

Service Description

Data Literacy

SUBMITTED BY

NORTH HIGHLAND®

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CONTENT



SERVICE OVERVIEW

North Highland's Data Literacy service accelerates your transformation into a data-driven organisation. We holistically assess Business, Data, and Talent Management Teams across all levels, identifying opportunities to embed data-driven decision-making into daily operations. Beyond training and technology, we drive whole-organisation transformation, building sustainable capabilities for long-term success.

FEATURES

1. **Data Literacy Assessment:** Evaluate strategy, skills, governance, leadership, tools, opportunities
2. **Team Evaluations:** Assess readiness across Business, Data and Talent-Management teams
3. **Maturity Benchmarking:** Measure data literacy maturity against industry standards
4. **Capability Development:** Learning paths, competencies aligned to organisational needs
5. **People-Centred Implementation:** Engage stakeholders, manage change, foster data-driven behaviours
6. **Technology Enablement Guidance:** Advise on tools, platforms, data access strategies
7. **Actionable Roadmap Delivery:** Tactical recommendations, prioritised implementation plan

BENEFITS

1. **Enhanced Decision-Making:** Empowers employees to make evidence-based decisions
2. **Improved Business Performance:** Drives operational efficiency, innovation, and competitive advantage
3. **Workforce Empowerment:** Empowers teams to interpret, apply data confidently
4. **Strategic Alignment:** Data literacy initiatives directly support business objectives
5. **Sustainable Capability:** Lasting organisational change through skills, continuous learning
6. **Cross-Functional Collaboration:** Breaks down silos between teams, foster partnerships

7. Future-Ready Organisation: Prepares workforce for evolving data, analytics requirements

SERVICE DESCRIPTION

North Highland's Perspective on Data Literacy

At North Highland, we recognise that data literacy is the foundational capability that determines whether organisations can truly extract value from their data investments. Research indicates that 50% of organisations will lack sufficient AI and data literacy skills to achieve business value, making this a critical priority for leaders navigating digital transformation.

Data literacy is the degree of skill and capability an organisation possesses that enables its workforce to use data to make better business decisions. It's not simply about technical training – it's about changing how work gets done by embedding data talents throughout the organisation and into day-to-day decision-making.

A comprehensive data literacy programme:

- Establishes the foundations for data-driven culture where employees at all levels feel confident reading, interpreting, questioning and communicating with data.
- Aligns capability development with business strategy to ensure learning investments deliver tangible operational and strategic outcomes.
- Creates clear pathways for growth with role-specific competencies, learning journeys, and expectations built into performance frameworks.

North Highland's Approach:

Data literacy is never just about training. It's a catalyst for enterprise-wide transformation, enabling insight-driven decision-making, operational agility, and competitive advantage. Our approach is grounded in four core principles:



PEOPLE

We help you build a data-literate workforce by assessing capabilities across all levels and designing targeted learning pathways tailored to different roles and responsibilities. We focus on building a sustainable, data-driven culture by upskilling your teams, clarifying expectations, and fostering collaboration between Business Teams, Data Teams, and Talent Management Teams to ensure everyone has the confidence and capability to use data effectively.



PROCESS

We create standardised processes and clear frameworks for embedding data-driven decision-making into day-to-day workflows and business activities. Our methodology establishes how data literacy is supported, measured, and continuously improved across the organisation. We design role-specific competencies, learning journeys, and performance expectations that are agile and scalable, allowing you to adapt as your data maturity evolves.



TECHNOLOGY

We provide guidance on tools, platforms, and self-service analytics capabilities that enable your workforce to access, interpret, and apply data in their roles. We assess current technology enablement and recommend solutions for data cataloguing, visualisation, and accessible analytics. Technology is positioned as an enabler, not a driver, of your data literacy efforts – ensuring the right tools support people in making better decisions.

Our Proven Steps to Data Literacy Success

DISCOVER & ASSESS:

We conduct comprehensive discovery across your Business Teams, Data Teams, and Talent Management Teams through interviews, surveys, workshops, and data analysis. This holistic assessment establishes your current maturity baseline across all seven lenses of data literacy.

ANALYSE & BENCHMARK:

We evaluate findings against industry best practices and comparable organisations, identifying priority areas where improvement will deliver greatest business impact. We provide clear maturity scoring and gap analysis for each lens.

DESIGN & PRIORITISE:

We co-create a tailored data literacy strategy and roadmap with your stakeholders, prioritising initiatives based on feasibility, impact, and strategic alignment. This includes defining target competencies for different roles and designing learning pathways.

IMPLEMENT & ENABLE:

We support implementation of priority initiatives through targeted training programmes, communities of practice, role-specific resources, enabling technologies, and organisational change facilitation. We transfer knowledge and empower your teams to sustain capability.

MEASURE & EVOLVE:

We establish metrics and feedback mechanisms to track progress, measure adoption, and demonstrate value. Our approach includes continuous refinement based on real-world results, ensuring your data literacy programme remains relevant and impactful as your organisation evolves.

ABOUT NORTH HIGHLAND

North Highland is a leading change and transformation consultancy, helping organisations transform with people at the heart of every decision. Our talented teams partner with clients to

navigate their most complex, high-priority, and urgent challenges. With every engagement, we make change happen, helping organisations across the public sector transform.

We support clients as they improve efficiency and productivity, modernise data and technology, and build and advance new capabilities that fuel growth and competitive differentiation. We also implement, manage and drive adoption of it all, ensuring successful translation of strategy to day-to-day operations.

North Highland offers an unblemished record of delivering leading expertise across industries, as shown by the numerous awards and accolades we have received in recent years from Forrester, Gartner, ALM and other highly regarded organisations. Firmwide, 94% of North Highland's business is with repeat clients – a testament to the high quality of our services.

ORDERING, INVOICING & TERMINATION

Our Master Services Agreement (MSA) contains our standard terms, and we start work when we have a Statement of Work signed by both parties, on a mutually acceptable date. Invoicing is monthly in arrears, unless agreed otherwise and either party may terminate a Statement of Work or the MSA in accordance with the usual terms set out in the MSA.

GET IN TOUCH



We have a frameworks office that monitors correspondence for G-Cloud opportunities.

They can be reached directly at nhuk.frameworks@northhighland.com



You can reach us on the phone at **+44.020.7081.2544**

Please ask for the Strategic Proposals Team who will be able to deal with your enquiry directly or put you in touch with the right person to discuss your requirements.



Write, or come and visit us at our London office:

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