

DATA GOVERNANCE

Service Definition
G-Cloud 15

REPLY

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SERVICE DESCRIPTION

Our suite of data governance services is dedicated to enhancing data governance through targeted improvement initiatives, instilling values of accountability, transparency, and regulatory adherence.

We can help you effectively in governing both cloud-based and on-premises data environments, facilitated by careful analyses tailored to address diverse requirements, including data quality assurance, robust security protocols, regulatory compliance frameworks, efficient data sharing mechanisms, and lifecycle management strategies.

Drawing upon our extensive experience with leading cloud data governance platforms such as Erwin, Collibra, Purview, Talend, Alation, and others, we can adeptly guide organisations in selecting and implementing the most suitable technologies, ensuring seamless alignment with their specific needs and objectives.

Our services also extend beyond technology implementation to encompass the holistic development of data governance strategies, policies, and standards. We regularly collaborate closely with stakeholders to establish Centres of Enablement, operational models and streamlined processes, thereby cultivating an ecosystem where data governance flourishes organically.

The outcome is greater assurance of compliance, reduced risk and greater leverage of data assets to improve public services.

Our overall approach, skills and experience with developing and executing data strategies are described below.

OUR DATA CAPABILITIES

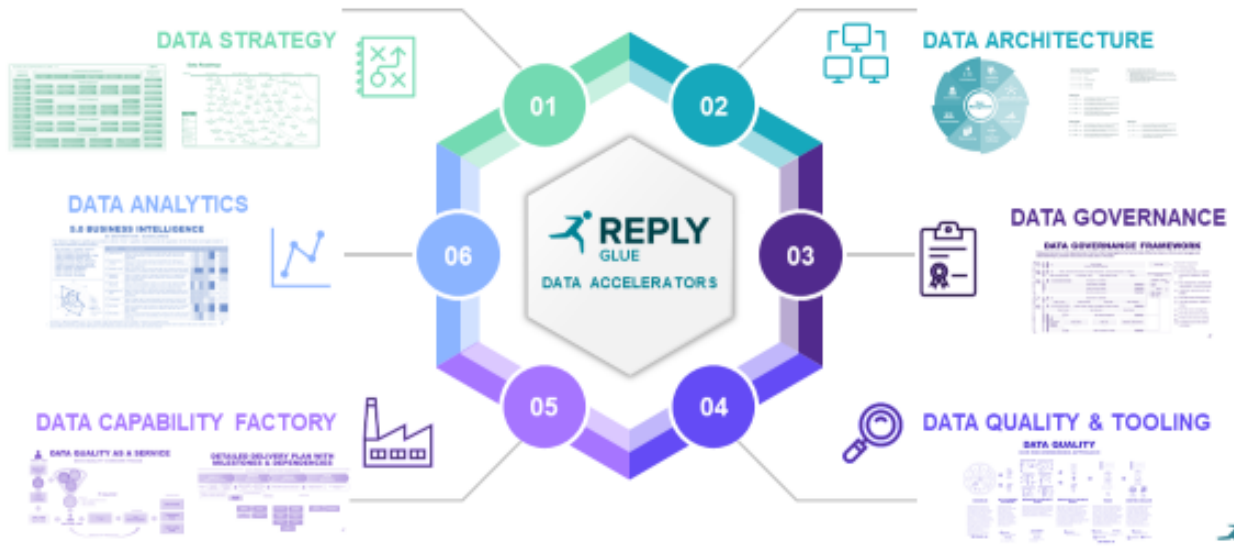
ENABLING ORGANISATIONS TO REALISE VALUE FROM THEIR DATA THROUGH EFFECTIVE ARCHITECTURE, GOVERNANCE AND ENABLEMENT





OUR DATA ACCELERATORS

ESTABLISHED METHODOLOGIES, TOOLKITS AND FRAMEWORKS TO RAPIDLY MATURE ORGANISATIONS AND ADDRESS THEIR DATA CHALLENGES



How can we help?

