

Service Definition: Data Auditing and Organising

About SOCITM Commercial Ltd

SOCITM Commercial provides independent, vendor-agnostic advisory and delivery support to local authorities, mayoral combined authorities and wider public sector organisations.

Acting as a trusted advisor and critical friend, we help clients navigate complex technology, service and organisational change. Our collaborative and evidence-based approach connects technology decisions with strategic priorities, service outcomes, affordability, deliverability and public value.

We bring an understanding of local government reform, devolution, shared services, digital transformation, ERP, CRM and EAM programmes, and data legacy modernisation. We work alongside client teams to simplify complex decisions, provide objective challenge and identify practical options tailored to each organisation's needs.

1. Service overview

Our Data Auditing and Organising service helps local authorities, mayoral combined authorities and wider public sector organisations understand, organise and prepare their data assets for transformation.

Acting as a trusted advisor and critical friend, SOCITM Commercial provides an independent, vendor-agnostic assessment of data quality, structure, ownership, classification, use and governance. The service supports cloud migration, ERP, CRM and EAM implementation, data legacy modernisation, local government reform, devolution, shared services, analytics and AI initiatives by establishing a trusted evidence base for decision-making and change.

Through proportionate data discovery and profiling, we identify duplication, inconsistency, obsolescence, quality issues, risks and governance gaps. We then provide practical recommendations and a prioritised roadmap to improve data readiness while protecting service continuity, privacy and public trust.

2. Who the service is for

The service is designed for public sector organisations that are:

- Preparing for local government reform or organisational consolidation
- Participating in devolution or cross-authority collaboration
- Planning ERP, CRM or EAM implementation, replacement or data legacy modernisation
- Preparing data for cloud migration or modernisation
- Creating or expanding shared services
- Developing analytics, reporting or AI capabilities
- Seeking stronger data governance and ownership
- Addressing duplication, poor quality or fragmented records
- Reviewing retention, archiving and disposal practices
- Building a data strategy or information improvement plan

3. Challenges the service addresses

- Incomplete visibility of data assets and repositories
- Inconsistent, inaccurate or duplicated data
- Unclear ownership, stewardship and accountability
- Legacy data restricting transformation or integration
- Poorly defined retention, archiving and disposal practices
- Data silos across services, systems or organisations
- Unclear migration scope and data dependencies
- Weak confidence in management information and reporting
- Data protection, security or ethical-use concerns
- Insufficient readiness for analytics or AI initiatives

4. Scope of analysis

The precise scope is agreed with the client and may include:

Area	Examples
Data inventory	Repositories, databases, files, records, interfaces and data flows
Data quality	Accuracy, completeness, consistency, validity, timeliness and uniqueness
Duplication and obsolescence	Duplicate records, redundant stores, outdated information and ROT data
Ownership and governance	Accountability, stewardship, standards, controls and decision rights
Classification and sensitivity	Personal data, security classifications, criticality and handling requirements
Lifecycle management	Creation, use, sharing, retention, archiving and disposal
ERP, CRM, EAM, data legacy and migration readiness	Master data, reference data, mapping, dependencies and migration categories
Integration and interoperability	Identifiers, formats, interfaces, standards and cross-system consistency
Analytics and AI readiness	Usability, provenance, bias, representativeness and fitness for purpose
Reform and shared services	Cross-authority alignment, consolidation and information-sharing needs

5. Our approach

Our approach is collaborative, risk-based and proportionate. It is tailored to the data landscape, transformation context and decisions the assessment must support.

- 1. Mobilise and agree scope:** Confirm objectives, stakeholders, systems, datasets, evidence requirements and governance.
- 2. Discover data assets:** Build or validate an inventory of relevant repositories, datasets, records and data flows.
- 3. Profile and assess:** Assess quality, structure, usage, duplication, sensitivity, ownership and lifecycle arrangements.

4. Map risks and dependencies: Identify data risks, system relationships, migration dependencies and service continuity considerations.

5. Assess governance and readiness: Review ownership, stewardship, controls and preparedness for the intended transformation.

6. Validate findings: Test evidence and conclusions with data owners, service teams and governance stakeholders.

7. Prioritise improvement: Assess actions by urgency, value, effort, risk and dependency.

8. Recommend and roadmap: Provide practical recommendations and a sequenced data improvement plan.

6. Assessment framework

Assessment criteria are agreed with the client and may include:

- Data accuracy, completeness, consistency and timeliness
- Duplicate, redundant, obsolete and trivial data
- Data ownership, stewardship and accountability
- Classification, sensitivity and access controls
- Retention, archiving and lawful disposal
- Data lineage, provenance and traceability
- Master and reference data management
- Integration, interoperability and common identifiers
- Migration complexity, sequencing and dependencies
- Reporting, analytics and AI fitness for purpose
- Ethical use, transparency, fairness and potential harm
- Organisational capability and sustainable governance

