**Process Owner Interview Guide**

**What it does:**

This tool helps define the scope of the data and analytics governance program by interviewing owners of critical business processes to identify the data points and analytics required to enable these processes.

## Instructions:

* Use this guide to identify the data and analytics that are within the scope of the data and analytics governance program.
* Use the questions below to interview owners of business processes critical for meeting key business priorities (i.e., the business stakeholders responsible for the successful execution of the processes). Identify the data points and specific analytics required to enable these processes and any execution challenges the process owners face.

*To accelerate implementation, each question in this guide is supplemented with the rationale for asking that question.*

1. **What are the key objectives for your specific business process?**

1A. What key data and analytics assets do you use to determine the success of your objectives?

1B. How do you measure progress against targets?

*Rationale:*

* *To understand the business objectives and identify the data and analytics required to support the objectives.*
* *To understand the possible metrics/drivers that business stakeholders use to make key decisions.*

1. **What key** **data and analytics assets do you require to support operational functions for your business process?**

2A. How do you use these data assets and analytics?

2B. How often do the data assets and analytics need to be refreshed?

2C. How current do the data assets and analytics need to be?

*Rationale:*

* *To understand the key data and analytics needs of the business process and how the data and analytics affect decision making.*
* *To better understand how data assets and analytics are used, to ensure they are presented in a manner that effectively supports the business stakeholders.*

1. **What are your key data and analytics gaps and challenges?** (Representative examples include inadequate end-user analytical tools and reporting; inability to review, access or analyze cross-functional data; unavailability of data and analytics; and duplicate or conflicting data and analytics stored in multiple places.)

*Rationale:*

* *To understand the gaps in meeting data and analytics needs.*
* *To identify key data assets and analytics that are required but not available today.*
* *To understand the present state of access to data and analytics. (For example, is some data maintained outside core systems because it is difficult to obtain?)*

1. **What data and analytics do you get today that you do not use or need?**

*Rationale:*

* *To understand if there are data assets and analytics provided that are not needed.*
* *To understand if there are many reports that contain extraneous data and analytics.*

1. **Do you have confidence in the quality of the data and analytics you receive today?**

5A. Do you trust that the data and analytics are coming from the right source(s)?

5B. Do you know where to find the definitions of the data?

*Rationale:*

* *To understand confidence levels for the data and analytics.*
* *To understand confidence levels for the accuracy of the data and analytics.*
* *To understand confidence levels for the timeliness of the data and analytics.*

1. **Do you have any key subject matter experts who focus on understanding and/or managing the data and analytics for your business process?**

6A. If so, who are they and what do they manage?

6B. What type of data and analytics are they generally responsible for?

6C. What tools do they use?

*Rationale:*

* *To understand the present state and if there are people who take an active role to help maintain and support operational data and analytics.*
* *To understand if there is a business person who understands the data definitions, calculations, uses, etc., who is considered to be a subject expert, or who may have the authority in the business for validating the data and analytics.*

1. **How will better data and analytics help you meet your future goals and objectives over the coming three to five years?**

*Rationale: To identify future-state data and analytics needs.*