

Information / Data Governance Services G-Cloud 15





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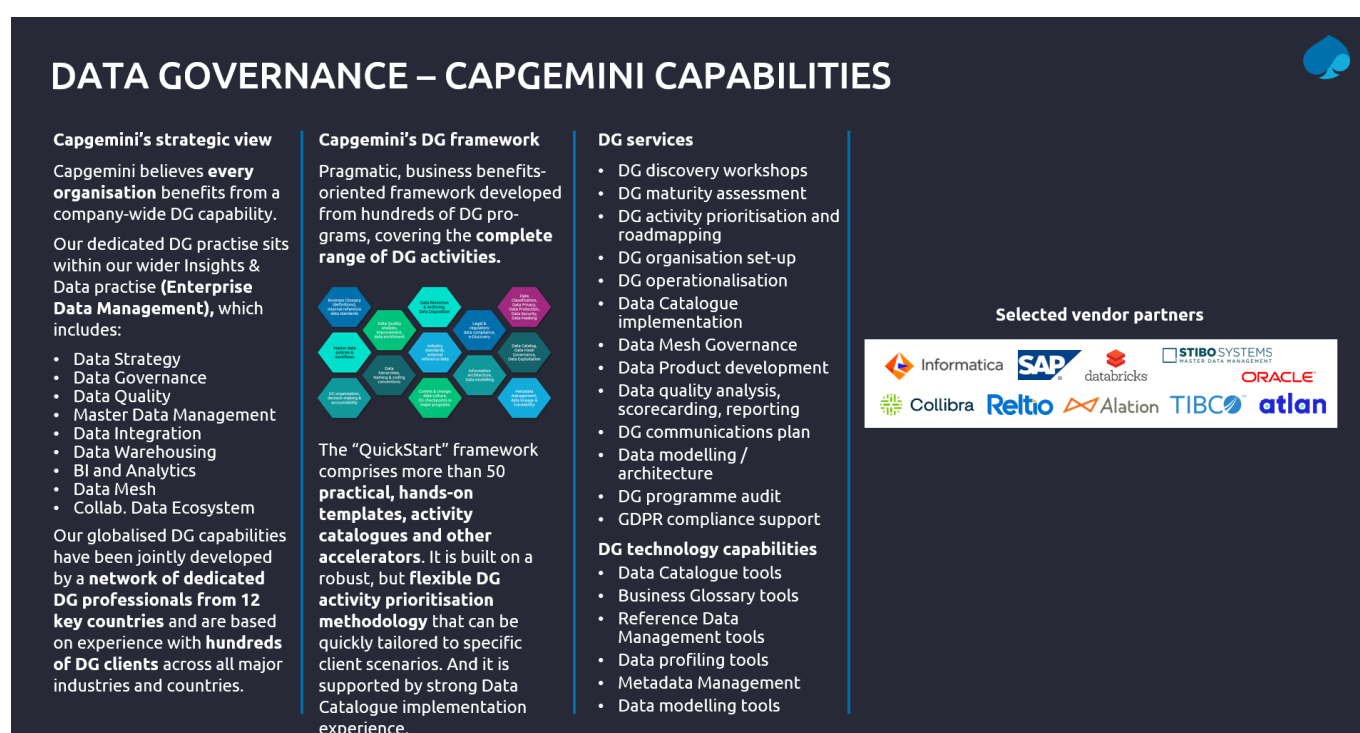
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1 Service Overview

Capgemini's Data Governance ("DG") services can help improve the customer's business operations, reduce development and support costs, accelerate project delivery, enhance management reporting and insights and reduce business risk. Capgemini's specialists can provide approaches around:

- **People:** Executive sponsorship, business ownership, Data governance councils, data stewardship teams
- **Processes:** Delivery framework, prioritisation methodology, Change management, architecture reviews, integration of technology
- **Tools & Technologies:** Metadata, process modelling, governance workflows, data quality profiling & reporting
- **Methodologies:** GenAI & Agentic AI Enabled QuickStart Information Governance framework, Data governance maturity model, data quality framework



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Capgemini believes every organisation benefits from an enterprise data governance capability. Capgemini's dedicated DG practise sits within its wider **Insights & Data practice**, with skills consisting of:

- Information strategy
- Data quality improvement and management
- Master data management
- Data migration and integration
- Data warehousing
- AI and analytics
- Cloud Data Platforms
- Enterprise content management

Capgemini's globalised Data Governance (DG) capabilities, jointly developed by a network of dedicated professionals across 12 countries, are grounded in extensive experience with hundreds of DG clients spanning diverse industries and geographies. These capabilities are now further enhanced by the integration of **Generative AI (GenAI) and Agentic AI**, which supports scalable automation, intelligent metadata management, and context-aware policy enforcement, strengthening the consistency, agility, and effectiveness of data governance across global enterprises.