- **Data governance of cloud and on-premises data:** We encompass comprehensive data governance solutions tailored to both cloud-based and on-premises data environments, ensuring consistency and compliance across your entire data landscape.
- **Analysis for requirements:** We conduct thorough analysis to identify and address diverse data requirements such as quality, security, compliance, sharing protocols, and lifecycle management, ensuring that your data meets the highest standards.
- **Support for selecting cloud data governance tools:** We offer support in selecting the most suitable cloud data governance tools from a range of industry-leading options, ensuring seamless integration and optimal functionality.
- **Experience with many Data Governance tools:** Leveraging our extensive experience with top-tier data governance tools such as Erwin, Collibra, Purview, Talend, Alation, and more, we can deliver tailored solutions to meet your specific needs and preferences.
- **Data governance strategy, policy, and standards development:** Our services extend to the development of robust data governance strategies, policies, and standards, aligning your data practices with your organisational objectives and regulatory requirements.
- **Establishing Centre of Enablement, operating model, processes:** We provide assistance in establishing a Centre of Enablement, including defining the operating model and processes necessary for effective data governance implementation and management.
- **Role and responsibility definitions:** We offer expertise in defining clear roles and responsibilities for data trustees, stewards, and other key stakeholders, fostering accountability and ensuring effective governance oversight.
- **Data governance capability maturity and risk assessment:** Our services encompass comprehensive assessments of data governance capability maturity and risk, enabling proactive identification and mitigation of potential issues to safeguard your data assets.
- **Data Marketplaces and enable being data-driven:** We specialise in establishing data marketplaces and fostering a data-driven culture within your organisation, empowering informed decision-making and maximising the value of your data assets.
- **Upskilling, training, and knowledge transfer for your staff:** We can provide tailored upskilling, training, and knowledge transfer programs for your staff, equipping them with the necessary skills and



expertise to effectively participate in and support your data governance initiatives.

- **Why Glue Reply?**
- **Improved decision-making, efficiency, compliance, and customer experience:** Implementing robust data governance practices leads to better decision-making and in turn, enhances operational efficiency, as stakeholders can access trustworthy data when needed, ultimately resulting in an enhanced customer experience.
- **Deep expertise in data governance ensures tangible outcomes:** Our team's expertise enables us to tailor solutions that yield tangible results. By understanding the intricacies of data management, we can effectively implement governance frameworks that drive positive outcomes such as improved data quality, increased transparency, and better alignment with organisational objectives.
- **Extensive experience ensuring best-fit technology:** With years of experience in data governance, we possess a comprehensive understanding of the available technologies and their suitability for various business requirements. This allows us to recommend and implement the best-fit technology solutions that align with your specific needs, ensuring optimal performance and scalability.
- **Expertise with data regulations and ethics helps navigate risks:** Our expertise in this area ensures that your organisation remains compliant with relevant laws and regulations, mitigating the risk of non-compliance penalties and reputational damage. Additionally, our ethical framework guides decision-making processes, fostering trust and integrity in your data practices.
- **Reply's enhanced capability model:** Our enhanced capability model enables us to systematically assess and prioritise risks associated with data governance. By identifying potential threats and vulnerabilities, we can implement targeted mitigation strategies to minimise risks.
- **Data marketplaces accelerate being data-driven:** Leveraging data marketplaces effectively is powerful for organisations looking to harness the influence of data-driven insights. Our expertise in this area enables us to facilitate seamless access to relevant data sources, accelerating your journey towards becoming a data-driven enterprise, unlocking valuable insights and driving innovation.
- **Accelerate and reduce the cost of improving data governance:** We offer a suite of tools designed to streamline and automate various aspects of data governance, reducing the time and resources required for implementation. These tools not only accelerate the deployment of governance frameworks but also help minimise costs associated with manual processes and resource allocation. By leveraging our tools, organisations can achieve significant efficiency gains and cost savings while enhancing their data governance practices.
- **Collaborative approach and upskilling help empower your staff:** We adopt a collaborative approach to data governance, involving key stakeholders across the organisation in the decision-making process. Additionally, we offer comprehensive training and upskilling programs to empower your staff with the knowledge and skills required to effectively participate in data governance initiatives. By fostering a culture of collaboration and continuous learning, we ensure that your organisation is well-equipped to drive sustainable improvements in data governance practices.

