



DURBANSDGs
ETHEKWINI MUNICIPALITY

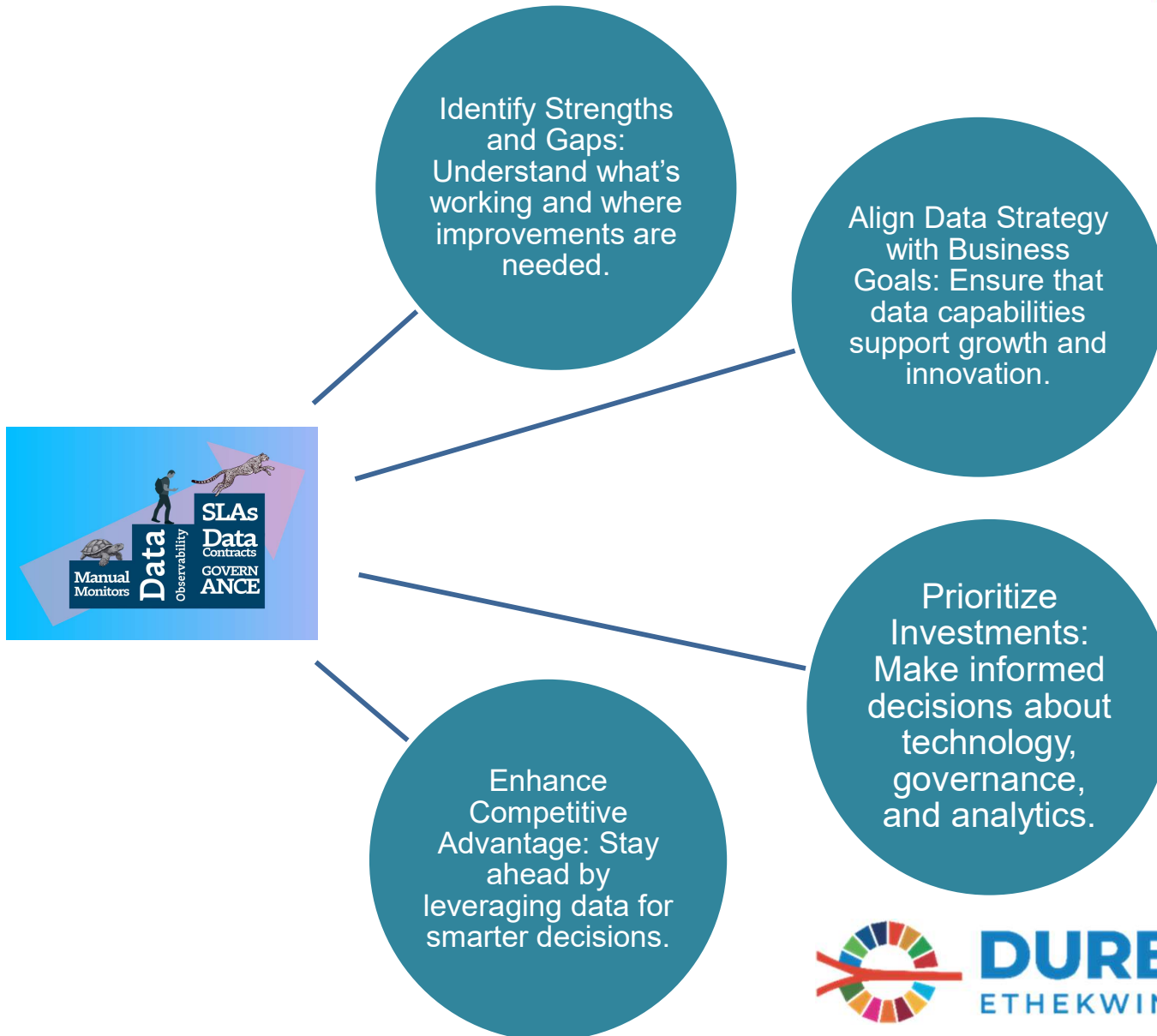
Data Maturity

Nevana Srikiison
Nevana.Srikiison@durban.gov.za

Data Maturity Levels



Why assess data maturity



Analysis of Data Maturity Models

Level	Level name		Level description	
	DAMA-DMBOK2	DCAM2 2.2	DAMA-DMBOK3	DCAM2 2.3
Level 0	No capability	Not initiated	No organized data management practices or formal enterprise processes for managing data	Ad hoc data management (performed by several people)
Level 1	Initial/Ad Hoc	Conceptual	<ul style="list-style-type: none"> Little or no governance Limited tool set Bodies defined within silos Controls applied inconsistently Data quality issues not addressed 	Initial planning activities (white board sessions)
Level 2	Repeatable	Developmental	<ul style="list-style-type: none"> Emerging governance Introduction of a consistent tool set Some roles and processes defined Growing awareness of impact of data quality issues 	Engagement underway (stakeholders being recruited and initial discussions about roles, responsibilities, standards and processes)
Level 3	Defined	Defined	<ul style="list-style-type: none"> Data viewed as an organizational enabler Scalable processes and tools Resolutions in manual processes Process outcomes are more predictable 	Data management capabilities established and verified by stakeholders (roles and responsibilities structured, policy and standards implemented, glossaries and identifiers established, sustainable funding)
Level 4	Managed	Achieved	<ul style="list-style-type: none"> Centralized planning and governance Management of risks related to data Data Management performance metrics Measurable improvements in data quality Highly predictable processes Reduced risk Widespread metrics to manage data quality and process quality 	Data management capabilities adopted and compliance enforced (enforced by executive management, actively coordinated, adherence audited, strategic funding)
Level 5	Optimization	Enhanced	<ul style="list-style-type: none"> Continual planning and governance Management of risks related to data Data Management performance metrics Measurable improvements in data quality Highly predictable processes Reduced risk Widespread metrics to manage data quality and process quality 	Data management capabilities fully integrated into operations (continuous improvement)

	1. Prenatal	2. Infant	GULF	3 Child	4. Teenager	CHASM	5 Adult	6. Sage
Imperative No.1: Maintain a Cross-Functional Team and Process	Ad Hoc Governance Steering Committees	Get executive mandate	Define Policies for Data Usage	Improve Processes	Embrace enterprise Big Picture	Review Team Processes, Policies, for Enterprise	Centralized Governance	Centralized Governance
Imperative No.2: Align with Data-Intense Business Initiatives	Plan initiatives as mgd-driven and IT-supported	Set data goals for initiative success	Initiatives Governed 1st: Compliance Data Security Data Privacy	Initiatives Governed 2nd: Business Intelligence (BI) CRM ERP	Plan initiatives as enterprise wide	Business Integration Enterprise BI Warehousing Data as an Enterprise Asset	Business Transformation Reorganizations Mergers & Acquisitions Process Reengineering	Business Transformation Reorganizations Mergers & Acquisitions Process Reengineering
