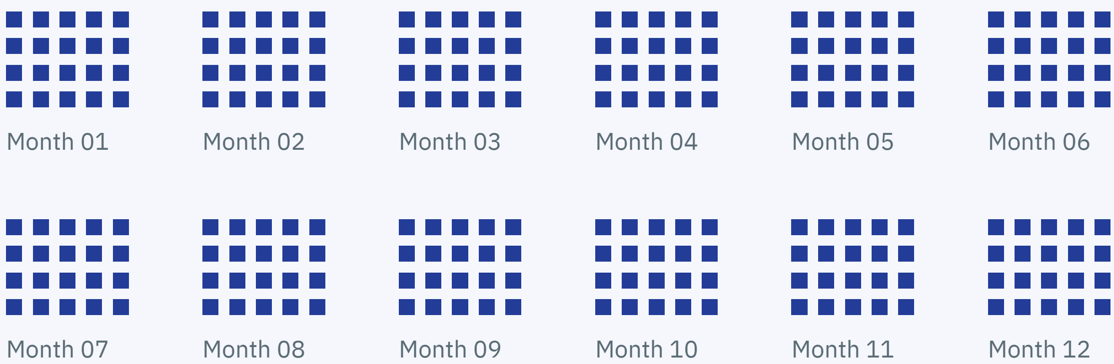
PACIFIC DATA INTEGRATORS

PDI GovernForward for CDGC

Your governance MVP should not stop at go-live.

8×5 managed governance operations. A 20-PSU-equivalent monthly allowance for new build and testing. One annual services fee of $20,000.



Twelve monthly delivery cycles: keep the accepted catalog operating, then build, test and accept the next agreed improvement. The monthly scope benchmark is explained inside; it is not an Informatica credit balance.

Technical whitepaper
For CIOs, CDOs and enterprise data leaders

Proposed service offering
September 2026

Contents

This whitepaper describes a proposed PDI service package. Informatica catalog references establish the scope benchmark, not an endorsement, reseller credit entitlement or labor-hour conversion. Eligibility, the managed inventory, growth boundaries and final service levels are confirmed in the service order before commencement.

In brief

- **Keep the foundation working.** Maintain the accepted CDGC environment, scanner configurations, glossary, ownership model, workflow and dashboards. Technical operations and governance operations belong in the same service.
- **Keep improving it.** Each service month includes a new-build-and-test allowance benchmarked to the published 20-PSU CDGC Execution & Implementation item. A prioritized release brief makes the month's deliverables and acceptance criteria explicit.[3]
- **Cover the whole discipline, not just the tooling.** All nine catalog disciplines in the current 66-PSU CDGC MVP are carried into the managed-service model: planning, discovery, operating model, requirements, setup, design, implementation, knowledge transfer and the first-year roadmap.[1, 2]
- **Separate keeping the lights on from moving forward.** Routine support does not silently spend the monthly build allowance. Provider-caused defects are corrected as defects, not relabeled as next month's enhancement.
- **Make the commercial boundary visible.** The proposed annual services fee is $20,000 for a qualified, agreed CDGC footprint. Software subscriptions, infrastructure, formal vendor training and work outside the signed scope are separate.

8×5	20	$20k	9
Business-hours service window	PSU-equivalent build-and-test allowance per month	Annual services fee	Catalog disciplines carried forward

This is a shared-team service with defined outcomes and response commitments. It is not a dedicated employee, unlimited custom development or an enterprise-wide rollout disguised as a small retainer.

1. https://www.informatica.com/content/dam/informatica-com/en/collateral/data-sheet/cloud-data-governance-and-catalog-professional-services-unit_data-sheet_4986en.pdf
2. https://www.informatica.com/services-and-training/professional-services/service-offerings.html
3. https://success.informatica.com/success-accelerators/psu/cdgc-execution---implementation.html

Section 1

The risk is a governance program that stops moving

A governance MVP connects technical assets to business meaning, ownership and an agreed use case. The harder question follows: who keeps that work current after the implementation team leaves?

