# DCAM Assessment at Major Bank

CHALLENGE

A major bank had a mature data management office, with robust policies, procedures, standards, and practices within the core enterprise data group, but was operating its data management program in a decentralized manner. It wanted to level-set across the organization.

SOLUTION

The bank recognized the value of a DCAM survey administered by outside experts. Treliant won a competitive RFP to perform a hybrid survey and interview engagement to assess the organization's data management program and to enlist a broad range of views across functional areas and business lines, from both providers and consumers of data.
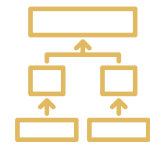
APPROACH

We tailored an orientation session to explain DCAM and ran biweekly "office hours" forums to provide guidance to survey respondents. We conducted interviews with senior stakeholders and followed up with survey respondents to ensure high participation; prepared initial drafts of the report containing scores, findings, and recommendations; and refined the report based on feedback. We delivered the final walk-through of the report, with recommendations, to senior leadership.

RESULTS

✓ The interviews provided a richer sense of the progress, current state, and pain points, which in turn made Treliant better able to interpret comments and scores from survey respondents, leading to a more comprehensive set of findings—including items that the client had not been expecting.

✓ The client gained a clearer view of what is working well, where challenges exist, and priority items to tackle in future phases of its data management maturation, and is developing a book of work for implementation.

✓ The project highlighted the need for enhanced communication, so data management activities, processes, and advancements are better understood and appreciated across the organization.

✓ The project highlighted the benefits of having a common framework for discussing concepts and scoring capabilities (DCAM), which should help in clearer goal-setting and attainment in its future phases.

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