# Data Governance Charter Insurance Industry

# Purpose

Welcome to the Data Governance Charter, a strategic framework designed to enhance data management practices and support the achievement of business goals. By implementing robust data governance principles, organizations can harness the power of accurate, reliable and timely data to drive revenue growth. This charter serves as a roadmap to ensure data integrity, accessibility and security, ultimately empowering decision-makers to make informed choices that maximize profitability.

# Mission

Our mission is to provide accessible insurance solutions to all, ensuring transparency and trust through robust Data Governance practices. We achieve this by leveraging our expertise, fostering collaboration, and upholding the highest standards of integrity.

# Vision

Our vision is to create a data-driven insurance industry that empowers stakeholders to make informed decisions and drives innovation. We foster a culture of collaboration, transparency, and trust to deliver accessible, reliable, and personalized insurance solutions.

# Operating Model

Add your text here.

Escalation / Approval

Communication

|  |  |  |
| --- | --- | --- |
| Role | Responsibility | Accountability |
| Executive Leadership | * Provide funding and resources for the Data Governance Program. * Clearly communicate business priorities and goals to the Data Governance Program. * Nominate an executive sponsor who will champion the Data Governance Program and ensure its success. * Appoint a committee member from each business area to actively participate in the Data Governance Committee. | * Accountable for the overall success and effectiveness of the Data Governance Program. * Accountable for allocating necessary resources and budget for the program. * Accountable for ensuring that business priorities and goals are aligned with the objectives of the Data Governance Program. * Accountable for supporting and empowering the executive sponsor to drive the program forward. * Accountable for actively participating in the Data Governance Committee and providing guidance and decision-making authority. |
| Data Governance Sponsor | * Secure funding and resources for the Data Governance Program. * Provide guidance and direction to the Data Governance Committee and Data Governance Team. * Champion the Data Governance Program and promote its importance and benefits to Executive Leadership. * Communicate achievements and challenges of the Data Governance Program to Executive Leadership. * Ensure that the Data Governance Program aligns with the strategic goals and objectives of the organization. | * Accountable for successfully securing the necessary funding and resources for the Data Governance Program. * Accountable for providing clear guidance and direction to the Data Governance Committee and Data Governance Team. * Accountable for effectively communicating the achievements and challenges of the Data Governance Program to Executive Leadership. * Accountable for ensuring that the Data Governance Program is aligned with the strategic goals and objectives of the organization. * Accountable for actively supporting and promoting the Data Governance Program and its importance to the organization. |
| Data Governance Committee | * Define and prioritize data governance projects and initiatives. * Allocate resources, including budget and personnel, for performing data governance projects. * Monitor the progress and outcomes of data governance projects and initiatives. * Review and approve data governance policies, standards, and guidelines. * Foster collaboration and engagement among business areas and stakeholders in the data governance program. * Nominate a proxy for each business area to represent their interests and ensure their participation in data governance activities. * Provide guidance and support to the Data Governance Team and Working Groups. | * Accountable for effectively prioritizing and allocating resources for data governance projects and initiatives. * Accountable for monitoring the progress and outcomes of data governance projects and initiatives. * Accountable for reviewing and approving data governance policies, standards, and guidelines. * Accountable for fostering collaboration and engagement among business areas and stakeholders in the data governance program. * Accountable for nominating a proxy for each business area to represent their interests and ensure their participation in data governance activities. * Accountable for providing guidance and support to the Data Governance Team and Working Groups. |
| Data Governance Team | * Develop and maintain the overall data governance strategy and roadmap. * Define and implement data governance policies, standards, and guidelines. * Establish and enforce data quality and data management practices. * Identify and prioritize data governance projects and initiatives based on business needs and outcomes. * Provide guidance and support to business areas in implementing data governance practices. * Develop and deliver data governance training and awareness programs. * Monitor and report on the progress and effectiveness of data governance initiatives. * Collaborate with stakeholders to gather requirements and feedback for continuous improvement of the data governance program. | * Accountable for leading the data governance program and ensuring its alignment with business goals and objectives. * Accountable for defining and implementing data governance policies, standards, and guidelines. * Accountable for the overall data quality and data management practices within the organization. * Accountable for identifying and prioritizing data governance projects and initiatives that deliver specific business outcomes. * Accountable for providing guidance and support to business areas in implementing data governance practices. * Accountable for developing and delivering data governance training and awareness programs. * Accountable for monitoring and reporting on the progress and effectiveness of data governance initiatives. * Accountable for collaborating with stakeholders to gather requirements and feedback for continuous improvement of the data governance program. |
| Data Governance Working Groups | * Collaborate with the Data Governance Team to develop and implement data governance policies, standards, and guidelines. * Execute data governance initiatives and projects to improve data quality and data management practices. * Conduct data governance assessments and audits to identify gaps and recommend improvements. * Provide subject matter expertise and support in data governance activities within their respective business areas. * Engage and communicate with stakeholders to ensure their involvement and support in data governance initiatives. * Contribute to the development and delivery of data governance training and awareness programs. * Participate in data governance meetings and working sessions to provide input and insights. | * Accountable for executing data governance initiatives and projects within their respective business areas. * Accountable for implementing and adhering to data governance policies, standards, and guidelines. * Accountable for improving data quality and data management practices in their respective business areas. * Accountable for actively engaging and communicating with stakeholders to ensure their involvement and support in data governance initiatives. * Accountable for participating in data governance meetings and working sessions to provide input and insights. * Accountable for contributing to the development and delivery of data governance training and awareness programs. |

# Guiding Principles

Add your text here.

