



INFORMATION  
TECHNOLOGY  
MATTERS

28TH APRIL 2017

Q2-2017 'IT MATTERS' FORUM

**"DATA, RAISING THE QUALITY BAR WHILE PREPARING FOR EU GDPR"**



## Creating A Centre of Excellence for Data Quality

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# WHO ARE AGILE SOLUTIONS



## Key Facts:

- Data & Information Management Specialists
- Excellent Delivery and Agile Methodology History
- Offices in Milton Keynes, Glasgow & Manchester
- Private Limited Company
- Focused on traditional and disruptive technologies – Big Data, Data Science, Cloud and IOT

## Clients:



Agility

Success

Flexibility

# OUR SPECIALISATION



Education



Business Agility



Data Governance  
(Regulations and  
Compliance)



Data  
Management



Big Data



Cloud



Business  
Intelligence



Analytics



Data Science



Enterprise  
Architecture

## How we do it

### Traditional on-site Delivery

We have been providing onsite delivery for over 14 years using both waterfall and Agile delivery methodology.

The typical engagement model varies between, delivering services by complementing the client's team with Agile's skilled resource to managed service projects.

### ACC Delivery Model

The ACC (Agile Competency Centre) has been developed by Agile solutions to provide organisations an alternative to offshoring IT Applications Development.

### Hybrid ACC & on-site Delivery Model

This approach combines the cost benefits of the ACC with the on-site visibility/accountability of the traditional on-site model.

Through this journey we have also helped organisations to adopt an Agile Framework.

### Resource as a Service

Agile's RaaS solution is a traditional staff augmentation service.

# LLOYD'S MINIMUM STANDARDS – Underwriting Data Quality

## Principle:

- There are effective systems and controls for managing, recording and reporting underwriting data to management and to Lloyd's.

### UW 1.7.1 - Data Governance Framework

- Managing agents shall ensure that they have appropriate data governance structures and procedures in place for underwriting

### UW 1.7.2 - Systems and Processes

- Managing agents shall have systems and processes in place to record relevant underwriting data and use the output for reporting to management and to Lloyd's

### UW 1.7.3 - Appropriateness, Timeliness, Accuracy & Completeness of Management Information, Lloyd's and Regulatory Returns

- Managing agents shall ensure that underwriting data reported internally and in returns to Lloyd's and other external regulators is appropriate, accurate, complete and produced in a timely manner

### UW 1.7.4 - Quality Control

- Managing agents shall have processes in place to review the systems and controls framework ensuring underwriting data is accurate and complete.

# EXAMPLE: REGULATION AND STANDARD

## LLOYD'S MINIMUM STANDARDS

“Managing agents shall ensure that:

- there is regular exception reporting to identify potential variances or control failures in recording and producing underwriting data and these are investigated and escalated as appropriate;
- the quality of underwriting data is continuously assessed to ensure accuracy, completeness and appropriateness; and
- the systems and controls framework for underwriting data is subject to regular and appropriate internal audit review.”

