

Data Governance Where You Least Expect it: Response to Unexpected Times



Introductions

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Presentation Topics

- **Unexpected Needs and Disruption**
 - Institutional stories of new data demands
 - Lessons learned and sample responses by institutions
 - **Relevant Data Governance Best Practices**
 - **Your Feedback and Your Stories**
-

Your stories matter!

The last 20 minutes are set aside for sharing:

- What surprised you?
- Was there an “Aha moment?”
- Was there an example of a governance process you set up that paid off in this crisis?
- Did you have to make any rapid changes?
- What did you wish you had in place before this happened?
- What do you see as your biggest challenges over the next 3-6 months.



You have 40 minutes to come up with some stories.

Go ahead and start something in the chat. Submit when you are ready.

We will turn on your mic if you want.

Unexpected Needs and Disruption

Institutional Stories of New Data Demands

- **Formerly ho-hum data becomes mission critical**
 - VPN utilization
 - Student engagement analytics
 - Room capacity
 - **University refunds \$10 million in tuition.**
 - How to determine equitable qualifications
 - Budget Analysis for cuts
 - Accurate data for processing refunds
 - **Need to support a COVID-19 situation-room with urgent data needs**
 - **Suddenly all your co-workers are working remotely**
 - Need to collaborate in new ways
 - **Data security policies that are no longer reasonable**
-

Relevant Data Governance Best Practices and Observations

THOUGHTS FROM BRIAN AND BRENDA

Needs and Goals

- **Rapid, accurate, and trusted answers**
- **Clear paths from question to answer**
- **Ability to quickly make decisions on new types of data**
- **Having remote access to data knowledge**
- **Ability to have governance processes that can operate in asynchronous and remote pathways**
- **Empowering rapid decision-making**
 - Defined roles and tasks for ownership
 - Easily extensible to new participants
- **Transparency in the decision making**



Best Practices

- 1. Just-in-time processes to manage data request within a framework of governance:**
 - Data Request process feeds in to all needed info:
 - Data Request
 - Specifications
 - Glossary definitions
 - Technical definitions
 - Data system inventory.
 - All steps can pull in Steward/SME collaboration
 - Framework that can include new people and systems
-

Best Practices (continued)

2. Centralized governance knowledgebase



*Data Governance
Content*

3. Empowered decision making through defined approval process



*Data Governance
Framework*

More Observations from the Field

1. **Key data is unpredictable**
2. **Welcome All Comers**
3. **Leadership**
4. **Self Service Shines**
5. **Use the Opportunity**



Key Data is Unpredictable

Mundane data becomes critical overnight.

This situation?

Network Capacity

Application utilization

Room Capacity

More?



Before...Welcome all Comers

Because key data is unpredictable...

Interested? Here's how to sign up!

Actively increase users and domains.

Marketing plan

Facilities is my favorite dark horse



During...Onboard New Stuff Quickly

Offer a Generic Path to Participation

- ✓ Training
- ✓ Peer Network
- ✓ Framework and Roles



Leadership

Were you in the Situation Room?

What Situation Room?

Were you there at the beginning? Were you invited late?



Customize Self Service Portfolio

Clone current self service channels to support the new situation:

Email support: *getdataCOVID19@yourschool.edu*

Website landing page

Social Media Announcements

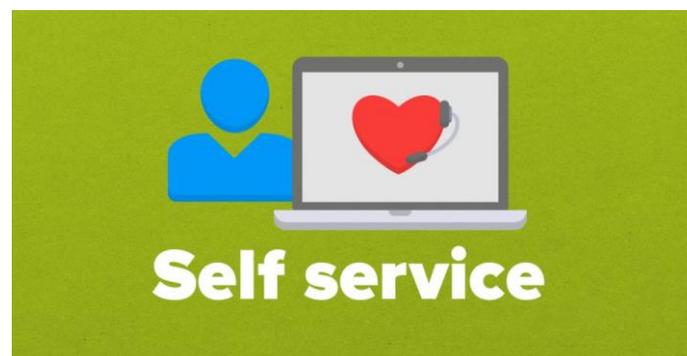
Extract:

Business Glossary

Report Catalog

Data System Inventory

Data Quality Assessments



Use the Opportunity



IF it worked, show it.

IF it didn't work, show it.



