Real-World Data Governance

Building Resilient Data Governance Strategies in a Post-Pandemic World

Monthly Webinar Series Hosted by DATAVERSITY

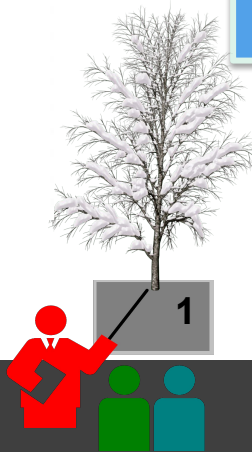Robert S. Seiner – KIK Consulting
January 16, 2025 – 11:00 a.m. PT / 2:00 p.m. ET

Episode #156

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Building Resilient Data Governance Strategies in a Post-Pandemic World

Introduction

Real-World Data Governance – Monthly Webinar Series

February 20, 2025: AI and Data Governance Roles That Match Your Organization's Need

Third Thursday each Month @ 2pm EST – Register at TDAN.com, KIKconsulting.com, DATAVERSITY.net

Dataversity Enterprise Data Governance Online (EDGO) Conference

January 22, 2025 – The Value of an Effective AI and Data Governance Joint Framework – **NEXT WEEK! JOIN US!**

Non-Invasive Data Governance / Non-Invasive Data Governance Strikes Again Books

2014: ISBN 9781935504856 / TechnicsPub.com / Amazon.com
2023: ISBN 9781634623599 / TechnicsPub.com / Amazon.com
2025: NIDG Unleashed: Empowering People to Govern AI and Data (Technics)

Non-Invasive Data Governance / Metadata Governance Online Learning Plans

Most Recent: Business Glossaries, Data Dictionaries and Data Catalogs
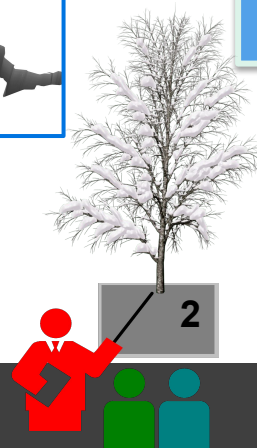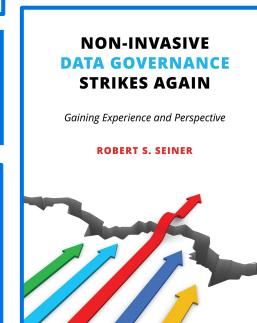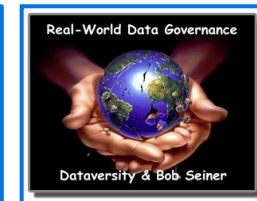DATAVERSITY Training Center – https://training.dataversity.net

KIK Consulting & Educational Services

KIKConsulting.com
The Home of Non-Invasive Data Governance™
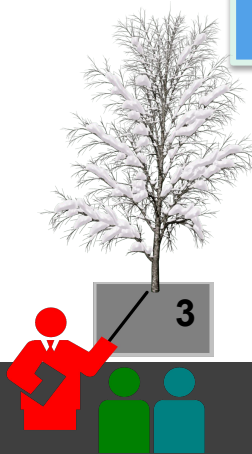
Carnegie Mellon University (CMU)

Adjunct Faculty: Heinz College Executive Education – **Chief Data and AI Officer (CDAIO)** Certificate Program

Building Resilient Data Governance Strategies in a Post-Pandemic World
Abstract

- In this webinar, I will talk about …

  - Adapting Data Governance to Post-Pandemic Realities

  - Building Resilience into your Data Governance Framework

  - Addressing New Data Challenges in a Transformed World

  - Strategies for Long-Term Sustainability and Governance

  - Success Stories of Resilience in Data Governance

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Building Resilient Data Governance Strategies in a Post-Pandemic World
Definitions

- **Data Governance** – The **execution and enforcement** of authority over data.

- **Data Stewardship** – **Formal accountability** for data.

- **Data Steward** – A **person held formally accountable** for their relationship to the data.

- **Resilient** – Ability to **return quickly** to a previous good condition after problems … or to **withstand** problems.

Building Resilient Data Governance Strategies in a Post-Pandemic World
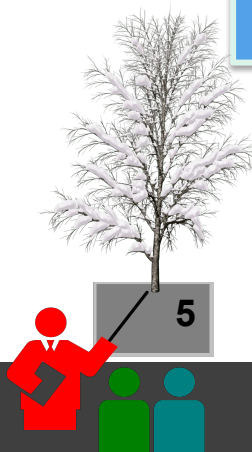
BWGS: The Pandemic and What It Did to Our Lives

6.9 Million Confirmed Global Deaths:
(As of 2024)

300+ Million Jobs Lost Worldwide

1 Billion Students Affected
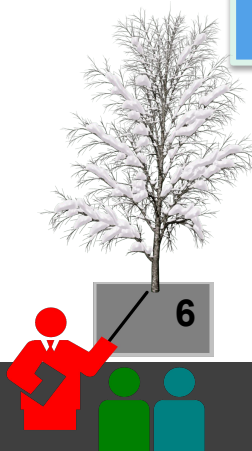
$10 Trillion in Global Economic Losses

14 Billion Vaccine Doses Administered

Building Resilient Data Governance Strategies in a Post-Pandemic World
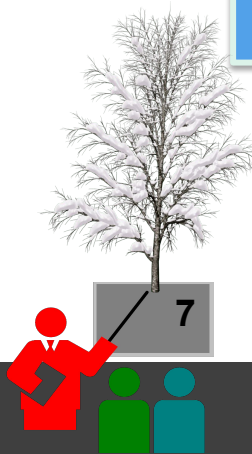## BWGS: The Pandemic and What It Did to Our Data

- **Explosion in Data Volume:** Organizations saw an unprecedented surge in data generation due to the rapid shift to remote work, digital services, and online transactions. This overwhelmed existing data governance frameworks, forcing many organizations to rethink their data management strategies to handle the influx.

