

Data and Information Governance:

A Collaborative Approach to Manage Data as Strategic Resource



TEXAS
Department of Family
and Protective Services

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Team



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Texas Department of
Family and Protective Services

Agenda

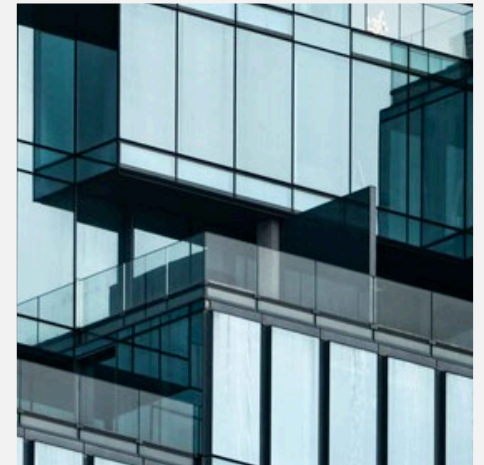
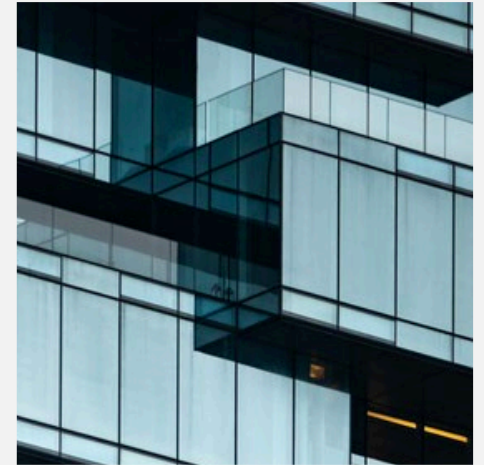
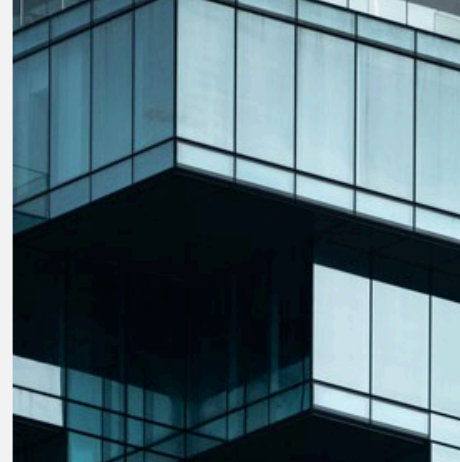
- ReMOVED; Inside View of Child Welfare
- Data and Information Management
- Data Governance
[Strategy/Framework/Program/Approaches]
- Outcome-Based Data Management
- Re-Branding Data Governance
- Data Enablement
- Key Takeaways and Conclusion



Introduction

Learning Lessons:

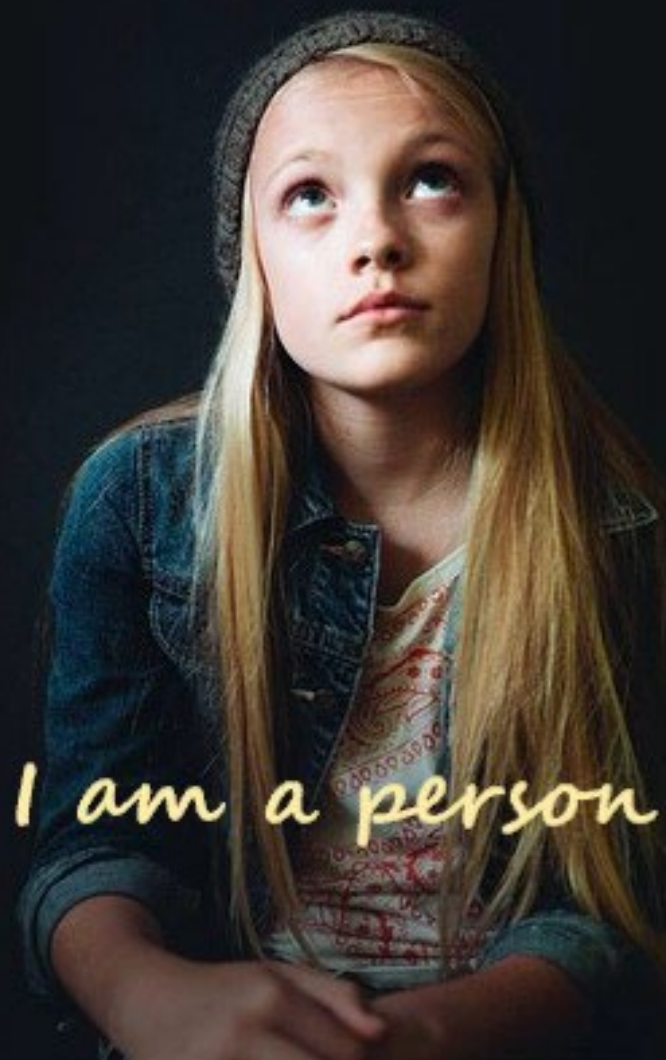
- **Data Management and Governance:**
 - People
 - Process
 - Tech
 - Security
- **Outcome-Based Data Enablement/Management (OBDEM):**
 - Measurement and Evaluation
- **Data Governance Re-Branding:**
 - Sustainable Data Governance from Ownership to Stewardship and Enablement



