



HITACHI

Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

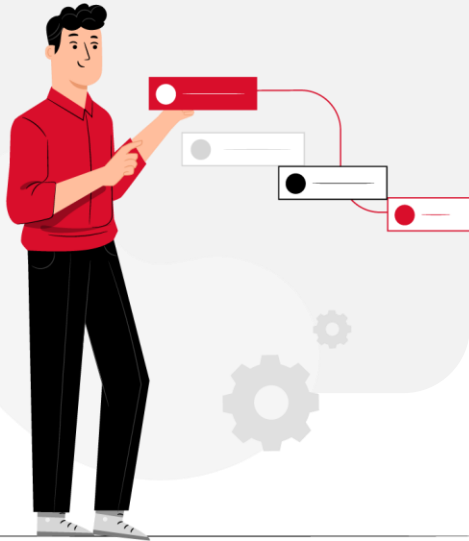
Data Quality, Lineage and
Cataloguing Enablement

Data Quality, Lineage and Cataloguing Enablement

What the service is, what you get, and the benefits

Service Description

Improve trust in organisational data by implementing data quality controls, data lineage, and data cataloguing. We define data standards, profiling and validation rules, and ownership roles. Configure cataloguing and lineage tooling, integrate with data platforms, and provide processes and training so teams can find, understand and use data safely.



Service Features

- Data quality assessment, profiling and baseline scorecards.
- Data standards, definitions, and business glossary creation.
- Validation rules and automated data quality monitoring.
- Issue management workflow for data quality defects and fixes.
- Data lineage mapping across sources, pipelines and reports.
- Data catalogue setup: metadata, classification and stewardship.
- Integration with data platforms, reporting and access controls.
- Data ownership roles: owners, stewards, custodians and approvers.
- Operating model, policies and governance forums for data.
- Training and playbooks for catalogue and lineage adoption.



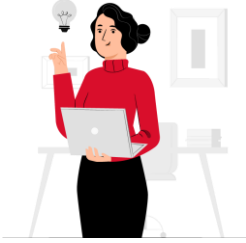
Service Benefits

- Increase trust through visible data quality scores and controls.
- Reduce risk by tracking data lineage end-to-end.
- Speed up analysis by helping users find data faster.
- Improve decision making using consistent definitions and standards.
- Reduce rework by detecting data issues early.
- Support audit and assurance with documented lineage evidence.
- Improve compliance through classification and controlled access.
- Clarify accountability with defined ownership and stewardship roles.
- Enable self-service analytics with a searchable data catalogue.
- Embed sustainable practices through training and repeatable playbooks.



Data Quality, Lineage and Cataloguing Enablement

Make data easier to trust, find and use



What this service is for

Practical controls for quality, lineage and a usable catalogue

Teams often lose time arguing over “whose numbers are right”, recreating datasets, or avoiding data they do not understand. This service helps you put visible controls in place so people can confidently use data for reporting, operations and decision making.

We implement data quality controls, end-to-end lineage, and a searchable catalogue. We define standards, profiling and validation rules, and clear ownership roles, then configure tooling, integrate with your platforms, and provide processes and training so adoption sticks.

Key outcomes: Baseline quality scorecards | Known ownership and stewardship | Traceable lineage evidence | Searchable catalogue experience | Reduced rework from early detection



Why this service is useful

Faster analysis, fewer surprises, clearer accountability

When quality, lineage and metadata are unclear, teams build workarounds, duplicate logic, and spend time reconciling numbers instead of improving services. This service creates shared definitions, automated checks, and a clear route to raise and fix issues, so reporting and analytics become repeatable and audit-friendly.

It also reduces delivery risk by making dependencies visible across sources, pipelines and reports, and by aligning cataloguing with classification and access controls. That makes it easier to scale self-service analytics without losing control.

Common triggers: Conflicting KPIs and dashboards | Audit findings and weak evidence | Slow root cause analysis | Migration or platform change | Data incidents and rework | Low confidence in shared datasets



Why this service is different

Controls people will actually use, with evidence you can stand behind

We treat quality, lineage and cataloguing as an operating capability, not a documentation exercise. You get agreed standards, defined roles, and practical workflows for defects and fixes, supported by automated monitoring and visible scorecards.

