

# Can Data Governance be a *fun* thing to do?

Record Manager Forum  
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# Data Governance Journey

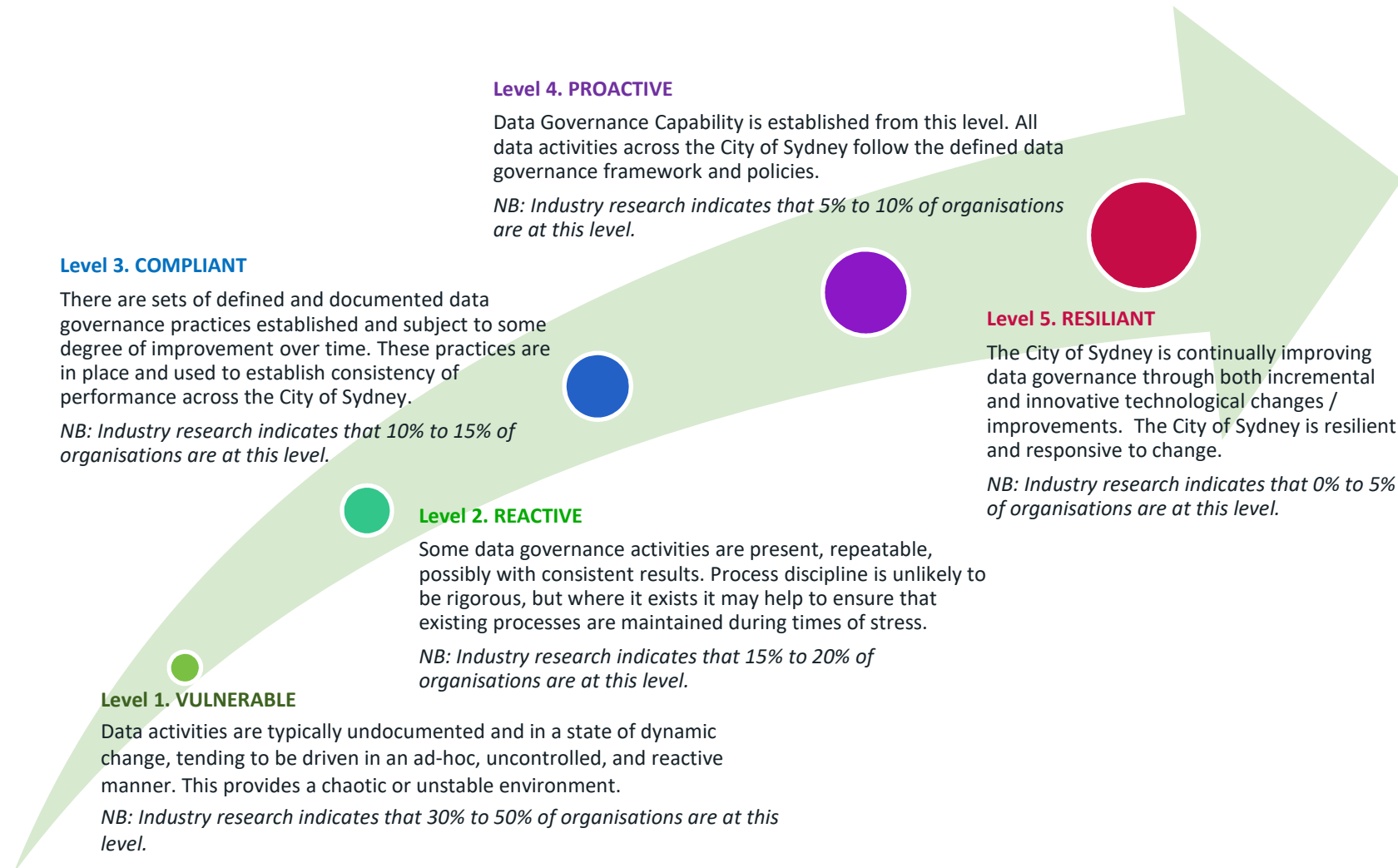
## Context

- Large council
- Variety of services
- Started ~3 years ago
- Resource constraints
- Many systems and applications
- Different level of data capability & data governance maturity



