

**This Webinar will be starting
momentarily**

**Please post any questions throughout
the presentation using chat**

**Note: All participant microphones
are muted.**

THANK YOU FOR ATTENDING!

**The Data
Governance
Playbook
Webinar
Series**

Session #2:

**Data Ownership, Stewardship &
Organizational Structures:**

Agenda

- 1** | Housekeeping & Introductions
- 2** | Creating an effective DG Organizational Structure
- 3** | Building a Network: Data Owners & Data Stewards
- 4** | Q&A and Close-Out

Housekeeping & Zoom Overview

- As a Zoom attendee, your webcam and microphone will not be activated so that we can cover the material in the allotted time
- There will be an opportunity to pose questions through the Zoom chat function:
 - The Chat Box allows you to send messages to everyone or just the presenters
 - The Q&A Box allows you to pose questions - using your name or anonymously
- We encourage participants to post questions throughout the presentation

Of note:

- This session will be recorded but your participation is anonymous
- The slide deck will be available upon request (inquiries@DataGovernix.com)
- The recording will be posted to our website (www.DataGovernix.com)

...and we have a couple of Polls we'd like you to take part in



DataGovernix
Data. Driven.

“Let’s take this Data-Driven journey together.”



Founded in 1995 and based out of Ottawa, ON, Canada



Specializing in Data Strategy, Data Governance, & Data Management



Delivered hundreds of data initiatives across Canada, US, and South America



Expertise in Public Sector, Banking, Insurance, and Oil & Energy Sectors

About the Presenters



Graham Smith: CEO/Founder & Chief Data Strategist

- Over 25 years experience in Data Management Industry
- Trusted Advisor, Educator, and Mentor
- Undertaken hundreds of data initiatives for both public and private sector clients
- Previously Sr. Data Management practitioner for KPMG LLP and IBM Canada



Alex Fourie: Sr. Data Governance Specialist

- Over 10 years experience in Data Management Industry
- Undertaken numerous engagements for public and private sector clients primarily in the financial and public sectors
- Previously Data Management practitioner for Deloitte LLP

Part I: The DG Organizational Structure (DGOS)

Graham Smith, CEO & Data Strategist
DataGovernix Ltd.

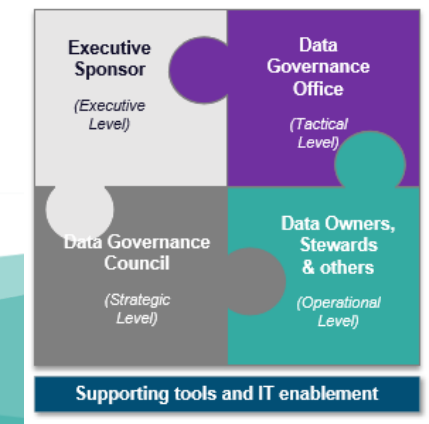
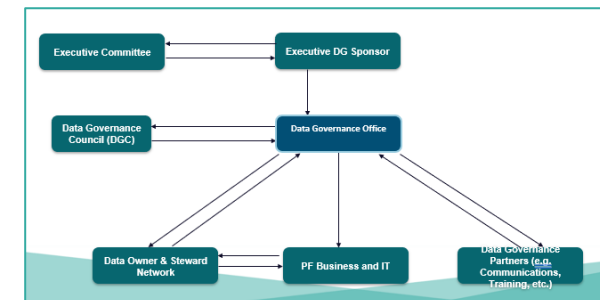
Core Data Governance 'Building Blocks'

- **DG Organizational Structure (DGOS):**
- **DG Roles & Responsibilities**
- DG Policies & Standards
- DG Processes & Artifacts
- DG Metrics & Reporting
- DG Tools & Technologies
- DG Training & Support



Why do you need a DG Organizational Structure?