- **Demand for Real-Time Data Insights:** The need for timely and accurate data skyrocketed as organizations relied on real-time analytics to navigate supply chain disruptions, track COVID-19 cases, and adapt to changing customer behaviors. This exposed weaknesses in outdated data pipelines and governance practices.

- **Increased Privacy and Security Risks:** The accelerated adoption of remote work and digital collaboration tools led to heightened risks of data breaches and compliance violations. Organizations struggled to protect sensitive information and comply with privacy regulations in a rapidly evolving digital landscape.

Building Resilient Data Governance Strategies in a Post-Pandemic World
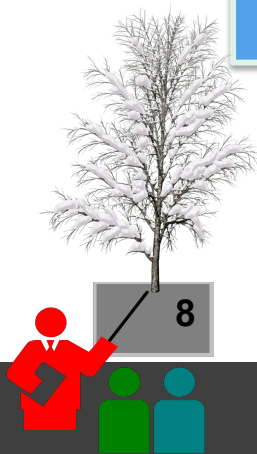## BWGS: The Pandemic and What It Did to Our Data

- **Shift Toward Cloud-Based Solutions:** The pandemic accelerated the migration to cloud platforms, with organizations seeking scalable and accessible solutions for managing dispersed data environments. This transformation required new governance policies to ensure data integrity, security, and compliance across hybrid and cloud-based systems.

- **Highlighting Governance Gaps in Unstructured Data:** The widespread use of virtual meetings, email, and other unstructured data sources during the pandemic created challenges in managing and governing non-tabular data. Organizations faced difficulties in tracking, classifying, and leveraging this data, underscoring the need for more robust unstructured data governance strategies.

Building Resilient Data Governance Strategies in a Post-Pandemic World
BWGS: The Pandemic and What It Did to Our World

- Accelerated Digital Transformation

- Exposed Weaknesses in Data Management

- Increased Dependence on Data for Decision-Making

- Amplified Privacy and Security Concerns

- Shifted Focus Toward Resilience and Agility

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Building Resilient Data Governance Strategies in a Post-Pandemic World
The Pandemic and What It Did to Our World

- Accelerated Digital Transformation

  - The pandemic forced organizations across industries to rapidly adopt digital technologies and remote operations.

  - The shift to remote work and digital-first operations meant that businesses had to rely heavily on data-driven systems to maintain continuity. This sudden digital acceleration highlighted the importance of structured and reliable data governance to manage the influx of new data streams and ensure operational resilience.
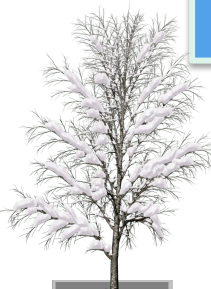
Building Resilient Data Governance Strategies in a Post-Pandemic World
The Pandemic and What It Did to Our World

- Exposed Weaknesses in Data Management

  - The pandemic exposed critical gaps in how organizations manage and govern their data.

  - Many organizations struggled with fragmented or incomplete data, which hampered their ability to make timely, informed decisions during the crisis. This highlighted the need for resilient data governance strategies to ensure accurate, accessible, and trusted data in times of disruption.
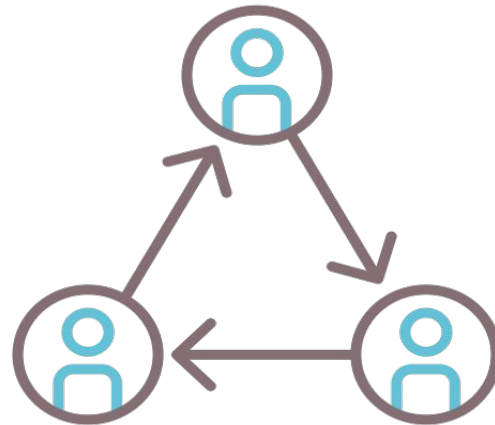
Building Resilient Data Governance Strategies in a Post-Pandemic World
The Pandemic and What It Did to Our World

- **Increased Dependence on Data for Decision-Making**

  - Organizations leaned heavily on data to navigate the crisis, from supply chain adjustments to public health decisions.

  - Data-driven decision-making became essential for survival, whether for tracking infections, managing remote teams, or responding to changing consumer behaviors. This reliance underscored the need for robust data governance to provide reliable insights under pressure.

Building Resilient Data Governance Strategies in a Post-Pandemic World
The Pandemic and What It Did to Our World

- Amplified Privacy and Security Concerns

  - Remote operations and increased digital activity amplified the risks to data privacy and security.

