## Data governance

The implementation of Data Ownership and Data Usership, and Data Management are key strategic initiatives for the organization to effectively turn data into value.

**Value of data**

* The world is **changing faster** than ever, and the banking landscape is shifting rapidly and fundamentally. Customersdemand fast and accurate service **anytime, anywhere**. **Regulators demand more data**, with a higher frequency and granularity. Technologies are **adopted** in an ever-increasing **pace**, and competition is rising both from banks and non-banks.
* The ability to quickly **turn data into value** defines the industry leaders of tomorrow. Without high quality data, the organization will not be able to meet this demand and will lose the right to exist.
* To further streamline and integrate our data management efforts as well as future roadmaps in an effective and holistic manner, **a Data Management Framework (DMF)** is developed.

**Data Management Framework**

* The Data Management Framework (DMF) is used as the **reference standard** to communicate on and steer the organization **data management activities**. It allows a common understanding of the different aspects of data management for all stakeholders.
* The framework is inspired by a **leading industry framework** (e.g. DAMA-DMBOK 2), ensures an **integral** and **comprehensive** view on data management within the bank.
* The framework is structured to reflect the **data value stream,** supported by an appropriate **Data Governance** and a strong **Data Foundation**.

**Data Ownership, Data Usership and Data Management**

* The data value stream, in the Data Management Framework is about accessing data from the golden sources, which are under the accountability of data owners to the data users, who turn data into value.
* Undisputable Data Ownership and Data Usership is the fundament for strong Data Governance.
* This proposal for the implementation of Data Ownership, Data Usership and Data Management is drafted in collaboration with the Business Lines, and gives us the necessary foundation to start and learn

Data Owners and Data Users play a pivotal coordinating role to effectively govern data.

* **Data Owner**: A Data Owner is a role of an individual employee within the bank who has the ability to verify accuracy of Data and has the accountability to manage the data
* **Data User**: A Data User is a role of an individual employee within the bank who intends to use data for a specific purpose and has the accountability to set requirements on the data
* **Data Creator:** A creator is a role of an internal or external party who creates the data as agreed with the Data Owner
* **Data Consumer:**  A Data Consumer is a role of an internal or external party who uses data as intended by the Data Owner and Data User
* **Business Application Owner:**  The Business Application Owner maintains the core of application & its interfaces. The application owner is responsible for the business delivery, functioning and services of the application, the maintenance of the application information and access control
* **Golden Source:**  Golden Source is the application where the data is created (data origination) and provided from
* **Consuming Application**: Consuming Application is the application where the data is stored/integrated for specific use

# Principles and guidelines for Data Owners and Data Users

As Data Owner of a Golden Data Set you are accountable for the data. As Data User you are accountable for using data correctly. Each imply their own principles and guidelines.

Data Owner

1. I define my data and give it a clear purpose

* I capture the information of my data set in the List of Golden Sources (LoGS).
* I have a clear name for my data, I publish the definition of my set in A-Lex and I link my data to an application in OAR.

1. I classify my data

* I know which policies and/or regulations apply to my data and I have a security and privacy classification for it.

1. I take user requirements into account and I determine how my data can be used

* I am in contact with the users of my data. I understand and document their requirements and make data sharing agreements with them
* I am accountable for where and how my data is originated, changed and deleted
* I am in contact with the Business Application Owner (BAO) and the Business Process Owner (BPO) of my data. I discuss with them the different responsibilities of the three roles. I determine and document how the data is created, changed and deleted (e.g. what the format, value domain, retention period, lineage and lifecycle of my data is) – according to the DIAL principle.

1. I determine and act on the required quality of my data

* I decide whether and which quality controls of my data set are required based on the data (quality) requirements and if required, implement them. I act on DQ issues together with the BAO, Product Owner (PO) and/or the BPO and DQ issue manager.

Data User

1. **I know what data I use and for what purpose.**

* I define and publish my information need in A-Lex, I know for what purpose I use the data and I know the data owner of the data I use.

1. **I define my requirements and I agree on data use and delivery with the data owner**

* I am in contact with the owner of the data I use. I communicate my data requirements to the data owner. I agree with the data owner on my use of the data and the delivery of the data.

1. **I am accountable for using the data as agreed with the data owner**

* I use the data as agreed, from the agreed data source and I apply the security, privacy and data lifecycle demands from the data owner.

1. **I raise data quality issues for the data owner**

* I raise data quality issues when the data I receive does not comply to the agreed data requirements. I help the data owner in assessing his data quality issues based on my data requirements. I do not fix the data myself.