



MoJ OPG Roadmap Implementation

Challenge

The Office of the Public Guardian (OPG) service provision is significantly impaired by manual processes, and poor Data Governance / Management.

This leads to long delays in the most vulnerable people being able to access much needed support. It also creates inaccuracies in reporting and finances, leading to poor decision making.

Solution

In collaboration with the client, Austin Elliott Data Architects and Business Analysts are currently delivering a Discovery + Phase to develop:

- ✓ Data Governance and Policy As-Is reporting
- ✓ Prioritised use cases to develop bespoke Analytics processes
- ✓ A new OPG Data Governance Framework
- ✓ Bespoke Data Management Policies, Procedures and Standards
- ✓ A Data Management operating model with associated resourcing requirements
- ✓ Architectural designs
- ✓ To-Be solution options to automate and optimise the OPG enterprise.
- ✓ Knowledge Transfer with the OPG Data Team
- ✓ A roadmap for further learning and development.

Data Governance

Results

Public domain audit shortcomings with Data security and service timelines has led to reputational damage and workforce fatigue within the Government department.

- **Project Delivery:** Austin Elliott's team is currently in Sprint 3 of delivery, on track to deliver the required outcome of Enterprise Data Transformation to improve OPG decision making and service provision.
- **Data Analytics:** Through a programme of workshops and by engaging with a diverse body of stakeholders to draw out all possible requirements, we will deliver an end-to-end Data Management As-Is report.
- **Technical Delivery:** To optimise the use of Data we are writing bespoke Policies to ensure correct Data Governance, creating Data Architectures, Analytics processes and technologies to simplify Data flows, and providing a Knowledge Transfer pathway to the OPG Data Team to ensure sustainment of the solution.