## GDPR



Personal Data



Consent



Data Breach



Data Profiling



Privacy Model



Data Access



Suppression

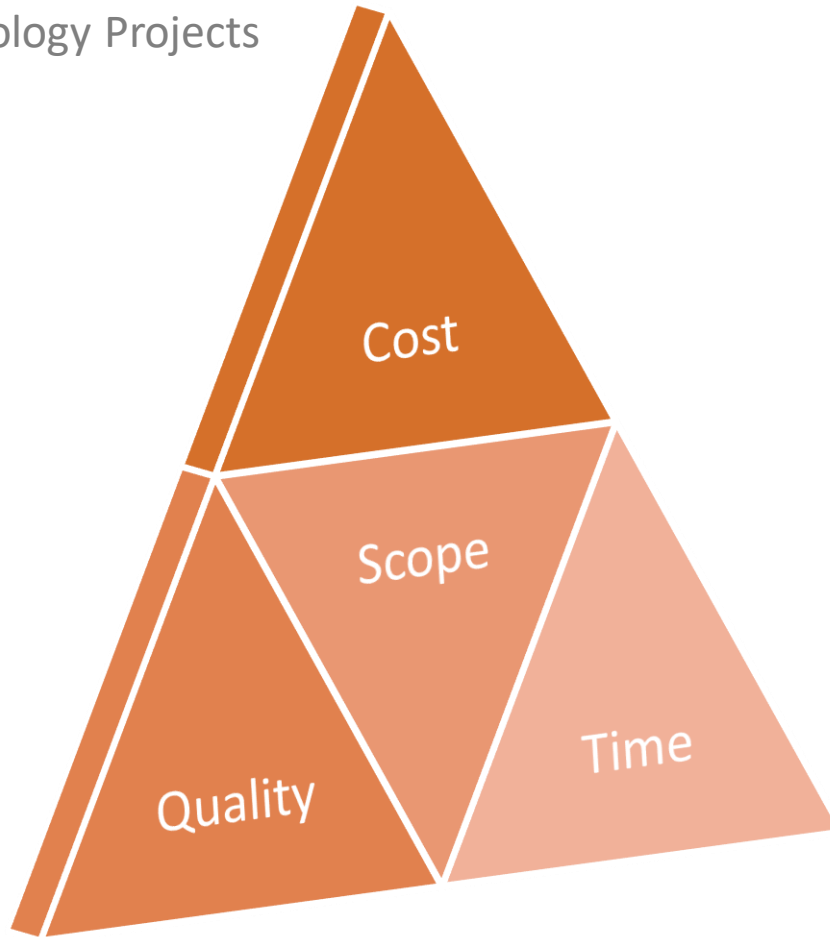


Privacy Officers

# TRIPLE CONSTRAINTS

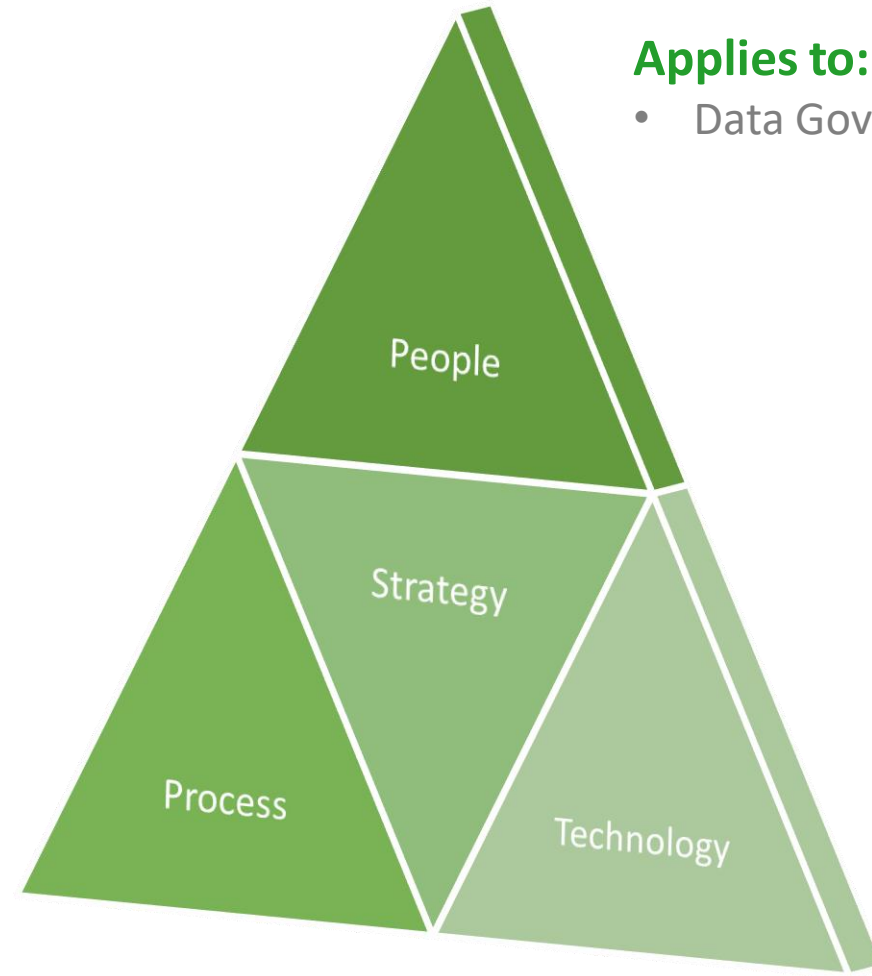
## Applies to:

- Technology Projects



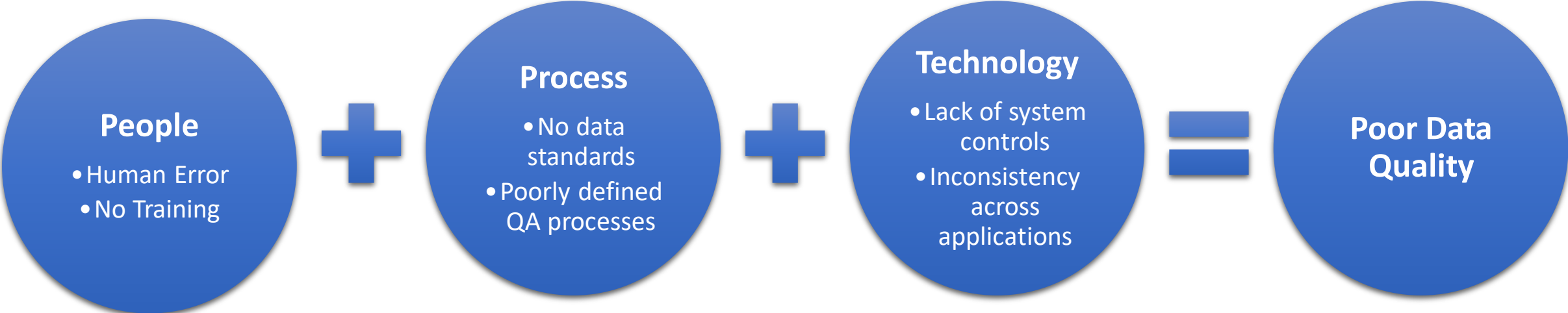
## Applies to:

