

TEMPLATE 5

Data Ownership Matrix (RACI for Master Data)

Define who owns what *BEFORE* you buy software. This prevents most failures.

Domain / Attribute	Business Owner	Data Steward	System of Record	System of Origin
Customer: Name	_____	_____	_____	_____
Billing Address	_____	_____	_____	_____
Email / Phone	_____	_____	_____	_____
Credit Status	_____	_____	_____	_____
Product: Name / SKU	_____	_____	_____	_____
Pricing	_____	_____	_____	_____
Vendor: Legal Name	_____	_____	_____	_____
Payment Terms / Tax ID	_____	_____	_____	_____
Employee: Legal Name	_____	_____	_____	_____
Role / Title	_____	_____	_____	_____

Definitions

Business Owner decides rules and resolves conflicts. Data Steward executes day-to-day. System of Record (SOR) holds the truth. System of Origin (SOO) is where data is first created (often different from the system of record).

Conflict hierarchy: When two owners disagree, who wins?
 _____ (document before Go-Live).