



# Data operating model design

## Client

A leading Global Investment Bank.

## Opportunity

The client was looking to consolidate all the data sourced from several legacy systems of the enterprise into one central location. To achieve this, it was imperative to understand how and where the data was residing and how it moved within or outside the enterprise.

To create an as-is data flow framework, the client required the SGA team of consultants to collaborate with business owners and draft the current processes adopted by different Lines of Businesses (LOBs) of the enterprise as structured workflows (graphical representation). Followed by proposing an interim data operating model to include creation of a centralized data lake which would cater to all the data requests across the enterprise based on a subscription model.

These workflows would then be handed over to a separate technical team for implementation which includes the on-boarding of the data into a central location. The workflows created in the earlier step of the project would be taken as the primary reference. Further, interviews and communication channels are to be established by the SG Analytics team as per the requirements of the project.

## Business Benefits

- Development of strategic data operating model enabled a streamlined and progressive operational framework that supported growing needs of the business while ensuring alignment of processes across the enterprise.
- Elimination of redundant and duplicate processes improved efficiencies across the organization and helped unlock synergies between overlapping processes.
- Enabled better coordination among different LOBs and facilitated seamless onboarding of data and ensured higher quality of data.

## Solution

- SGA team identified the first POC (Point of contact)/Primary business stakeholders who would provide the final sign-off on the workflow defined.
- The SGA team provided POCs an overview of the project and set expectation on the requirements/mandate of the project.
- Meetings were scheduled with SMEs who explained the existing processed and nuances of the workflow.
- The team created detailed documentation of all interaction and captured necessary details for drafting the workflows.
- All the relevant information was gathered, validated and the final workflow was created.
- This went through additional round of calibration with key stakeholders to ascertain gaps/anomalies.
- The workflows were then finalized after the final sign-off from the LOB owners.

## Value Delivered

1

SG Analytics team completed the drafting of workflows for all the major sub processes followed by different lines of business in the enterprise along with variations in the processes with the changing geographic locations.

2

The team also highlighted the process gaps and proposed various process efficiency and improvement ideas.

To know more about our Data Governance Services  
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