  - The expansion of digital footprints and remote access heightened vulnerabilities to cyber threats and data breaches. Organizations had to quickly adapt their governance frameworks to ensure compliance with privacy regulations while protecting sensitive information from new security risks.
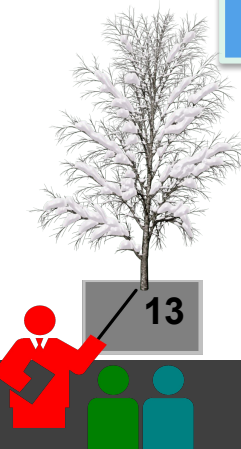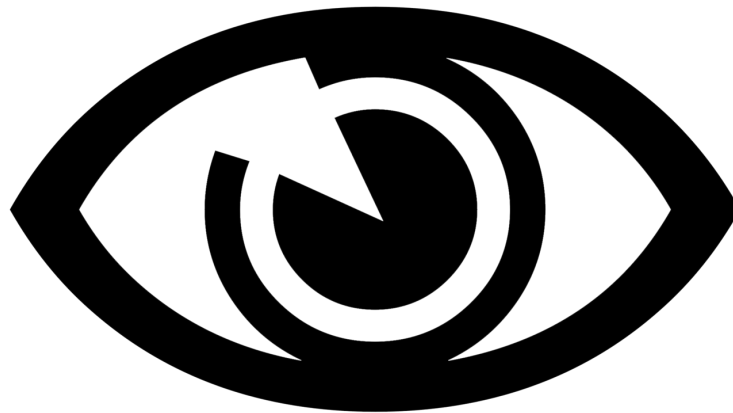
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Building Resilient Data Governance Strategies in a Post-Pandemic World
The Pandemic and What It Did to Our World

- **Shifted Focus Toward Resilience and Agility**

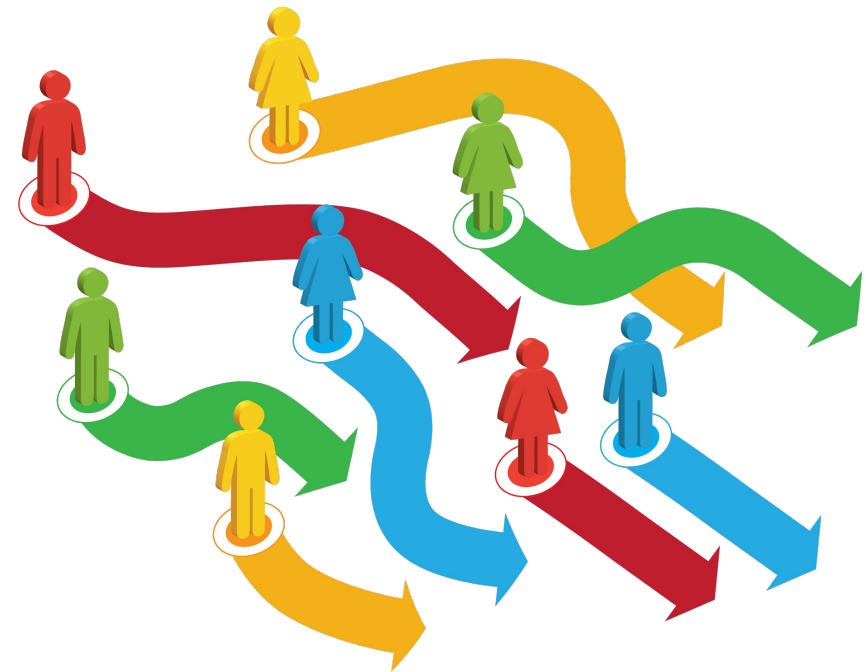 – The pandemic reshaped priorities, emphasizing the need for resilient and adaptable data governance strategies.

  – Organizations realized that rigid data governance frameworks could not keep pace with rapidly changing conditions. The crisis highlighted the importance of creating flexible and scalable governance models that can adapt to unexpected disruptions while ensuring data integrity and availability.

Building Resilient Data Governance Strategies in a Post-Pandemic World
Adapting Data Governance to Post-Pandemic Realities

- Emphasize Agility in Data Governance Frameworks

- Strengthen Governance of Remote and Distributed Data

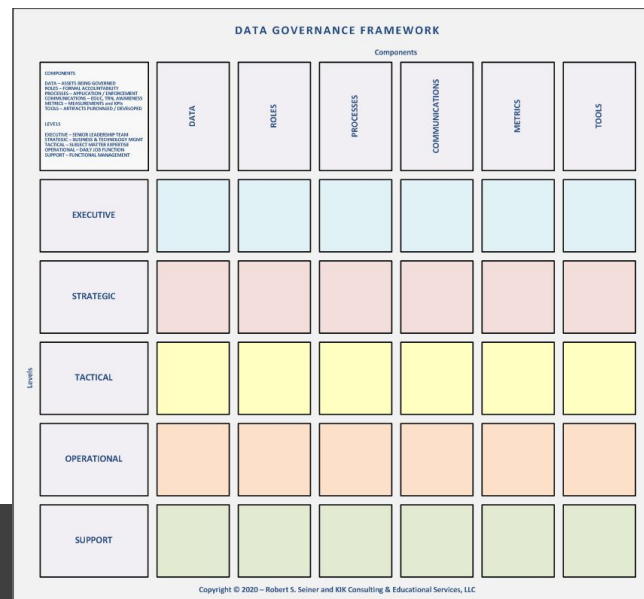- Prioritize Governance of Unstructured and Semi-Structured Data

Building Resilient Data Governance Strategies in a Post-Pandemic World
Adapting Data Governance to Post-Pandemic Realities

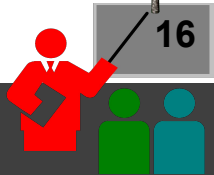- Emphasize Agility in Data Governance Frameworks

    - Post-pandemic realities demand **governance frameworks that are flexible and adaptive** to rapidly changing circumstances.

