

Valcon G-Cloud Lot 3 Service Definition

Data Governance Policy & Process Development

[Set Up and Migration | Data auditing and organising, Data information structure design]

Version 1.0

1. About Us

Valcon is a leading European consultancy specialising in AI and data-driven business transformation, with a growing and established presence in the UK. A trusted partner to major organisations including multiple UK Government departments and public sector agencies. Valcon connects strategy and operations, helping organisations create value in their transformation programmes.

With over 1,750 consultants across Europe, Valcon brings deep expertise across data, AI, technology and consulting. In the UK, Valcon works with clients across financial services, public sector, retail, industrials and infrastructure. Valcon is backed by private equity firm Rivean Capital.

2. Service Description

Data Governance Policy and Process Development entails creating guardrails and procedures for managing data effectively. It defines roles, responsibilities, and standards for data management, ensuring data integrity, security, and compliance. By establishing clear policies and processes, organisations can optimise data usage, mitigate risks, and achieve their business objectives.

Features

- Define data policies covering Data Management, Lifecycle, Classification, Protection
- Standardise governance processes across data lifecycle, domains, platforms, and delivery
- Define data ownership, stewardship, accountability, and decision-making responsibilities (RACI)
- Ensure compliance with regulatory, ethical, and organisational data requirements.
- Embed governance controls within data platforms, tooling, and operational workflows.
- Deliver role-based training and awareness to build governance capability.
- Provide structured communications, guidance, and artefacts supporting governance adoption.
- Continuously improve governance practices using metrics, feedback, audits, and reviews.
- Measure governance effectiveness through KPIs, OKRs, dashboards, and reporting.
- Create/refresh templates (Data sharing agreements, information asset registers, ROPAs, DPIAs)

Benefits

- Improved data accuracy through governed standards and validation controls
- Higher operational efficiency from repeatable, automated quality processes
- Enhanced decision-making using trusted, reliable enterprise data
- Consistent regulatory compliance and audit readiness
- Cost reduction through fewer data errors and rework
- Increased stakeholder trust in organisational data assets
- Sustained competitive advantage driven by high-quality data
- Better insights from complete, consistent, and traceable information
- Reduced risk through proactive monitoring and issue management
- Improved collaboration via clear roles, shared standards, and processes

3. Approach

We review your existing data governance policies and processes and deliver a tailored update or rewrite, ensuring they are aligned with recognised industry frameworks and best practices. The engagement typically includes the following activities: interviews with key stakeholders, review of relevant artefacts, documentation of findings and analysis, recommendations, roadmap for improvement.

We follow a structured, phased approach designed to ensure data governance policies and processes are practical, adopted, and sustainable.

Initiation & Mobilisation

We begin by onboarding stakeholders, confirming scope and objectives, and agreeing ways of working. This includes establishing governance forums, delivery cadence, and success criteria. Initial governance use cases and policy priorities are defined and translated into a prioritised backlog to guide delivery.

Key activities include:

- Stakeholder onboarding and mobilisation
- Agreement of delivery approach and governance structure
- Review of existing policies, processes, and artefacts
- Definition of initial user stories and backlog formation

Iterative Design & Development (Agile)

Policies and governance processes are reviewed/designed, and refined through iterative, sprint-based delivery. Each iteration focuses on a defined set of policies or processes, incorporating stakeholder feedback to ensure alignment with business needs, regulatory obligations, and industry best practice.

Key activities include:

- Gap analysis against recognised frameworks and standards
- Drafting or updating policies and processes incrementally
- Stakeholder validation and refinement
- Sprint reviews and backlog reprioritisation

Rollout, Adoption & Change Management

We support rollout and adoption by embedding policies and processes into existing delivery lifecycles and operational practices. Change management is integrated throughout, supported by clear communications, guidance, and role-based training.

Key activities include:

- Development of rollout and communications plans
- Persona based training and enablement
- Alignment of policies with operational workflows

Knowledge Transfer & Handover

To ensure sustainability, we provide structured knowledge transfer, documentation, and handover to internal teams. A period of hypercare supports early adoption, addresses issues, and ensures a smooth transition to business-as-usual.

Key activities include:

- Knowledge transfer and documentation
- Handover of ownership and maintenance responsibilities

Deliverables and Outcomes

Subject to agreed scope, but typical deliverables and outcomes include:

- Review of all existing policies and processes, where relevant covering technology usage
- Drafting of new/refreshed policies and processes
- Recommendations and prioritised roadmap
- Communications plan and rollout content
- Person-based training and guidance

- Launch/Relaunch of new/refreshed policies and processes, including change management

4. Effort and Cost

Effort will be determined collaboratively between the Valcon and the client based on the skills mix and scope required.

Please refer to the Pricing Document for current rates.

- Rate card prices are exclusive of VAT.
- Expenses are recharged at cost and supported by receipts.
- Expenses may include reasonable travel, accommodation, and subsistence costs.
- The payment schedule will follow milestone completions as agreed in the Statement of Work

5. Assumptions

The successful delivery of the engagement depends on assumptions and dependencies jointly agreed between the Valcon and the client.

- These may include (but are not limited to):
- Access to required stakeholders, systems, or information
- Timely decisions and approvals
- Availability of resources and infrastructure
- Defined governance and communication processes

All assumptions and dependencies will be recorded and validated as part of the Statement of Work (SoW).