We focus on end-to-end traceability across sources, pipelines and reports, and on integrating cataloguing with your data platforms, reporting and access controls. The result is assurance-ready evidence (where required), plus training and playbooks that make adoption repeatable across teams.

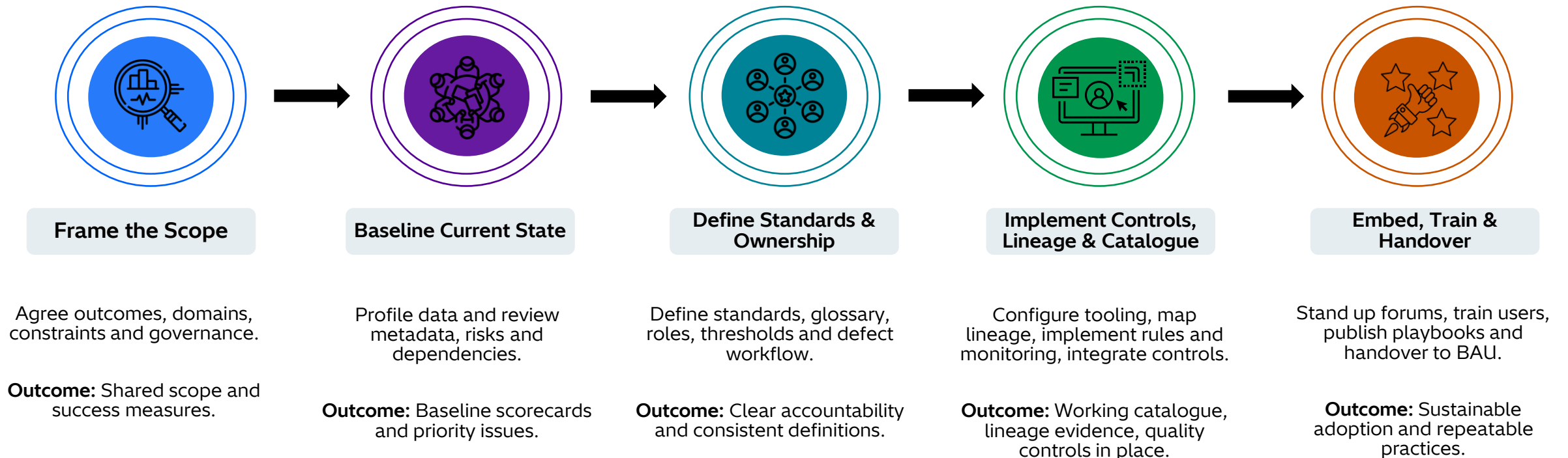
Differentiators: Scorecards plus automated monitoring | Lineage across the full data chain | Roles and workflows embedded | Integration with access controls | Training and playbooks for adoption

Data Quality, Lineage and Cataloguing Enablement

Our 5-step delivery approach

We help you improve trust in organisational data by implementing practical data quality controls, end-to-end lineage, and a searchable catalogue. We start by agreeing the outcomes, priority domains and the level of control you need, then baseline the current position using profiling, metadata review and scorecards.

We define standards, ownership roles and ways of working, configure cataloguing and lineage tooling, and implement validation and monitoring. Throughout, we keep decisions and assumptions visible so governance is simpler and adoption is repeatable.



Frame the Scope



Clarify what “trusted data” means for your teams, which domains matter most, and how you want quality, lineage and cataloguing to work day-to-day. This creates a single shared brief and prevents re-litigating scope later.

Key Activities

Define the outcomes: what the data must support (reporting, operational use, audit, self-service). Confirm scope boundaries: priority domains, datasets and reports; what is explicitly out of scope so controls stay focused.

