



Informatica®



Driver & Vehicle
Standards Agency

Driving Data Governance:

DVSA Helps Make Britain's Roads Safer
with Trusted Data

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Kris Marshall, Head of Data
Driver and Vehicle Standards Agency

Goals	Solution	Results
Centralize data governance to quickly discover, provision, and certify data assets, including driver and vehicle test results	Deploy Informatica Axon Data Governance to build a glossary of business terms and quickly discover, provision, and certify data assets	Provides a single place for driver and vehicle data, enhancing productivity, compliance, and data security
Empower lines of business to make better decisions in shorter time frames by getting data into analysts' hands faster	Use Informatica Enterprise Data Catalog to automatically scan and catalog data and track how it moves across the organization	Helps improve business decision-making with faster data delivery, supporting smooth interaction with citizens
Automate data quality and metadata management to avoid the expense, delays, and risk of manual data cleansing	Set up quality rules using Informatica Data Quality to run automated checks and correct data if needed	Enables a cultural shift around high quality data, supplying trusted information to all lines of business to fortify driver and vehicle policies

Business Requirements:

- Take a standardized approach to data governance
- Prioritize GDPR compliance and data security
- Document business terms across the organization

About Driver and Vehicle Standards Agency

The Driver and Vehicle Standards Agency (DVSA) is an executive agency of the UK Department of Transport. It carries out driving tests, approves people to be driving instructors and vehicle safety testers, ensures that lorries and buses are safe to drive, carries out roadside checks on drivers and vehicles, and monitors vehicle recalls in Great Britain.

Informatica Success Story: Driver and Vehicle Standards Agency

The Driver and Vehicle Standards Agency (DVSA) is the UK Government organization responsible for driving tests, ensuring road safety, and monitoring vehicle recalls, to help motorists stay safe on Britain's roads. The agency also certifies people to be driving instructors, conducts tests to ensure that cabs and buses are safe to drive, completes roadside checks on drivers and vehicles, and tracks vehicle recalls.

DVSA compiles a vast amount of driver and vehicle data, which is an important component of its daily business. Many of the agency's responsibilities involve data and reporting, such as publishing statistics about driving tests, instructors, and data about testing commercial and private vehicles in Great Britain.

Until recently, however, all roads did not lead to the same data. Information regarding vehicles, drivers, and IT and business stakeholders was siloed across various lines of business, with no centralized ecosystem for data governance and little focus on data quality. Data was delivered manually on a project-by-project basis, with processes, policies, and glossary terms documented in spreadsheets. This often resulted in multiple terms used for the same data, leading to confusion and duplicate work.

This inefficient and time-consuming way of operating began to impact the accuracy of business and management information reporting across the agency, reducing confidence in the accuracy of the data for business use. Inconsistent data hampered decision-making and made it increasingly difficult to comply with new regulations such as General Data Protection Regulation (GDPR). Manual data cleansing was also time consuming and costly, and eroded the value that DVSA could extract from its data.

To solve these problems, DVSA wanted to standardize its data governance approach, align data with business strategy, and improve prioritization, action, and decision-making for business and IT users.

"We wanted to put the power of data in the hands of our business users, enabling them to make key decisions regarding driver and vehicle safety with greater confidence," explains Kris Marshall, Head of Data at DVSA.

Shifting gears for data empowerment

DVSA took a centralized approach, with the data team engaging business data owners and data stewards to better understand their processes and requirements. Using the interviews with stakeholders as a means to build a framework for its data strategy, DVSA began looking for a data governance toolset that could solve the issues it was facing.

"Our data governance program is not an outcome, but a means to good business outcomes through the implementation and use of appropriate technology," says Marshall. "Informatica had what we needed to jump-start data governance with a business glossary, catalog, and data quality measures."



Inside The Solution:

- Informatica Axon Data Governance
- Informatica Enterprise Data Catalog
- Informatica Data Quality

"Informatica gives us a strong foundation to deliver a rock-solid value proposition and keep people safe on the roads."

Kris Marshall, Head of Data

Driver and Vehicle Standards Agency

To enable employees to collaborate on data governance using a single repository, DVSA deployed Informatica Axon Data Governance to build a glossary of business terms and quickly discover, provision, and certify data assets. It also used Informatica Enterprise Data Catalog to automatically scan and catalog data, and track its lineage as it moves across the organization. Informatica Data Quality runs automated quality checks and corrects data if needed.

A smooth acceleration

The Informatica solutions help DVSA reduce costs and document controls to comply with GDPR and other regulations. Improved metadata management and a common understanding of business language and terms are helping to enhance business decision-making, as well as policy development around data compliance.

"The data repository we have created with Informatica solutions is helping to improve data governance and stewardship, giving us clear accountability and enhancing our ability to help keep citizens safer," says Marshall. "It helps us ensure that best practices are maintained across all projects when it comes to the creation, movement, storage, and use of data."

Looking at the road ahead

As DVSA continues to build trust in its data, innovation will naturally follow, enabled by better information and advanced analytics. Over time, the organization can shift to preventing rather than fixing data quality issues and take a proactive approach with new initiatives such as master data management (MDM) for vehicle and organization data.

"Data governance is absolutely an enabler, and should not be seen as an obstacle to success," says Marshall. "In fact, it should be the opposite. Good offense is almost always based on the foundations of good defense, and that is what Informatica gives us: a strong foundation to deliver a rock-solid value proposition and keep people safe on the roads."

Digital transformation is changing our world. As the leader in enterprise cloud data management, we're prepared to help you intelligently lead the way. To provide you with the foresight to become more agile, realize new growth opportunities or even invent new things. We invite you to explore all that Informatica has to offer—and unleash the power of data to drive your next intelligent disruption. Not just once, but again and again.

Informatica Worldwide Headquarters

2100 Seaport Blvd, Redwood City, CA 94063, USA

Phone: 650.385.5000 | Fax: 650.385.5500 | Toll-free in the US: 1.800.653.3871

informatica.com | facebook.com/InformaticaLLC | linkedin.com/company/informatica | twitter.com/Informatica



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