7. Deliverables

Deliverables are tailored to the assessment and may include:

- Data asset inventory or inventory improvement recommendations
- Data quality profile and findings report
- Duplicate, redundant and obsolete data analysis
- Data ownership and governance findings
- Classification and information lifecycle recommendations
- Data risk and dependency register
- ERP, CRM, EAM, data legacy, cloud or migration readiness assessment

- Data remediation priorities and quick wins
- Target data organisation and governance recommendations
- Indicative data improvement or migration roadmap
- Executive summary and governance presentation
- Reusable assessment templates and quality rules

Outputs are provided in accessible, commonly used formats suitable for integration into data strategies, transformation plans, business cases, governance decisions, procurement documentation and migration programmes.

8. Example cases

Context	How the service can help
Local government reform	Identify and align data across merging or reorganizing authorities.
Mayoral combined authority	Assess information-sharing, reporting and cross-partner data needs.
ERP, CRM and EAM implementation	Evaluate master, customer, asset and legacy data quality, ownership and migration readiness.
Shared services	Identify duplication and create common data foundations.
Cloud migration	Clarify migration scope, classification and remediation priorities.
Analytics and reporting	Improve confidence, consistency and usability of source data.
AI readiness	Assess quality, provenance, governance and fitness for intended use.
Information governance	Strengthen ownership, classification, retention and accountability.

9. Public sector standards and good practice

Where relevant, the assessment considers applicable legislation, public sector guidance and client policies, including:

- UK GDPR and Data Protection Act 2018
- Data and AI Ethics Framework
- Government Data Quality Framework
- Technology Code of Practice

- NCSC security and cloud guidance
- Accessibility and inclusive design requirements
- Information lifecycle, retention and records management policies
- Open standards, interoperability and data-sharing principles

Applicable standards, legal interpretations and assurance requirements are agreed during mobilisation. The service provides analysis and recommendations; responsibility for formal compliance, records management, lawful processing and investment decisions remains with the client and relevant assurance bodies.

10. Data handling and security

The engagement is designed to minimise unnecessary access to personal or sensitive data. Data-access arrangements, environments, permissions, transfer methods and retention requirements are agreed before analysis begins and must follow the client's security and information governance requirements.

Where practical, analysis can be undertaken using metadata, aggregated outputs, samples or client-controlled environments. Any need to process identifiable or sensitive information is agreed explicitly and handled under appropriate contractual and security arrangements.

11. Engagement model

The engagement is scoped according to data volume, source complexity, evidence availability, access requirements and stakeholder participation. Delivery can be remote, on-site or hybrid and may include interviews, workshops, document review, metadata analysis, data profiling and executive briefings.

Timescales, team composition, deliverables and commercial arrangements are agreed for each engagement, enabling either a focused dataset review or a broader organisation-wide assessment.

12. Knowledge transfer

Knowledge transfer is embedded throughout the engagement. We work alongside client teams, explain the assessment method and provide reusable artefacts where appropriate. This builds internal confidence and supports sustainable data quality, governance and decision-making.

13. Why SOCITM Commercial

- Public sector focus across local government and combined authorities
- Independent, vendor-agnostic advice and objective challenge
- Trusted advisor and critical friend approach

- Understanding of reform, devolution and shared services
- Ability to connect data improvement with service outcomes
- Evidence-based recommendations designed for governance decisions
- Practical focus on risk, affordability and deliverability

14. Service boundaries

Data Auditing and Organising is an advisory and analytical service focused on discovery, profiling, assessment, organisation recommendations and planning. Unless separately commissioned, it does not include production data cleansing, record correction, deletion, migration execution, platform configuration, software development, managed data services or legal advice.

The service does not determine lawful processing, retention or disposal decisions on the client's behalf. This separation protects accountability and allows subsequent remediation and implementation support to be commissioned through an appropriate route.

15. Client responsibilities

- Provide timely access to relevant stakeholders and documentation
- Confirm authorised data sources, access arrangements and security requirements
- Identify data owners, governance leads and decision authorities
- Provide relevant policies, registers, inventories and transformation plans
- Validate factual findings, assumptions and remediation priorities
- Retain responsibility for compliance, deletion, migration and investment decisions

16. Client outcomes

- Clear understanding of data assets, quality and risks
- Improved readiness for ERP, CRM, EAM, data legacy, cloud and service transformation
- Reduced migration uncertainty and avoidable remediation effort
- Stronger data ownership, governance and accountability
- Improved confidence in reporting and decision-making
- Prioritised and achievable data improvement actions
- Better foundations for shared services, analytics and AI
- A practical route to trusted, organised and usable data

Contact us

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