

Data-net

What is Grant Thornton’s ‘data-net’ and what benefits can you derive from using it?

The Royal Commissions into aged care and the life experience of people with disabilities, have created an obligation on service providers to produce substantial amounts of in-depth information on the experience of their customers and stakeholders. This process is complex and often required to be completed in very short timeframes.

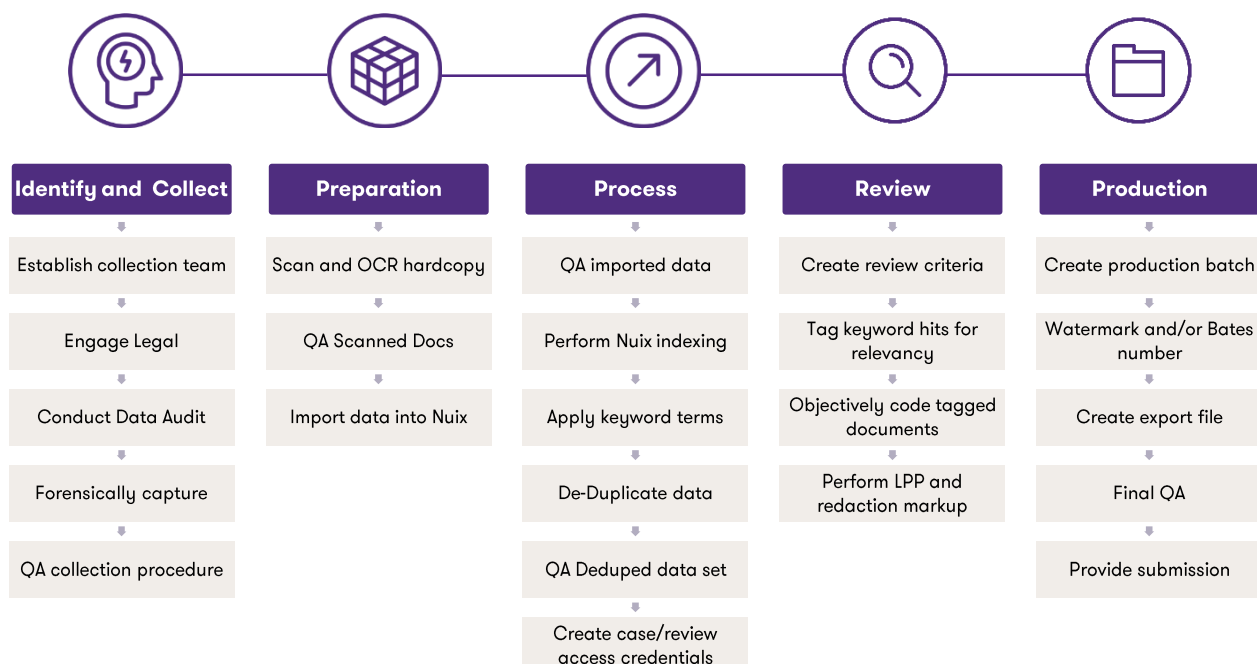
In response, we are having conversations with our clients in this sector regarding the extent of their data universe, how big it is, what systems hold the data, how to access data in redundant systems, how much there is, what form it is in, and what methodologies optimise the interrogation process. This is an even more complex discussion for providers with manual systems. However, this is only the discovery phase. Once the information has been collected then there is the investigation / interrogation work, analysis and reporting.

To support our clients we have developed the 5-step process below. This provides a high-level view of our approach to identify, collect, process, review and produce all relevant data¹. We recommend undertaking a full data audit to establish where all of the enterprise data is. Grant Thornton has developed a *data-net*² model to assist providers in doing this.

What is it?

Data-net is a methodology for comprehensively mapping your physical and virtual data sources. The methodology is designed to identify gaps in data and provide a foundation for developing a roadmap to improve data quality and reporting. This will be critical for the Royal Commission. *Data-net* maps data along two dimensions; systems and custodians.

Data from systems can be physical and virtual. *Data-net* provides information on data, such as file format, location, volume and other data dimensions that enable the forensic analysis of the data using e-tools. This formal process will help identify data that does not reside in formal automated systems including manual filing systems, call centre data, employer performance management data, industrial affairs data, emails and other unstructured corporate data.



¹Chris Watson, Forensic Partner, Grant Thornton

²A generic model that can be tailored for each individual provider to guide their discovery process

What are the benefits to you?

The application of *data-net* will allow you to get the right data, at the right time, for the right reasons. It will give you a degree of confidence regarding the data you have and what you don't have. It will give you a structured catalogue of your data to guide the collection, analysis and reporting of information for the Royal Commission as their queries arise. This will also speed up delivery of information and reduce the stress resulting from locating data in multiple systems, processes and data sources. Importantly, it brings together both structured and unstructured data in common data model.

How can we help?

We will provide you with our model free of charge, however strongly recommend you contact us to have a phone conversation with one of our expert consultants to guide you on its use before we provide it to you.

Should you require support to undertake the *data-net* mapping we can:

1. Provide resources to implement the *data-net* methodology and develop a roadmap for reporting data and information to the Royal Commission
2. Oversee your internal resources from a strategic and tactical perspective to ensure that the *data-net* methodology delivers the required results and assist in the development of your data reporting roadmap for the Royal Commission
3. Map out areas of risk identified within your dataverse
4. Once the *data-net* is completed we can assist with the e-discovery of information in structure systems using forensic tools and providing responsive documents to legal advisors for delivery.
5. Hold your hand through the *data-net* process by participating in taskforce activities related to the Royal Commission

In addition to the *data-net* support we can also provide:

1. Reviews of adopted policies, systems and processes against actual business practice to ensure staff adherence
2. Support in developing the long term strategy for responding to the Royal Commission and any recommendations that might arise that governments adopt in the future
3. Strategic support for the Board and Executive team in understanding strategic risks over the planned lifecycle of the Royal Commission and the implementation of Royal Commission recommendations by government

Contacts

If you would like to see *data-net* and have a conversation with one of our specialists please contact our team below.

National Health & Aged Care Leader



Darrell Price
Principal
+61 7 3222 0387
darrell.price@au.gt.com

National Not for Profit Leader



Simon Hancox
Partner
+61 7 3222 0307
simon.hancox@au.gt.com

Forensic Consulting



Chris Watson
Partner
+61 7 3222 0424
chris.watson@au.gt.com



Alex Bell
Partner
+61 2 8297 2737
alex.bell@au.gt.com

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