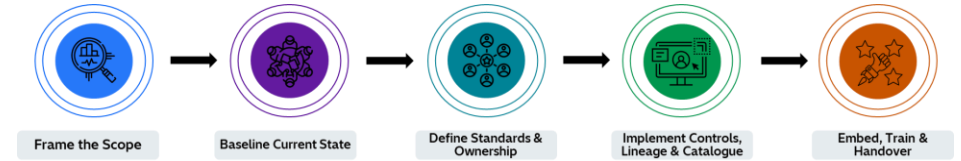
Agree “good” and success measures: what quality looks like (e.g., completeness, validity, timeliness), and how it will be reported via scorecards.

Confirm constraints and non-negotiables: data sensitivity, classification, access controls, assurance requirements, delivery timescales, legacy dependencies.

Map stakeholders and ownership intent: identify likely owners, stewards, custodians and approvers; confirm who signs off standards and rules.

Set governance touchpoints: cadence for reviews, how issues are prioritised, how decisions are captured (where required).

Create the evidence request list: what we need for baselining and modelling impacts (datasets, current KPIs, incident history, existing policies).



OUTPUTS

- ✓ **Decision brief** (outcomes, scope, constraints, success measures)
- ✓ **Scope map** of priority domains, datasets and key reports
- ✓ **Decision criteria** for prioritising controls and datasets
- ✓ **Evidence request list** (data access, existing rules, policies, known issues)
- ✓ **Ownership and governance plan** (roles, forums, decision route)
- ✓ **Assumptions log and decision record**
- ✓ **Plan for Phases 2-5** with timings, roles and touchpoints

Baseline Current State



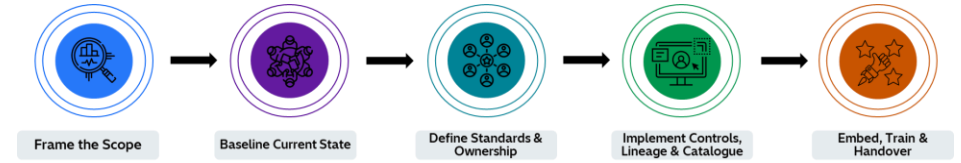
Establish a credible starting point for data trust by profiling priority datasets and reviewing the current catalogue, definitions and controls. This makes quality issues, ownership gaps and end-to-end dependencies visible early, so you prioritise the right fixes and avoid “unknowns” surfacing late in delivery.

Key Activities

- * **Confirm the priority dataset list:** align to Phase 1 scope and success measures.
- * **Profile data and capture evidence:** completeness, validity, uniqueness, consistency, timeliness for priority fields and tables.
- * **Baseline quality scorecards:** set the initial measures, thresholds and reporting format for quality scores.
- * **Review existing definitions and KPI logic:** identify inconsistent measures, duplicated logic, and gaps in the business glossary.
- * **Assess current metadata and catalogue readiness:** what is documented today, how searchable it is, and what stewardship exists.
- * **Identify control gaps and failure points:** where checks are missing, where errors are handled inconsistently, where fixes get stuck.
- * **Map key dependencies:** sources → pipelines → semantic/reporting layer → dashboards, plus access and classification constraints.
- * **Prioritise the improvement backlog:** severity, business impact, effort and dependency-driven sequencing.

OUTPUTS

- ✓ **Profiling results pack** for priority datasets
- ✓ **Baseline data quality scorecards** (initial measures and thresholds)
- ✓ **Current state definitions review** (key inconsistencies and gaps)
- ✓ **Catalogue/metadata gap assessment** (what's missing, what's low value)
- ✓ **Initial lineage and dependency view** (high-level, evidence-based)
- ✓ **Prioritised issue backlog** (defects, controls, documentation gaps)
- ✓ **Risks and constraints summary** for Phase 3 and 4 planning

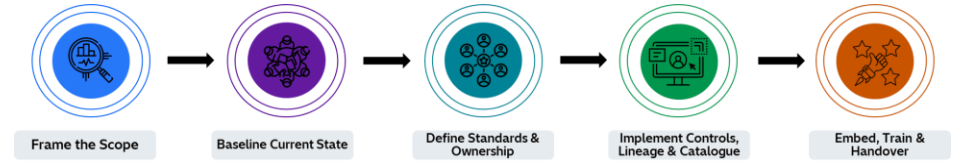


Define Standards & Ownership



Turn the baseline into clear, operable rules and responsibilities. This phase sets consistent definitions, data standards and quality thresholds, plus roles and workflows to manage defects and changes.

