



Service Description

Data Governance

SUBMITTED BY

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CONTENT



SERVICE OVERVIEW

North Highland accelerates your data-driven journey by rapidly designing and implementing tailored data governance frameworks for every industry's regulatory landscape. We collaborate with stakeholders to deploy the most appropriate governance model - centralised, federated, or hybrid - based on your organisation's structure, unlocking trusted insights while maintaining compliance and mitigating risk.

FEATURES

1. **Current-State Assessment:** Evaluate people, processes, data, technology; identify gaps
2. **Future-State Governance Model:** Define target operating models, roles, and responsibilities
3. **Develop policies, standards:** Guidelines for quality, security, privacy, lifecycle management
4. **Organisational Alignment & Change Management:** Data-driven culture through stakeholder engagement
5. **Technology Enablement:** Data cataloging, metadata management, lineage, master data management
6. **Effective Training:** Targeted upskilling, knowledge transfer, documentation to empower teams
7. **Continuous Improvement Framework:** Ongoing monitoring, measurement to sustain governance maturity

BENEFITS

1. **Strategic Alignment:** Data governance linked to objectives, supporting fact-based decision-making
2. **Data Quality:** Delivers accurate data for analytics, reporting, regulatory compliance
3. **Clear Accountability & Ownership:** Defines roles, reduces ambiguity, drives organisational stewardship
4. **Consistent Policies & Common Language:** Promotes standardised practices, terminology, data rules

5. **Improved Operational Efficiency:** Streamlines processes, reduces duplication, enables entity view
6. **Risk Mitigation & Compliance:** Addresses privacy, security, regulations, reducing reputational risk
7. **Organisational Enablement:** Sustainable, data-driven culture through upskilling, communication, ongoing support

SERVICE DESCRIPTION

North Highland's Perspective on Data Governance

At North Highland, we believe Data Governance is fundamentally a people-first, process-second, and technology-third discipline. Our experience shows that a strong data governance programme is not just a technical exercise, it is a business-driven initiative, built on a foundation of partnership between business and IT, and designed to align your data and information assets with your overall business strategy.

A robust data governance programme:

- **Establishes the people, process, and technology foundations** necessary to improve analytics, ensure data quality, and foster a culture of accountability.
- **Aligns data capabilities with business strategy** to drive decision-making and operational excellence.
- **Identifies and empowers stakeholders** who are accountable for data-related decisions, ensuring clear authority and stewardship across the enterprise.

North Highland's Approach:

Data is never just data. It's a catalyst for enterprise-wide transformation, fuelling insight-driven decision-making, operational agility, and competitive advantage. Our approach is grounded in three core pillars:



PEOPLE

We help you establish a formal Data Governance Structure, often including a stewardship model and governance forums - to drive key decisions and accountability. We focus on building a sustainable, data-driven culture by upskilling your teams, clarifying roles, and fostering collaboration across business and IT.



PROCESS

We create standardised processes and clear decision rights, supporting a formal framework for implementing, assessing, and continuously improving data standards. Our methodology is agile and scalable, allowing you to adapt governance practices as your organisation evolves.



TECHNOLOGY

We provide standardised data governance, business intelligence, and data warehousing tools and frameworks - enabling secure, accessible, and high-quality data across the organisation. Technology is positioned as an enabler, not a driver, of your data governance efforts.

Our Proven Steps to Data Governance Success

DEFINING GOVERNANCE:

We partner with you to refine the definition of data governance and calibrate your preferred level of governance maturity, leveraging our Enterprise Information Management (EIM) framework and industry best practices.

PRIORITISING FUNCTIONS:

We enable data governance by focusing on business needs first - ranking governance activities into achievable, value-driven goals, and socialising these with stakeholders to build consensus and momentum.

GROWING CAPABILITY:

We transfer knowledge, provide practical tools, and empower your colleagues to grow their skills, ensuring your data governance capability is sustainable and future ready. Recognising that governance is fundamentally about people and culture, we focus on engaging teams, fostering new mindsets, and supporting behavioural change. By embedding these principles, we help your organisation adopt new ways of working and build lasting data stewardship.

Commented [WM1]: @Pavan Annam @Josie Deedes I think there is a people element here, can we call that out? Governance is very people / culture focussed, its often the hardest part, changing minds and ways of working, if we could please call out - thank you.

Commented [PA2R1]: Updated. Thanks Warren.

GUIDANCE VS GOVERNANCE:

We help you evolve from rule enforcers to consultative partners, providing guidance and expertise that enables the business to make confident, data-driven decisions.

BUILD TO DEPLOY:

Our solutions are designed with a strong bias for feasibility and rapid deployment, delivering meaningful wins early and often and accelerating your speed to market. We tailor our approach to your industry, regulatory environment, and organisational maturity, ensuring the right governance model (centralised, federated, or hybrid) is selected for your context.

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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