The catalog can remain available while its usefulness declines. Scanner configurations and stewards change. Definitions need decisions. Workflows wait for approval. Each new business view becomes another small project competing for attention.

An operations-only contract addresses the first category of work. A stream of separate project statements addresses the second. Neither, on its own, creates a dependable rhythm for improving the governed estate.

PDI GovernForward for CDGC is designed around both responsibilities. One service maintains the accepted baseline and delivers a scoped increment of new capability every month. Business ownership, design, testing, documentation and adoption are part of that increment, not tasks left for someone else.

The design principle is simple: **governance should accumulate useful, accepted outcomes, not an unowned backlog.**

What changes for the enterprise

- **For the CIO:** a visible service boundary, one accountable delivery lead and a predictable annual services fee.
- **For the CDO:** a recurring mechanism to resolve ownership, definitions, stewardship issues and adoption priorities.
- **For the platform owner:** a documented operating baseline, a controlled release process and evidence of what changed.
- **For the business steward:** a regular opportunity to improve the catalog without initiating a new procurement cycle for every small requirement.

The starting point is an existing, licensed CDGC deployment with an accepted MVP or equivalent baseline. Onboarding validates it; the annual subscription does not include a fresh 66-PSU implementation.

Section 2

Nine catalog disciplines, one managed service

Informatica's current CDGC MVP comprises nine included catalog items and is listed at 66 PSUs.[1, 2] PDI carries each discipline into ongoing service, not a repeat implementation project every month.

The catalog names are the reference; the commitments are the proposed PDI offering.

Included catalog item	What PDI carries forward	Cadence and evidence
Kickoff & Engagement Planning	Establish the managed inventory, roles, escalation routes, delivery calendar and release-approval process.	Onboarding and changes to roles or boundaries. Service charter and inventory.
Business Discovery & Use Case Definition	Maintain a prioritized backlog tied to the agreed business use case. Turn requests into a monthly release brief with a named owner and acceptance criteria.	Monthly planning. Prioritized backlog and approved release brief.
CDGC Operating Model Design & Execution Planning	Maintain ownership, stewardship, approved metadata templates and practical governance decision rules.	Monthly steward and quarterly model reviews. Ownership matrix, issue log and procedures.
CDGC Technical Requirements Definition & Validation	Validate access, source compatibility, dependencies and readiness before committing a release.	For every release. Readiness checklist and documented dependencies.
CDGC Configuration & Setup	Administer the accepted environment: supported configuration, Secure Agent checks, approved access changes and scanner scheduling.	Business-day health review; planned maintenance. Configuration record and runbook.

The distinction matters: ongoing ownership is included; a new environment, major architecture change or unqualified source estate is not automatically included under an original catalog activity.

1. https://www.informatica.com/content/dam/informatica-com/en/collateral/data-sheet/cloud-data-governance-and-catalog-professional-services-unit_data-sheet_4986en.pdf

2. https://www.informatica.com/services-and-training/professional-services/service-offerings.html

Section 2 · continued

From solution design to sustained adoption

The remaining four catalog disciplines connect change delivery to adoption and the next investment decision.[1] A release is complete only when its configuration, ownership, test evidence and handover are complete.

Included catalog item	What PDI carries forward	Cadence and evidence
CDGC Solution Design	Design the approved increment: relationships, taxonomy, persona experience, classification behavior, workflow and dashboard changes.	Every monthly release. Concise design and acceptance mapping.
CDGC Execution & Implementation	Deliver the new-build-and-test allowance benchmarked to the 20-PSU implementation envelope, with controlled configuration and validation.	Monthly. Configured assets, test results and accepted release record.
CDGC Knowledge Transfer & End User Documentation	Demonstrate the accepted change, update the runbook and user guidance, and equip the designated owners and stewards to use it.	Each release, with up to two one-hour handover sessions when needed. Updated documentation and recorded decisions.
CDGC First Year Roll-out Plan	Keep a rolling view of priorities, adoption needs, dependencies and approved asset growth. Distinguish funded monthly work from larger expansion initiatives.	Quarterly refresh. Roadmap and the next quarter's delivery priorities.