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Statement | Rationale | Implications |
| Data Quality Principle | Ensure that data is accurate, complete, consistent, and timely throughout its lifecycle. | Data quality is essential for reliable decision-making and operational efficiency. | - Implement data validation and cleansing processes. - Establish data quality metrics and monitoring mechanisms. |
| Data Classification Principle | Classify data based on its sensitivity, criticality, and regulatory requirements to ensure appropriate protection and access controls. | Different data types require different levels of protection and access restrictions. | - Develop a data classification framework and apply it consistently.  - Implement access controls and security measures based on data classification. |
|  |  |  |  |

# Standards

Add your text here.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Field** | Data Type | Max Characters | Reference Standard | Regex Rule |
| First Name | Text | 50 | ANSI X12 | /^[A-Za-z\s]+$/ |
| Last Name | Text | 50 | ANSI X12 | /^[A-Za-z\s]+$/ |
| Phone Number | Text | 20 | ANSI X12 | /^+?[0-9\s-]+$/ |
| Post Code | Text | 10 | ANSI X12 | /^[A-Za-z0-9\s]+$/ |
| Country | Text | 50 | ANSI X12 | /^[A-Za-z\s]+$/ |
| Email | Text | 100 | ANSI X12 | /^[a-zA-Z0-9.\_%+-]+@[a-zA-Z0-9.-]+.[a-zA-Z]{2,}$/ |

# Policies

Data Access Policy

Purpose:

The purpose of this policy is to establish guidelines and principles for data access within our organization. It aims to ensure that data is accessed only by authorized individuals in a secure and controlled manner, in alignment with the principle of 'least privilege' access. This policy emphasizes the importance of protecting sensitive information, maintaining data integrity, and promoting data governance best practices.

Scope:

This policy applies to all employees, contractors, and third-party vendors who have access to organizational data, regardless of the system or platform used. It encompasses all data assets owned or managed by the organization, including but not limited to customer data, financial data, employee data, and intellectual property.

Policy Statement:

Access Privileges:

a. Data access privileges will be granted based on the principle of 'least privilege', meaning that individuals will be granted the minimum access necessary to perform their job responsibilities effectively.

b. Access to sensitive data will be strictly controlled and limited to only those individuals who require it to fulfill their job duties.

c. Access to data will be granted based on individual roles, responsibilities, and business needs.

Authentication and Authorization:

a. All individuals accessing organizational data must undergo a formal authentication process to verify their identity.

b. Access to data will be authorized by designated data stewards, based on predefined access control lists or role-based access control mechanisms.

c. Any changes to access privileges must be approved by the appropriate data steward or data governance committee.

User Responsibilities:

a. Users are responsible for safeguarding their login credentials and not sharing them with unauthorized individuals.

b. Users must only access and use data that is necessary for the performance of their job duties.

c. Users must comply with all applicable laws, regulations, and internal policies regarding data protection and privacy.

Monitoring and Auditing:

a. Access to data will be logged and monitored to detect any unauthorized or suspicious activities.

b. Regular audits will be conducted to ensure compliance with this policy.

c. Any violations or breaches of this policy will be subject to investigation and appropriate disciplinary actions.

Roles and Responsibilities:

Data Stewards:

a. Define access control requirements for each data asset.

b. Approve access requests and authorize changes to access privileges.

c. Monitor compliance with this policy and address any violations.

Data Custodians:

a. Implement and enforce access controls based on the requirements defined by data stewards.

b. Monitor and report any unauthorized access attempts or breaches.

Data Users:

a. Follow the guidelines outlined in this policy.

b. Request access to data that is required for their job responsibilities.

c. Report any suspected unauthorized access or breaches.

Compliance and Enforcement:

Non-compliance with this policy may result in disciplinary action, including but not limited to warnings, suspension, termination, or legal action, depending on the severity of the violation.

All employees, contractors, and third-party vendors are required to acknowledge and adhere to this policy as a condition of their access to organizational data.

This Data Access Policy will be periodically reviewed and updated to ensure its continued relevance and effectiveness in supporting our data governance program.

# Program of Work

Add your text here.

|  |  |  |  |
| --- | --- | --- | --- |
| **Project Name** | Departments Involved | Duration in Days | Start Date |
| Data Governance Charter Creation | Data Governance Team | 30 | 01/01/2024 |
| Data Governance Framework Design | Data Governance Team | 60 | 02/01/2024 |
| Data Governance Policy Development | Data Governance Team | 45 | 03/01/2024 |
| Data Stewardship Program Setup | Data Governance Team, IT | 90 | 04/01/2024 |
| Data Quality Assessment | Data Governance Team, Data Quality Team | 60 | 05/01/2024 |
| Metadata Management Implementation | Data Governance Team, IT, Business Users | 90 | 06/01/2024 |
| Data Privacy Compliance | Data Governance Team, Legal | 120 | 07/01/2024 |
| Data Governance Training | Data Governance Team | 30 | 08/01/2024 |