

# Kalido® Data Governance Director™

Data governance initiatives require a framework for gaining control over how data is managed and used in business processes. Kalido Data Governance Director enables organizations to dramatically improve business process performance by improving the data created and used in running your business. This improvement is achieved by managing data policies, operationalizing data governance processes and measuring and improving data policy compliance.

## Driving Better Business

Organizations around the world struggle every day to manage the exploding amount of information that is critical to their business processes. Data governance has emerged as a key initiative to ensure business processes are operating with the highest possible data quality. Better data means more predictable outcomes and efficiencies including:

- Less rework and increased throughput
- Reduced manual intervention
- Reduced cycle times
- Enhanced resource utilization at lower cost per transaction

With Kalido Data Governance Director, organizations can link data quality metrics to those that indicate business process health and understand the economic impact of bad data on their business. Companies who establish sound data governance processes will see a direct bottom line impact.

## The Data Governance Challenge

People, process and technology are equally important in improving business process outcomes. To ensure success, you'll need a sustainable data governance solution that can help meet these key people and process challenges:

- **Adoption:** accelerate adoption via a central repository for definitions, rules, policies and data quality metrics.
- **Continuous improvement:** enhanced improvement efforts



through automated monitoring and management of policy adoption and adherence to agreed-to policies.

- **Accountability:** deliver reliable metrics, and track enforcement and compliance to data policies across the correct segments of the organization.

Companies are turning to the Kalido® Data Governance Director™ to help manage data through data policy management and address these data governance challenges.

## Kalido Data Governance Director

Kalido Data Governance Director helps improve the data used in business processes through data policy management. Key capabilities include:

### Unified Business Model

To implement data governance policies, the Unified Business Model in Kalido Data Governance Director provides a complete representation of the business and technical landscape in a central place. The Unified Business Model delivers a logical representation of the high level business processes, data produced or consumed in those processes and the systems that implement the processes. Models can be created directly in the web-based interface, or imported from external resources, such as a data glossary held in Excel, to seed the Unified Business Model with components that may already exist in your organization.

**Benefit:** Easily view data from a process perspective, the context of how they are used in a

business process, and a technical representation, facilitating a shared understanding of where data is within the enterprise and how it is consumed.

### Organizational Scope

Data policies are going to be different depending on what the policy is and where it applies. Differences can occur based on any combination of regional, functional department and line of business break down. Kalido allows companies to set the organizational scope of the data policy across all of these categories, and apply them in context to models, processes, systems.

**Benefit:** Scope policies across multiple different views and manage the complete organizational scope from a single console.

### Issue Management

People notice issues with data all the time. How can you harness their input? Kalido Data Governance Director's native issue management enables the entire organization to log any data issues they encounter and then orchestrates the process to drive those data issues through to a resolution. Issues are routed to the appropriate people according to their role and responsibility for triage, and are alerted at each step of the process to drive action. Governance teams can easily see and analyze similar issues reported across the organization, enabling them to manage the overall process and define new policies to tackle systemic issues in a more strategic manner.

**Benefit:** A web-based interface for raising issues expands the scope of governance participation to include virtually everyone, and simplifies the

allocation of responsibilities for fixing data issues either directly or through designing new policies.

### Data Policy Management

For a data governance initiative to succeed and drive true value to the business, a top-down approach is necessary to define the policies and rules for high-quality data. Only then can there be consistency and monitoring to ensure compliance and an ability to pinpoint data, processes and systems that need attention. Kalido offers this capability by managing a data policy's entire lifecycle, including authoring, approval, implementation, measuring compliance and change management.

**Benefit:** An actionable plan agreed to by all involved parties, with actionable policies that can be executed and monitored for compliance.

### Data Quality Rule Registration

Data governance policies specify a level of data quality that needs to be enforced across the organizational scope and the model. A series of data quality rules is the output of the policy. Kalido can import existing rule definitions from SQL or third party data quality tools, associate physical rules with business centric rules in the policy, and import existing metrics against which policy compliance is measured.

**Benefit:** Data quality monitoring is implemented from a business perspective, and policies and rules can be verified against data stored in systems.

### Monitoring and Compliance

Once policies are in place and data quality rules are defined, policy compliance must be monitored to

close the loop. This is critical to ensuring business processes are running with accurate data and for any regulatory impact. Kalido monitors compliance with data policies and delivers results in an easy-to-read dashboard that shows compliance metrics over time.

**Benefit:** Able to visually assess the effectiveness of agreed-to policies and rules, with rapid visibility into providers that are out of compliance.