# Data Governance

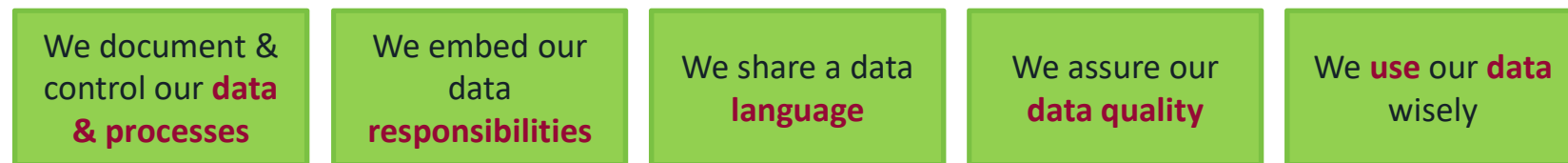
## Capability Maturity Levels



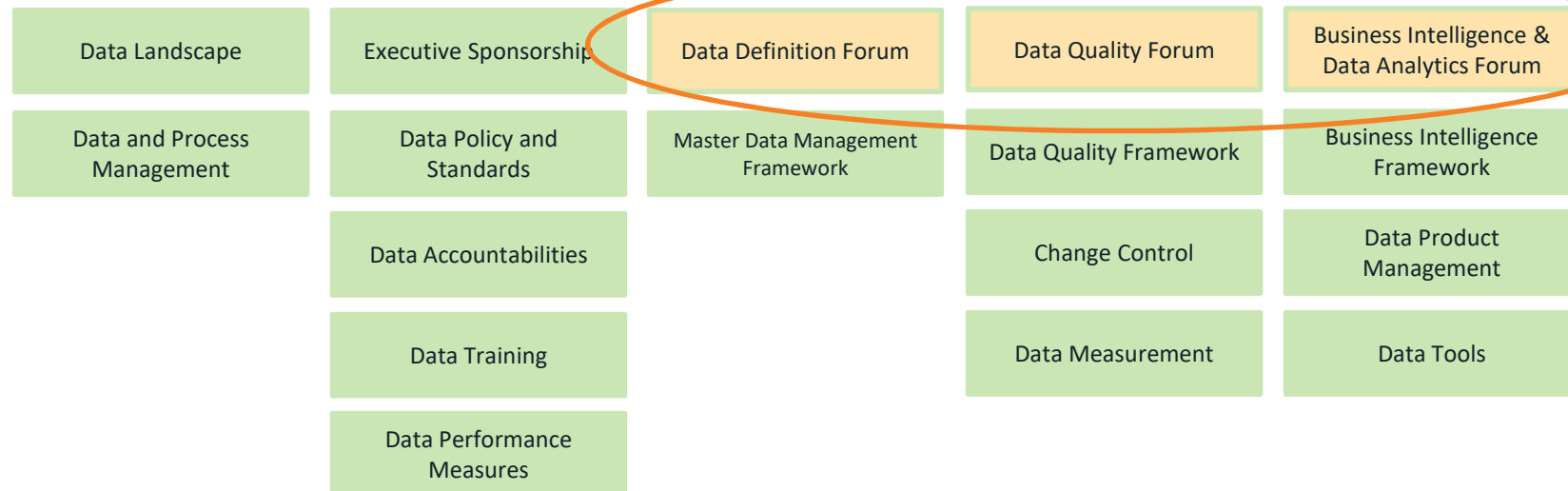
# Data Governance Capability Maturity Model

