

Capgemini's Information Governance Framework for organizations eager to launch an effective IG programme



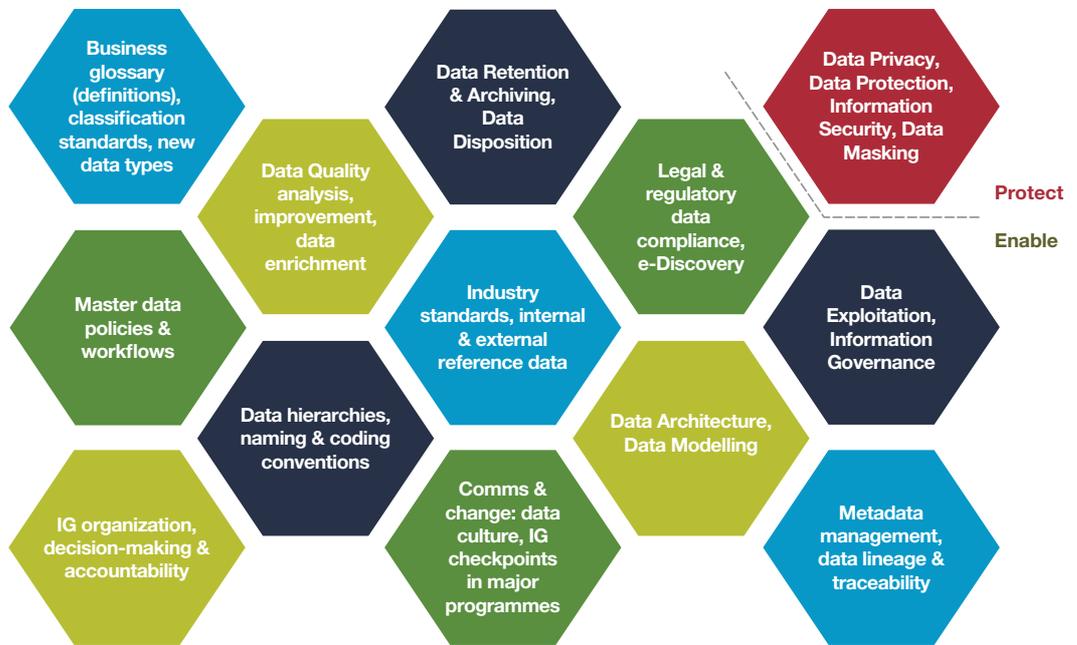
“ The average score of enterprises on Information Governance maturity is 1.64 on a scale of 0 = unaware to 5 = optimized. ”

Most organizations understand what Information Governance (IG) is and why they should do it. And yet, virtually across all industries, IG maturity is poor, with years of neglect usually having led to a massive backlog of IG needs.

A survey by www.governyourdata.com among 430 enterprises about their DG maturity proved that they had a tremendous amount of catching up to do: on average enterprises scored themselves 1.64 on a scale from 0 = unaware to 5 = optimized.

And that's because the 'how' of IG is so difficult. Creating, implementing and policing data standards, policies, definitions, hierarchies and directing Data Quality improvement activities involves dozens of SMEs and a number of executives, across the large number of components of a IG program (see Figure 1).

Figure 1: The components of a IG program



Most organizations typically have between 5 and 10 critically important data domains. The most common ones are:

- Customer data
- Product data
- Asset data
- Location data
- Supplier data
- Financial data
- Operations data
- Employee data

And each and every one of them have their own different IG needs.

So how do you orchestrate 10 people times 5 or 10 domains across a wide range of IG activities (see IG Activities and IG Organization in Figure 2)? Who do you engage with and how do you prioritize and supervise their activities? How do you ensure they are productive, effective and focused on delivering business benefits?

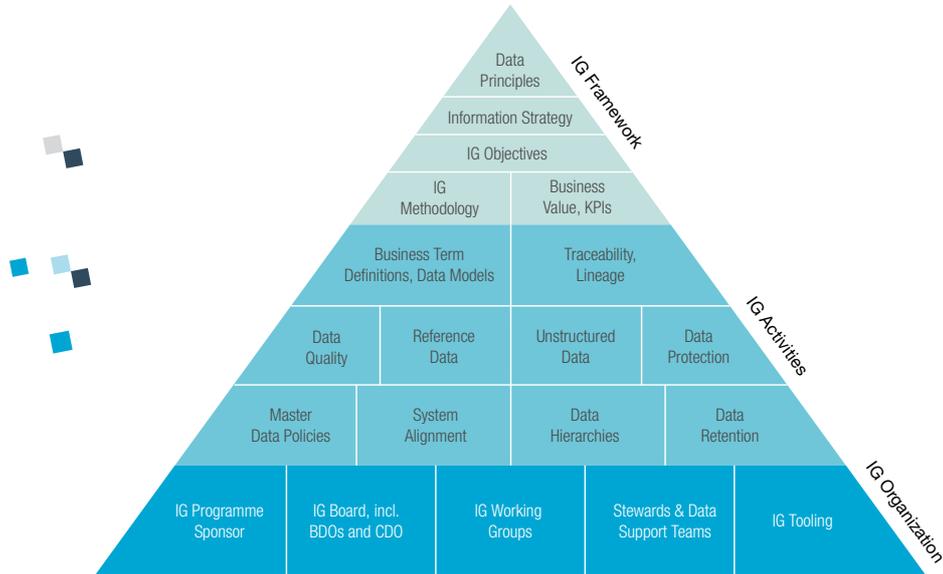
To manage IG, Capgemini sees an inexorable logical chain:

1. The Business and IT need to agree to collaborate, while the ownership, leadership and accountability for IG rests with the Business
2. You choose an organizing principle, or methodology, to break down your workload. Capgemini suggests segmenting your IG interests by data domains, then by workstreams, and then by sprints (using Capgemini's structured, templated workshops)
3. You appoint Business Data owners, IG working group members, and IG Board members
4. You launch weekly working group meetings (per prioritized domain) as quickly as possible

If this structured approach is followed, all four steps can be achieved in as little as 3 to 4 weeks. Then, by agreeing common data standards, policies, definitions etc., you have started producing genuine and measurable business benefits.

