

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



# Introductions

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# Presentation Topics

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- **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**
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# 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

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- **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**
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# **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

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## 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

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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?**

The logo for D2L (Desire2Learn), with "D2L" in large orange letters and "DESIRE2LEARN" in smaller grey letters below it.

# 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**

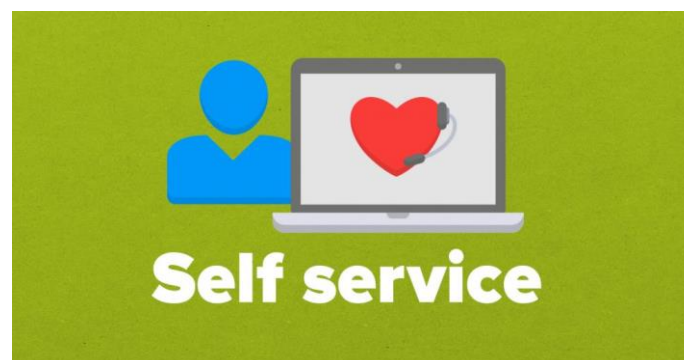
**Extract:**

**Business Glossary**

**Report Catalog**

**Data System Inventory**

**Data Quality Assessments**



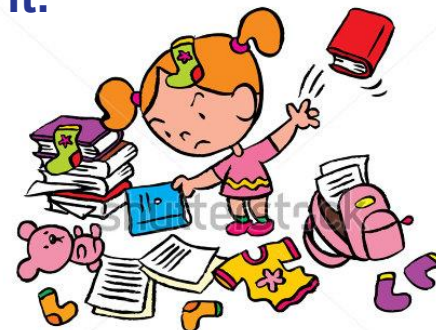


# Use the Opportunity



**IF it worked, show it.**

**IF it didn't work, show it.**



# Your stories


# Your stories matter!

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# Wrapping Up

# Data Governance Resources Page

 **Data Management  
for Higher Education**

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IData experts have recorded an entire webinar series on pragmatic data governance.

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IData experts have recorded data governance-related videos that are posted on YouTube.

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IData has upcoming Data Governance webinars determined by interest of our webinar attendees.

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IData experts have written data governance-related blog posts on a variety of topics.

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### Pragmatic Data Governance eBook

Informative eBook is available that will assist higher education institutions achieve data governance easier and improve their data driven decision making.

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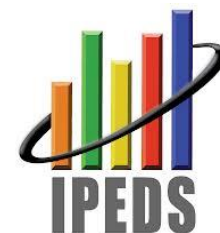
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Open to everyone



Content from regulatory agencies and other institutions.



Data definitions, Specifications, Contact information, Documentation

## Common Data Set Initiative

*A collaborative effort between publishers  
and the educational community*



# News Updates

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## News, Updates, & Social Media

Resource	Description
<a href="#">Data Cookbook News</a>	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.
<a href="#">IData News</a>	Browse the latest public news and announcements from the Data Cookbook website
<a href="#">Twitter</a>	Follow us on Twitter!
<a href="#">IData YouTube Channel</a>	Find content recorded by IData experts on Data Governance topics

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## Additional Resources

Resource	Description
<a href="#">Data Cookbook Forums</a>	Browse all the Data Cookbook Community forums.
<a href="#">Data Insights Blog</a>	See the latest blog postings from our staff on various subjects including Data Cookbook and Data Governance

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# Workshop Wednesday 2020

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**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

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# Upcoming Webinars Summer 2020

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

May 19 Managing Technical and Functional Metadata

May 21 Make the Case for DG ROI During Budget 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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