It removes ambiguity over “who owns this data” and makes quality and metadata a normal part of delivery.



Key Activities

- * **Define data standards:** naming, definitions, critical fields, reference data, permitted values, and documentation minimums.
- * **Create or extend the business glossary:** agreed terms, KPI definitions, domain definitions, and ownership for each key term.
- * **Specify validation rules:** rule logic, thresholds, monitoring frequency, exceptions, and escalation paths.
- * **Design the defect workflow:** triage steps, prioritisation criteria, fix ownership, re-test approach, and closure evidence (where required).
- * **Confirm ownership roles:** owners, stewards, custodians and approvers; clarify what each role is responsible for day-to-day.
- * **Set governance forums and cadence:** how standards are approved, how changes are reviewed, and how disputes are resolved.
- * **Define acceptance criteria:** what “done” looks like for Phase 4 implementations (rules live, lineage mapped, metadata complete).
- * **Align to classification and access:** ensure standards support controlled access and handling expectations.

OUTPUTS

- ✓ **Data standards pack** (definitions, minimum metadata, field expectations)
- ✓ **Business glossary** for priority domains and KPIs
- ✓ **Quality rules catalogue** (rules, thresholds, frequency, owners)
- ✓ **Defect and change workflow** (triage, fix, re-test, closure evidence)
- ✓ **Ownership model** (owners, stewards, custodians, approvers)
- ✓ **Governance forum pack** (agenda, decision route, artefacts)
- ✓ **Acceptance criteria** for implementing controls in Phase 4

Implement Controls, Lineage & Catalogue



Configure and implement the tooling and controls so they work in your real delivery environment. This phase makes quality checks and monitoring operational, maps lineage end-to-end, and sets up a usable catalogue with stewardship and classification.

The focus is on working outputs that users can rely on, not documentation for its own sake.

Key Activities

- * **Configure the data catalogue:** metadata fields, ownership, stewardship workflow, classification tags and approvals.
- * **Publish priority assets:** datasets, tables, pipelines and reports with clear descriptions, owners, usage guidance and sensitivity labels.
- * **Map lineage end-to-end:** sources → pipelines → semantic layer → dashboards, including key transformations and dependencies.
- * **Implement validation rules:** automate checks, thresholds and exception handling aligned to Phase 3 definitions.
- * **Set up monitoring and scorecards:** scheduled checks, visible scoring, trend views, and alerting/escalation routes.
- * **Integrate with platforms and controls:** connect catalogue/lineage to your data platform, reporting tools, and access controls.
- * **Validate with users:** confirm the catalogue is searchable, lineage is understandable, and quality reporting supports decision-making.
- * **Refine the backlog:** update prioritisation based on what the tooling reveals and what users need most.

OUTPUTS

- ✓ **Configured catalogue** (metadata, classification, stewardship workflow)
- ✓ **Published priority data assets** with owners and usage guidance
- ✓ **Lineage maps** across sources, pipelines and reports
- ✓ **Automated quality rules** running for agreed datasets
- ✓ **Quality monitoring and scorecards** (current and trending)
- ✓ **Integrated access and classification alignment**
- ✓ **Updated improvement backlog** with evidence and next actions

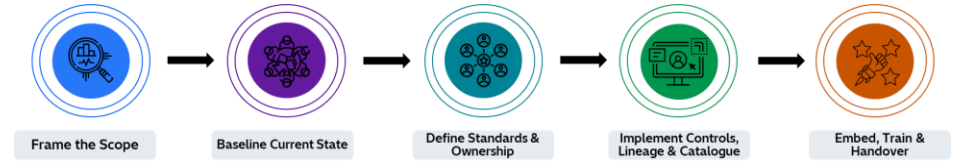


Embed, Train & Handover



Make the capability stick by embedding roles, forums and everyday ways of working, then training users so they can find data, interpret lineage, and act on quality issues confidently.

