



Devon County Council  
uses Solidatus to monitor  
the state of their data

Devon County Council (DCC) utilises Solidatus' data lineage and modeling capabilities to help map all their data assets, relating them to an organizational glossary and the Information Asset Register. This has facilitated collaboration, trust and confidence in their data, overcoming unclear data ownership, lack of common business concepts and correctly dealing with a proliferation of sensitive data.

## The challenge

In 2019, DCC started an initiative to improve its Data Maturity as part of the wider Smarter Devon Project and the migration to the Cloud.

- DCC's data landscape had data silos that span departmental, application and system divides – a typical consequence of implementing systems over many years across a complex environment.
- Problems meeting deadlines in responding to novel requests and situations – for example, failing to meet deadlines for Subject Access Requests (SARs) which can result in financial penalties.
- A statutory requirement to be transparent.
- The council wanted to improve the quality of their data and establish one version of truth.
- DCC had problems with data duplication and manual data re-entry to bridge systems or create ad-hoc reports – the extent, location and frequency of these work arounds were not clear.
- DCC needed a technology solution that offered genuine value for money as justifying spending that is not directly supporting the frontline services, such as care for vulnerable children/adults or children's services, is imperative.

## How DCC used Solidatus to address their key challenges

### Mapping

Using Solidatus models to map the *as is* state and the *to be* picture of their data with lineage to show the data flows was the first step, giving knowledge and traceability of where data is located. This facilitated the development of dynamic reporting by identifying any duplicates, seeing differences and reporting progress through the migration.

### Data Catalog

DCC built a taxonomy in Solidatus, allowing it to standardize the terms used, adding tags and descriptions which can be used for searching, enabling greater collaboration of common data across diverse departments.

A single organizational business glossary was created, holding the data's purpose (the metadata standards which links to the taxonomy).

DCC created a data discovery tool in which they hold information on the data owner, data quality, controllers, and users of information. Moreover, they now document where the data is coming from, which will start the process of identifying the data flow into and across the organization and with whom it is being shared. Additionally, it will also show whether data is Personally Identifiable Information (PII) and what individuals it could identify.

“ Mapping DCC's data lineage shows the full context of our data including the source of the data, how data sets are built and aggregated, the quality of data sets, and any transformations along the data journey. This will help ensure that accurate, complete, and trustworthy data is being used to drive business decisions.

*Samantha Shaw, Programme Manager, Smarter Devon Project*

## With Solidatus, DCC now have:

### Complete transparency over their data

The team can now visually identify inefficiencies in their processes and systems helping to locate and eliminate many manual data re-entry activities.

### Rapid response times to subject access requests

Previously taking up to three weeks, the aim is to enable completion within one day, resulting in reduced fines and any resultant enforcement actions.

### 360° view across their organization

By combining the lineage maps with Power BI reporting, DCC can identify their key common data sets and consolidate duplicate data. This helps to identify wasted spend where multiple departments are purchasing the same external data and provides the ability to 'kitemark' reports by document data quality.

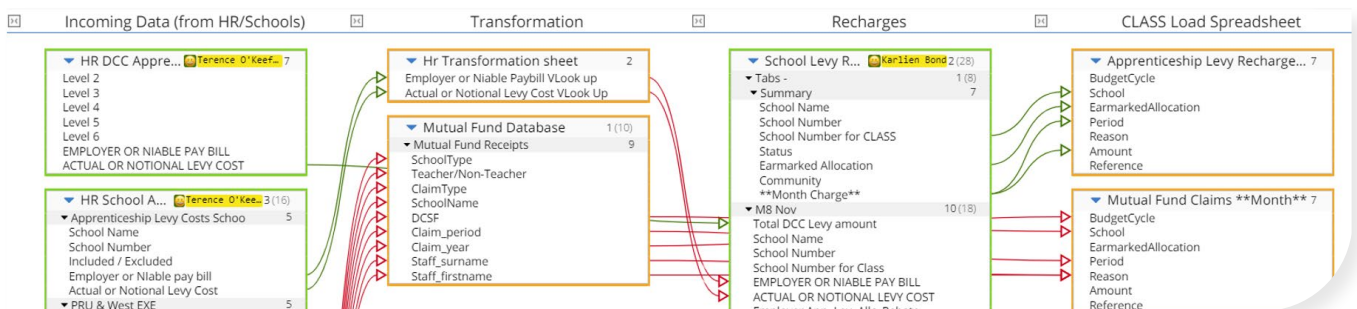
### Self-service, single source of truth

Through the visualization of their data landscape, Solidatus' highly accessible platform has improved the capability of Self-Serve across all staff and employees – even those in non-IT roles. When the audit team were shown their COVID-19 data, they included the use of data lineage mapping as a key recommendation to the audit.

## What next?

### Embedding Solidatus within the broader DCC data strategy

What started as proven value to a handful of teams, the Solidatus solution is now gaining traction across the council and is now benefiting the teams across the functions of adult's and children's social care, education, highways, waste management, finance, economy, Covid 19 response and recovery, human resources, public health and community safety. The Program Team run a monthly 'Data Journeys Workshop' to share progress, discuss potential uses, and support each other in improving and monitoring the state of Devon's data.



“ The solution gives us knowledge, and knowledge gives us power to make better and informed decisions about the services we provide for the people of Devon.

*Samantha Shaw, Programme Manager, Smarter Devon Project*

