

IBM Consulting



G-Cloud 15 IBM - Data Governance Services

Service Definition Document

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Overview

Service Description:

This service is delivered by the IBM Hybrid Cloud and Data practice. IBM supports clients to balance data-driven innovation with proactive management of risk through modern Data Governance frameworks covering people, processes, technology and AI governance.

IBM's Data Governance approach can be applied at enterprise level or tailored to individual business units such as Finance, HR, Operations, Citizen Services, Public Safety, Healthcare, or wider functional domains.

Features:

- Data and AI Roadmap
- Reference Architecture and Technology Recommendations
- Reference Data and Governance Capabilities
- Maturity Assessment
- Data Governance Framework definition (including AI Governance where relevant)
- Data Governance Operating Model
- Governance Roles and Responsibilities
- Data Governance Tooling and Artefacts
- Guidance on regulatory readiness (e.g., DPA 2018, GDPR, AI-related policies)

Benefits:

- Clear stakeholder alignment on the organisation's data and AI agenda
- Improved trust, consistency and discoverability of data used for decisions
- Reduced duplication across the organisation and lower total cost of ownership
- Accelerated innovation through improved data access and interoperability
- Robust governance that increases confidence in data transformation and digital transformation initiatives

Why the Service is needed

Many organisations are not fully maximising the value of their data, whether internal, licensed or publicly available.

Common challenges include:

1. Data is not trusted, requiring repeated validation, manual manipulation or work-arounds
2. Data and analytics solutions are duplicated in silos, increasing cost and inconsistency
3. Lengthy delivery times for data initiatives due to unclear data ownership and lineage
4. Limited availability of specialist skills in areas such as data architecture, engineering, modelling and governance
5. Recurring data quality issues that are never fully resolved
6. Insufficient business engagement, caused by unclear communication on data issues
7. Low adoption of data and AI technologies due to unclear purpose or poor onboarding
8. Difficulty selecting appropriate data platforms, governance tools or cloud technologies
9. Unclear or ineffective data controls across multiple repositories and environments
10. These issues result in lost efficiency, reduced business confidence and missed opportunities for innovation.

Description of the Service

IBM's Data Governance Services consist of several modular sub-offerings. These provide flexible starting points based on an organisation's data maturity, clarity of vision, ambition to use AI responsibly, and readiness to modernise its Data and Analytics Platform.

The sub-offerings enable IBM to advise, design, build and support a range of data and governance capabilities.

1) Next generation Data Governance

Description: This sub-offering supports organisations to design and embed a modern Data Governance framework that orchestrates People, Process and Technology, and where relevant expands to AI governance.

The service helps establish:

- Data ownership, stewardship and governance communities
- Governance forums, decision-making processes and escalation paths
- Policies and standards covering quality, metadata, lineage, interoperability, privacy and responsible AI
- Processes supported by automation and fit-for-purpose tooling
- Controls aligned to legislative requirements (including GDPR/DPA) and emerging AI assurance standards
- Using IBM's Data Governance Framework alongside external standards, the engagement identifies current-state gaps and defines a roadmap to reach target maturity across governance, quality and compliance.

Description of the Service

2) Data Governance Operating Model Design

Description: This consultative engagement works with key business and technical stakeholders to design a scalable Target Operating Model (TOM) for Data, Analytics and AI functions. The operating model incorporates leading industry practice from DCAM, CDMC and IBM frameworks.

The operating model covers:

- Organisational structures for central, federated or hybrid data and analytics functions
- Roles and responsibilities across data ownership, stewardship, platform operations, governance, analytics and AI
- Core operating processes, including quality management, metadata management, issue management, policy adoption and value realisation
- A high-level Operations Guide to bring the model to life, including good-practice templates, process flows and tooling recommendations
- Optional definition of an enterprise-wide Data and AI Vision to align business units, reduce silos and support self-service enablement
- Align on the most appropriate organisational approach to manage data (e.g. distributed, federated, or centralised).
- The outcome provides a clear blueprint for embedding accountable, scalable governance that supports cloud transformation, interoperability and responsible use of AI.

Description of the Service

3) Maturity Assessment

Description: IBM uses a combination of industry-recognised frameworks (including DCAM, CDMC) and IBM maturity models as required to assess an organisation's capability across Data Governance, Architecture, Quality, Analytics and AI readiness.

The assessment:

- Measures maturity across governance, stewardship, architecture, data management, metadata, lineage, quality, analytics and AI governance
- Benchmarks the organisation against independent models to ensure objective evaluation
- Identifies capability gaps, risks, strengths and opportunities
- Provides clear, actionable recommendations and target-state maturity levels
- Informs strategic planning, future-state operating model design and investment prioritisation
- The approach supports organisations in planning their journey toward a trusted, data-driven and AI-enabled enterprise.

Description of the Service

4) Selecting Data Governance Solutions for your Business

Description: This sub-offering helps organisations define requirements and evaluate data governance, metadata, quality, cataloguing, risk management and other related tooling (such as: Collibra, Informatica, Alation, Attacama, Microsoft Purview, AWS Glue, Google Dataplex, IBM Knowledge Catalog).

Activities Include:

- Requirements definition aligned to maturity targets and governance needs
- Diagnostic review of current tools and assessment of utilisation
- Vendor-neutral evaluation and scoring framework for technology selection
- Traceability of capabilities to requirements where relevant
- Optional assistance with procurement and business case development