- Holistic DG model **comprised of executive, strategic, tactical, and operational** tiers that promote and support DG-related activities
- Interconnected series of Councils, Committees, Working Groups and Advisory entities
- Each **entity has a clear mandate, membership, and responsibilities**
- Sets **expectations around decisions, escalations, interactions, communications, and cadences**
- Ensures **alignment/compliance with corporate/data strategy, policies, and standards** for all data initiatives
- **Scalable and can be built out incrementally** over time consistent with DG maturity



Traditional DG Organizational Structure



Data Initiative 1

Data Initiative 2

Data Initiative 3

Data Initiative 4

Data Initiative 'n'

Executive Tier: DG Steerco



Membership:

A senior manager or executive stakeholder(s) who represents the DG program.

Responsibilities:

- **Identify and approve target areas** or projects for DG
- Assign Business Trustees for targeted areas or data projects
- **Authorize additional funding** where necessary for Data Governance as part of existing initiatives
- Fund, sustain, and protect Data Governance
- **Final decisioning, approvals of escalation path**
- **Champion the DG cause** across the organization
- Create and **nurture a data aware culture**

Strategic Tier: DG Council



Membership:

- Selected Data Trustees and Stewards involved in Data Governance activities and other cross-functional business stakeholders

Responsibilities:

- **Evolve DG Operating Model** in support of Data Governance policy
- **Collaborate on cross-departmental DG efforts**, including data management policies, procedures, governance, tools and methodologies
- **Provide guidance** to DG Office
- **Resolve issues** escalated through Data Stewardship

Tactical Tier: DG Office



DG Office Membership:

- DG Lead, DG Analysts, DQ Analysts

Responsibilities:

- **Centralize DG activities**, communications, and reporting
- Support and **promote DG agenda** at each DGOS level as required
- **Define roadmap, priorities, resourcing, funding needs** to ensure effective DG
- Engage potential '**DG customers**' throughout the organization to identify and carry out appropriate DG and related activities
- **Communicates** the DG strategy
- Works to **resolve or escalates systemic data issues**

Operational Tier: DG Working Groups



Membership:

- Data Trustee and Stewards associated with a particular data initiative or focus
- SMEs and Stakeholders for Collaborative Issue Resolutions (as needed)

Responsibilities:

- Identify and document **data issues** associated to a particular data initiative
- Identify, define and **document information assets** in the targeted areas or projects
- Identify, assign, and **engage Subject Matter Experts and Stakeholders** in stewardship activities
- Recommend options for **data issue resolution** to Data Governance Council

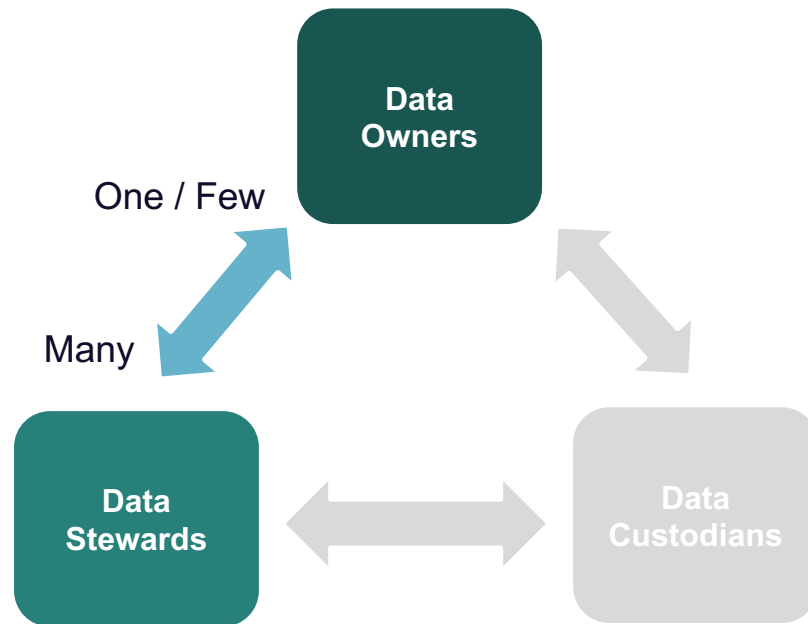
Poll Question: What DG entities do you have in place?