### Activity Orchestration Templates

Data governance provides a framework for delivering good quality data. But how do you enable the process of governance? Kalido offers the capability to enable planning and controlling of the data governance activity. Tasks are managed in context of an initiative or an activity, with embedded workflow that drives task sequence to engage with various roles in the organization. These tasks and activities can be made into templates to ease implementation and drive consistency.

**Benefit:** Built-in project management to plan, manage and track data governance initiatives, providing transparency of project activity and status, which accelerates data governance programs.

### Alerts

Making sure the governance process moves along smoothly will drive delivery of better quality data. Kalido provides real-time alert notification to users of specific tasks assigned to their role that need to be addressed.

**Benefit:** Proactive involvement of all relevant parties makes the governance process run smoothly

### Change Control and Audit

Your data governance processes and data policies need to keep pace with changes in your business processes as well as your organizational scope. Kalido Data Governance Director delivers a transparent solution that keeps up with business change. Kalido audits change, reports on it, and can enable you to gauge the impact of change on data policies.

**Benefit:** Fully auditable process ensures rigorous controls for all changes, with easy assessment of change scope & impact.

### Role Management

Governing data used in business processes can require a vast array of

The screenshot displays the Kalido Data Governance Director web interface. The top section is titled 'Report DG Issue' and contains a form for reporting a data issue. A yellow callout box says: 'Report issues via web form whenever you notice anything that needs remediation'. The form includes fields for Title, Scope, Territory, Line of Business, and Business Function. Below the form is a 'Browse Issues' table with columns for ID, Title, Reporter, Status, Escalated, Data, Process, System, and Severity.

ID	Title	Reporter	Status	Escalated	Data	Process	System	Severity
1	This is a new issue	Carly Quick	Resolution In Progress	✓	Customer Contact	Customer Lifecycle	Salesforce.com	Critical
2	New Issue	Clare Schneider	In Triage	✓				
3	Customer Names are...	Clare Schneider	Reported	✓	Customer			Important
4	Policy not consistent...	Dave Donatelli	Reported	✓	Customer			Critical

individuals across your organization. Additionally, people come and go but the roles they play in data governance remain the same. How do you maintain order and consistency with a large number of ever-changing personnel?

Kalido offers a robust capability to define roles and associating the roles with capabilities they require and responsibilities they are accountable for. Mapping roles to capabilities and responsibilities, the system can help you find the resource responsible for an action. For example, you can assign an action to the Customer Data Steward role without knowing the individual in that role. If the individual changes, the role remains and no maintenance on the data policy is needed to account for the data stewards who change jobs. As the number of people in the organization who play a role in data governance grows, Kalido assists in defining who should be involved, while enforcing a high degree of consistency of terms. Kalido Data Governance Director includes a pre-defined set of roles that can be easily configured for your specific data governance program. Additionally, in complex deployments this capability allows Kalido to suggest people for specific tasks.

**Benefit:** Enables a level of sustainability in the governance process, delivers a more robust user experience, and simplifies administration and security.

## Benefits

- Provides a common, pervasive, visible policy layer on top of existing data repositories including operational systems, data warehouses, master data hubs and integration infrastructure.
- Collaboratively defines data policies in the context of current state business process, data, system and organization models, aligning them with business objectives.
- Centrally analyze, track and manage issues raised by anyone in the organization, using tactical issues to drive a strategic approach to governance and developing policies based on overall data quality.
- Accelerates deployment by leveraging existing investments in data models, process models, data quality rules and related software through an open framework.
- Orchestrates comprehensive data governance processes including data policy creation, change management, communication, implementation, issue tracking, and remediation.
- Enables demonstrating to auditors and regulators a transparent and auditable end-to-end process for managing data policies.
- Manages performance of the data governance program by tracking and reporting key operational metrics.

- Monitors, measures and reports compliance with data policies over time to drive continuous improvement.
- Triggers timely issue resolution by notifying all stakeholders when data policies are violated.
- Prioritizes issues based on economic impact of non-compliance by tracking the relationship between data quality and business performance metrics.

## Platform Support

**Application Server:** Microsoft Windows 7 64-bit, Windows 2008 R2 64-bit, Red Hat Linux 5.5 64-bit

**Client:** Microsoft Internet Explorer® 8.0, FireFox 3.0, Java JRE 1.6

## About Kalido

Kalido is the leading provider of business-driven data governance software. Kalido enables companies to manage data as a shared enterprise asset by supporting the business process of data management. Kalido software has been deployed at more than 300 locations in over 100 countries, including 20 percent of the world's most profitable companies as determined by Fortune Magazine.

More information about Kalido can be found at: <http://www.kalido.com>.

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