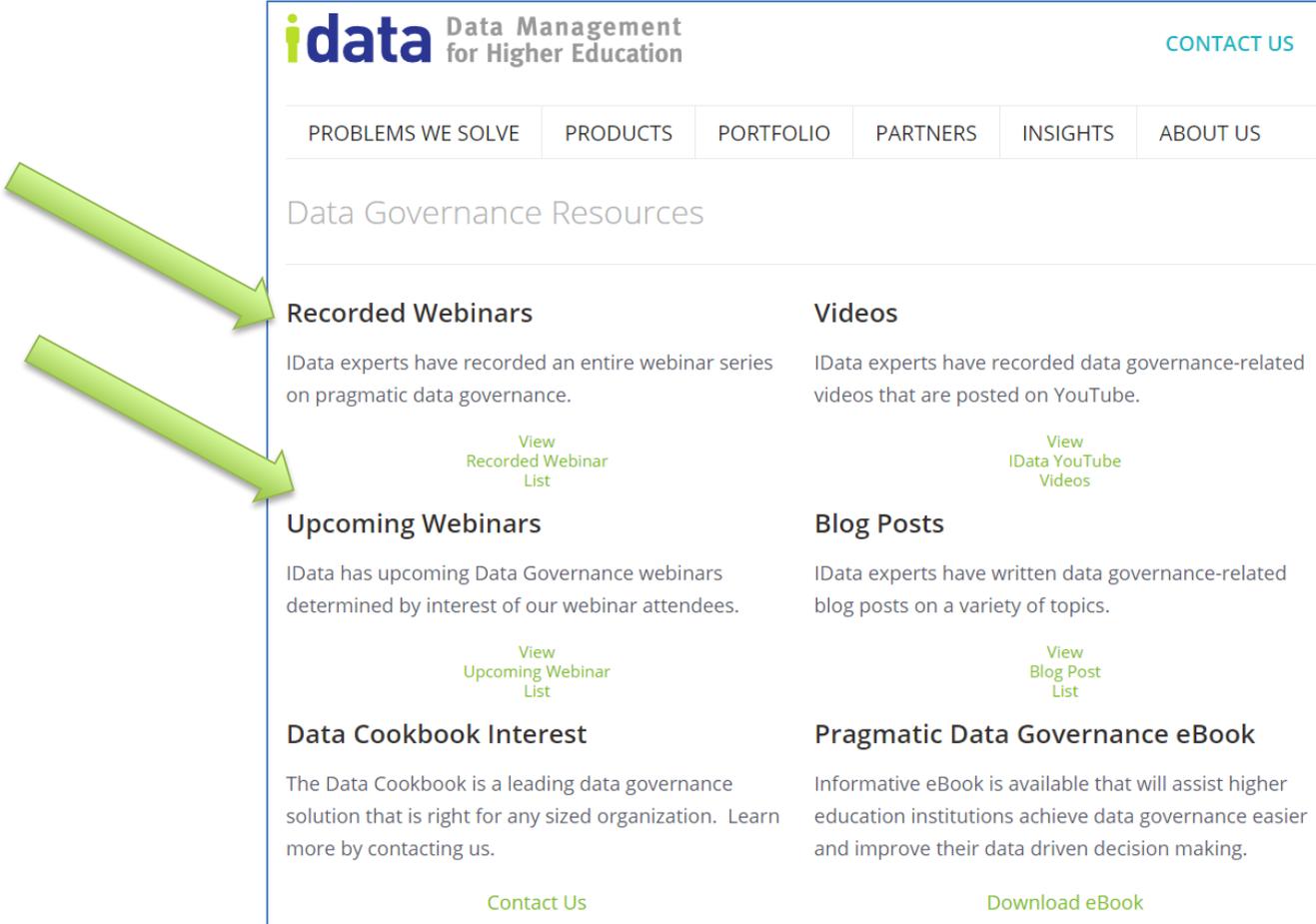
Your stories

Your stories matter!

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Wrapping Up

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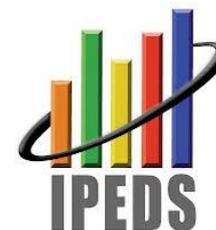
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Content from regulatory agencies and other institutions.

Data definitions, Specifications, Contact information, Documentation



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*A collaborative effort between publishers
and the educational community*



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Resource	Description
Data Cookbook News	Stay up to date on news and information about the Data Cookbook. We use this forum to provide periodic updates on new features, plans and highlights of existing features.
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Twitter	Follow us on Twitter!
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Additional Resources

Resource	Description
Data Cookbook Forums	Browse all the Data Cookbook Community forums.
Data Insights Blog	See the latest blog postings from our staff on various subjects including Data Cookbook and Data Governance

Workshop Wednesday 2020



Short, fun, and focused on features

Upcoming Dates and Topics:

March 18 User Permissions 101

April – no session – Conference Season

May 20 Response to COVID-19

June 17 Tips to Manage Data Cookbook Content

Review Previous and Upcoming Workshop Wednesdays Here:

<https://go.idatainc.com/dcb-workshops>

Contact Brenda if you'd like to suggest a topic

breeb@idatainc.com

Upcoming Webinars Summer 2020

- <http://www.idatainc.com/about-us/idata-webinars/>

May 19 Managing Technical and Functional Metadata

May 21 Make the Case for DG ROI During Budge Cuts

May 27 Managing Collisions of Definitions

June 2 Roles in Data Governance

June 3 Data Cookbook and Pragmatic Data Governance

June 4 Data Governance Perspective to Different Stake Holders

June 18 5 Keys to Data Governance Success

June 23 Represent Your Data Model in Data Cookbook

June 25 The Value of a Data Quality Issue Reporting Process

July 2 Tips for Great Business Glossary Definitions

July 8 Manage Change in Reference Data Lists

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