How to Start Data Governance the Right Way

proarch

MEET OUR PRESENTERS

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Today's Agenda

→ What is Data Governance?

→ Why Data Governance Initiatives Fail or Stall

→ How to Take the First Step

→ The Next Steps

→ Keeping the Momentum

→ Q&A

What is Data Governance?

What Data Governance Is

Collection of processes, policies, roles, metrics, and standards

Establishes management processes throughout the data lifecycle that keeps data:

- Secure
- Private
- Accurate
- Usable

Ensures an effective and efficient use of information

What Data Governance Is Not

A tool that makes you instantly compliant and secure

Something you can set and forget

A one-way street, it takes two to tango

Something you never test

Someone else's problem; you are the best and only custodian of your data

Why Data Governance Matters

PII and HIPAA – You are out of compliance already and just don't know it yet.

Ways to get compliant:

- Protection Policies: Data leakage from the "Fat-finger" of the TO field stopped by DLP

- Retention Policies: HIPAA and PII are generally 6 years but something like GDPR is coming to the U.S.

- Data Classification: Real-time targeting as data is created, then refine the policies over time

Data governance is always better than data avoidance.

Benefits of a Data Governance Beyond Compliance

Improve Data Quality and Control

Trust the data you have and retain control over in a consistent manner.

Avoid Unnecessary Costs

Poor data management leads to more work, wasted revenue, and disparate tools to manage data.

Smart and Fast Decisions

Garbage in, garbage out. Good governance leads to consistent processes that build confidence.

Taking the First Steps

Why Data Governance Initiatives Stall or Fail

Failure to Get Buy-in

All levels must be on board because data governance affects everyone.

Poor Definition of Roles

Select the right stakeholders to drive governance forward.

Lack of Accountability

Without accountability progress will be short-lived.

Immature Toolsets

Modern tools identify, classify, and protect data and give insight into data flows.

Too Much, Too Soon

Phased approach leads to better results and prevents resistance and governance fatigue.

Taking the First Steps

Start with a limited scope (crawl, walk, run)

- Get exec buy-in. Communicate the why and make the business case
  - Ex: Meet the letter of the law and streamline compliance audits – Show that you're doing what you say your policy is

- Build the Team
  - Executive Sponsor
  - Compliance Leader
  - Data / Business Unit Owners
  - IT Leadership

- Research the toolsets
- Analyze data

Understand the Scope and Analyze Data

Survey the data producers and owners

- Use technology to scan your data to understand what you have, where it resides, and the "puts and gets"

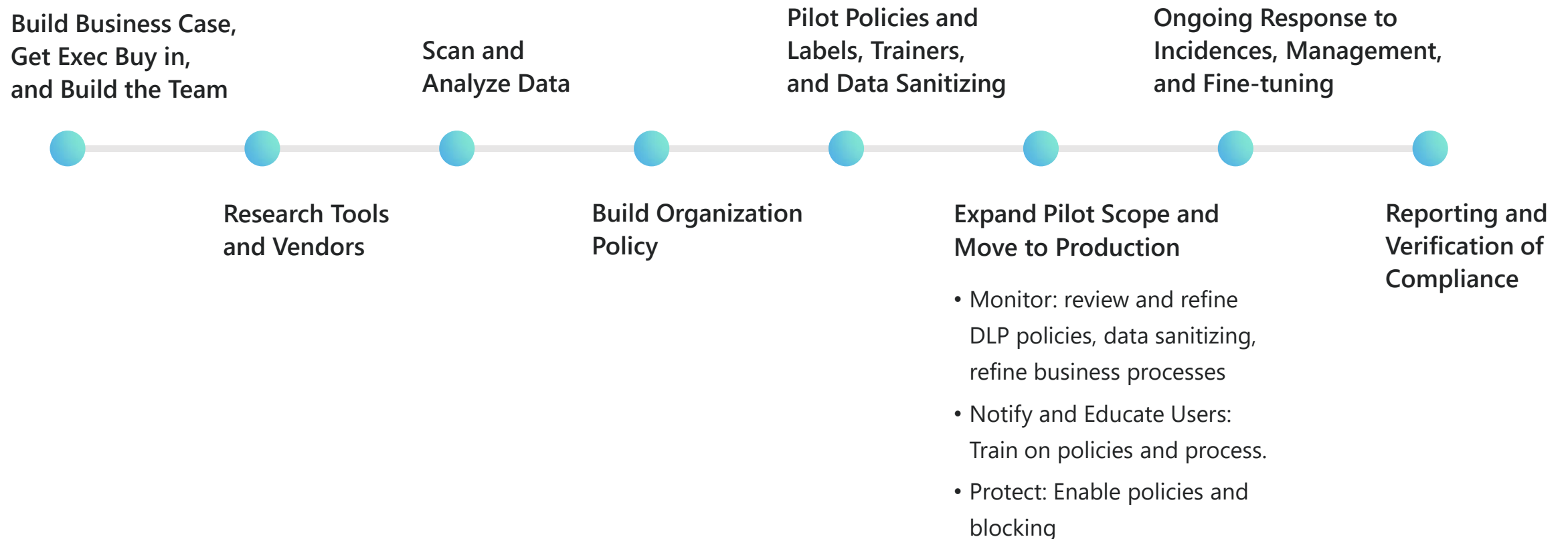- Identify sensitive data that requires special handling