Part II: Data Owner/Trustee & Data Steward Networks

Alex Fourie, Sr. Data Governance Analyst
DataGovernix Ltd.

Introducing DG Network Roles

Traditionally, DG Networks contain 3 synergistic roles: **Data Owners / Trustees**, **Data Stewards** and **Data Custodians**. All are important, but we will focus on Data Owners and Data Stewards:



Data Owners (Trustees)

- Are usually senior business stakeholders
- Are accountable for managing data
- Drive the implementation of DG activities

Data Stewards

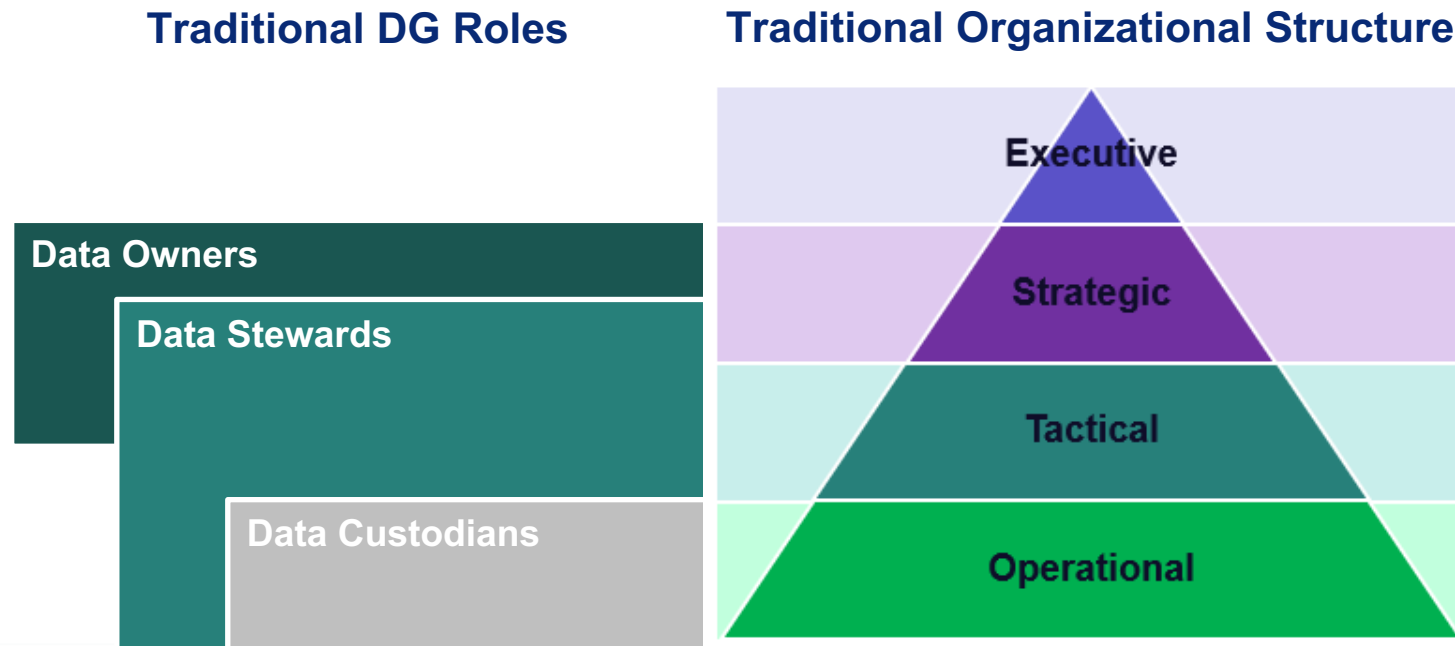
- Have varying levels of seniority
- Are responsible for data management
- Co-ordinate & execute DG activities

Data Custodians

- Have varying levels of seniority
- Are responsible for systems
- Manage data infrastructure

Introducing DG Network Roles

Data Owners, Data Stewards (and Data Custodians) interact across DG initiatives and the tiers of the Organizational Structure:



Identifying Data Owners & Data Stewards

Data Owner and Data Steward are formalized DG roles for work that stakeholders are likely to be doing already – the best candidates are often found in the business

