

INTRODUCTION

This document establishes the charter for the Data Governance Task Force (DGTF), a group recommended by the University Committee on Administrative Policies (UCAdP) and approved by the Senior Leadership Team (SLT) in fall 2018. The charter defines the purpose, responsibilities, and structure of this Task Force.

John Carroll's decision to establish a formal program of data governance reflects shared understanding that timely access to meaningful information is essential to the institution's educational mission. The work of the DGTF should not be considered an Information Technology Services (ITS) initiative. It is an institutionally-controlled data management program.

Because data governance is not a one-time effort, once the initial responsibilities described below have been achieved, the DGTF will determine how to reconstitute itself and/or hand off its duties to an existing University body. The work of the DGTF will require ongoing monitoring and maintenance to support continuous improvement.

PURPOSE

The purpose of the DGTF is to establish the priorities and mechanisms for developing and managing John Carroll's analytic resources. These include data, metrics derived from data, data storage and retrieval systems, data-delivery platforms and tools, and the many campus relationships and processes that support these resources.

To that end, the DGTF will address strategic issues within these broad domains: data quality; data availability; data retention; and data security & privacy. In so doing, it is expected that the Task Force will engage in activities that include establishing consistent, University-wide, data definitions, processes, and procedures; coordinating consensus across campus; resolving conflicts; developing policy; raising awareness; and educating the University about data. In all of these activities, DGTF will work to maximize value from John Carroll's analytic resources, minimize inefficiencies, and responsibly balance the trade-offs between data access and privacy.

RESPONSIBILITIES

In fulfilling its charge, the initial task of the DGTF is to inventory and map existing data, to define current data processes and procedures, and to establish and define different roles related to data. Once these tasks are completed, the Task Force will address strategic issues within these broad domains: data quality; data availability; data retention; and data security & privacy.

In all four domains, the DGTF will facilitate communication about changes to affected parties (i.e., those who enter, use, or report from particular data elements). The DGTF will also facilitate training and documentation to ensure that consistent information is available to the campus community.

Any changes to data, processes, or procedures must be discussed by the DGTF to avoid unintended disruption of University operations in other areas.

Data Quality: The DGTF will ensure that the institution has common data definitions and that these definitions are made available across multiple platforms. Definitions include but are not limited to the values, ranges, and parameters that are acceptable for data elements, the relationships between data elements, and explanation of the nuanced differences between related data elements. These definitions will be documented in a Data Standards Manual.

The DGTF will then establish

- metrics to evaluate data quality
- procedures to detect and correct discrepancies and other data quality problems
- policies, procedures, and internal controls to ensure ongoing data quality
- a process for changes to the Data Standards Manual, including regular audits

Data Availability: The DGTF will define policies and procedures for access to data, including the criteria for authorization based on role and/or the individual. These policies and procedures will include the following:

- access to data systems, subcomponents of systems, and reports
- ad hoc requests for data
- provisioning and deprovisioning processes
- mechanisms for the above

Data Retention: The DGTF will compile and create retention, archival, and disposal guidelines and procedures that ensure compliance with institutional policy, external regulations, and applicable best practices.

Data Security & Privacy: The DGTF will evaluate the level of sensitivity for specific data elements and establish a level of response in the event of a breach. The DGTF will collaborate with ITS as needed to provide oversight of privacy, security, and risk management pertaining to data. As part of the data inventory, the DGTF members will also evaluate vulnerabilities in security or privacy.

STRUCTURE

The Data Governance Task Force is comprised of key data representatives who have a vested interest in data governance from Admissions, Budget and Financial Analysis, Financial Aid, Human Resources, Institutional Research, ITS, the Provost's Office, and the Registrar's Office. The members of the DGTF provide University-level knowledge and understanding for a specific key data area (e.g., student data, financial data, HR data, etc.). Additional non-voting members will be brought in, as needed, when the Task Force begins to expand its work across campus.

Decisions requiring a vote can only be made at meeting at which five members are in attendance. Decisions within the purview of the DGTF will be sent directly to the SLT for final approval. Recommendations for policies or for changes outside of the purview of the committee will be sent to the appropriate University committee or functional area.

Approved February 1, 2019

Some content and language in this charter is adapted from documents from Lehigh University, Pomona College, and the University of Wisconsin – Madison.

AMENDMENT

The Data Governance Task Force is comprised of key data representatives who have a vested interest in data governance from Admissions, Budget and Financial Analysis, Financial Aid, Human Resources, Institutional Research, ITS, the Provost's Office, the Registrar's Office, Student Affairs, and University Advancement.

Decisions requiring a vote can only be made at a meeting at which at least a simple majority are in attendance.

Approved: July 18, 2019