

Good afternoon,

I'm reaching out today to follow-up regarding your participation in John Carroll's Data Governance efforts. To refresh your memory, the Data Governance Task Force was first convened in September 2018 to establish the priorities and mechanisms for developing and managing John Carroll's analytic resources. We address strategic issues within these broad domains:

- Data Quality: establish common data definitions available across platforms
- Data Availability: define policies and procedures for providing access to data
- Data Retention: create data retention, archival, and disposal guidelines
- Data Security & Privacy: evaluate sensitivity of data and establish response levels for a breach

In order to address those issues however, we needed to begin by doing the following:

- Inventory and map existing data
- Define current data processes and procedures
- Establish and define John Carroll's specific data roles

The phrase "data governance" is a bit limiting though, because we are looking at all sorts of programmatic functions (like registration, etc.) to see where policies need to be established or edited for better efficiency or compliance.

And this is where we involved you. Beginning in January 2019, the Data Governance Task Force began "touring" the student data life cycle. We met almost every week over the spring, summer, and into the fall terms for 90 minutes to learn about the data collected in each area and how those data interact. We started at the student admission process, worked our way through financial services, residential education, course registration, student life, and advancement, among many others.

We met with 41 employees from across campus, and learned a lot!

We've identified over 70 current processes and policies that require review in order to maximize efficiency and ensure compliance.

We've also established two sub-task-forces (what we're calling Action Teams) to do additional work:

- Banner Access Action Team: The goal of this Action Team is to revise and streamline John Carroll's Banner access provisioning and deprovisioning processes.
- Report Audit Action Team: The goal of this Action Team is to review current Argos report availability, remove reports that are no longer used, edit reports that are not adequate, and reorganize the Argos report repository.

In a few weeks we'll begin "touring" the employee data life cycle and will learn about the data generated in on-boarding, payroll, etc.

Our future goals are to:

- Generate a data dictionary
- Develop data standards manuals with each University division
- Offer campus wide, data-related training and other communications

What this means for you:

- Policies and procedures may change, and we will keep you engaged in the process. Our goal is to improve the functioning of the institution, with an eye toward efficiency, data security, and compliance.
- We ask that you keep the Data Governance Task Force informed of changes in your area. There may be a lot of other offices or processes impacted by a change you make and we want to make sure that we are apprised of changes until we have an official way to communicate them. (You can do this by directly emailing one of the members listed below or data@jcu.edu.)

While we're continuing to “tour” the data at John Carroll, please contact any of us with questions or suggestions.

Thanks for taking the time to meet with us, we appreciate your participation in this process.

Maria O'Connor (chair)

Todd Bruce

Sherri Crahen

Jennifer Dillon

Michelle Reynard

Jen Rick

Sarah Starr Zechman

John Sully

Steve Vitatoc

Claudia Wenzel