Capgemini's DG services consist of:

- Data governance discovery workshops
- Data domains criticality assessments
- Data governance workstreams prioritisation workshops
- Data governance maturity assessment
- Planning, prioritisation and roadmap building for activities
- Data governance organisation set-up and operationalisation
- AI enabled data quality analysis with metrics dashboards and exception reports
- Communications planning and execution
- Development of data architecture, models, dictionaries and metadata
- Data governance tool assessment, selection and implementation

Capgemini's Data governance services can provide design, consultation and service management in support of the design and deployment of Cloud based services as well as providing a good platform for the use of modern AI Tools

2 Business Needs

Data Governance is essential because it provides a structured framework for managing data as a strategic asset. Without governance, organisations face risks such as inaccurate reporting, compliance issues, and inefficiencies caused by poor data quality. Some of the typical issues quotes are as below

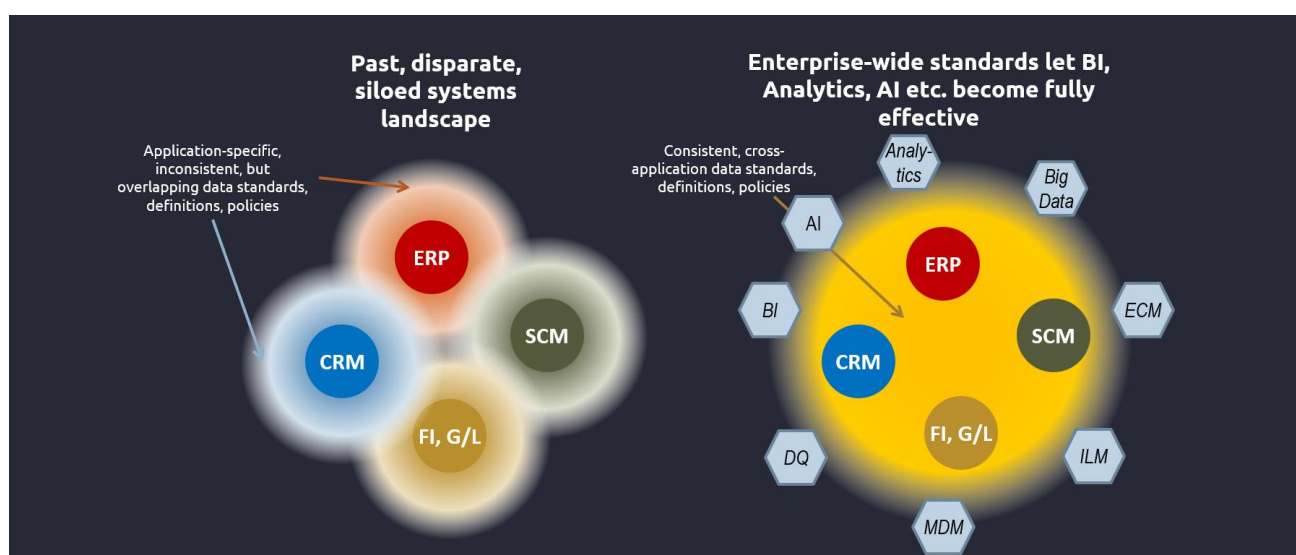


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Strong Data Governance is more than compliance, it's a strategic enabler that saves money, reduces risk, and creates measurable business value. By implementing a robust DG framework, organisations can unlock the following benefits:

- **Unified Business Language**
Harmonised definitions and a centralised glossary ensure consistent reporting and seamless data exchange across core systems.
- **AI-Driven Data Observability**
Real-time monitoring powered by AI provides actionable insights into the health of master and transactional data, enabling rapid identification and resolution of data issues.
- **Compliance & Risk Reduction**
Standardised, governed data assets simplify audits and minimise regulatory exposure.
- **Streamlined Decision-Making**
Formalised governance processes eliminate inefficiencies and align business units, reducing internal friction.
- **Clear Escalation & Resolution Structures**
Defined conflict resolution points accelerate decisions on information architecture.
- **Culture of Trust & Control**
Enforced standards and policies inspire confidence among employees, customers, suppliers, and regulators.
- **Automation & Agility**
Increased automation of data flows and reporting improves responsiveness to market changes.
- **Architectural Resilience**
Data independence ensures applications remain immune to structural changes, reducing disruption and cost.
- **Cross-Functional Consistency**
Like-for-like information structures enhance reporting credibility and transparency.
- **Data Privacy & Security**
Robust governance safeguards sensitive information across the enterprise.
- **AI Readiness**
A well-governed data foundation accelerates AI adoption and maximises its impact.
- **Reduced Data Cleansing Effort**
Improved integrity between legacy systems minimises manual fixes, saving time, effort, and cost.

