

Ministry Brands: Empowering Data Governance for Faith-Based Organizations

ORGANIZATION

Our client serves as a trusted partner to over 90,000 faith-based organizations across North America, offering more than 25 innovative solutions for church administration, worship planning, accounting, and financial management. Dedicated to empowering churches, ministries, and faith-based organizations, they deliver cutting-edge technology to enable their clients to thrive in serving communities and fulfilling their mission.

CHALLENGE

Our client faced significant challenges in implementing data governance across their organization. Operational data arrived at the central office from various field sources in inconsistent formats, often containing quality issues like duplicates, incomplete records, and invalid entries. Compounding these challenges was the critical need to securely manage Personally Identifiable Information (PII) to meet compliance standards.

The organization aimed to:

- Implement effective data governance processes to ensure data accuracy and security.
- Track and improve the quality of critical data elements (CDEs).
- Protect sensitive data while ensuring regulatory compliance.
- Demonstrate measurable value to executive stakeholders within a short timeframe, using minimal resources.

TECHNICAL SOLUTION

XTIVIA delivered a “lightweight” data governance solution designed to address immediate needs while establishing a foundation for scalable, long-term success. By focusing on critical data elements and defining clear governance roles, processes, and responsibilities, the solution balanced rapid results with sustainable growth.

Key components of the solution included:

- **Strategic Role Definition:**
 - Collaborated with the client’s Subject Matter Experts (SMEs) to identify Data Owners and Data Stewards for all subject areas.
- **Targeted Governance Framework:**
 - Defined and governed 50 Critical Data Elements (CDEs) essential for operational success.
 - Established a Data Stewardship process to ensure consistent data quality and compliance.
- **Data Quality Monitoring and Automation:**
 - Designed a SQL-driven process to track data completeness, validity, and accuracy for all CDEs.
- **Knowledge Transfer and Mentorship:**

- Trained and mentored Data Owners and Stewards on their roles and responsibilities to foster internal expertise.
- **Azure Purview Integration:**
 - Implemented a proof of concept (PoC) for Azure Purview to enable robust, scalable data governance and compliance tracking.

Deliverables included:

- Data Governance Policies and Compliance Checklists.
- A Subject Area – Data Owner – Data Steward Matrix and RACI Matrix.
- A CDE-DQ Rules Matrix and Data Quality Scorecard for actionable insights.
- Scheduled Data Profiling Processes for ongoing monitoring.

BUSINESS RESULT

Through XTIVIA's agile and targeted approach, our client achieved rapid success in operationalizing data governance. The implementation not only resolved immediate challenges but also positioned the organization for sustained growth, ensuring its continued ability to empower faith-based organizations with transformative technology solutions.

- **Established Data Governance Foundations:** Built a scalable framework for organization-wide data governance.
- **Increased Organizational Awareness:** Improved understanding of data governance, PII management, and compliance across key stakeholders.
- **Enhanced Data Quality:** Provided a Data Quality Scorecard to empower Stewards with actionable insights for resolving quality issues.
- **Simplified Compliance Management:** Streamlined processes for securely handling PII across disparate data sources.
- **Future-Proofed Governance:** Equipped the organization with tools like Azure Purview for advanced, enterprise-level governance initiatives.

KEYWORDS

Data Governance, Data Quality, Regulatory Compliance, Data Profiling

SOFTWARE

SQL Server, T-SQL, Azure Purview

HARDWARE

Azure, SQL Server

ABOUT XTIVIA

At XTIVIA, we've been providing IT solutions and consulting services for over 30 years with a wide range of services, including technology assessments, IT service and asset management, software development, data analytics, cloud migration, DevSecOps, ERP, and enterprise content management. Dedicated to each discipline, ensuring that our clients receive the best possible service. Through strategic acquisitions, we've acquired talented people who are experts in their industries, passionate about what they do, and committed to providing exceptional service to our clients. Whether you need to improve your IT infrastructure or implement new software solutions, XTIVIA is here to help you achieve your business goals. XTIVIA has offices in Colorado, New York, New Jersey, Texas, Virginia, and India. www.xtivia.com