    - The pandemic highlighted the *need for agility as organizations had to pivot quickly in response to disruptions.* Governance models must now be designed to accommodate sudden changes, such as shifts to remote work or new regulatory requirements, without compromising data integrity or accessibility. Agile governance ensures that organizations can maintain control while fostering innovation and adaptability.

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Building Resili... orld
Adapting Data G...

DATA GOVERNANCE FRAMEWORK

COMPONENTS

DATA – ASSETS BEING GOVERNED
ROLES – FORMAL ACCOUNTABILITY
PROCESSES – APPLICATION / ENFORCEMENT
COMMUNICATIONS – EDUC, TRN, AWARENESS
METRICS – MEASUREMENTS and KPIs
TOOLS – ARTIFACTS PURCHASED / DEVELOPED

LEVELS

EXECUTIVE – SENIOR LEADERSHIP TEAM
STRATEGIC – BUSINESS & TECHNOLOGY MGMT
TACTICAL – SUBJECT MATTER EXPERTISE
OPERATIONAL – DAILY JOB FUNCTION
SUPPORT – FUNCTIONAL MANAGEMENT

	DATA	ROLES	PROCESSES	COMMUNICATIONS	METRICS	TOOLS
EXECUTIVE						
STRATEGIC						
TACTICAL						
OPERATIONAL						
SUPPORT						

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Building Resilient Data Governance Strategies in a Post-Pandemic World
Adapting Data Governance to Post-Pandemic Realities
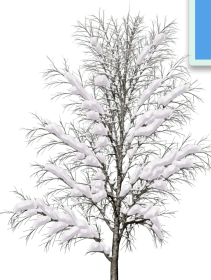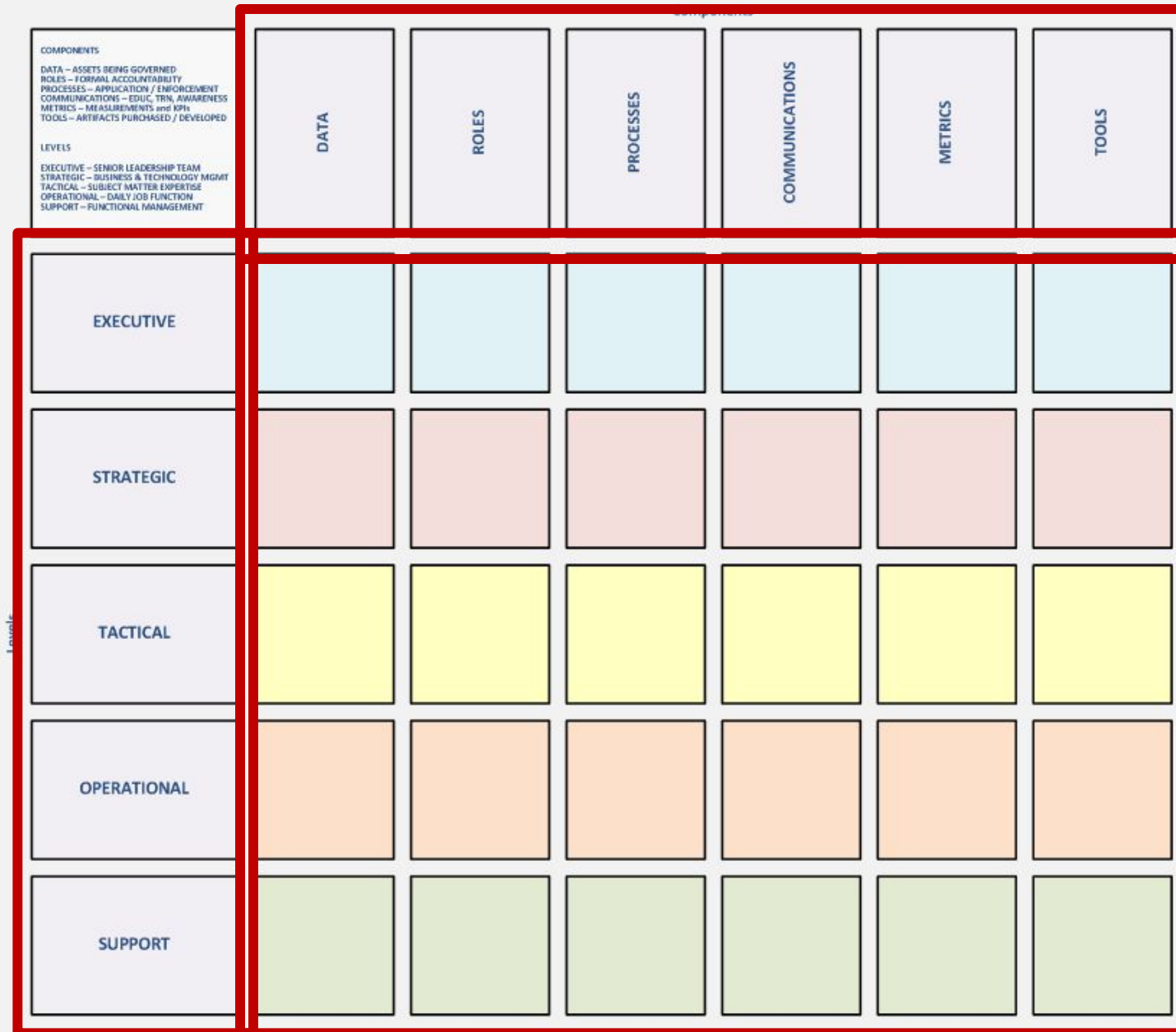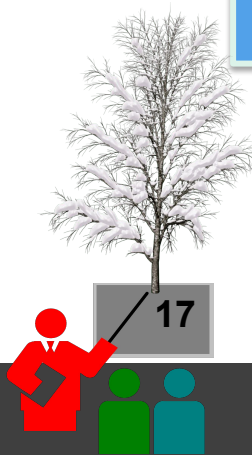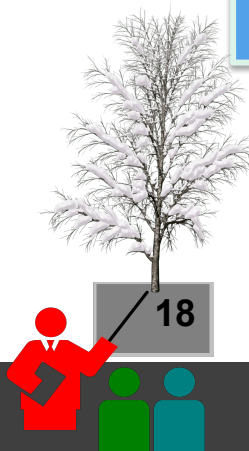
- **Strengthen Governance of Remote and Distributed Data**

