Data Governance Policy

Introduction

Data governance is both an *organizational process* and a *structure*. It establishes responsibility for data, organizing program area staff to collaboratively and continuously improve data quality and use. It does this through the systematic creation and enforcement of policies, roles, responsibilities, and procedures.

Mission of the Data Governance Program

The mission is to ensure that the highest quality data are collected, protected, used and made available to key stakeholders through coordinated efforts within the agency for the purpose of improving efficiency and enabling better decision-making by policymakers and educators.

Data Governance Strategy

The essential notion behind establishing a data governance program is that decisions are only as good as the data on which they are based. All NH DOE data users must have a clear understanding of data definitions, data and process ownership/authority, accountability, security, and reporting needs and requirements, as well as the processes and timelines around each.

An effective data governance strategy clearly defines the roles, responsibilities, authority and associated activities of individuals and groups that come in contact with NH DOE data. These roles and responsibilities include:

- Accountability roles to identify who is responsible for ensuring the accuracy of the data – who "owns" the data as it moves through the system.
- Ownership of each data element – that ownership needs to be understood, respected and communicated to the larger user community.
- Unambiguous policies and processes authorizing the collection, management, and dissemination of the data. This includes identifying who has the authority to collect, manage, report, and "steward" each type of data.
- Decision-making processes as well as timelines for making modifications to data definitions, collections, delivery, etc. Changes to these must be feasible, predictable, and well communicated to the user community.

Intended Outcomes:

- A common vision for and more effective data use in support of agency goals and strategic initiatives
- Improved data quality
- Improved understanding of data collected, reported, and used by each program and the agency as a whole
- Increased consistency and reduced redundancy of data collected across the agency
- Security and privacy of data are maintained and enforced
- More effective communication and coordination among programs – agency-wide responses to critical data issues
- Decreased staff burden (over time)

Key Data Governance Roles

Data Policy Committee (DPC)
The Data Policy Committee is comprised of NH DOE Division Directors, the Deputy Commissioner of Education, and the Data Governance Coordinator. The DPC members are responsible for data governance within their program areas to help model and reinforce that data governance is an agency-wide initiative and that all staff should be aware of and comply with data policies.

Key Responsibilities:
• Set the vision and priorities for data use in the agency.
• Resolve issues escalated up from the Data Governance Committee.
• Approve proposed agency-wide data policies and processes.
• Communicate with the Data Governance Committee members who report to them to prepare for each DPC discussion and decision.
• Including data governance responsibilities in the performance expectations of their staff who are members of the Data Governance Committee and Data Steward Committee.
• Hold all their staff responsible for adhering to the data policies and processes established through data governance.

Data Governance Committee (DGC)
The Data Governance Committee is comprised of Data Stewards, and representatives from the Department of Information Technology. The activities of the Data Governance Committee will be guided by the Data Governance Coordinator under the supervision of the Director of the Data Governance Program. The DGC meets regularly to resolve critical data issues and develop and recommend data policies, rules, and procedures to the Data Policy Committee.

Key Responsibilities:
• Establish, document, and enforce agency-wide data standards, policies, and processes.
• Identify, prioritize, and support the resolution of critical data issues that affect the quality and use of data.
• Escalate to the DPC data policies for approval and issues that are controversial, highly visible, or high risk.
• Hold program area staff accountable for participating in the data governance program and adhering to the Data Governance Policy.

Director of the Data Governance Program
The Director for the Division of Education Analytics and Resources provides input on agendas and strategic planning for the data governance program. The Data Governance Coordinator works closely with the Director to create agendas and prioritize agenda items. The Director communicates data issues that need approval and recommendations of the DGC to the Data Policy Committee and directs implementation of policy down through the DGC.

Data Governance Coordinator
The Data Governance Coordinator is responsible for overseeing the data governance program. The data governance coordinator presents data issues for escalation to the Director for communication to the DPC.

The data governance coordinator manages data governance goals and action items and creates documentation for meetings, policies and processes. The data governance coordinator also serves as the critical data issues manager.

Key Responsibilities:
- Leads the Data Governance Committee.
- Serves as a member of the Data Policy Committee.
- Manages the establishment, monitoring, improvement, documentation, and training for data governance program and data policies and processes.
- Serves as the liaison among data governance groups and members.
- Identifies program, process, and technological enhancements that will improve data quality and data use and eliminate redundant effort.
- Facilitates the escalation and resolution of issues among the data governance groups.
- Convenes working groups of Data Stewards to address critical data issues that span multiple program areas.
- Provides training and support to ensure that all data governance members have the knowledge and skills necessary to fulfill their roles.

Data Security and Compliance Officer

The Data Security and Compliance Officer is the organization's overarching data privacy and security expert and is a resource available to the data governance program. This position will attend the Data Governance Committee meetings and will provide guidance concerning privacy and security.

Key Responsibilities:
- Manages and administers data governance policies and procedures related to the privacy and security of NH DOE data.
- Ensures components of the NH DOE Data Governance Program are monitored and maintained.
- Manages work across NH DOE program areas to assure authority and control over the safety and integrity of NH DOE data.
- Serves as the data access request compliance manager, managing data access requests through the approval process. Alternately, manages data access removal through the termination of an employee's position.

Data Owners

Data owners facilitate collaboration across Data Stewards. The Data Owners ensure data collection and reporting are properly authorized. The Data Owners will also serve on the Data Governance Committee or appoint a Data Steward to represent them. Data Owners will collaborate with the data stewards to resolve or inform the DoIT of the issues.

Key Responsibilities:
- Ensure data collection and reporting are properly authorized.
- Collaborate with the data stewards to resolve or inform DoIT of the issues.
- Work with data stewards to prioritize and inform them of critical data issues in their program .area to be brought to the Data Governance Committee.

Data Stewards

Data Stewards are responsible for and the authority for a given area of data, from collection through use, regardless of where those data reside across the agency. They provide tactical-level implementation of the organization's data-related policies. They also receive assignments and priorities from the DGC. The data stewards, designated by data owners, follow all data standardization policies and procedures. Data Stewards are subject matter/program experts who are the most literate on the data and database systems and on all the business processes that use the data.

Key Responsibilities:
- Attend and participate in scheduled Data Governance Committee meetings. If the individual is unable to attend, it is his/her responsibility to send a representative so that the program area is represented.
- Report to the DGC regarding data issues, new data regulations, and new policies affecting data.
- Communicate with their program area teams regarding activities and decisions of the DGC.
- Support and advocate data management and governance practices to agency staff.
- Provide data analysis related to the individual's specific program area.
- Identify opportunities to share and re-use data.
- Enforce data quality standards.

Data Governance Scope

The data governance policy fosters a common vision of data-related practices and promotes more effective use of data. It improves understanding of data collected, reported and used by program areas and the department as a whole. As a result, the policy promotes more consistent, efficient, and coordinated responses to data issues and enhances communication and collaboration among program, technology, and other staff.

The scope of data governance includes:
- **Data access:** Each data owner with a business owner of a NH DOE System will determine which roles will have access to the systems that pertain to their bureau areas. They will also determine who is granted access to which data and at what granularity within the system.
- **Data requests:** Establish and communicate the way in which data will be requested from within and outside the Agency, including how those requests will be reviewed, approved/denied, and fulfilled.
- **Data collection:** Determine how necessary changes to data collections are identified, defined, approved, communicated, and executed.
- **Data validation:** Create and maintain a policy for which edit checks will be established and how data will be validated at each point in the lifecycle and corrected at the source (if need be).
- **Data release/reporting:** Determine how data will be frozen, compiled, checked, formatted, approved, and communicated for external release.