Draft a simple data governance policy

- Roles and Responsibilities

- Data Access Policy

- Data Usage Policy

- Data Integrity and Integration Policy

Statement of Purpose	Why
Affected Entities	Who
Data Governance Structure	What regulations and who is responsible for data governance
Governance role and responsibilities	Description of roles and responsibilities of each role
Data access policy	Who has access to what, and what is the resource for gaining access
Data use policy	How can this data be handled
Compliance consequences	What are the penalties for not following (fines, loss of business, bad PR)
Data Integrity and Integration policy	How is the data protected

Data Governance Roadmap

Build Business Case, Get Exec Buy in, and Build the Team

Scan and Analyze Data

Pilot Policies and Labels, Trainers, and Data Sanitizing

Ongoing Response to Incidences, Management, and Fine-tuning

Research Tools and Vendors

Build Organization Policy

Expand Pilot Scope and Move to Production

Reporting and Verification of Compliance

- Monitor: review and refine DLP policies, data sanitizing, refine business processes
- Notify and Educate Users: Train on policies and process.
- Protect: Enable policies and blocking

An Easy Win: Classification Labels

Educate users on what the Labels are for and how to use them

Begin requiring that all documents are labelled

- Broad enough to cover every document

- Specific enough to leave little room for interpretation

- Keep it dynamic to flex with organizational needs

Classification Label	Description	Examples
Public	Any document labeled public would have no restrictions placed on it for dissemination to anyone inside or outside the organization.	Marketing materials Company contacts Email comms
Internal ONLY	Data that is only meant for internal purposes and should not be disseminated outside the organization	Org charts Sales data Exec comms
Client Confidential	Confidential data is defined as data that is only intended for specific recipients and should not be disseminated to anyone other than the intended recipient. This could be "internal only" data or data that is share with external entities	Vendor contracts Performance reviews Employee Salaries Customer data
Regulated/ Restricted	Highly sensitive data that falls under any classification detailed in this section. Data mishandled that is 'regulated' could have negative legal or financial ramifications.	PCI/PII/PHI/DFS Info IT Infrastructure info Company financials

Keeping the Data Governance Fire Burning

Keep the Momentum Going

Journey Not a Destination	Integrate with Culture	Phased Approach	Plan for Investment
No beginning or end. Requires dedicated resources and investment for maintaining and maturing Accelerate time to value by working with a partner	Focus effort integrating into the company through: Champions Communication Education Promotion Reward and Recognition	Define your business outcome Start small and scoped Assign owners Pilot Project Only becomes a "program" after you have some wins	Licensing costs Implementation costs On-going management Personnel Internal training

Kick-Start Data Governance: Protect & Govern Sensitive Data Workshop

Know what data you have, where it is, how it's being used, and compliance risks that may exist

Identify privacy and regulatory risks in data across Exchange Online, SharePoint Online, OneDrive for Business, and Teams

Receive an analysis and report on findings and associated risks

Get actionable next steps to mitigate the identified privacy and regulatory risks

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