Data Governance establishes enterprise-wide standards, enabling consistent definitions, interoperability, and seamless integration across systems for effective BI, analytics, and AI adoption. An illustration is shown below:



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3 Our Approach

Capgemini offers two tailored approaches to help organisations establish or enhance their Data Governance capabilities:

- **QuickStart Information Governance**
Designed for organisations at an early stage of their Data Governance journey, this methodology provides a rapid, structured foundation, enabling quick wins and building confidence in governance practices.
- **Active Data Governance**
Ideal for mature organisations seeking to optimize and scale advanced governance capabilities. This approach focuses on continuous improvement, automation, and integration with enterprise-wide data strategies.

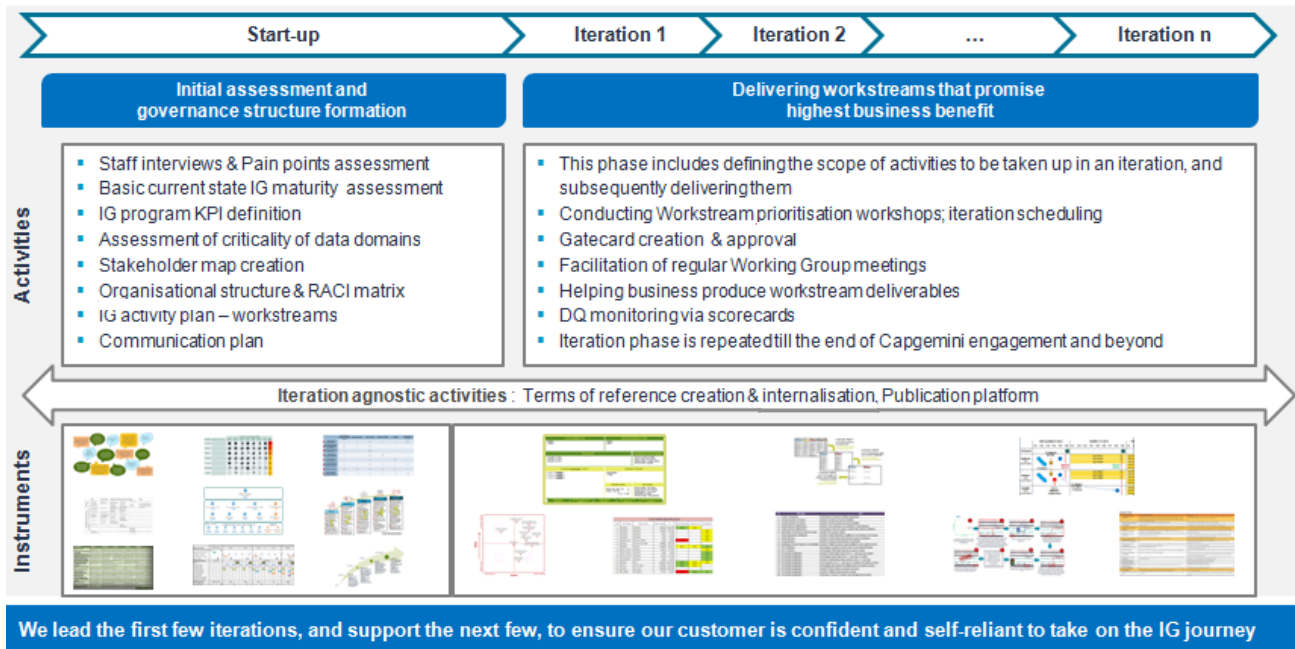
Both methodologies are **customised to your organisation's maturity level** and can incorporate **AI-driven capabilities** such as automated data quality checks, predictive compliance monitoring, and intelligent metadata management, ensuring faster adoption, improved accuracy, and measurable business impact.

Capgemini's Data Governance methodology is built on years of experience and proven frameworks, including **DG Maturity Assessment, Business Benefits Modelling, Storyboarding, and Road mapping**, all enhanced with AI-driven insights for faster, smarter decision-making.