Data Owners:



Understand the business and may rely on data for decision making



Have the authority to change business processes and address data issues



Maintain a view of upcoming business and regulatory requirements



Usually commit limited time to the role

Data Stewards:



Understand data, business processes and data management methodologies



Influence stakeholders to reach consensus without direct authority



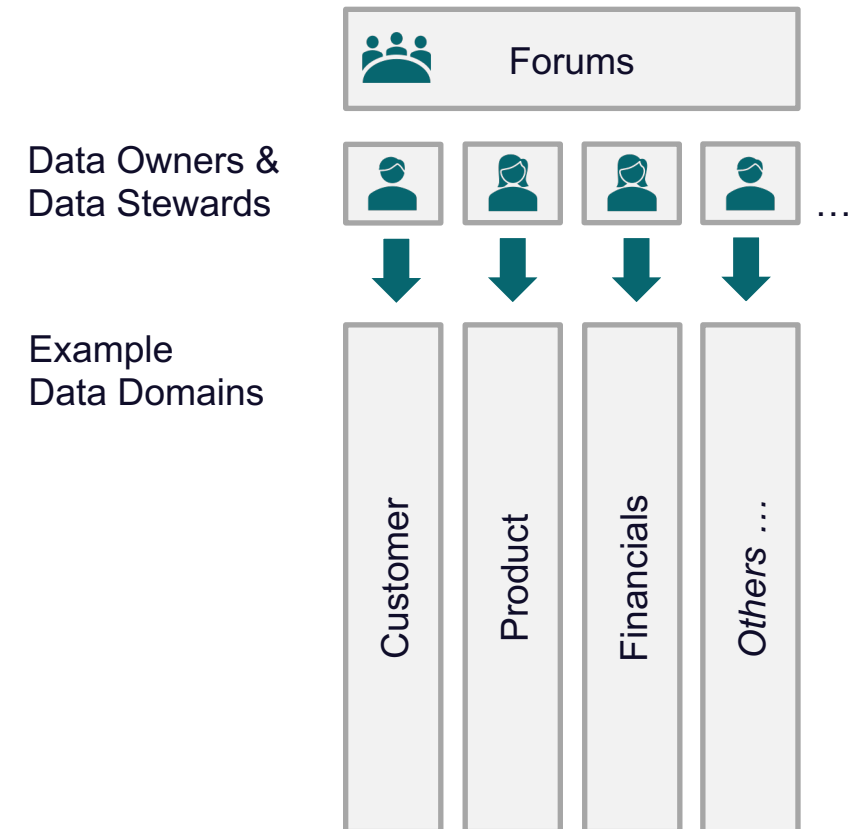
Maintain a view of data and metadata throughout its lifecycle