One service, three linked responsibilities

- **Operate:** keep the accepted estate usable and its known issues visible.
- **Advance:** turn the highest-priority ready work into a tested monthly release.
- **Govern:** maintain the ownership, documentation and decision process around both.

These are coordinated responsibilities, not nine separately charged projects. A named service lead owns the calendar and reports operational and enhancement backlogs separately.

1. https://www.informatica.com/content/dam/informatica-com/en/collateral/data-sheet/cloud-data-governance-and-catalog-professional-services-unit_data-sheet_4986en.pdf

Section 3

The monthly build allowance, stated precisely

Informatica's **CDGC Execution & Implementation** item is listed at **20 PSUs**.[3] The published configuration scope is the benchmark.

One monthly new-build-and-test allowance covers the selected work. The release brief fixes deliverables, quantities, dependencies and acceptance criteria before work starts. These are shared ceilings, not per-request allowances or a promise to deliver every maximum at once.

Build family	Published implementation envelope used as the scope reference
Connectivity and lineage	Up to three out-of-the-box scanner connections; one source-to-target lineage-code demonstration, such as a mapping or report. Resource and lineage scanners share the three-connection limit.
Classification	Up to eight standard data-element classifications, two custom data-element classifications and one data-entity classification.
Governance content	Up to two domains/subdomains, 20 glossary terms, two policies and two processes in the bounded metadata load, within the same two-domain service boundary.
Technical metadata seed	Two system records; five datasets per system; ten attributes per dataset; one custom attribute. These are bulk-load limits, not the size of the harvested catalog.
Workflow and dashboards	One change-request workflow; two dashboards, each using up to five of the widget types listed in the catalog item.

All table limits come from the published implementation item.[3] Lineage scanners share the three-connection limit: this is not three source systems plus lineage.[4]

Testing is inside the allowance: configuration checks, agreed positive and negative tests, bounded regression, evidence and acceptance support. No separate testing charge or additional PSU requirement applies. Routine incident support is separate.

“PSU-equivalent” is a scope benchmark, not purchased, transferred or redeemed Informatica PSUs, a fixed labor-hour entitlement or a savings claim.

3. https://success.informatica.com/success-accelerators/psu/cdgc-execution---implementation.html

4. https://success.informatica.com/success-accelerators/psu/cdgc-technical-requirements-definition---validation.html

Section 4

Built is not the same as accepted

A glossary term is not useful merely because it exists; a workflow is not ready merely because it opens. Business and platform owners need a shared definition of done.

Define

Agree outcome, assets, ready access and approver. Set tests and identify affected configurations before building. Unready work stays in the backlog, not counted as delivered.

Build

Configure the agreed increment with supported functionality and reusable patterns where appropriate. Trace changes to the release brief; preserve approved access and change controls.

Test

Validate relevant scanner results, metadata relationships, classifications, workflow routing and dashboards. Test affected negative paths and permissions, plus focused regression of affected existing assets. Record failures and corrections.

Accept and hand over

The customer owner accepts against agreed criteria. PDI updates the inventory, test record, runbook and steward guidance. Promotion follows the customer's authorized change process.

What the monthly evidence contains

- **Scope record:** what was agreed, built, deferred and why.
- **Test record:** scenarios executed, results, defects and retest outcomes.
- **Ownership record:** named business owner, steward and technical support route.
- **Release record:** approval, configuration changes and recovery or reversal steps where applicable.

Provider-caused defects are corrected without consuming a second new-build allowance. If PDI delivery slips, the accepted obligation remains owed; it is not erased when the calendar month changes.

Section 5

What 8×5 coverage actually means

The proposed window is **9:00 a.m. to 5:00 p.m., Monday through Friday, America/New_York**, excluding agreed holidays. A shared team provides intake, triage and coordination, with a named service lead and backup route.