Imperative No.3: Align with Technical Implementations	Draw from data mgd teams for BI, Viewship, data architecture, etc.	Align data pairs with business initiatives	Implementations Governed 1st: Data Quality Data Integration Master Data Mgt Metadata Management	Implementations Governed 2nd: BI and Data Warehousing Operational Application Usage	Govern tech by Big Picture, not project basis	Enterprise Data Architecture Data Exchange Standards Global Data Standards	Information Lifecycle Management Data Migration Consolidation	Information Lifecycle Management Data Migration Consolidation
Imperative No.4: Automate DG Processes via Technical Implementations	Early discussions of DG usually ignore software automation	First attempts at DG rarely have much automation	Identify DG-related functions in tool-hops	Automation Deployed 1st: DG Functions - Data profiling - Data monitoring - Stewardship BI Functions - Metadata Mgt - Repository	Automation Deployed 2nd: Enterprise Portal Change Mgt Project Mgt Workflow or Process Mgt	Deploy an infrastructure for both DIDQ & DG	DG Functions built into DIDQ Infrastructure DG Automation Inc in that of other Types of Governance	DG Metrics and KPIs Governance Distribution Usage Monitoring Non-Compliance Alerts



Gartner Data & Analytics Maturity Score for CDAOs

Gartner D&A Maturity Score for CDAOs has been completely updated to align to CDAOs' role and responsibilities in leading a D&A organization. Clients can take the entire score or pick and choose specific objectives to focus on.

Create the Strategy & Operating Model	Build the Organization	Manage Data Values & Outcomes	Manage the Function	Adopt an AI Strategy	Optimize & Maintain Analytics Content	Integrate & Manage Data	Secure Data & Analytics Assets
Design the Model	Organize Talent & Enable Skills	Quantify the Value	Prioritize the Function	Enrich the Data	Design & Implement Analytics Layers	Build Organizational Alignment for Data	Secure the Purpose of Information
Order the Operating Model	Design Data Literacy	Design Business Processes	Monitor Impact	Monitor AI Risk	Design & Implement Visual Analytics	Improve Data Quality	Secure the Data
Execute the Strategy	Enable Data System Interoperability	Establish a Metrics Framework	Monitor Portfolio Health	Monitor AI Techniques	Design & Implement Analytics Models	Monitor Metadata Quality	Set Organizational Policies
				Implement AI Skills		Integrate & Manage Data	Monitor Governance Policies
						Monitor the Data Environment	Monitor Governance Policies
						Manage Change	

Gartner

Overview of Data Maturity Models

- Provide frameworks for assessing data capabilities
- Highlight different stages of data maturity
- Emphasize unique dimensions for data management
- Aid organizations in strategic planning
- Drive continuous improvement through alignment

Category	Process area
DATA MANAGEMENT STRATEGY	Data Management Strategy
	Communications
	Data Management Function
	Business Case
DATA GOVERNANCE	Program Funding
	Governance Management
	Business Glossary
DATA QUALITY	Metadata Management
	Data Quality Strategy
	Data Profiling
	Data Quality Assessment
DATA OPERATIONS	Data Cleansing
	Data Requirements Definition
	Data Lifecycle Management
PLATFORM & ARCHITECTURE	Provider Management
	Architectural Approach
	Architectural Standards
	Data Management Platform
	Data Integration
SUPPORTING PROCESSES	Historical Data, Archiving and Retention
	Measurement and Analysis
	Process Management
	Process Quality Assurance
	Risk Management
	Configuration Management

Key Indicators of Data Maturity



Data Quality

- Essential for accurate analysis and decision-making. High-quality data leads to better organizational performance.