  - The widespread **shift to remote work exposed vulnerabilities** in managing and governing data across decentralized environments.

  - With employees accessing data from various locations and devices, traditional governance approaches fell short. Organizations must *implement robust policies for securing remote access, managing hybrid environments, and monitoring compliance across distributed systems*. Strengthening governance in these areas ensures data remains secure, compliant, and accessible, even in dispersed operating models.

Building Resilient Data Governance Strategies in a Post-Pandemic World
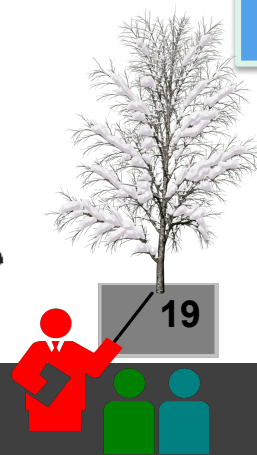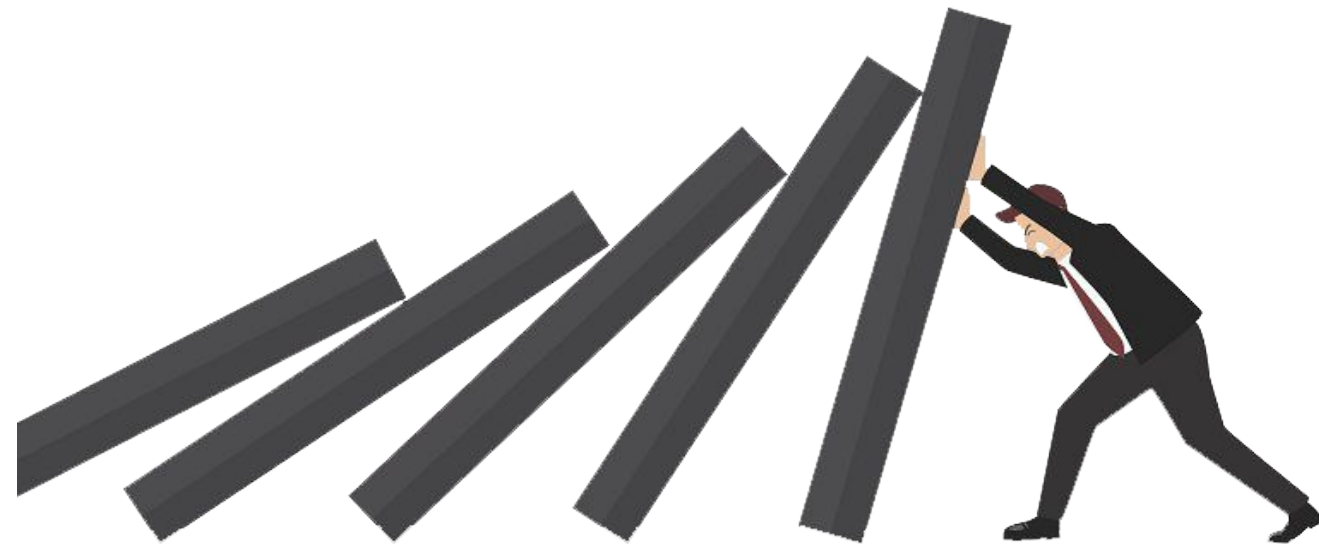## Adapting Data Governance to Post-Pandemic Realities

- **Prioritize Governance of Unstructured and Semi-Structured Data**

  - The pandemic **amplified the importance of governing unstructured and semi-structured data**, such as emails, video recordings, and collaboration tool outputs.