Coverage is not 40 dedicated consultant hours per week. Scanner-health review occurs on business days, not continuous human monitoring or 24×7 incident response.

Priority	Example	Proposed initial human-response target
P1: Critical	The accepted service is unavailable to the in-scope user group and no workaround exists.	Four business hours
P2: Material	A supported capability is materially impaired, with a workaround or limited impact.	One business day
P3: Routine	A noncritical issue, access request, content amendment or enhancement request.	Two business days

Response means qualified human acknowledgement, initial impact assessment and next action, not guaranteed restoration. Clocks use the agreed business window; out-of-window requests enter the next coverage period.

What the run service owns

Review scan outcomes; administer supported configuration and approved access; triage incidents; coordinate vendor cases; maintain metadata; and route steward issues. Report unresolved work and customer dependencies in the monthly service review.

What remains with the customer and the product vendor

The customer retains business ownership, access approval, source-system administration, infrastructure ownership and acceptance authority. Product defects and vendor-operated SaaS restoration are escalated through the customer's Informatica support entitlement.

The service order confirms these targets, the intake channel, holiday calendar and qualified staffing coverage before commencement. Critical incidents may reschedule a build window by agreement, but they do not silently cancel the monthly build commitment.

Section 6

What is included, and where the boundaries sit

The proposed **$20,000 annual fee** covers 8×5 operations, the monthly 20-PSU-equivalent new-build-and-test allowance, all nine disciplines, release documentation and quarterly roadmap reviews. This is a services subscription, not an Informatica software bundle.

The entry baseline

Entry requires an existing, licensed, accepted CDGC MVP or equivalent. The reference MVP covers one use case, one Secure Agent installation in one environment/Org/Sub-org, and up to three initial scanner connections.[4, 5] Published SSO setup covers up to five users and three groups/roles, not license ceilings.[5]

The default PDI service covers one agreed use case, one environment and up to two existing domains/subdomains. The monthly build allowance does not add a fresh domain allowance.

Agree the inventory, supported users, source types, scan windows, harvested-asset scale and year-one growth. Few connections do not make an unbounded estate small.

Accepted additions stay supported

Accepted builds within the year-one growth envelope join the managed inventory without a second support fee. Release approval considers delivery effort and ongoing workload.

Inventory, growth limits and scan-workload thresholds are agreed before subscription, not after acceptance. Out-of-bounds work is explicitly scoped, never automatically billed.

What is separate

- **Platforms and expansion:** additional environments, unsupported/custom scanners, new applications, HA/DR engineering and enterprise-wide governance redesign.
- **External costs:** software subscriptions, infrastructure, third-party charges, formal vendor training, travel and applicable taxes.
- **Adjacent products:** CDQ rule development or data remediation, MDM, Marketplace and other separately licensed services.
- **Different coverage:** after-hours operation, 24×7 monitoring, security incident response and guaranteed third-party restoration.

Source access, substantially ready metadata and timely decisions are prerequisites. The order defines replanning for customer-blocked work; unused allowance is not an unlimited accumulating bank.

4. https://success.informatica.com/success-accelerators/psu/cdgc-technical-requirements-definition---validation.html

5. https://success.informatica.com/success-accelerators/psu/cdgc-configuration---setup.html

Section 7

How the first year runs

The first year should leave more than a working catalog: a clear inventory, a ready backlog, accepted increments and an evidence trail explaining what changed.

Qualify before commitment

Review the environment, support entitlements, sources, scan workload, owners and backlog. Agree annual asset growth and suitability for the proposed price. Name required remediation or initial implementation before signing.

Establish the service

Validate access and operating documentation, confirm the escalation calendar and select the first ready release. Onboarding is included for the qualified existing baseline. It is scheduled alongside the first month's release rather than automatically replacing that month's build allowance.

Deliver monthly

Prioritize the next ready outcome, design the change, build and test it, obtain acceptance and update the run inventory. Keep the operational backlog and the enhancement backlog separate so both remain visible.