Often commit substantial time to the role

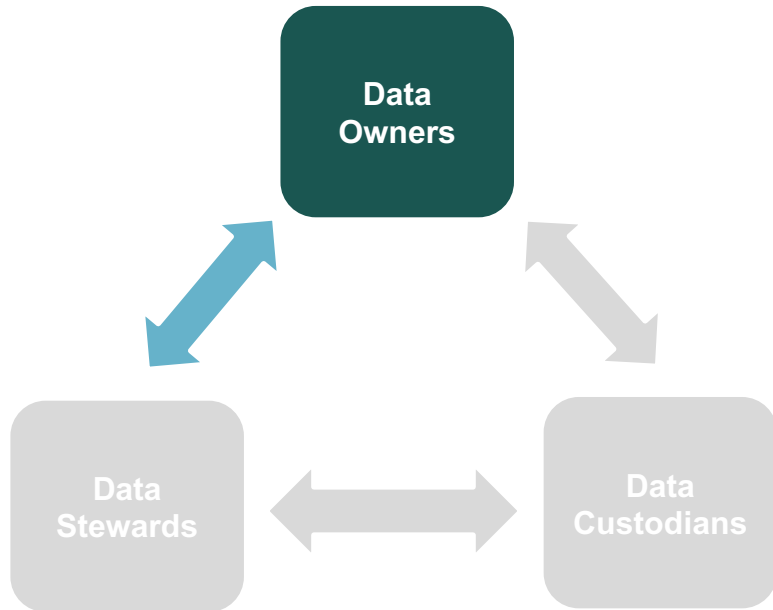
Allocating Data

- Most organizations collect large volumes of diverse data
- Ultimately, the data is owned by the organization and it is not reasonable to assign accountability for its management to a single individual or team
- Data can be sub-divided into conceptual groups known as data domains
- Assignment of Data Owners and Data Stewards to domains of data is practical because business requirements for managing it are often consistent



Enrolling Data Owners

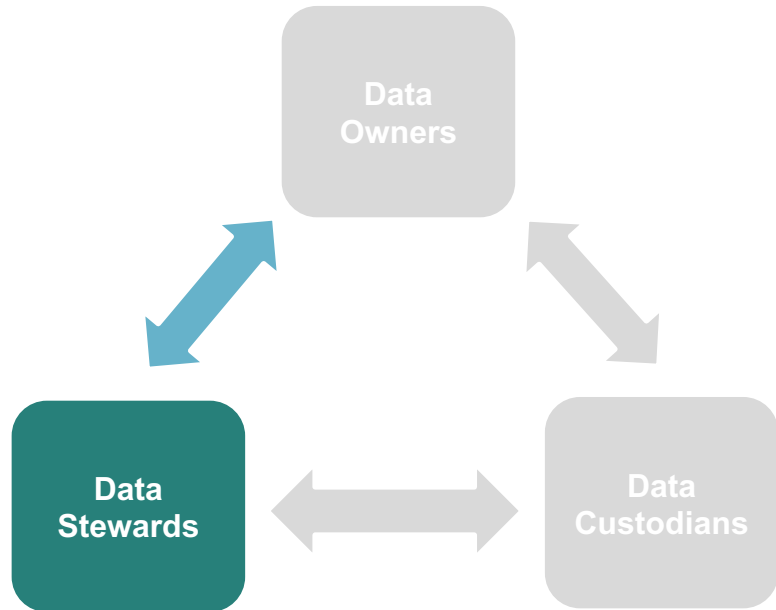
Considerations when planning to enroll Data Owners include:



- Data Owners **should formally agree** to take on the role but consider using an incremental approach initially
- **Clear communication** is important - business SMEs are unlikely to understand the purpose and implications of being a Data Owner at the outset
- **Link responsibilities to KPIs** for Data Owners as the Data Governance Organization matures
- **Incentivize** effective Data Ownership

Enrolling Data Stewards

Considerations when planning to enroll Data Stewards include:



- **Consult Data Owners**, managers, HR and the Data Governance Council to identify strong candidates
- Light training followed by clear, **incremental responsibilities** is often effective
- **Ensure clear communication to business** and HR managers about the nature and demands of the role
- Establish a career path for Data Stewards
- **Incentivize** Data Stewards

What do Data Stewards do?

- **Use Case 1:** Data lineage
- **Use Case 2:** Business glossary, data dictionary and data catalogue maintenance
- **Use Case 3:** Data quality management – rules, dashboards, issue escalation and data remediation
- **Use Case 4:** Data issue capture

Notes on Building the Network

- Use the Data Governance Office to **create awareness**. Align with the organization's culture, but a light communications strategy may be more effective than formal engagements initially
- **Start with an in-flight project**. Building a broad network takes time – enrolling a small number of candidates onto a current project can demonstrate value early
- **Define clear responsibilities** for candidate Data Owners and Data Stewards before enrolling them
- Work with data architecture to **document data domains** if this has not been done already
- Note that building a robust network is likely to be a marathon, not a sprint

Poll Question: How well established is your Data Owner / Data Steward network?

Thank You for Attending!

- We will be providing a link to today's recording on our website: DataGovernix.com
 - Email inquiries@datagovernix.com for a copy of today's presentation

...and circle your calendar!

Our Next Session is in March 2021:

Data Privacy & Protection

We will be posting registration information soon