  - These data types became central to operations during the pandemic, yet they often lack the structured oversight of traditional data. Organizations must *develop clear frameworks for classifying, storing, and securing unstructured data to unlock its value while ensuring compliance*. Prioritizing governance for these types of data enables better decision-making and reduces risks associated with unmanaged information.

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Building Resilient Data Governance Strategies in a Post-Pandemic World
Building Resilience into your Data Governance Framework

- Embed Flexibility to Adapt to Disruptions

- Prioritize Data Quality and Accuracy as Foundations of Resilience

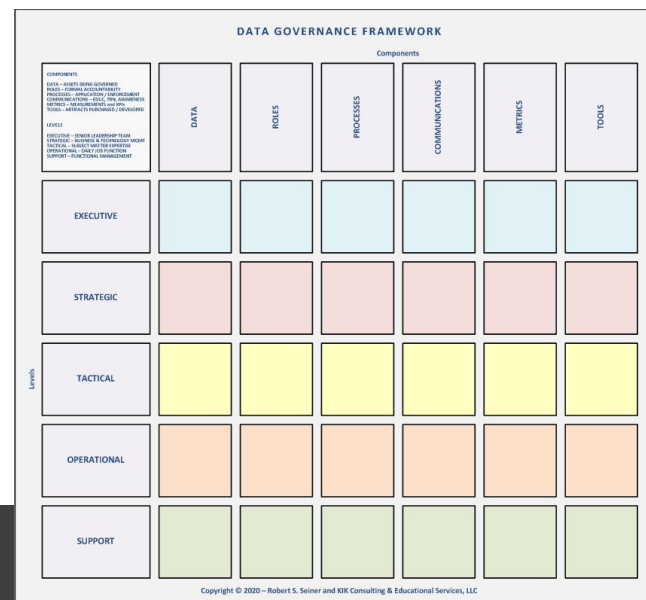- Incorporate Scalable Technology for Governance

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Building Resilient Data Governance Strategies in a Post-Pandemic World
Building Resilience into your Data Governance Framework

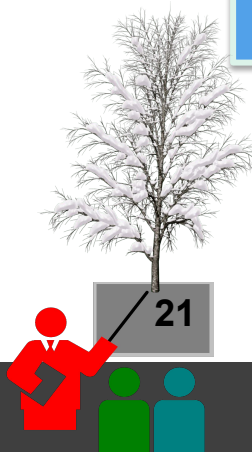- Embed Flexibility to Adapt to Disruptions

  - A resilient data governance **framework must be flexible enough to adapt to unexpected disruptions without compromising data integrity or compliance.**

  - The pandemic underscored the importance of governance models that can quickly adjust to new challenges, such as shifts in operational models, changing regulations, or new data streams. *Flexibility ensures continuity in governance processes* while enabling organizations to remain responsive and innovative during disruptions.

Building Resilient Data Governance Strategies in a Post-Pandemic World
Building Resilience into your Data Governance Framework

- Prioritize Data Quality and Accuracy as Foundations of Resilience

  - **High-quality, accurate data is the cornerstone of a resilient governance framework**, enabling reliable decision-making during crises.

  - During the pandemic, organizations heavily relied on data-driven insights to navigate challenges. Ensuring data accuracy, completeness, and timeliness through automated validation, metadata management, and *stewardship roles is critical to building a foundation* for resilience.

Building Resilient Data Governance Strategies in a Post-Pandemic World
Building Resilience into your Data Governance Framework

- **Incorporate Scalable Technology for Governance**

  – Resilient frameworks **leverage scalable technologies** such as cloud platforms, AI, and automation to handle growing data complexities and volumes.

  – Modern governance tools enable organizations to manage hybrid environments, track compliance, and automate processes, ensuring the framework can grow with organizational needs. Scalability ensures that governance efforts remain effective as *data landscapes expand and evolve*.

Building Resilient Data Governance Strategies in a Post-Pandemic World
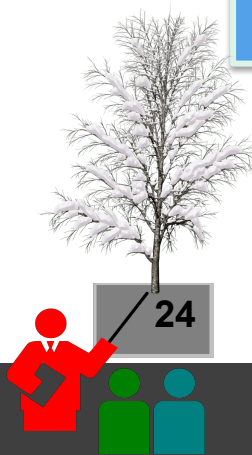## Addressing New Data Challenges in a Transformed World

- Manage Data from Dispersed and Decentralized Sources

- Govern Increasing Volumes of Unstructured Data

- Ensure Compliance in an Evolving Regulatory Landscape

Building Resilient Data Governance Strategies in a Post-Pandemic World
Addressing New Data Challenges in a Transformed World

- Manage Data from Dispersed and Decentralized Sources

  – The shift to remote work and hybrid environments has resulted in **highly dispersed data across multiple locations and systems**.

  – Organizations now face challenges in governing data spread across cloud platforms, personal devices, and decentralized operations. Addressing these requires robust data governance frameworks that *ensure visibility, security, and compliance* across all data sources.
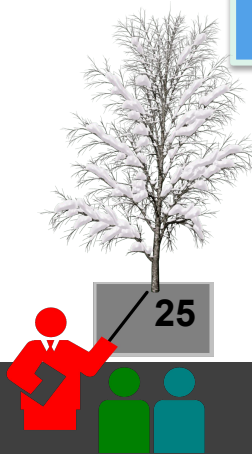
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Building Resilient Data Governance Strategies in a Post-Pandemic World
Addressing New Data Challenges in a Transformed World
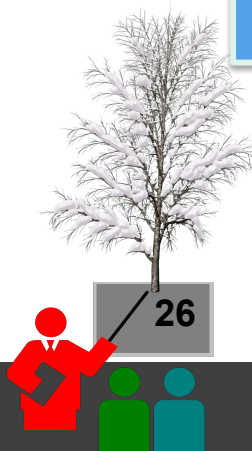
- Govern Increasing Volumes of Unstructured Data

  – The pandemic accelerated the **generation of unstructured data**, such as emails, videos, and chat logs, creating new governance challenges.