Service Features and Benefits Summary

FEATURES	BENEFITS
Improve data governance of cloud and on premises data.	Leads to improved decision-making, efficiency, security and public services
Requirements definition e.g. data quality, security, insights, sharing, lifecycle	Enables data sharing and joined up government
Can include support for selecting cloud data governance tools	Enables innovation for example with data readiness for AI
Experience with Erwin, Collibra, Purview, Talend, Alation and others	Deep expertise in data governance ensures tangible outcomes



Can include data governance capability maturity and risk assessment	Our frameworks ensure best fit technology for your needs
Can include data governance strategy, policy and standards development	Our expertise with data regulations and ethics helps navigate risks
Can help with establishing Centre of Enablement, operating model, processes	Reply's enhanced capability model helps prioritise and mitigate risks
Define role and responsibilities including owners, trustees, stewards	Our expertise with data marketplaces accelerates being data driven
Establish data marketplaces and enable being data driven	Our tools accelerate and reduce cost of improving data governance
Upskilling, training and knowledge transfer for your staff	Collaborative approach and upskilling helps empower your staff
Improve data governance of cloud and on premises data.	Leads to improved decision-making, efficiency, security and public services



ONBOARDING

Kick-Off Meeting

When we start an engagement with a new client, we begin with a workshop introducing the team (from both Reply and the client), the project objectives, and our anticipated timelines and approach. This workshop is most impactful when the majority of client stakeholders involved in the project are present and involved (either in person or remotely). Where this is impossible, we can hold separate sessions with teams that cannot participate in the kick-off workshop to ensure all stakeholders are engaged and bought into the project's objectives.

Account Management

Designated Account Manager

Each client has a designated Account Manager, who will be the main point of contact throughout the engagement. This individual is responsible for ensuring that delivery progresses and is executed to the standards that Reply and our clients expect.

Fortnightly review meeting

Alongside regular ceremonies and informal daily interaction between the Reply project team and the client, we hold formal review meetings with key stakeholders, usually fortnightly. This includes critical client stakeholders, senior Reply project team members, and the Reply Account Manager. Where appropriate, these meetings will consist of a review of work completed and demonstrations or walk-throughs of deliverables.

Offboarding

Where an engagement continues to completion, unless the client requests an extension or new engagement, all client IT, documents, artefacts and deliverables will be returned to the client. Our team will ensure a complete handover of data and knowledge to client staff. An ongoing support or retained advisory service may be implemented where appropriate to provide additional continuity.

Access to Data

Ensuring secure access to client data upon exit is paramount to maintaining confidentiality and integrity. We begin by conducting a comprehensive inventory of all client data stored within our systems, encrypting it both in transit and at rest using industry-standard protocols. Strict access controls and authentication mechanisms are implemented to restrict access to authorized personnel only, with permissions regularly reviewed and updated. Client data is segregated from other data within our systems, ensuring isolation and protection. Upon exit, all access rights to client data are promptly revoked, including user account deactivation and permission removal. If requested, we securely delete or anonymise client data in accordance with retention policies and regulatory requirements. Detailed documentation and audit trails of data access are maintained, providing transparency and accountability. Before exiting, we verify with the client that all necessary data access has been revoked. Finally, we adhere to legal and regulatory obligations regarding data protection and privacy, ensuring compliance with contractual agreements and applicable laws such as GDPR or HIPAA. Through these measures, we ensure that client data remains secure throughout the exit process, mitigating the risk of unauthorized access or data breaches.



SECURITY

Personnel Security

As a Specialist Cloud Service, the capability being offered is not limited to specific Impact levels (as it is not infrastructure, software or a platform) and can be used, subject to personal Security Clearance levels. Reply consultants are mostly Security Cleared (SC), some have higher-level Developed Vetting (DV) clearances. We also have a pool of NPPV3 Consultants for Policing work. The majority of our work for both public and private sector clients is at IL2 but we work in the Official, Secret and Top-Secret domains. Our hard and soft information security processes have been designed and approved by independent CESG CLAS accredited consultants.