- Data Governance



# CAUSES OF POOR DATA QUALITY

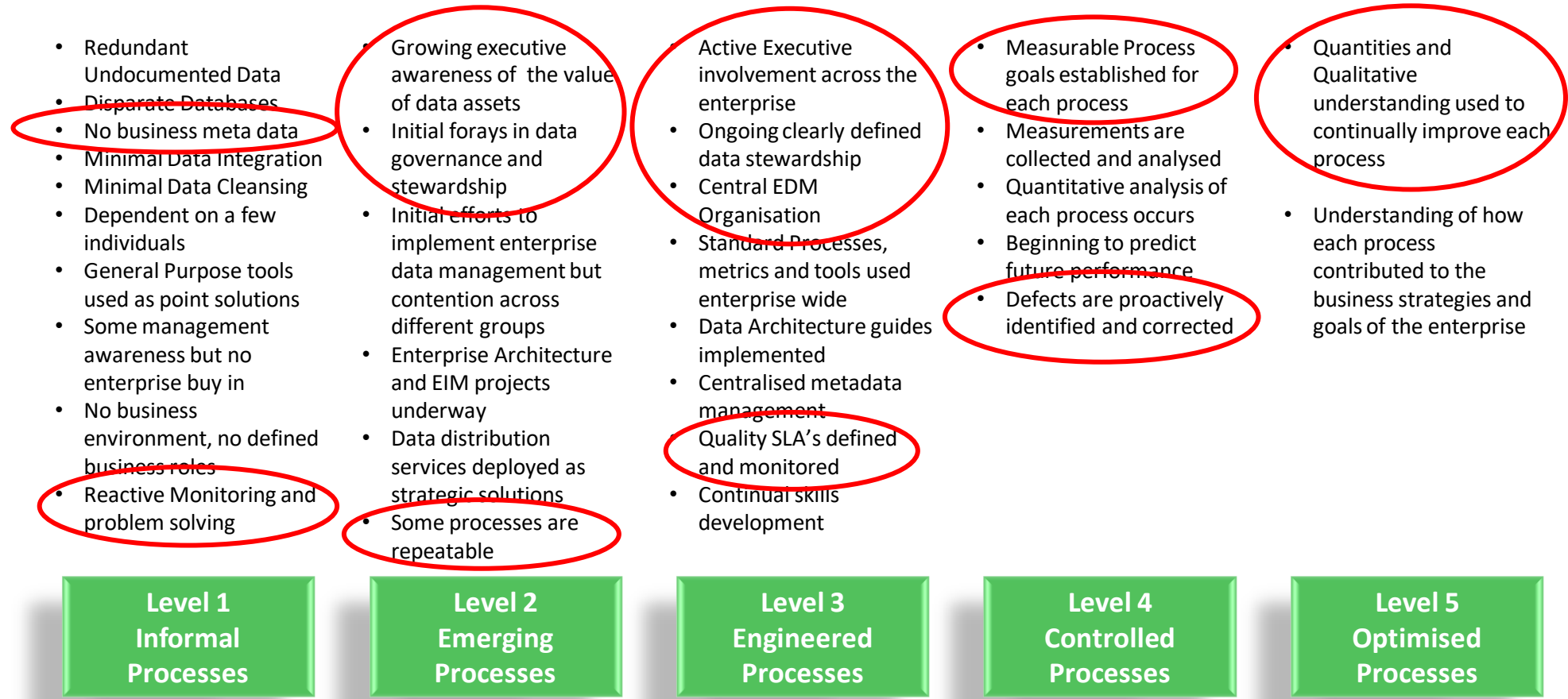
## Typical Root Cause Analysis :



Lacking Data Governance Capability



# INFORMATION MANAGEMENT MATURITY MODEL



# DATA QUALITY OPERATING MODEL

Business Led	IT Led	Hybrid
Ad-hoc examination of datasets	Targeted at an ETL process – usually based on a systems project	BAU Processing - focussed on a business process / individual data domain
Desktop installation	Server Installation	Server Installation
1 or 2 Super Users in the business	Developer led	Forms a centre of excellence for DQ
Used to establish the business case for further integration or DQaaS	Used to ensure a minimum data standard on ETL	Enforces true data governance based on an approved data standard
Profiling as opposed to cleansing	Mix of profiling and standardisation	Cleansing against business rules
Limited correction at source	Data Standardisation in flight in the ETL	Data remediation at source
Used to identify exceptions	Data Validation against DQ rules, with exceptions routed for investigation	DQaaS model supported by data stewards

# DATA QUALITY CENTER OF EXCELLENCE





## Creating A Centre of Excellence for Data Quality

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