

regulatory compliance

ASSIGNMENT 3 – DBAS 3025 – INFORMATION GOVERNANCE



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# Introduction

In the previous assignment, a faux company was made that is to be used for the remainder of the semester. It went through the basic structure of the company. This assignment goes in further with how the data is managed in the company. It takes a closer look at the blue and green models or data and information governance and relates them to the different aspects of the company. It also helps in exploring the different change and project management principles and skills.

# Task One

## What influences Information Governance?

The Customer Relations department of Psalms is composed of the Head of the Customer Relations department, customer support team, and the customer service team. This department is mainly concerned with aiding and conversing with customers in order to provide them with a wonderful experience with the company. The head of the Customer Relations department is in charge of the management of the teams under the department, as well as carrying out different plans and strategies of how the company wants to interact with the customer. The customer support team is mostly concerned with providing support on the products that we sell, tech issues, and needs both hard and soft skills, whereas the customer service team is mostly concerned with assisting customers with how they can maximize a product’s value and mostly needs soft skills. Customer support is reactive, whereas customer service is proactive.[[1]](#footnote-1) This department, although mentions customers in the name, will also deal with some issues experienced by other employees. They will deal with some help desk matters. These functions allow us to identify this department as part of the blue model or information governance model.

As seen in the images above, this department is mainly concerned with the Support aspect of Information Governance as it involves itself with communicating with customers and possibly other staff that would need the help desk. It also contributes to the ongoing improvement of the company as interacting with customers will give the company feedback. All the other aspects as well would be influenced in some way as this feedback is essential to how the company will continue going on.

## Regulatory bodies

## Compliance Challenges

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# Task Two

## Best practices

# Task Three

## Data Quality policy

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1. Referenced from (LiveAgent) [↑](#footnote-ref-1)