

Transcript Digitization & Data Quality Management

Business Case

Phase II of the digitization initiative expanded transcript digitization to postgraduate records (~220,000 transcripts) and sessions not covered in Phase I. The project supported the university's global alumni engagement strategy by introducing **modern data-driven features** such as foreign currency payments and decoupled courier fees. These improvements enhanced **accessibility, compliance, and user experience**, while reducing costs and optimizing operational efficiency.

Scope

- Digitization and governance of ~220,000 postgraduate transcripts.
- Integration of new portal features:
 - **Foreign currency payment support.**
 - **Decoupled courier and transcript fees.**
- Application of **DAMA data management framework** to guide data governance, quality checks, and stewardship practices.
- **Data migration to the cloud**, only after final data quality checks confirmed that digitized transcripts matched the original hard copies

Deliverables

- 212,000 **clean, validated transcript records** uploaded to cloud servers.
- Application portal enhanced with postgraduate transcript option, foreign payments, and decoupled courier fees.
- Secondary validation process established, improving **data quality by 22%**.
- Automated profiling and reporting for **weekly/monthly stakeholder oversight**.

Governance & Data Quality Highlights:

- Embedded **data validation frameworks** for transcript records.
- Introduced **automated profiling, cleansing, and reporting** for oversight.
- Improved **accuracy, integrity, and compliance** of institutional records.

Key Activities

- Collaborated with senior stakeholders (VC, Registrar, ICT Director) to define governance and quality requirements.
- Drafted and executed a detailed project plan, achieving **96% schedule adherence**.

- Supervised digitization operations and enforced a **two-layer validation process** to ensure accuracy.
- Conducted **data quality checks against hard copy records** before cloud migration, guaranteeing fidelity and compliance.
- Applied **DAMA framework principles** for metadata, quality, and governance alignment.
- Implemented portal enhancements, cutting planned migration time by **15%**.
- Mentored 5 staff into middle management roles to sustain governance capacity.

Results & Outcomes

- **212,000 validated records migrated to the cloud**, ensuring secure, compliant access.
- **Efficiency gains:** Reduced transcript processing times from 30 days to **1 day (93% faster)**.
- **Data quality uplift:** Secondary validation improved accuracy by **22%**.
- **User experience:** Positive alumni feedback on portal enhancements.
- **Governance alignment:** Ensured GDPR compliance, ISO 9001 standards, and DAMA framework best practices.

Alignment with Standards

- **DAMA Framework:** Guided governance, data quality, metadata, and stewardship processes.
- **PMBOK:** Applied structured planning, stakeholder engagement, and risk management.
- **ISO 9001:** Implemented layered validation and continuous improvement.
- **GDPR:** Ensured secure data storage and compliant workflows.
- **ITIL:** Enhanced service delivery and operational efficiency.

Lessons Learned

- Regular stakeholder alignment and feedback loops drive governance success.
- Embedding **secondary validation and DAMA principles** significantly improves accuracy and compliance.
- Early risk identification and remediation strategies reduce digitization delays.

- Cloud migration supported by **rigorous data quality checks** ensured integrity between hard copies and digitized records.
- Staff mentoring builds sustainable data governance capability.

Governance & Data Quality Highlights:

- Applied **DAMA framework** for structured governance.
- Embedded **data validation and profiling checks** prior to cloud migration.
- Ensured **accuracy, integrity, and compliance** of institutional records.