DataOps Process Design

CHALLENGE

HSBC is one of the largest banking and financial services organizations in the world, with operations in 65 countries and territories. They had an initiative to ensure the bank was in compliance with data privacy laws throughout the world and faced numerous challenges. Initially they hired a large consulting firm to design a Data Privacy exception process to ensure that proper controls were in place to manage the use of production data in non-production environments however this process had critical shortcomings:

- No clear Global Policy defining what constitutes PII
- SLAs could not be enforced or even established
- Masking could not be successfully completed due to lack of expertise and resource availability
- The previous process took 6 months
- The previous process did not verify that applications teams had actually masked their data
- The previous process only tracked application teams needing exceptions

Bank leadership was looking for a way to address these issues and expand the process to include all application data in non-production environments.

SOLUTION

Axis designed and implemented a new process that is simple and efficient. The process uses a DaaS (Data as a Service) approach and is broken into distinct types of requests, each having unique process maps for the customers and the internal DPS team. In addition to creating the new process, Axis also implemented the following organizational and operational changes:

- Create a PII policy and enforce it throughout the bank
- Create a dedicated Data Privacy Services (DPS) team to deliver Data as a Service (DaaS)
- Train the DPS team to handle exceptions and mask data
- Implement Atlassian Jira Service Desk to provide feedback to teams
- Establish strict SLAs enforced by the DPS Team
- Publish Standard Operating Procedures (SOP's)

RESULTS

The Axis DataOps Process Design solution went live on September 2019 and delivered outstanding results:

- Requests increased from 59 in the previous year to 138 in the first week of the new process
- SLAs were cut from 6 months to just 6 weeks
- Feedback indicated the new process was clear, concise easy to follow
- A portal was created for application teams to track the progress of their masking requests
- Application teams were able to implement masking in a uniform fashion worldwide
- HSBC was able to apply their corporate data protection standards with minimal impact to the software development process

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ABOUT US

Axis Technology, LLC is a leading Data Privacy Solutions firm based in Boston. We work with clients worldwide, architecting and integrating DataOps products that speed up access to secure data. Over 20 years, Axis has built a reputation as experts in Data Security solutions solving some of the largest data privacy challenges with proven process and software. For more information, visit our website at **www.axistechnologyllc.com**