Reassess quarterly

Review usage, ownership gaps, support load, roadmap and next-quarter priorities. Confirm growth remains within the envelope. Larger expansion remains a recommendation until the customer approves separate scope.

A release calendar, not a race to consume units

The annual service contains twelve monthly planning and delivery cycles. It is not twelve fresh MVP projects, a promise of twelve production deployments regardless of readiness, or a transferable balance of vendor credits.

One month may emphasize glossary and stewardship improvements; another may emphasize a scanner, a workflow or a dashboard. The release brief, not an unqualified claim of “equivalence,” is what the customer accepts.

Section 8

Evidence delivered every month

Evidence should come from delivered work. This proposed package asserts no customer results, automation percentages or cost-reduction claims.

Illustrative release choices

These are examples for planning, not completed customer engagements or fixed unit weights.

Priority	Example increment	Evidence of completion
Make a source usable	Configure an agreed supported scanner, validate selected relationships and link approved business terms to the relevant assets.	Scan-validation record, relationship checks and owner acceptance.
Make stewardship actionable	Implement the agreed change-request workflow and improve the definitions and ownership needed to use it.	Routing and permission tests, approved content and steward demonstration.
Make governance visible	Build the agreed dashboards for the use case and document how owners will interpret and act on them.	Widget validation, persona walkthrough and an operating note.

The service scorecard

- **Operational health:** configured scan outcomes, failures, unresolved incidents and their age.
- **Governance health:** ownership gaps, pending decisions and workflow queues requiring action.
- **Delivery progress:** accepted changes, test status, deferred items and the reason for deferral.
- **Adoption:** steward participation and feedback on the newly accepted capability.
- **Scope health:** inventory growth, scan workload and remaining headroom against the agreed service boundary.

Set targets against the customer's baseline. Activity alone is not better governance; the scorecard should show whether the agreed business outcome was achieved.

Section 9

Three questions worth putting to any provider

Including this one. Each answer should survive a scope review as well as a sales conversation.

Is new build genuinely included, or is this only support?

The proposed PDI service includes a monthly new-build-and-test allowance benchmarked to the 20-PSU CDGC implementation scope. Its deliverables are selected and agreed before work starts. Routine incidents do not silently consume that allowance.

What proves the change is ready to use?

A release record connects the requirement to the configuration, test results, named owner and customer acceptance. Documentation and handover are included. A configured object without those controls is not presented as a completed outcome.

What happens when the managed estate grows?

Accepted additions within the agreed year-one envelope enter the run service without a second support fee. The inventory and operational workload are reviewed before each release and quarterly. Expansion outside the agreed boundary is visible and requires approval, not a surprise invoice.

A clear commercial promise needs clear definitions

The fee, service window, monthly scope reference, testing obligation and scope-growth rules should appear together in the order. If “PSU-equivalent” is not connected to a release brief and acceptance criteria, it is a marketing phrase rather than a delivery commitment.

Next step

Bring the catalog.
Bring the backlog.
Choose the next useful release.

Start with the CDGC environment and use case already in place: the source inventory, current runbook, open issues and the business improvements waiting for attention. PDI can use that baseline to confirm service eligibility, agree the year-one growth envelope and define the first monthly release.

The proposed commercial structure is straightforward: **8×5 managed service, a 20-PSU-equivalent monthly new-build-and-test allowance, and $20,000 per year in services fees.** The scope and acceptance rules are explicit so the buyer can compare a continuing delivery commitment with a support-only contract.

The first conversation should end with a clear decision: fit for the package, fit after named prerequisites, or better suited to a separately scoped engagement. No production access, sensitive-data transfer or delivery commitment is assumed merely from reviewing this whitepaper.

Discuss your CDGC operating plan

pacificdataintegrators.com/contact-pdi

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Proposed service offering. Final scope, eligibility, support targets, monthly deliverables, commercial terms and data-access controls are governed by the agreed service order. PDI's PSU-equivalent scope benchmark does not grant Informatica PSUs or imply Informatica endorsement.

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