

Tejasvi Case Studies

Case Studies in Data Management and Governance
to provide efficient and benefits oriented solutions



Data Quality Assessment and Monitoring

Fortune 500 UK Bank

Scenario before change

- Gaps were found by auditors in the Bank's data management practices while comparing to the Industry standards and best practices.
- Increased focus on managing data quality to meet regulatory and compliance demands.

Solution features (In scope)

- Data Quality: profiling, analysis, cleansing, remediation, controls environment and enrichment; Continuous monitoring
- Data Governance: Policies, organisational model, standards and processes

Target State

Data Quality

- Central data profiling service that can be leveraged by any division in the organization
- Data rules are published at group level and divisions can extend/enrich them further to their need
- Promoted trust in the decisions taken with the data that is certified for quality
- Standard data quality metrics and thresholds across data landscape
- Robust culture of proactive issue identification and aggregation of issues, ownership of issues and remediation
- Realizing value from remediation of customer data, as applied to regulatory processes

Data Governance

- A control environment with policies, business and technology operating model across all data operations through ownership and stewardship.

Data Quality Assessment and Monitoring

Fortune 500 UK Bank

Case Study - I

Duration of engagement

1.4 years

Capabilities provided (In scope)

- Current state analysis of data landscape
- Definition of Business Operating Model, technology operating model, processes, RACI
- Integrating with Data Governance organizational structure
- Vendor analysis on tool selection and infrastructure development
- Building an operational data quality assessment and monitoring service for golden sources and copies.

Outcomes

- ✓ Target state control environment with increased trust in Data
- ✓ Reduced Operational Risks across customer data
- ✓ Remediated customer data thus positively impacting the KYC and AML processes and reducing compliance cost

Fortune 500 US Financial Service provider

Scenario before change

- *Lack in trust of data applied for investment management decisions by investment managers.*
 - *While, there is also increase SEC focus on the data and it's management.*
 - *Need for ownership and formalization of data and it's management across enterprise, given the enablers in the industry with right use of data.*
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Solution features (In scope)

- Metadata – Strategy, guidelines, standards, processes, operations and tool customization
 - Data Governance – Organizational model, data stewardship, domain management
 - Architecture – Taxonomies, ontologies, Conceptual model
 - Data Quality – Strategy, Operating model, dimensions, processes and tool customization
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Target State

- Formalized data management activities across full data lifecycle with maturity level-3 of EDM
- Enforced control environment with fully operational councils and working groups delivering enhanced change in culture
- Guidelines and standards adopted by the grassroots of the organization
- Operational metadata and data quality control environment across prioritized customer, product and finance domains

Data Quality Assessment and Monitoring

Fortune 500 US Financial Service provider

Case Study - 2

Duration of engagement

1 year

Capabilities provided (In scope)

- Strategy analysis, Enterprise Analysis
- Definition of requirements for data governance, metadata and data quality
- Definition of operating model, processes, RACI and guidelines to operate
- Upskilling council, data stewards and data owners
- Customizing tools to operating model
- Building an operational data quality assessment and monitoring service along with metadata for all system's of records and system's of reference

Outcomes

- ✓ Published and rationalized 5 business domains, 2,00,000 business terms and associated quality rules
- ✓ Increased trust in the data across organization and a pro-active addressal of issues

Benefits

- ✓ The data quality services through projects reduced cost to service client, turnaround time and improved service effectiveness.
- ✓ Two LoBs traversed from a level 2 of maturity to level 3 across quality, metadata, stewardship and Governance
- ✓ Formalized, operationalized guidelines across all divisions; Up-skilled Business and Enterprise Data stewards with Governance skills reducing gaps by 30% and risk by 35%

Metadata and Data Quality

Fortune 500 Global Bank

Scenario before change

- Increased focus and operational oversight of Fed and other regulators on the data and its management.
 - Focus on the customer data and its remediation for KYC and AML purposes.
 - Increased need to complete the BCBS program compliance within short time.
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Solution features (In scope)