  – Effective strategies must include tools for classifying, managing, and securing unstructured data. This ensures it remains *accessible and useful while maintaining compliance* with regulatory requirements and organizational policies.

Building Resilient Data Governance Strategies in a Post-Pandemic World
Addressing New Data Challenges in a Transformed World

- Ensure Compliance in an Evolving Regulatory Landscape

  - Post-pandemic, **regulatory environments have become more complex**, with increasing scrutiny on data privacy and security.

  - Organizations must stay ahead of changing regulations by implementing adaptable governance processes. Proactive compliance *ensures trust with stakeholders* and minimizes the risk of costly penalties or reputational damage.

Building Resilient Data Governance Strategies in a Post-Pandemic World
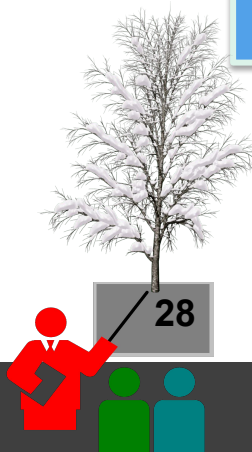## Strategies for Long-Term Sustainability and Governance

- Establish a Culture of Data Stewardship

- Implement Metrics and Continuous Improvement Cycles

- Align Governance with Business and Strategic Goals

Building Resilient Data Governance Strategies in a Post-Pandemic World
Strategies for Long-Term Sustainability and Governance

- Establish a Culture of Data Stewardship

  - Long-term governance requires **embedding data stewardship into the organizational culture** at all levels.

  - Encouraging every employee to understand their role in managing and protecting data ensures shared accountability. A *culture of stewardship fosters consistency*, minimizes risks, and drives sustainable governance practices by making data responsibilities part of day-to-day operations.
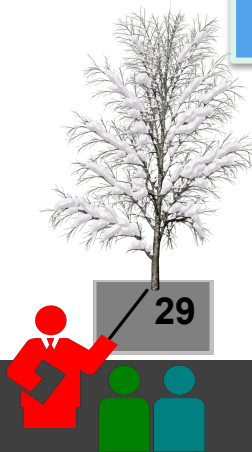
Building Resilient Data Governance Strategies in a Post-Pandemic World
Strategies for Long-Term Sustainability and Governance

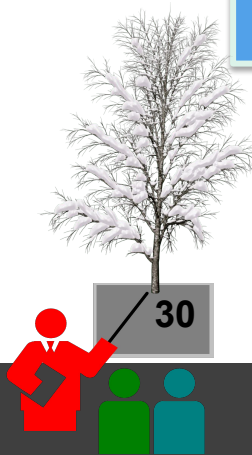- Implement Metrics and Continuous Improvement Cycles

  - Key Performance Indicators (KPIs) are required to **evaluate the effectiveness of data governance initiatives and track progress** over time.

  - Creating a feedback loop to regularly refine governance practices ensures performance insights regarding evolving organizational needs. This makes certain that data governance *remains relevant and adaptive* to change.

Building Resilient Data Governance Strategies in a Post-Pandemic World
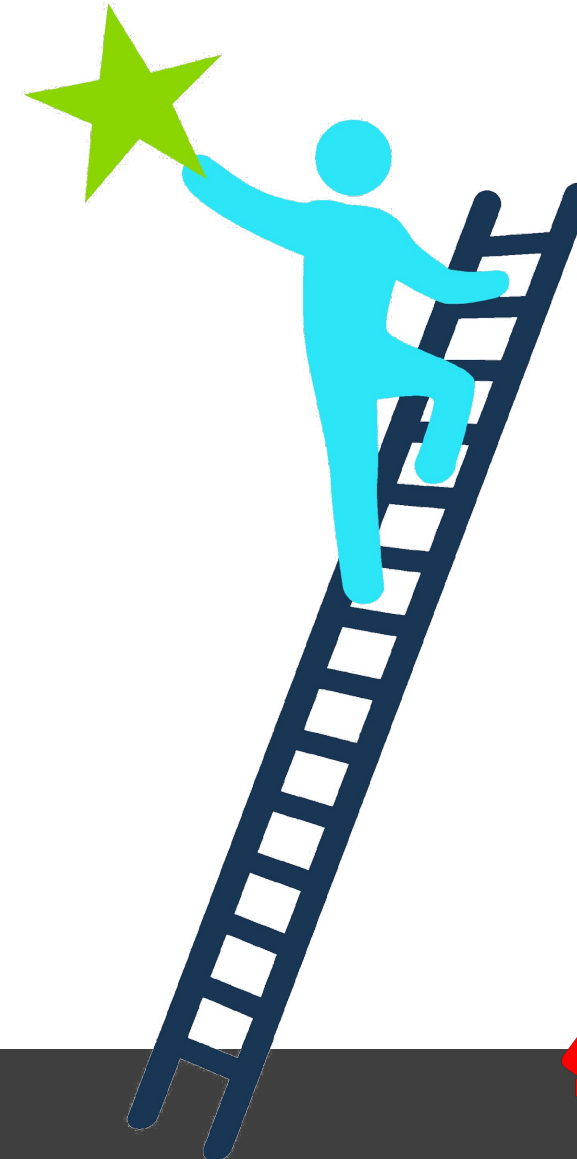## Strategies for Long-Term Sustainability and Governance