All other program documentation, such as maturity assessments, terms of reference, roadmaps, target operating models, communication plans etc., can also be valuable, but should wait till the IG organization is operational and productive.

Figure 2: The building blocks of IG program

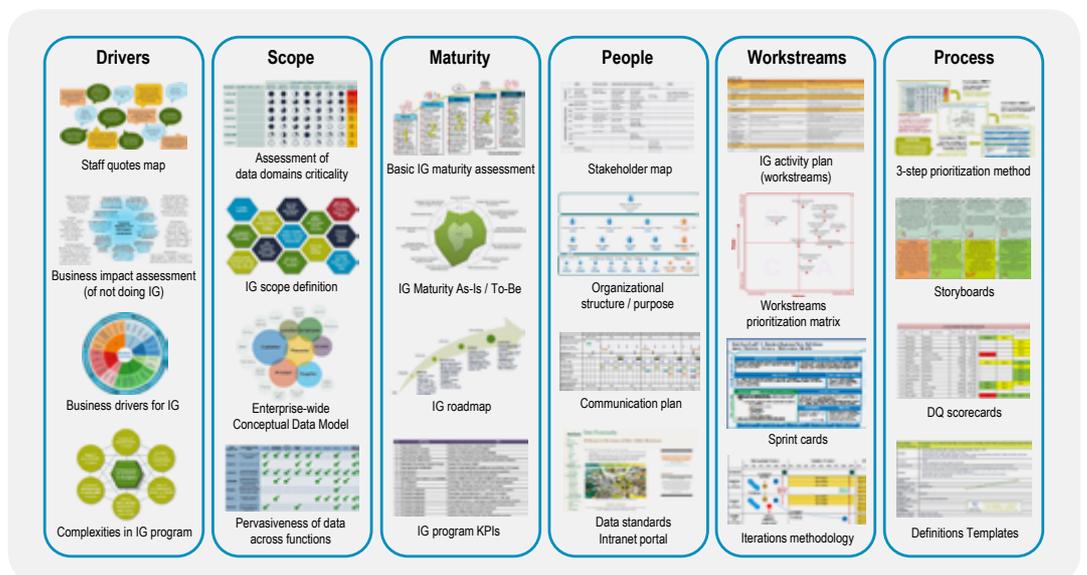


Following dozens of IG engagements across all industries, Capgemini has developed a highly pragmatic, hands-on approach to delivering business value from a IG program. Our “QuickStart Information Governance” framework takes a structured, and yet flexible approach to setting up a suitable IG organization and prioritizing your most pressing IG interests. This is usually coordinated very closely with the Chief Data Officer (Head of Data).

The framework is geared towards helping you launch your IG program quickly, running it with you for a few months and then handing the operation over to you once the program has proven to be sustainable and generate significant data standards-related cost savings, risk reductions and revenue increases.

To accelerate the launch and operationalization of your IG program, the QuickStart framework provides a wide range of templates, catalogs and tools (see Figure 3):

Figure 3: Templates, catalogs and tools in the QuickStart framework



- Data Domains Criticality Assessment
- IG workstreams catalogs
- Sprint cards per IG workstream
- Workstreams Prioritization Matrix
- IG organization builder
- Terms of Reference (Roles & Responsibilities and RACI)
- Data Principles
- Information Governance prioritization methodology
- Business Benefits Model (IG KPIs)
- Information Governance Maturity Model
- Business Glossary tool (out of the box)
- Data Quality profiling tool (out of the box)
- Data Quality rules libraries
- Data Quality dashboards
- Communication plans
- Data Standards Intranet Portal (out of the box)
- IG storyboards
- Knowledge Transfer for self-sufficiency
- IG Audits
- Numerous templates for data standards, policies, definitions etc.

QuickStart-led IG programs have been highly successful, delivering significant ROI and establishing a sustainable IG organization that produces enterprise-wide standards for years to come. Selected benefits include:

- Better quality of data, reducing manual effort to fix bad data and easier alignment across systems
- Minimized lost sales due to incorrect data published on websites
- Accountability for data and processes, with Business Data Owners driving data awareness
- Flexible and reliable reporting due to improved product hierarchy
- Consistent use of business terminology resulting in improved communications not just within the enterprise but also with suppliers, regulators and customers
- Culture of control over data assets throughout the organization.

For further information on how Capgemini's QuickStart framework can help you set up a IG organization that is productive, effective, sustainable and driven by creating business value, please contact ralf.teschner@capgemini.com.

Capgemini has a complementary framework called Active Information Governance for higher-maturity organizations, in Financial Services and other industries. For further information, please contact mahesh.krishnan@capgemini.com.



About Capgemini

With more than 190,000 people, Capgemini is present in over 40 countries and celebrates its 50th Anniversary year in 2017. A global leader in consulting, technology and outsourcing services, the Group reported 2016 global revenues of EUR 12.5 billion. Together with its clients, Capgemini creates and delivers business, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness. A deeply multicultural organization, Capgemini has developed its own way of working, **the Collaborative Business Experience™**, and draws on **Rightshore®**, its worldwide delivery model.

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