

identify the seven data-related controls and apply them to your company

ASSIGNMENT 3 – DBAS 3025 – INFORMATION GOVERNANCE



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# Introduction

In the previous assignment, the faux company that was made had to face a scenario wherein a change needed to be applied to combat it. This assignment goes in further by using the Data-Related Controls provided in the class PowerPoint (Mitigating Risks) and applying these to the change made in the company in the previous assignment. These controls were also applied to the company in general to create more policies and help in mitigating risks. Possible problems that may be encountered are identified and solutions we can apply to combat these problems are stated.

# Task One

The policies below are created to effectively apply the seven Data-Related controls to the company.

* A mission and vision should be created to reflect the ideals, goals, and standards of the company.
* A “company dictionary” should be created to specifically define terminologies used by the company. This ensures that there is a clear understanding of the policies, standards, procedures, and goals of the company. This dictionary shall also clearly define the specific duties and responsibilities of the different employees of the different departments.[[1]](#footnote-1)
* A regular review of the current policies and standards will be made every month to ensure that they are still effective to the current context of the company.
* Training and team building activities will be done yearly to promote continuous learning and teamwork.
* A data back up and recovery plan and disaster recovery plan have to be made to ensure that the data and the company is protected and ready.
* A data governance team needs to be formed to ensure that the quality of data is maintained. They will proactively be monitoring, reporting, and even improving data quality, when needed. They will also ensure that only the necessary data will be stored, and any irrelevant data is disposed of. This safeguards the customers’ data and guarantees that only the data that is relevant and that they gave consent to is collected and stored.
* Regular meetings will be held and the summarized reports from these meetings will be distributed to the key stakeholders of the company to keep them engaged.
* All department heads will review their employees and create a yearly assessment to ensure that those performing well are rewarded and those performing poorly can be provided with the proper resources and training they may require to improve the following year.
* Any Bring-Your-Own-Devices or BYOD that access the company’s private network have to be cleared with the IT Department and have to have security software installed. This private network is separate from the Wi-Fi employees can use during their break time.
* A team will be created to oversee and ensure that all the policies and procedures are observed. They will also do regular audits in each department to supplement this.
* The CEO will be the decision maker on any crucial company issue. However, any decision made by the CEO can be questioned by the vice presidents or the heads of the departments. If this is the case, a meeting shall be held with the CEO, the vice presidents, and the heads of the departments, wherein a vote will be made, and majority will win the decision. This is to ensure that there are checks and balances within the company.

# Task Two

It was discussed in the previous assignment that there was a shift of the common method of communication with customers. The company was used to using call centers to help with customers’ needs and communicate with them using telephones. This was the trend or norm with most online businesses. It was determined that to combat this, the company had to update its method of communication with its customers.

To ensure that the change is effective, the seven practices have to be applied to the changes made in the company.

* A meeting needs to be done to assess the current scenario and system that the company has.
* After determining what needs to be done, several meetings have to take place to discuss the specific steps required. Meetings in each department have to be done was well to ensure that each part of the company is doing their job. During these meetings, the floor is open to criticism and suggestions to ensure that the employees are heard. There are a lot of ideas and you never know where the best one may come from.
* After the smaller meetings within the departments, the heads of the departments, vice presidents and the CEO will come together and all the reports from the smaller meetings are brought forward. Strategy and planning would then take place and there would be a decision made on what steps to do next, along with a change management plan.
* After the plan is approved by everyone in the previous mentioned meeting, the steps needed to be made by the different departments have to be disseminated and training would start to implement the said plan. During training, employees are open to give feedback.
* The IT department would then develop the live chat wherein customers can communicate with customers. They would also ensure the security of this chat and ensure that the customer consents to the data shared in the chat.
* Note that the changes are additions to the methods of communication, not replacements. The customers would still be able to reach the customer phone line.
* The IT department would then need to develop an application with chatbots available for predetermined or possible common questions. This application would also provide a way for customers to live chat, make purchases, and review their purchases. The security of the data shared in the application is the top priority. The application should not be launched without proper testing and ensuring that the customer’s data is well secured.
* Training would be conducted within the IT department and customer service departments to help others to use and answer possible questions about the app or using the app. There would need to be a manual or standardized guide on how the app works and the definitions of the terms used in the app.
* An oversight body will be created to monitor the implementation of the changes.
* Meetings are to be continuously held to consistently review the new system and the changes made. These meetings will be presided by the oversight body and the heads of each departments, as well as the vice presidents and CEOs need to be in attendance.
* Once the changes have settled and the meetings show a positive effect from the changes, a final meeting will be conducted wherein the current system is presented, a final report from each department is assessed, and the future of the company is discussed and planned.

# Task Three

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| PROBLEMS | SOLUTIONS |
| Customers might have difficulty shifting from relying on just phone calls to using the new methods. | * This can be resolved by promoting the new application and new communication methods offered by the company. The benefits of using these would also be highlighted. |
| Security issues might arise from using the application. | * Proper testing and security checks are important to resolve this issue. It is also important to have a back up plan should this occur. |
| There might be issues with the application. | * Like the possible security issues that may occur, as long as there is proper testing, we can mitigate these issues. It is also important to take a look at the reviews left by the customers to have a different perspective and to see where the app can improve on. |
| It will take a lot of time and money to implement the changes. | * It definitely will, but this is an investment for the company to grow. Without this, the company will be stagnant, even move backwards compared to competitors, it is important to look towards the company’s possible future and be ready and adapt. It will be worth it in the long run. * This is more of a non-physical problem and more of a worry but needs to be combatted as well. The right mindset would fix it as stated above. |

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1. Referenced from (Kaluba, 2018) [↑](#footnote-ref-1)