## Focus Areas and Maturity Areas

### 5 Focus Areas – business user friendly

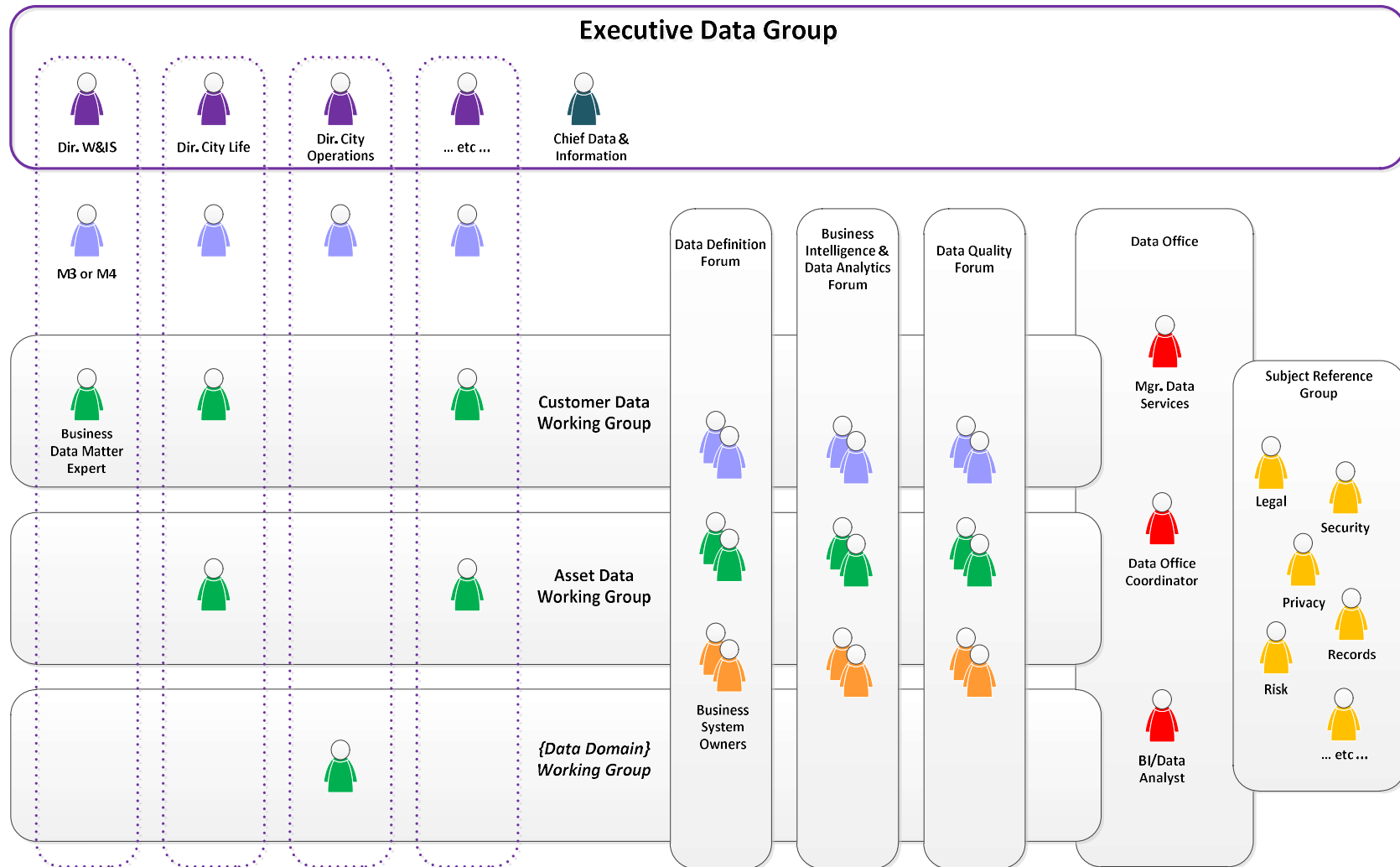


### 17 Maturity Areas – can be technical



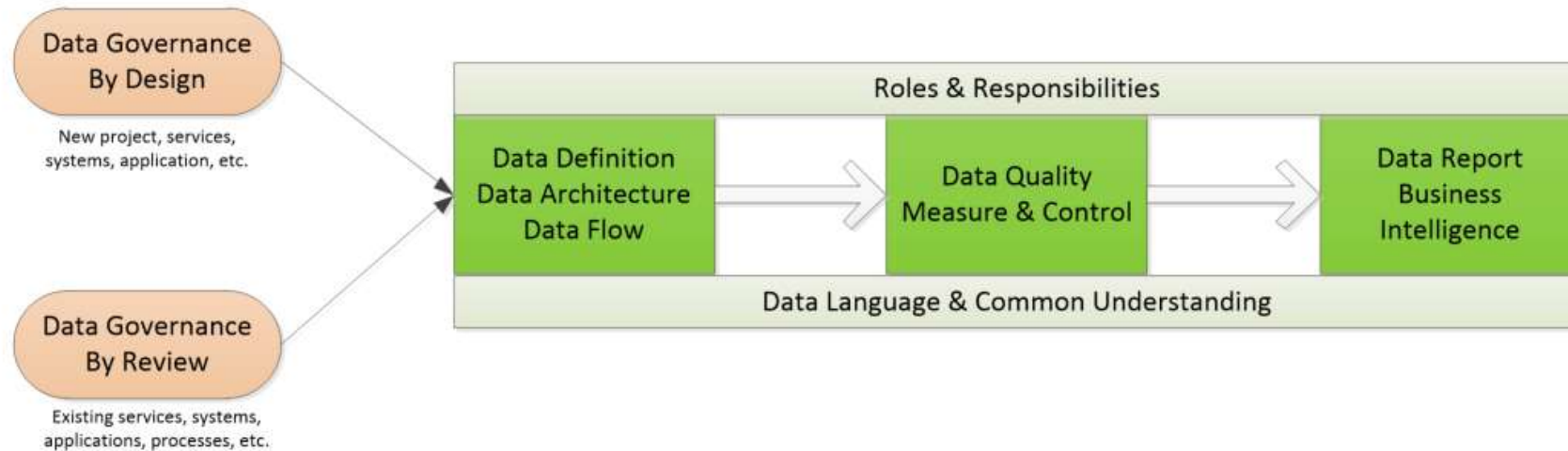
# Data Governance Framework

## Operating Model



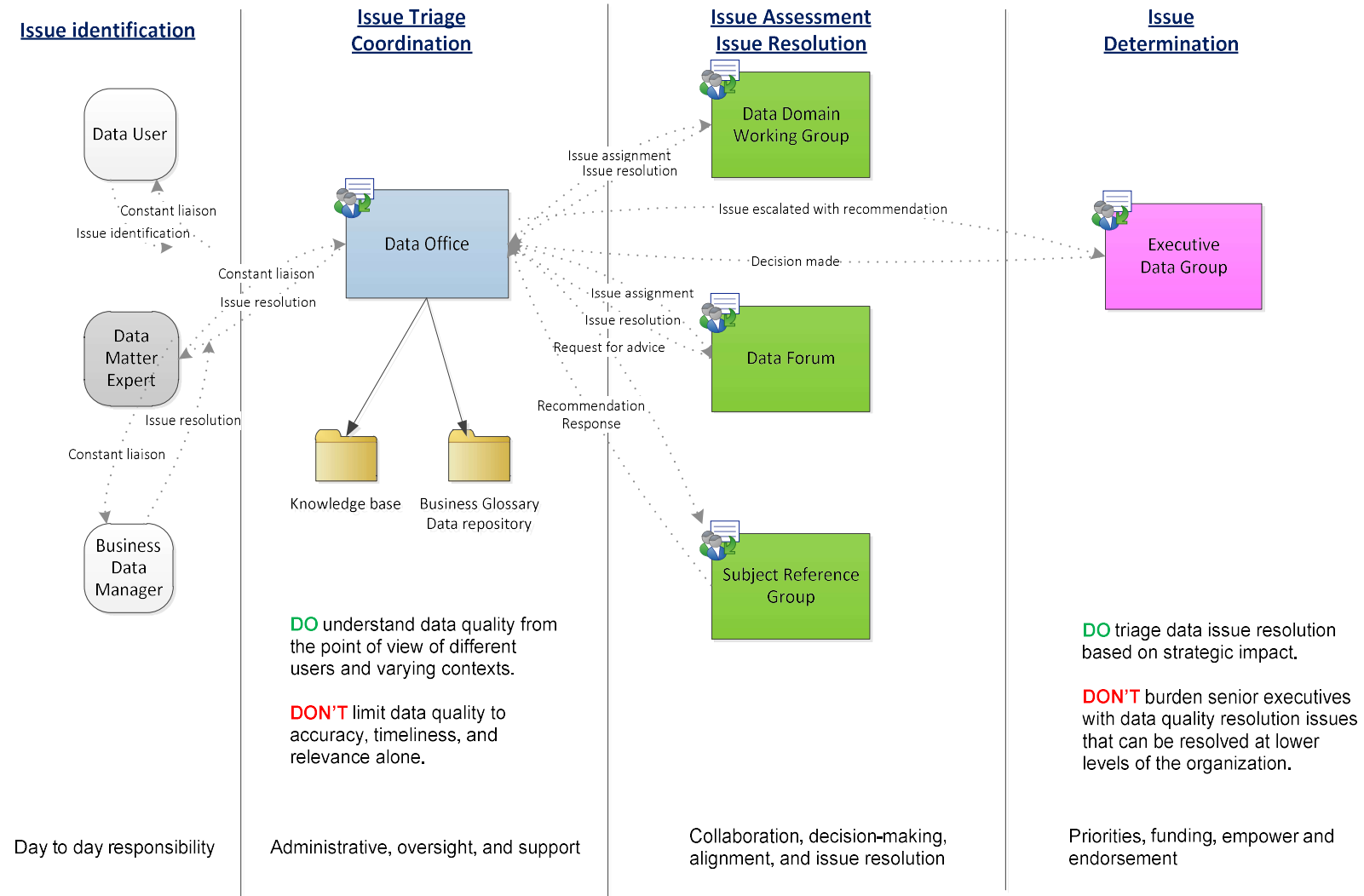
# Data Governance Activities

## Two main sources



# Data Governance Activities – Issue driven

## Identify and Resolve Data Related Issues





# Data Services

## Purpose





# Data Governance Framework

## Why Data Governance is hard?

“What is this for my business / for me?”

Change management

How to make people interested?

Is it all about data?

How to make it a successful one?

Business buy in / engagement

Big investment

Business as usual

Corporate culture

Abstract content /concept

# Data Governance Framework

## Why Data Governance fail?

- the focus is on working in a **reactive mode** instead of a **proactive mode**
- people leading these initiatives have a lack of **knowledge, experience, and passion**
- the right people with the **right skills** are not involved in the execution of the initiative
