Data Stewardship

a Globalsoft Managed Service

A cost-effective Data Stewardship service designed to work with existing Data Governance policies and stewardship processes and tools

Data Validation, Standardization

Data Reconciliation

Data Cleansing & Enhancement

Record Match & Merge

Operational Reporting

The goal of Data Governance is to manage data for delivering timely, trustworthy, and relevant information to make informed business decisions. Data stewardship is an integral part of Data Governance, required to manage and oversee an organization's data assets to help provide business users with high-quality data.
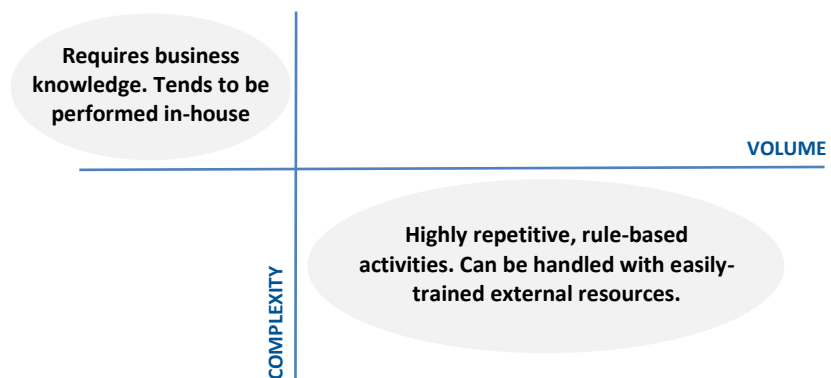
Performing the data stewardship function includes tasks of a complex nature requiring intimate business knowledge, as well as many tasks that are mundane and repetitive, and can be defined by easily executed business rules. These low-complexity tasks tend to make up the bulk of the volume of the data stewardship activities.

Due to their volume, these low-complexity tasks lend themselves to cost-effective delivery using easily trained resources from lower cost delivery centers.

Data Stewardship from Globalsoft

Globalsoft is providing a flexible and customizable Data Stewardship service designed to seamlessly fit into a Client's data governance operation using the client's existing process and tools to deliver stewardship according to Client policies.

Data stewardship tasks and activities are tailored to the specific needs of the client, and typically include:

- Validation
- Standardization
- Data Enhancement
- Cleansing
- Reconciliation
- Record Matching & Merging

Managed Service

Data Stewardship from Globalsoft is offered as a Managed Service, providing defined operational activities and benefits for a set monthly fee. Service levels are well established and monitored with periodic reporting.

A core design characteristic of this service is its focus on fitting into the client's specific data governance policies, procedures, and methods. Globalsoft will work with the client to understand how they want this function carried out, then recruit and train a team to perform this service.

Delivery of this service is usually an augmentation to the Client's existing
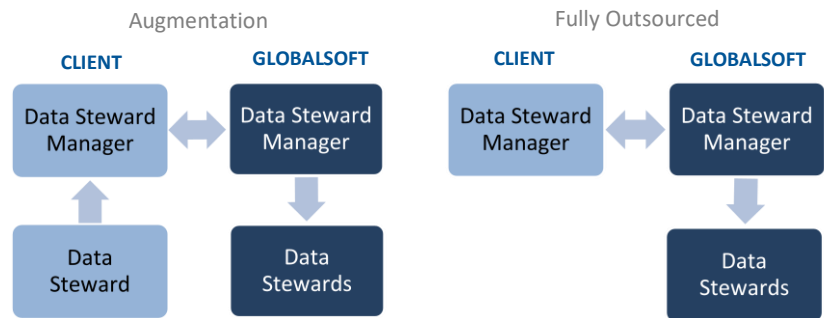
data stewardship function, adding off-shore resources to take on the volume of low complexity tasks that would tie up the high-value, and high-cost, resources currently being used by the client.

Fully outsourcing the data stewardship function is also an option. In this scenario both low and high complexity tasks are carried out by the data stewardship team as part of this service. Additional training is required, and more experienced and capable resources are recruited, but the same high level of service is maintained.

Leadership and Support

A key component to the Data Stewardship service is the operational management of the service, carried out by an experienced senior manager in our Bangalore operation. Overseeing the day-to-day activities, this manager is the primary interface between the client and service, making sure tasks are performed, SLAs meet, and period reporting is delivered.

This management role includes:

Data Stewardship process owner	• Owner of data stewardship process. • Responsible to learn from Client and train team • Monitors adherence to process • Responsible for process improvement. Works with client to recommend and implement improvements.
Team staffing	• Works with client to define resource profiles • Recruits and trains team members • Shift scheduling • Monitors team performance
Quality Assurance	• Defines QA metrics and how to gather data • Evaluates quality based on metrics • Works with individual team member to improve quality
Reporting	• Defines reporting metrics and criteria • Provides weekly written report • Hosts monthly meeting to review Service performance
Client Interface	• Primary interface between client and Service • Source of reporting and process changes • Monitors direct interaction of team members with client team

About Globalsoft

Globalsoft is an MDM-focused global software consultancy with over twenty years of experience helping customers and vendors solve challenges with Data Management and Integration.

For customers of Informatica MDM, Globalsoft has developed products and solutions to maximize the return from MDM, and its extensive experience makes Globalsoft a preferred provider of MDM services.

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In addition to the management provided by the Data Steward Manager, a senior Globalsoft executive provide sponsorship and oversees the relationship. This executive hosts a Quarterly Business Review to assure Client receives continuing full value for their commitment to Globalsoft and the Data Stewardship services.

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