

# DATA CENTRE OF EXCELLENCE

A Data Centre of Excellence (CoE) can bring focus and coherence to the management of data across the extended enterprise. Glue Reply's proven framework and method accelerate the implementation of a coherent set of services, encompassing all aspects of data management including, Data Architecture, Data Quality Management, Master Data Management and Data Migration.

## INTRODUCTION

The need for a Data CoE stems from the recognition that significantly better data management is required across the extended enterprise to facilitate:

**BETTER DECISION MAKING.** Decisions, both strategic and operational, are made on the basis of the data provided. Poor quality data will inevitably result in flawed decisions. The provision of authoritative and accurate data facilitates informed decision making.

**OPERATIONAL EFFICIENCY & AGILITY.** Getting the right resources in the right place at the right time depends on the provision of accurate, timely and readily available data.

**PREDICTABLE & EFFECTIVE SOLUTION DELIVERY.** Better understanding of the data, how it is structured, where it is held, its lifecycle and lineage facilitates accurate impact assessment and more predictable estimation and solution development.

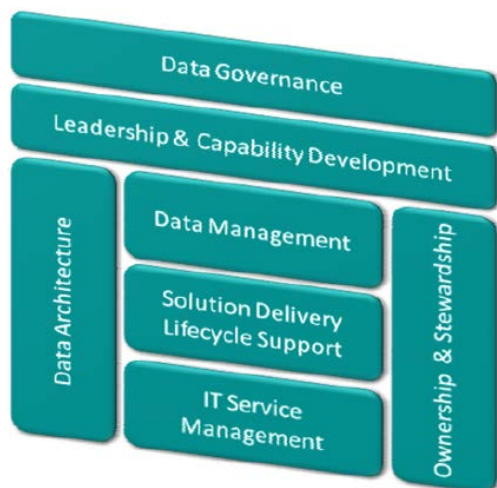
**CONTRACTUAL SAVINGS.** Optimal efficiency and cost effectiveness of the extended enterprise is dependent on the quality of data exchange with suppliers.

**LEGISLATIVE COMPLIANCE.** More readily achieved if data is well structured understood and effectively managed and governed.

Whilst also recognising that data is becoming an increasingly valuable commodity, in hard currency terms.

## CAPABILITIES

The Glue Reply Data Centre of Excellence framework organise the target capabilities as follows:



**GOVERNANCE.** The set of policies, roles, responsibilities and processes that enable the overall management of the use, integrity and quality of organisational data and data architecture.

**LEADERSHIP & CAPABILITY DEVELOPMENT.** Provides the leadership, management and on-going development of the capabilities and services offered by the Data CoE.

**DATA ARCHITECTURE.** Data architecture defines the structure and interdependencies of data entities and how they are stored, processed, referenced, accessed, and otherwise managed.

**SOLUTION DELIVERY LIFECYCLE SUPPORT.** Ensures a data centric perspective is taken to the data aspects of requirements definition, solution design, development, testing and implementation of solutions and supports the delivery of data components of solutions and data specific projects, e.g. data migration.

**IT SERVICE MANAGEMENT.** Ensures the data infrastructure provides the required performance, availability and capacity.

**DATA MANAGEMENT.** Manages the data through its life cycle, ensuring the quality and integrity of the data is maintained across the enterprise.

**OWNERSHIP & STEWARDSHIP.** Ownership classifies and maintains a record of data owners for each class of data. Stewardship ensures the data is maintained, managed and governed on behalf of the data owners.

## OBJECTIVES

A Data Centre of excellence will help an organisation achieve the following objectives:

- Implement effective governance of data policies, standards and processes through the implementation of a data stewardship programme and representation to governance bodies
- Raise awareness of data as a valuable business asset through a programme of communication and advocacy
- Bring a data centric approach to solution design and development through the use of appropriate requirements gathering, analysis, design and modeling
- Improve data quality through the provision of expertise and services for assessing data quality, understanding the business implications of poor data quality, root cause analysis and remedial action management including data cleansing, specifying systems changes and identifying operational improvements
- Support the enterprise architecture group and business projects and programmes in understanding what data exists within the organisation and how it is structured through current state analysis
- Improve breadth and depth of metadata capture and analysis
- Ensure availability of data through effective service management, backup and recovery and DR provision
- Provide specialised skills and expertise for data, e.g. data migration, data quality analysis etc.
- Implement consistent, best practice processes and methods realised through a set of services
- Support and enable a transition to a SOA approach
- Align with the organisation's enterprise architecture and methodologies
- Align with and inherit from the wider organisation and industry policies and standards
- Support the evaluation and selection of package software in terms of its alignment to the enterprise data model

## ENGAGEMENT MODEL

The Data CoE will offer a flexible engagement model whereby a customer may contract for differing levels of support based on their individual needs. The three levels of engagement can be summarised as follows:

		Engagement Option		
		Governed	Resourced	Managed
Data CoE Activity	Work Package Management			✓
	Resource Provision		✓	✓
	Governance	✓	✓	✓

**GOVERNED.** The customer utilises and manages its own resources with their activities governed by the Data CoE.

**RESOURCED.** The Data CoE provides the manpower, which is subsequently managed by the project or programme but remains governed by the Data CoE.

**MANAGED.** The Data CoE effectively provides a managed service whereby it delivers agreed services to a pre-defined time, cost and quality.

The Data CoE Service Catalogue will define which services are available at which level of engagement.



Glue Reply is UK’s leading consulting services organisation focused exclusively on optimising IT/Business alignment and minimising the cost of business and IT technology change. Our core proposition is to help organisations maximise the value from their change and technology investments by helping them define, design, implement and resource best practice:

- Enterprise architecture and business/technology change management processes, roadmaps and competencies;
- Business design and process management initiatives;
- SOA, integration and data management platforms.

Glue Reply UK  
[www.replyltd.co.uk](http://www.replyltd.co.uk)