This phase ensures the catalogue, lineage and monitoring remain maintained in BAU, with clear ownership, evidence, and an improvement loop.



Key Activities

- * **Operationalise governance:** stand up forums, agree cadence, and confirm decision routes for standards, rules and changes.
- * **Embed stewardship routines:** how owners and stewards review metadata, approve updates, and retire assets safely.
- * **Run adoption training:** practical sessions for analysts, report authors and stewards on search, definitions, lineage and quality signals.
- * **Implement BAU quality management:** triage and fix workflow in operation, with prioritisation criteria and closure evidence.
- * **Establish ongoing scorecards:** how quality is reviewed, how trends are reported, and what triggers action.
- * **Publish playbooks and templates:** how to add new assets, document metadata, request lineage updates, and manage defects.
- * **Handover to BAU:** confirm responsibilities, access, runbooks and support routes; agree next improvement backlog.

OUTPUTS

- ✓ **Training delivered** for users and steward roles
- ✓ **Playbooks and templates** (catalogue, lineage, quality workflow)
- ✓ **BAU operating model** (forums, cadence, decision routes)
- ✓ **RACI confirmed** for owners, stewards, custodians and approvers
- ✓ **Ongoing scorecards** and review cadence agreed
- ✓ **Handover pack** (documentation, runbooks, access, support route)
- ✓ **Prioritised improvement backlog** for continuous enhancement

The Hitachi logo is displayed in a bold, white, sans-serif font in the upper right corner of the image. The background is a photograph of a grand, multi-story classical building with a curved facade, many windows, and a balcony with a decorative railing. A large Union Jack flag is flying from a pole on the right side of the building. The overall image has a muted, greyish tint.

HITACHI

Hitachi Solutions Europe

UK Government Overview

Hitachi Solutions for the UK Government

Our **vision** is to be government's partner of choice for the design and delivery of **sustainable, human-centred, Microsoft Solutions and digital services**.

Human-centred Services

Every service starts with people and how technology can make their day simpler.

+

Deep Microsoft Expertise

Hitachi Solutions is dedicated exclusively to the Microsoft ecosystem.

+

Emotionally Aware Delivery

Our former civil servants bring deep understanding and cultural alignment.

=

+

One Hitachi

Hitachi Solutions is part of Hitachi, Ltd., one of the world's largest and most respected organisations.

Sustainable government transformation.

Human-centric by default.

Powered by Microsoft.



Our Credentials

Microsoft



Microsoft global Government and Finance **Partner of the Year 2025**

Microsoft Partner of the Year 2025 Finalists in Build and Modernise AI Apps, Dynamics 365 Supply Chain, Dynamics 365 Sales and Customer Insights, and Low Code Application Development

22 Years in **Microsoft's Inner Circle** (including 2025)

Microsoft Solutions Partner across AI Business Solutions, Cloud and AI Platforms and Security with **18+ specialisations**

