NTT DATA
Trusted Global Innovator

Success Stories

Data Strategy Assessment & Definition

D&I Strategy

Client

Top 10 global telecommunications services provider

Industry

Telecom

Country

Spain

⬡ TECHNOLOGIES LEVERAGED

- Informática   - Denodo   - Tibco   - IBM

⬡ HISTORY OF TRANSFORMATION

The current Telecom sector is heading towards automating real-time decisions based on their data and operating model capacities, as they look forward to improving customers' experience, enhancing the efficiency of internal processes, and developing new capabilities.

🚀 CLIENT CHALLENGE

In the current context, the Global Telecom Company was looking for developing a governance project that would be rolled out from the global office and could be replicated in the different local offices. However, there was no intermediate layer of data management or information governance.

From the production point of view, many threads were being triggered, with no record of duplicity or quantity of information generated, focusing only on customer satisfaction.

💡 SOLUTION OVERVIEW

Definition, at a corporate level, of the federated-global model of a Data Governance model and proposal of data-mesh architecture,

establishing the foundations for their adaptation to each of the OB - Geographies.

Additionally, we NTT DATA has:
1) created a communication plan
2) defined an implementation roadmap
3) performed a benchmark of data governance tools
4) launch the landing of a pilot for the "network operations"

All based on the creation of a data map, the presentation of the governance model, and tactical implementation of existing data initiatives.

📊 BUSINESS VALUE & KPIS

1. Achievements from the Organizational Governance standpoint:
• Implementation of a proactive Data Strategy future-proof, recognizing the potential of Data that should be treated as assets/products.
• Deployment of a Governance model with a unified vision of the data and with autonomy in each Ob operator.

2. Achievements from the Architectural and technical standpoint:
• Standardization of data management, allowing the implementation of mechanisms for its efficient management (quality), procedure automation, and AI implementation.
• Democratization of information, enabling information sharing by eliminating silos.

⚙ TECHNICAL SPECIFICATIONS

The developed solution is divided into two main modules. On the one hand, the conceptualization of the federated data governance model, and on the other hand, the architecture design proposal.

1) Organizational Governance Federated Model
In order to delegate the decision-making process and maintain a global alignment of the strategy throughout the organization, two organizational governance layers were established; Global Offices (centralized layer) and Local Groups (decentralized layer).

In response to the lack of data governance, the business units were rearranged and decided upon the inclusion of a third one:
• Global Data Management, whose objective is to assume responsibility for managing the information produced and meeting the clients' needs

• Data Consumers, who pick up and consume governed data directly from the data management layer
• Data Producers, who are information generators

For each role identified and defined, a series of procedures were drawn up with the objective of specifying the competencies and knowledge required for the intervention of these roles. Finally, a relationship model was defined between committees, offices and roles.

2) ARCHITECTURE DESIGN
An architecture based on Data Mesh was designed, as well as a data catalog based on the data map and the business glossary. At the same time, use cases were developed to make the connection between the roles defined in the governance part and how these roles would be involved in a process adapted to the new architecture.
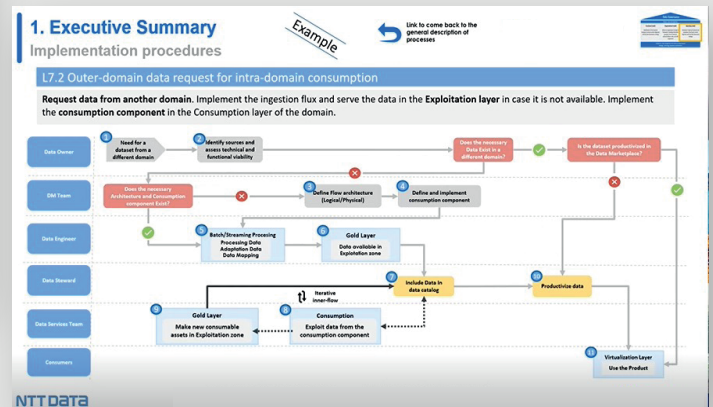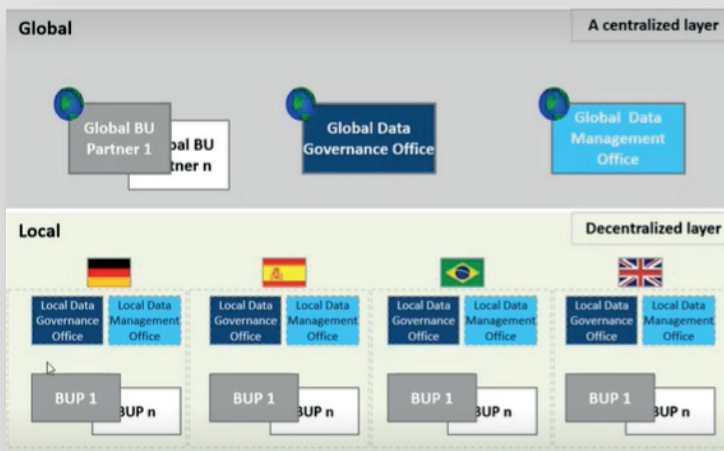
"Communication actions and adoption of Data Governance, through a communication plan for he Global Telecom Company will contemplate the alignment and culture in the OB before and during the implementation of the Data Governance Model"
Tony Rodríguez, Head of Data Strategy & Data Management - NTT DATA