**MANUAL OF THE MODEL OF MATURITY OF DATA ANALYTICS FOR THE FINANCIAL SECTOR**

The purpose of this manual is to help those responsible for the analytical maturity assessment of the organization to properly use the maturity model for a correct execution of the diagnostic process and obtaining correct results.

The diagnostic process is divided into 3 stages:

* Stage 1: Information gathering
* Stage 2: Dimensioning and selection of levels
* Stage 3: Report on the current level of data analytics maturity in the organization

**Stage 1: Information gathering**

The first stage consists of the extraction of information provided by those responsible for the analytical processes, which will be organized and evaluated for the selection of maturity levels according to dimension.

The steps in this stage are the following:

1. Schedule a meeting with the main people in charge of the data analytics processes of the organization. The purpose of this meeting should be to organize activities in which the personnel who perform the analytical processes provide information and evidence about their perspectives on them.
2. Each member of the analytical work team should receive a copy of the “Staff Evaluation Survey” artifact. It is imperative to respect and not influence the responses of the respondents.
3. Each respondent must hold a face-to-face meeting with the evaluator with the purpose of extracting more information and thus obtain greater value. The duration of each meeting should be 20 minutes maximum, to ensure the agility of the process.
4. The information collected through the measurable questions should be stored in a file in excel in order to post the answers much faster.
5. The information collected through open questions and interviews should be ordered according to the evaluator's criteria. One way to do this is to list the most common answers provided by the respondents.
6. The evaluator must collect all the listed in the "Workprducts" artifact, which will serve as evidence for the selection of maturity levels.

**Stage 2: Dimensioning and selection of levels**

The second stage consists of classifying the information collected with the purpose of choosing the appropriate level of maturity according to each dimension, followed by the selection of the best practices to cover the opportunities for improvement found in the information obtained in the previous stage.

The steps in this stage are the following:

1. The evaluator must segment and summarize the information according to the corresponding levels. One way to do this is to guide oneself through the surveys, since the measurable and non-measurable questions are ordered according to dimension.
2. The evaluator should analyze each of the compiled workproducts and draw conclusions according to the dimensions and level to be selected.
3. The evaluator must access the “Diagnostic Tool” artifact. Subsequently, select the conditions that are met by adding "Yes" or "No" in each box based on the results obtained.
4. Later, with the support of the “Diagnostic Tool” and the “Reference Matrix” artifacts the evaluator must determine the maturity levels per each dimension.

**Stage 3: Report on the current level of data analytics maturity in the organization**

The third stage is to communicate the current situation of the data analytics processes in the organization through the preparation of a report that contains the following guidelines (it is important to follow the order):

1. Maturity levels for each dimension
2. Opportunities for improvement detected (causes)
3. Attached evidence (workproducts)
4. Good practices recommended according to the level you want to reach and project proposals. This practices can be based on the “Good Practices” artifact.

In addition to the report, it is of vital importance that the evaluator carries out continuous monitoring of the improvements implemented based on the diagnosis made.