Industry



Keystone member of the **Government Digital Sustainability Alliance**

Crown Commercial Service Supplier

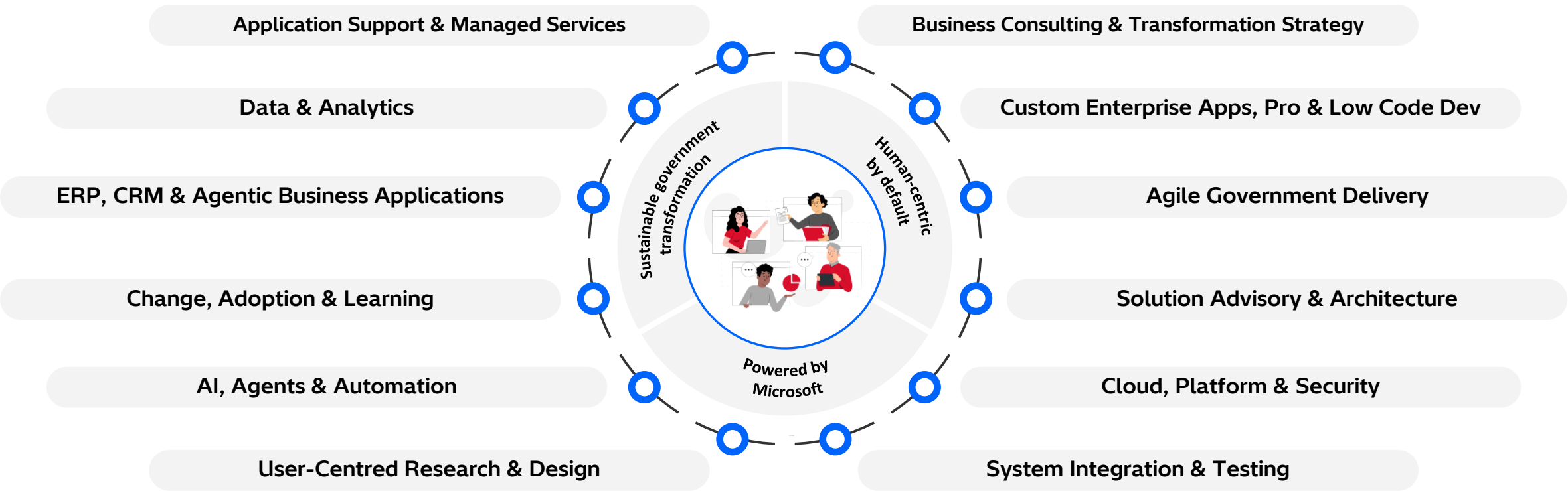
Cyber Essentials Plus Certified

ISO-certified across Quality, Environment, Service, Business Continuity, Information Security, and Privacy Management

Recognised in the **Smarter Working Live Awards** for our regulatory services Customer Experience work with the Environment Agency

Our Services and Expertise

Sustainable business transformation through tailored advisory, consulting, and technology solutions.



Our Clients



"Hitachi Solutions brings substantial digital expertise to the table, complementing our robust business experience. Their insights have been instrumental in identifying opportunities for enhancement and accelerating our initiatives."

Gillian Pratt
Deputy Director Future Regulation
at Environment Agency



"Hitachi Solutions brought in a great project team who we kept for the full duration; they engaged with The Royal Mint side of things very effectively. It really felt like they were part of our own team."

Richard Hobbs
CIO The Royal Mint



"Hitachi Solutions bring the innovation, space and expertise needed to deliver digital transformation at a pace that is needed."

Andy MacDonald
Director of Customer Services,
Aberdeen City Council



"Hitachi Solutions were really good to work with, expertly turning our processes into slick system functionality. Their patience, understanding and "one team" approach to this project facilitated a free-flowing, inclusive environment. Hitachi Solutions' expert technical teams have delivered a great user experience, employing creative thinking to deliver to our often complex requirements."

Daniel Saward
OIA Head of Digital Technology



"DHSC collaborates closely with Hitachi Solutions LTS, emphasising the significance of our enduring partnership characterised by collaborative teamwork and mutual trust. Operating with a framework of high trust and capability, Hitachi Solutions ensures the delivery of quality and excellence to DHSC. Hitachi Solutions should be very proud of their track record in DHSC."

Bryan Rayner
Head of IT Business Systems



"Right from the start, we recognised in Hitachi Solutions a potential partner that would listen to us and really recognise the value of what we were trying to achieve, the lifesaving benefits of what we were trying to build and support."

Alex Duncan
Chief Technology Officer



Contact Us

UK

110 Bishopsgate,
23rd floor

EC2N 4AY London

enquiries@hitachisolutions.com

+44 (0)204 526 8510



hitachi-solutions.co.uk



hitachi-solutions-europe