement Manager support are included in our service pricing and are not charged separately.

Engagement Manager Contact

- Email: engagement@alpsagility.com
- Phone: Monday-Friday, 09:00-17:00 GMT (UK time)
- Response time: Same working day for non-emergency issues; escalation support for critical governance matters

Document Version and Approval

- Document Version: 1.0
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Appendices

Appendix A: Data Governance Use Cases and Scenarios

The Data Governance Framework Services support:

- Initial governance establishment: Building governance from ground up
- Governance maturity improvement: Advancing from current to higher maturity levels
- Regulatory compliance governance: GDPR, FCA, NHS information governance implementation
- Data quality improvement: Quality-driven governance frameworks

- Enterprise data management: Governance across complex multi-system environments
- Merger and acquisition integration: Aligning governance across merged organisations
- Cloud migration governance: Governance for cloud data platforms
- Data monetisation: Safe, compliant data sharing and commercialisation governance
- Data democratisation: Broader data access with security and quality governance
- AI and analytics governance: Responsible AI and advanced analytics governance

Appendix B: Governance Framework Standards and Methodologies

The service incorporates leading governance frameworks:

- COBIT 2019: IT governance and control frameworks
- ISO 38500: Data and information governance principles
- TOGAF: Enterprise architecture and data architecture standards
- DAMA DMBOK: Data management knowledge framework
- GDPR: Privacy and data protection governance requirements
- Industry-specific frameworks: FCA, NHS, public sector guidance

Appendix C: Governance Maturity Model

The service supports governance maturity advancement:

- Level 1: Ad Hoc - Informal, reactive governance
- Level 2: Repeatable - Basic policies and processes established
- Level 3: Defined - Standardised governance across organisation
- Level 4: Managed - Measured and monitored governance
- Level 5: Optimised - Continuous governance improvement and innovation

Typical engagements advance organisations by 1-2 maturity levels. Extended engagements and ongoing support enable further maturity advancement.

END OF SERVICE DEFINITION DOCUMENT
