

Best Practices For Implementing A HELP DESK FOR DATA as Part of a Data Governance Program

The DGI Data Governance Framework from The Data Governance Institute

Supporting transparency, auditability, standardization, and checks-and-balances.

Data Governance

A system of decision rights and accountabilities for information-related processes, executed according to agreed-upon models which describe who can take what actions with what information, and when, under what circumstances, using what methods.

Governance is designed to:

- Proactively create and align rules
- React to infringements and resolve issues
- Protect and serve the interests of Data Stakeholders through ongoing support

Governance Principles

- Integrity
- Transparency
- Auditability
- Accountability
- Stewardship
- Checks-and-Balances
- Standardization
- Change Management

Data Governance Focus Areas

- Data Quality
- Information Integration & Flow
- Data Definitions
- Risk & Controls
- Security
- Privacy
- Access Management
- Compliance
- Support for SOA and MDM
- Executive Decisionmaking

All "Govern the Data" processes have components to be addressed during each of **The Seven Phases of Data Governance**



Governance Checks-and-Balances

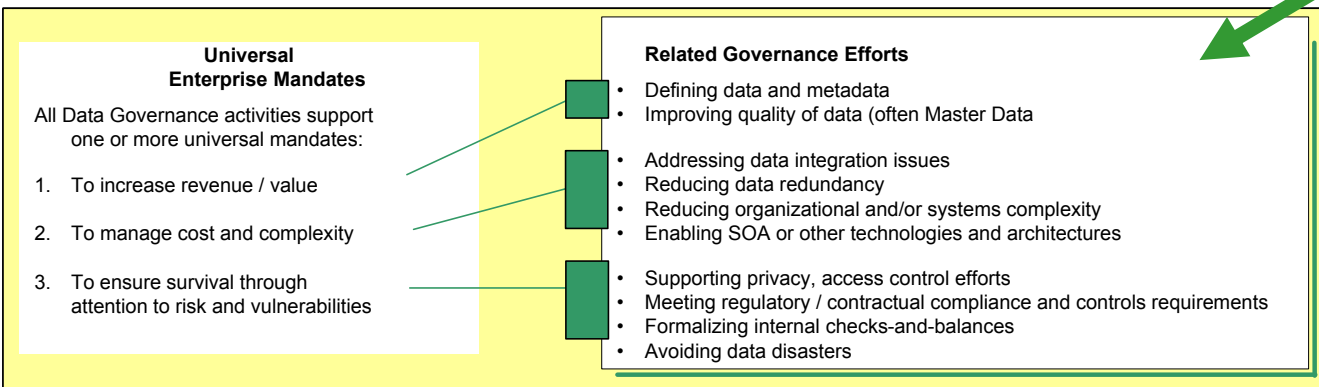
- Governance processes balance the needs of stakeholders*
- Business & Technology groups that collect, create, store, and manipulate information
 - Those who use information
 - Those who set rules (Compliance, Risk Management, Security, Privacy, Data Quality, etc.)

include

- C - Communications
- A - Access to Information
- R - Record-keeping
- E - Education and Support

and look at impacts at four levels

- Program / Enterprise
- Project / Department
- Professional Discipline
- Person as individual

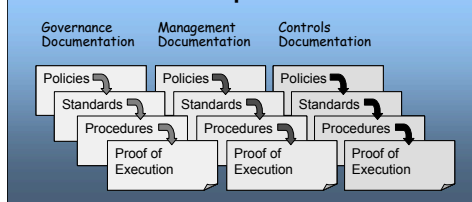


Process Documentation Supports the Post-Compliance Paradigm

In compliance environments, it's no longer enough to do work.

- Now you need to
- Do it
 - Control it
 - Document it
 - Prove compliance

Documentation Triple Waterfall



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About the DGI Data Governance Framework

The DGI Data Governance Framework™ is published by The Data Governance Institute: 2511 E. Colonial Dr. #219, Orlando, FL 32803 www.DataGovernance.com 321-438-0774 Organizations are permitted to use elements of the framework in their internal Data Governance efforts, but not to resell original or derivative materials. Vendors who wish to incorporate the framework in products or training should contact the Institute for permission. Detailed process steps, worksheets, and other implementation materials are available in the DGI Data Governance Methodology™.

1 Decide which of these focus areas your Help Desk will support

2 Develop a plan that follows the phases of any new offering of a Data Governance program.

3 Train staff to balance the needs of all data stakeholders

4 Gather metrics about calls that will clearly demonstrate value

5 Capture the right information

6, 7

Involve the right people to set requirements and deliver services, then hold them accountable for participation.

8

Gather feedback from callers about the usefulness of data definitions

9, 10

Inform callers of other governance processes and services provided to data stakeholders.

11, 12

Make this service known to cross-functional enterprise efforts. Consider prototyping it as a low-cost value-add for one of these efforts.

Questions?
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