- Data Governance initiatives are driven without **business involvement and collaboration**
- there is a lack of **business engagement and commitment**
- DG initiatives are treated as a project instead of an **ongoing program**
- accomplish too much too soon without a **realistic execution plan** and **resources** to help execute the plan

Source: <https://www.dataqualitypro.com/10-reasons-data-quality-fail/>

# Data Governance Framework

## Business engagement

- Listen to the business
- Learn the purpose, plan, priority, performance and problem
- Identify opportunities for improvement
- Gain business buy in through value adding services
- Executive support
- Align with capability improvement

# Data Governance Implementation

## Who are the right people?

- Able to articulate and promulgate
- Able to engage and build relationship
- Able to convince
- Helicopter view vs detail view
- Identify the opportunity
- Problem solving
- “Red people” vs “Blue people” – “Purple people”

# Data Governance Framework

## Engagement story – BI Community of Interest

- Power BI Information Session
- Power BI User Group – share and care
- Business / data process transformation utilising Office 365



Data Definition Forum

Data Quality Forum

Business Intelligence & Data  
Analytics Forum

Culture of improvement:

- data driven analysis and decision making
- streamlined processes

**PowerBIUG**  
CITY OF SYDNEY   POWER BI USER GROUP

# The people side

## Capability improvement

*"I'd like to pursue data related career, can you guide me through?"*

*"This is great, can you help me to learn?"*

*"That is exactly what we need!"*

*"I didn't know you are able to do this!"*

***"When it comes to internal co-creation, upskilling current employees is by far the most popular method of building most organizations' analytical capabilities"***

*-- Deloitte IDO Survey Report 2017, Benchmarking your analytics journey*



## Are we there yet?

### Lessons and findings

- Long and tough journey to *Governance as Usual*
- Resource level constrains
- Voluntary based vs mandatory participation
- DG focus to fully support business priority
- *Win-win situation is the way to go*
- Grow our people
- Fun and rewarding experience to lead, govern & serve