

# CASE STUDY

## MANAGING DATA WITH DATA GOVERNANCE

Power and Water Corporation

2023- ongoing



- ✓ Creation of a new Data Governance Initiative tailored to Power and Water's business needs
- ✓ Based on industry best practice knowledge base (DAMA DMBOK2)
- ✓ Understand Power and Water's current data management practices
- ✓ Implement a fully operational data governance initiative



### The Project

The Northern Territory's Power and Water Corporation provides water and wastewater services to urban and remote customers across the Northern Territory. They manage ground and surface water supplies, and wastewater treatment plants as well as water and sewerage pipelines. In most major centres, they distribute electricity through the power networks they maintain, from the wires to the meters. This power is then sold to customers by their selected energy retailer. Power and Water supplies electricity, water and sewerage services in 72 remote communities. Unlike urban centres, Power and Water provide all three service types (generation, distribution, retailing) to their electricity customers in remote communities.

Data management is critical to the successful rollout and maintenance of critical infrastructure, implementation of projects to service customer needs, as well as addressing the many challenges involved in the operation of a multi-tiered critical infrastructure provider.

Power and Water recognise the need to maintain best practice when managing data. Through external and internal consultations, they determined a robust, operational Data Governance Initiative would accelerate improvement of their data management practices.

### The Challenge

Implementing a fully functional Data Governance Initiative requires an understanding of not only the technical data landscape, but also the business and technical processes layered on top of this landscape. Following exploratory activities and in-depth consultation with stakeholders, Power and Water commenced development of a suite of tailored foundational Data Governance documents, plans, and roadmaps.

[1] <https://www.powerwater.com.au>

## The Solution

Power and Water's Data Governance Initiative required solid foundational planning and documentation along with robust internal educational activities. Ensuring that important stakeholders from Executive positions, Senior Managers, and Subject Matter Experts were consulted along the journey, created vital buy-in and enthusiasm for the project. The key outcomes and deliverables of the project were determined as:

- Tailored Data Governance Framework focused on Data Governance roles and responsibilities.
- Tailored Data Governance Operating Model ensuring low impact on existing business areas and low cost when implementing Data Governance roles.
- Tailored Data Quality Framework focused on incrementally uplifting and assuring data quality through an implementation roadmap.
- A Data Governance Initiative focused on helping Power and Water achieve its strategic business and ICT goals.
- An assessment of Data Governance technologies, and selection of a suitable implementation technology that is adaptable across Power and Water's data and ICT landscape.
- Creation of Data Governance Policy, Data Managements Standards, Repeatable Processes, Guidebooks, and Training Packages.
- Embedding the Data Governance Initiative as an ongoing, self-managing capability with robust foundational planning, support, and technology.

## The Business Outcome

Whilst this project is still underway, several outcomes have been attained and there are already some clear wins. The creation of key foundational documentation is nearing the end of a vigorous internal review, and the acquisition of Data Governance technology is also nearing completion. The Data Stewards Team is a functioning body of Subject Matter Experts that regularly meet to tackle both the day-to-day and strategic data management needs of Power and Water. The internal marketing and educational work has ensured the highest level of buy-in from executive and senior management, and inspired other data users to break down data management silos.



Source: <https://www.powerwater.com.au/about/what-we-do/water-supply/darwin-water-supply>