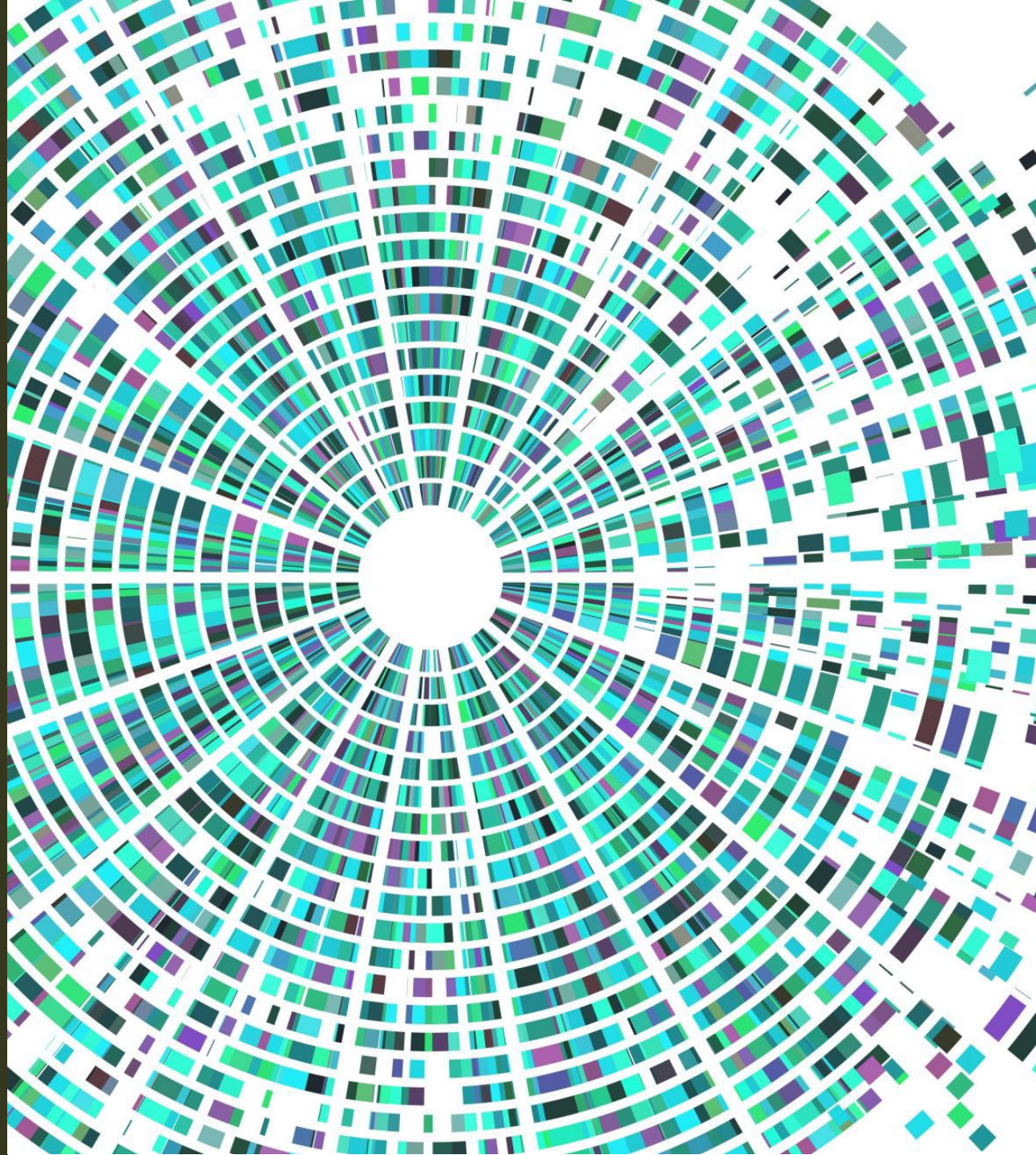


Data Governance & Stewardship 101

Lori Ann M. Schultz

Assistant Vice President, Research
Intelligence

University of Arizona



What is Data Governance

A means to ensure:

- Data quality
- Data integrity
- Data security
- Data usability

For **all** of the data collected by an institution/organization.

What is included in Governance?

- People!
- Guidance on the accuracy, availability, use of data
- Specific information on access or restrictions on access to data
- Guidance on security to protect data and privacy
- Roles of those who interact with data
- Documentation, definitions
- Understanding business process

Why should we be concerned about it?

- We've moved beyond paper, which makes things more complicated
- Everyone "loves" data... 😊
- Trust is key
- Institutional policies
- Federal regulations
- Business sensitive information
- Privacy laws, regulations, expectations

WAYS TO SET UP QUALITY-FOCUSED DATA GOVERNANCE

Understand Your Data's Current State:
Use data profiling to spot issues and set a benchmark for improvements.

Initiate Metrics and Monitoring:
Develop KPIs and automated processes for tracking progress.

Standardize Data Quality:
Create and communicate criteria for accuracy and completeness.

Foster Awareness through Training:
Enhance awareness through educational initiatives.

Implement Quality Tools and Processes:
Select appropriate tools and define workflows for regular data upkeep.

Encourage a Cycle of Continuous Improvement:
Regularly review and adapt processes and tools.

Define Roles of Stewards and Owners:
Assign roles to oversee data quality management.

Build a Collaborative Culture:
Promote open dialogue and collaboration between teams.

Screenshot

From:
<https://www.analytics8.com/blog/how-to-improve-data-quality-with-effective-data-governance/>

What is Data Stewardship?

- Day-to-day oversight & management of data
 - Quality
 - Consistency
 - Accuracy
- Part of Data Governance and involves:
 - Business Processes & Systems
 - Policies

What are the rules/policies common to governance & stewardship?

- What people can access based on business need (roles/rights/permissions)
- What data is public on your organization's website
- Processes around data entry for any of your institutional systems
- Policies for data retention & destruction
- Training requirements for regulated data, appropriate use

Context matters...

- Governance process will vary!
 - Organization type: public, private, tribal, business, etc
 - Type of data handled
 - Risk tolerance of institution
 - Variant risk of data types
 - HR data
 - Financial data
 - Student data
 - Research data

Who is on your governance team?

Common roles:

- Data owners of your systems: research, financial, student, clinical, etc
- Data users: those who enter and use data
- Data Stewards: those responsible for day-to-day operation (like an eRA system)
- Data Custodians: Technical implementation, data storage, security
- Legal counsel
- IT / InfoSec
- Others?

Establishing (or learning about) data governance

- Clear roles & responsibilities: do you know who is responsible for the data in your eRA system? What kinds of people use the system and the resulting data?
- Policies and procedures
- Data quality expectations
- Accessibility & security - must be a balance
- Change management
- Scalability, monitoring, improvement

Why might governance fail?

- Most reasons are internal:
 - Lack of clear responsibilities
 - Lack of alignment with organizational goals
 - Institutional silos
 - Lack of sponsorship/accountability
 - Inadequate training/protection for regulated and sensitive data

Where does governance go wrong?

- It's not a "one & done" situation
- Framework for evolution is necessary
- Burden of constantly adding collection, but never reducing it
- Outdated rules for access/provisioning

Examples & Thoughts

- UArizona CRM: training and access considerations
- Proposal information: what is public?
- Employment application to first day of work
- Student admissions application to enrollment
- Considerations for generative AI tools
- Options to democratize data

Q&A