- Metadata – service setup, metamodel, tool capabilities, control environment, processes, integration with architecture reviews
 - Data Governance – Organizational model, data stewardship, domain management
 - Architecture – Conceptual model, domain and concept definitions, Logical model,
 - Data Quality – Assessment and continuous monitoring, reporting, remediation
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Target State

- Formalized Metadata services with BCBS Phase-I countries captured for Metadata through formalization of country stewardship and ownership
- Operational customer domain data quality monitoring across key program including KYC, AML, BCBS, Transaction Monitoring and other risk programs
- Active ownership and remediation of data quality issues
- Formalization of oversight on policy adherence through self assessment and Governance controls

Metadata and Data Quality

Fortune 500 Global Bank

Case Study - 3

Duration of engagement

1 Year

Capabilities provided (In scope)

- Metadata Service set up and usage
- Definition of requirements for data governance, metadata and data quality
- Definition of operating model, processes, RACI and guidelines to operate
- Up-skilling council, data stewards and data owners
- Customizing namespaces to operating model
- Testing Metadata tools, infrastructure and data quality tools and infrastructure
- Program management of BCBS Phase-I

Outcomes

- ✓ Achieved completion of Business and physical metadata capture in Metadata repository or BCBS Phase-I countries
- ✓ Published data quality rules for completeness, validity and Accuracy for customer and risk domains
- ✓ Operational data stewardship across globe and shared ownership embraced across divisions
- ✓ Control environment established with data governance integrated into program governance for key projects
- ✓ **Value Levers**
- ✓ Reduced Regulatory risk and reputational risk by BCBS 239 implementation and priority risk programs
- ✓ Put forth Metadata, Quality, Governance operating model that provided cost avoidance and reduced total costs of \$40,000/program

Data Risk Management

Fortune 500 Global Bank

Scenario before change

- *Increased focus and need for oversight over data management and Governance*
 - *Regulatory and compliance needs driving data risk management as 2nd line of Defence in the firm*
 - *Lack of Risk aware culture and ownership of controls*
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Solution features (In scope)

- Strategy – Objectives cascade, Business Capability Analysis, Strategic Roadmap, Operational Roadmap
 - Risk Control Self Assessment – Capability based control assessment, measurement
 - Risk Culture – Appetite and Tolerance levels, Discovery and Standardizing Key Risk Indicators, Key Control Indicators, Control strengths
 - Project Risk Governance – Integrating Risk Governance into programs, projects, transformations and changes ensuring Data & control management
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Target State

- Data Quality, Metadata, Architecture, Stewardship based Control Environment
- Guaranteed enforcement of Data policy in grassroots
- Effective & holistic Data policy and active management of risks and controls
- Project Risk Governance enabling Benefits and well managed strategic risks

Metadata and Data Quality

Fortune 500 Global Bank

Case Study - 4

Duration of engagement

1 Year

Capabilities provided (In scope)

- Promote a risk-aware culture while enabling and empowering the enterprise to proactively identify Data risks and enablers.
 - Head the Data Risk Management function while putting strategy, priorities in line with Enterprise priorities.
 - Conduct Risk Control Self Assessments across all dimensions of data management and governance
 - Identify, prioritize and rate risks related to Data, its management and Governance.
 - Monitor key control indicators, Key Risk Indicators and metrics.
 - Standardizing risk framework with Cobit, EDM and DAMA methodologies.
 - Evaluate and endorse policies, roles and responsibilities by aligning IT risk to Enterprise risk appetite.
 - Assess the maturity of the organization across dimensions of data management and governance
 - Guarantee that policy is implemented across 1st line of defense with oversight across toll gates in project life cycle.
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Outcomes

- ✓ Promoted Risk aware culture in the organization
- ✓ Standardized Second line of defence for Data Risk Management, thus leveraging cross enterprise benefits from operational risk and compliance functions
- ✓ Data related strategic and operational risks managed within the appetite and tolerance levels
- ✓ Increased focus and strength of the Corporate Governance

Thank you