# StandardCo Data Governance Program Charter

## Executive Summary

StandardCo is initiating a comprehensive data governance program to enhance data quality, ensure regulatory compliance, and improve business decision-making through better data management. This program will focus on customer and product data across all retail operations.

## Business Context

StandardCo is a mid-sized retail company with both online and physical store presence, facing some challenges with:

- Inconsistent customer data across systems

- Lack of standardized data quality measures

- Growing regulatory compliance requirements

- Need for improved data-driven decision making

## Project Objectives

1. To establish a formal data governance framework

2. To implement data quality monitoring for customer and product data

3. To reduce duplicate customer records by 90%

4. To ensure 100% compliance with data privacy regulations

5. To create standardized data management processes

## Project Scope

### In Scope

- Customer data management

- Product data management

- Data quality monitoring

- Policy development

- Training materials

- Technology recommendations

### Out of Scope

- System implementation

- Hardware upgrades

- Historical data cleanup

- Third-party system integration

## Success Criteria

1. Data quality score improvement to 95%

2. Documented and approved governance policies

3. Established data stewardship program

4. Implemented data quality monitoring dashboard

5. Completed staff training program

## Timeline

Duration: 6 months

### Key Milestones

- Month 1: Framework Design

- Month 2: Policy Development

- Month 3: Process Implementation

- Month 4: Tool Setup

- Month 5: Training Delivery

- Month 6: Program Launch

## Budget

Total Budget: $200,000

- Staffing: $120,000

- Tools and Technology: $50,000

- Training: $20,000

- Contingency: $10,000

## Project Team

### Core Team

- Project Sponsor: Chief Data Officer

- Program Manager: Data Governance Lead

- Business Analyst: Data Quality Specialist

- Technical Lead: Data Architect

### Key Stakeholders

- IT Department

- Marketing Team

- Customer Service

- Operations

- Legal/Compliance

## Governance Structure

### Steering Committee

- Chief Data Officer (Chair)

- CIO

- Head of Marketing

- Head of Operations

- Compliance Officer

### Meeting Cadence

- Steering Committee: Monthly

- Core Team: Weekly

- Stakeholder Updates: Bi-weekly

## Risk Assessment

### Key Risks

1. Resource availability

2. Stakeholder resistance

3. Technical complexity

4. Timeline constraints

### Mitigation Strategies

1. Early resource planning

2. Stakeholder engagement plan

3. Phased implementation approach

4. Regular progress monitoring

## Dependencies

1. Executive sponsorship

2. Department cooperation

3. Tool availability

4. Training resource availability

## Communication Plan

### Internal Communications

- Weekly status reports

- Monthly steering committee updates

- Quarterly town halls

- Training sessions

### External Communications

- Vendor meetings

- Customer privacy updates

- Regulatory reporting

## Sign-off

| Role | Name | Signature | Date |

|------|------|-----------|------|

| Project Sponsor | Sponsor Shallom| PS |2024-01-12 |

| Program Manager | Manager Shallom| MS |2024-01-12 |

| Compliance Officer |Compliance Shallom |CS | 2024-01-12 |

## Version History

| Version | Date | Author | Changes |

|---------|------|--------|----------|

| 1.0 | 2024-01-12 | [Shallom Soyombo] | Initial Draft |