Accessibility

- Ensures that data is easily available to users who need it for analysis and reporting.

Data Governance

- Effective data governance establishes policies and standards for managing data, ensuring compliance and security.

User Engagement

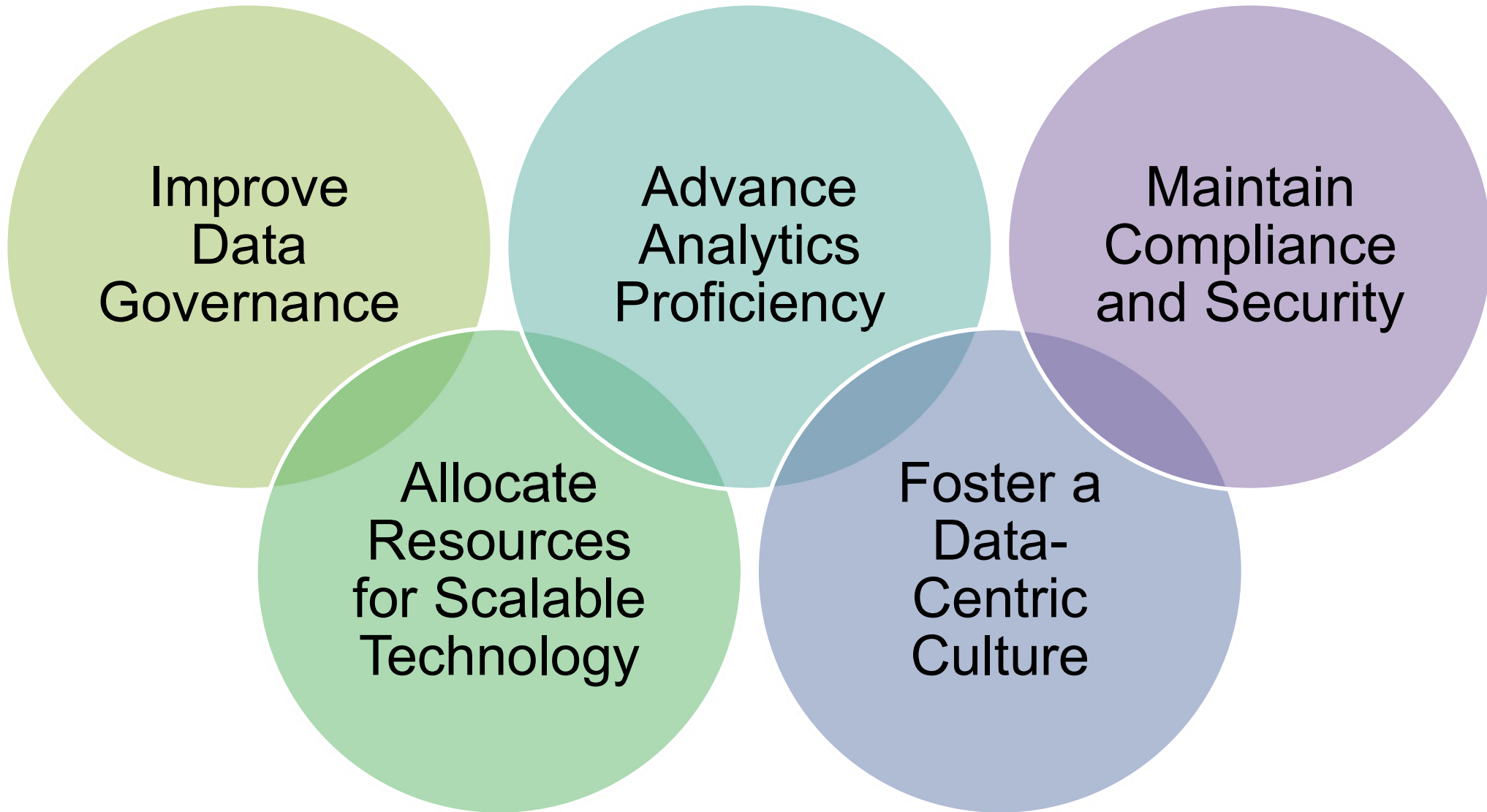
- Indicates how effectively users interact with data systems, influencing data utilization and insights e.g Percentage of decisions supported by data.



Enhancing Data Maturity



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THANK YOU!