- **Align Governance with Business and Strategic Goals**

  - Effective governance strategies must **align with the organization's broader business objectives and strategic vision.**

  - Ensuring that governance supports revenue growth, innovation, and compliance creates a business case for its long-term adoption. Aligning governance with business priorities demonstrates its value and *ensures executive buy-in*, securing the necessary resources for sustainability.

Building Resilient Data Governance Strategies in a Post-Pandemic World
Success Stories (Case Studies) of Resilience in Data Governance
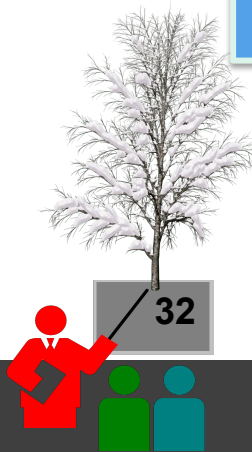
- Retailer's Pivot to E-Commerce with Real-Time Data Governance

- Financial Institution's Cloud Governance Transformation

- Healthcare Provider's Integration of Structured and Unstructured Data

Building Resilient Data Governance Strategies in a Post-Pandemic World
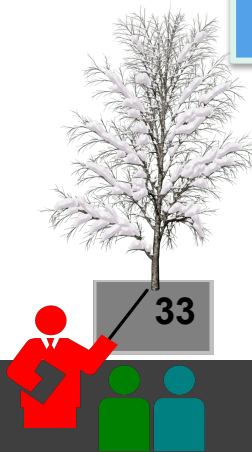## Success Stories of Resilience in Data Governance

- Case Study: Retailer's Pivot to E-Commerce with Real-Time Data Governance

    - **Scenario:** A global retailer experienced a massive shift to e-commerce due to pandemic-related store closures.

    - **Challenge:** Managing an exponential increase in customer data while ensuring inventory accuracy and seamless delivery.

    - **Solution**: The company implemented real-time data governance processes, leveraging AI tools for automated data validation and a centralized data platform.

    - **Result:** The retailer achieved a 30% improvement in operational efficiency, reduced delivery errors, and strengthened customer satisfaction during a time of heightened demand.

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Building Resilient Data Governance Strategies in a Post-Pandemic World
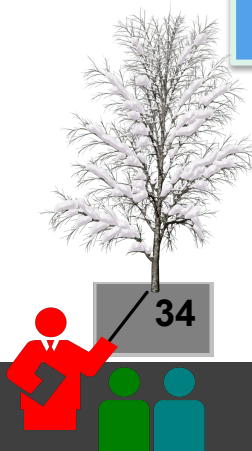## Success Stories of Resilience in Data Governance

- Case Study: Financial Institution's Cloud Governance Transformation

  - **Scenario:** A multinational bank needed to enable secure remote operations for employees and protect sensitive customer data.

  - **Challenge:** Adapting governance policies to address dispersed teams and evolving cybersecurity threats.

  - **Solution:** The bank transitioned to a cloud-based governance framework, integrating advanced encryption and automated compliance tools.

  - **Result:** The institution maintained uninterrupted service, achieved 100% compliance with regulatory requirements, and ensured customer trust during the remote work transition.

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Building Resilient Data Governance Strategies in a Post-Pandemic World
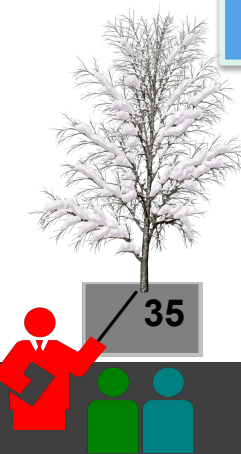## Success Stories of Resilience in Data Governance

- Case Study: Healthcare Provider's Integration of Structured and Unstructured Data

  - **Scenario:** A healthcare network faced challenges managing telehealth records, patient emails, and traditional health data during the pandemic.

  - **Challenge:** Ensuring compliance with healthcare regulations while leveraging unstructured data for better patient care.

  - **Solution:** The organization adopted a unified data governance framework, incorporating tools for metadata tagging and advanced search capabilities.

  - **Result:** Improved patient care decisions, enhanced data compliance, and optimized telehealth services, contributing to a 20% increase in patient satisfaction scores.

Building Resilient Data Governance Strategies in a Post-Pandemic World
Summary

- In the webinar, I talked about …

  - Adapting Data Governance to Post-Pandemic Realities

  - Building Resilience into your Data Governance Framework

  - Addressing New Data Challenges in a Transformed World

  - Strategies for Long-Term Sustainability and Governance

  - Success Stories of Resilience in Data Governance

Building Resilient Data Governance Strategies in a Post-Pandemic World

Q & A - Contact Information

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