Capgemini's approach follows a structured, collaborative process:

- **Capture & Analyse Business Objectives**
Understand organisational goals to align governance initiatives with measurable business outcomes.
- **Establish Governance Councils & Working Groups**
Create dedicated teams to drive standardisation and accountability across the enterprise.
- **Review & Enhance Standards, Policies, and Processes**
Modernise existing frameworks to meet evolving business and regulatory requirements.
- **Evaluate Current Processes & Compliance Levels**
Assess effectiveness and identify gaps using AI-powered analytics for predictive compliance monitoring.
- **Monitor Data Quality Metrics**
Implement real-time, AI-driven observability to track improvements and detect anomalies proactively.
- **Develop Clear Standards & Policies**
Define robust data definitions, procedures, and governance rules for consistency and trust.
- **Build a Data Management Strategy**
Support strategic decisions with accurate business data and KPI-driven insights.
- **Architectural Readiness for AI**
Prepare your data ecosystem for advanced AI adoption through structured governance and metadata management.

Capgemini employs a **pragmatic, collaborative, and practitioner-led approach**, leveraging dedicated governance software tools and AI automation where appropriate. This ensures faster implementation, reduced risk, and sustainable business value. A typical plan is shown below:



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4 Buyer Responsibilities

Please refer to the Supplier Terms listed with this service on the Platform. These may contain additional Buyer obligations/costs the Buyer is subject to that are not identified anywhere else in the Supplier's Application or on the Platform.

The Buyer responsibilities as part of this service are as follows:

- Buyer must ensure a project owner is available and empowered to make decisions when requested by the project delivery team, in a timely fashion.
- Buyer must ensure that changes to project goals are documented and communicated to the project delivery team, in a timely fashion.
- Buyer should ensure that the project owner attends regular project progress meetings.
- Buyer must provide access to the necessary data owners and documentation for the data sources involved.

If these responsibilities do not match your expectations, then please contact us in order that we can explore options to vary our approach.

5 Service Management

Not applicable

6 Protection of Data

This service is based on a security classification of 'Official', however should you have a requirement for a different security classification that you would like us to consider, please contact us to discuss.



7 On-boarding and Off-boarding

Capgemini shall undertake on-boarding and off-boarding activities agreed within the Order Form (including as a minimum an exit plan in line with the Call-Off Contract terms) which will be charged for in accordance with the Pricing section for this service.

8 Skills and Knowledge Transfer

Capgemini recognises that skills and knowledge transfer is a critical element in the provision of G-Cloud services to public sector clients. Where possible and applicable, this forms part of the delivery plan for the service agreed at the start of the engagement. Our consultants and engineers are experienced in providing skills and knowledge transfer for major private and public sector clients.

Where appropriate, we may use a standard approach, tailored to topic, skills-gap and individual, to ensure consistency and effectiveness. The approach, Capgemini's Assess-Plan-Implement framework, has been used repeatedly by our teams to structure the work involved in transferring skills and creating new teams capable of driving and sustaining change long after the end of the formal programme. The framework can be applied throughout a project to understand knowledge transfer objectives, plan training delivery methods and materials, and deliver and evaluate success.

9 Vendor Accreditations/Awards



For the 13th year in a row, Capgemini has been recognised as one of the World's Most Ethical Companies® by the Ethisphere® Institute. This is an acknowledgement of our ethical culture that makes us an employer of choice and responsible player in the eyes of our clients, shareholders, and the wider community.

10 Sub-contractors

Capgemini UK may use the following subcontractors to deliver this service:

- Capgemini Technology Services India Limited.

11 Business Continuity and Disaster Recovery

No disaster recovery plan is provided as part of these Services.

12 Pricing

This service is priced in accordance with the SFIA Rate Card attached. Capgemini can also provide offshore resources at reduced rates where appropriate. Projects can be priced either on a Time & Materials or Fixed Price basis.



13 Ordering and Invoicing

Please refer to the Supplier Terms for this service.

We would be pleased to arrange a call or meeting to discuss your requirements of our service in more detail.

14 Termination Terms

Please refer to the Supplier Terms for this service.

15 Further Information

For more information about this or any of our G-Cloud services, please contact our Public Sector Team.

Phone: 0370 904 4858

Email: publicsector.opps.uk@capgemini.com including the following information:

1. The name of this service.
2. The name of your organisation.
3. Your name and contact details.
4. A brief description of your business situation.
5. Your preferred timescales for starting the work.

About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, generative AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2024 global revenues of €22.1 billion.

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