Information Security

We are ISO27001, Cyber Essentials certified and our Quality Assurance processes are based upon and compliant with our ISO 9001 accreditation. Our Information Security processes are directly guided by our ISO27001 accreditation. We shall adhere to local information and other security policies and will apply local Security Operating Procedures (SyOPs) as may exist. If such do not exist we shall apply our own SyOPs.

Physical Security

The Main Reply Office (London, UK) is a Police Accredited Secure Facility (PASF) with access controls for each point of entry. All Laptops/Phones must be stored securely overnight. When working on a client-site our consultants adhere to client security policies.



TRAINING & KNOWLEDGE TRANSFER

We enable customer teams throughout delivery by embedding knowledge transfer alongside implementation activities. Training is aligned to organisational roles, ensuring relevance for finance users, operational staff, and system administrators.

Knowledge transfer is delivered through:

- A train-the-trainer approach to establish internal subject matter experts.
- Technical training for administrators covering configuration, security roles, and integrations.
- Walkthroughs of system design, data structures, and operational processes.
- Provision of comprehensive documentation, including user guides and runbooks.

Formal training is supported by ongoing access to expert guidance during delivery and early life support. Where required, refresher sessions or additional enablement can be provided to support organisational change or onboarding of new users.



ORDERING AND INVOICING PROCESS

To begin the process, please contact glue.frameworks@reply.com with details of your organisation, role and high-level requirements.

Our Framework Manager will connect you to our experts and from here we will organise an introductory discussion to go into more detail and shape a proposed engagement that suits your needs.

We invoice for both fixed price and time and materials engagements one month in arrears. For fixed price engagements, this takes place upon completion of the deliverable(s), or in stages, if the size of the engagement is greater than £40,000 excluding VAT.

Payment terms are 30 days net of receipt of invoice.



CUSTOMER RESPONSIBILITIES

To deliver our responsibilities as a partner, we require the following:

- Full access to systems and data that are relevant to the specific project
- Reasonable and timely access to key stakeholders and internal SMEs for information gathering, requirements definition and other critical tasks associated with the delivery of our outputs

Technical and Client-Side Requirements

Other than the system access specified above, there are no specific technical or client-side requirements that would limit our capacity to begin work.

Outcomes and Deliverables

Our engagement's specific outcomes and deliverables will be determined during the scoping phase before beginning the project based on your goals and objectives and the level of depth you require. These will include:

- Workshop(s) to discuss and assess the existing architectural design
- Detailed assessment of design with identification of risks and opportunities
- Report with recommendations and proposed action plan



ABOUT REPLY

Reply is a company that specialises in Consulting, Systems Integration and Digital Services with a focus on the conception, design and implementation of solutions based on the new communication channels and digital media.

Reply partners with key industrial groups in defining and developing business models made possible by the new technological and communication paradigms such as Artificial Intelligence, Big Data, Cloud Computing, Digital Communication, the Internet of Things and Mobile and Social Networking. In so doing, it aims to optimise and integrate processes, applications and devices.

Reply's offer is aimed at fostering the success of its customers through the introduction of innovation along the whole economic digital chain. Given its knowledge of specific solutions and due to a consolidated experience, Reply addresses the main core issues of the various industrial sectors.

Through its network of specialist companies, Reply supports some of Europe's leading industrial groups in Telco & Media, Industry & Services, Banks & Insurance, and Public Administration to define and develop business models, suited to the new paradigms of Artificial Intelligence, Big Data, Cloud Computing, Digital Media and the Internet of Things.

We make innovation happen.

We started with a small team and a purpose: to help the digital revolution happen. Today, we are a team of more than 14,600 people in 16 different countries but we still have the same DNA, made up of agile, vertical task forces and an inner passion for innovation.

We are a decentralised network of specialised companies.

Among Replyers, you will find passionate geeks, visionary strategists, and creative minds, each with sharp skills in a specific business, who cooperate together and never stop learning from each other.

Make forward, act sustainably.

We know a sustainable future is possible and technology can be a strong asset to reach it. As leaders in digital transformation, we push for change and operate in full accordance with the highest ethical standards and with respect for the rights of future generations