REMOVED

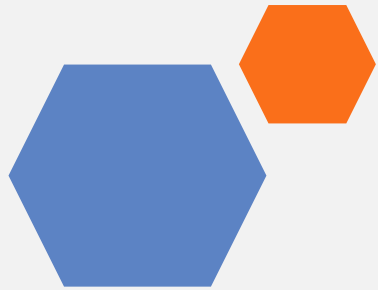
Hear My Story

The
Statistics
are against
me
But I am
not a
statistic

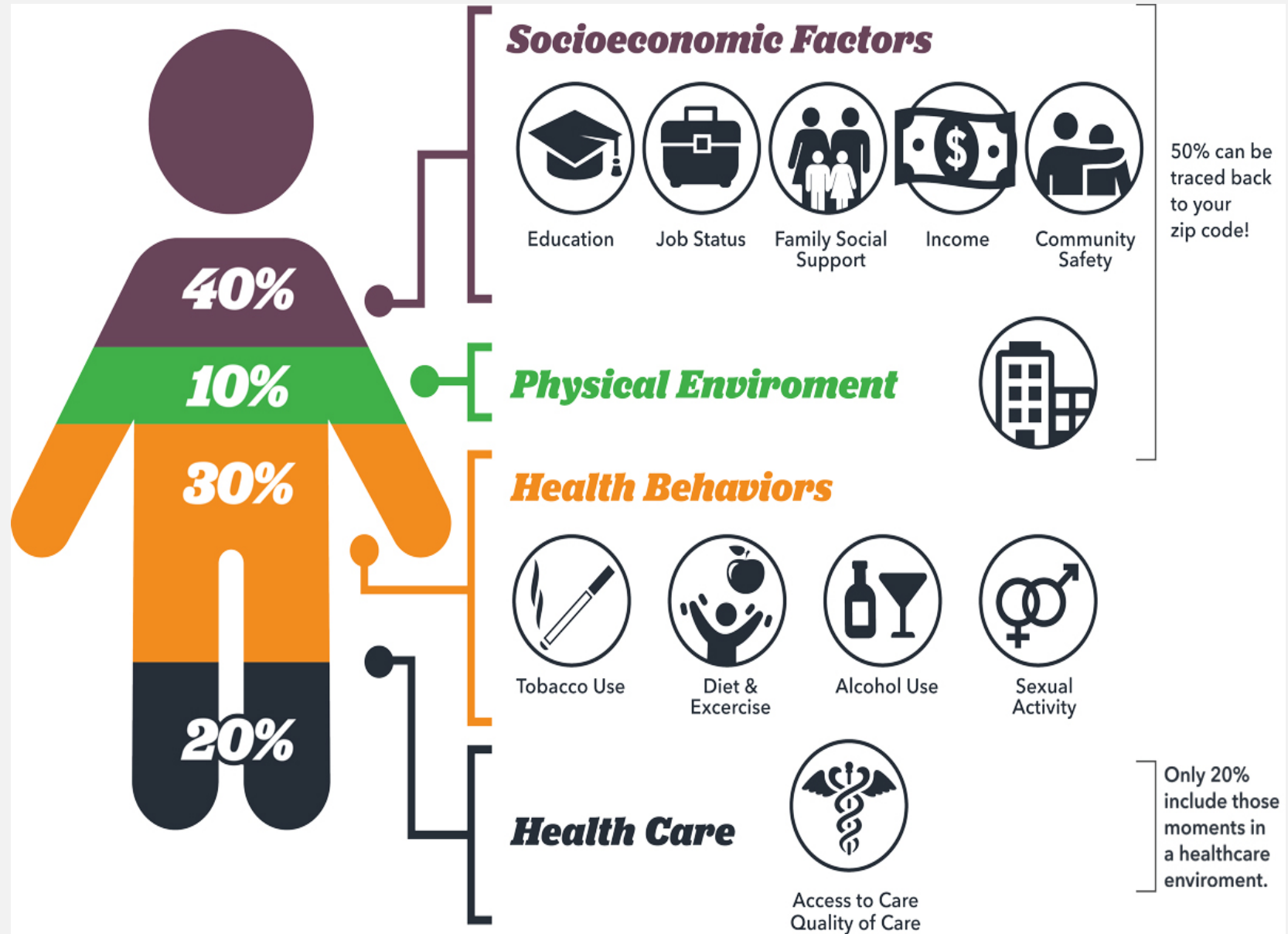


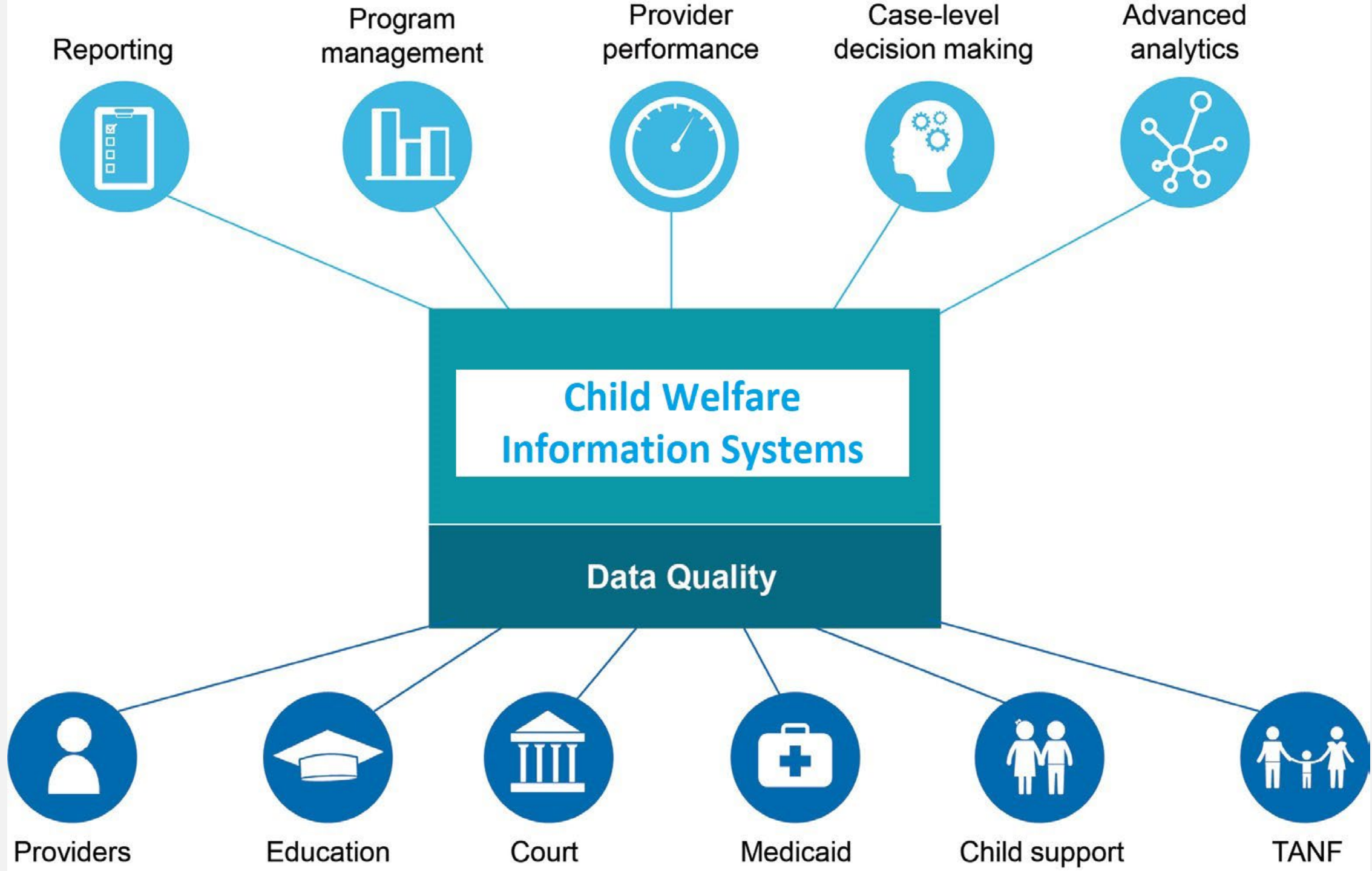
I am a person

The Data
collected
about me
is the
partial
Story

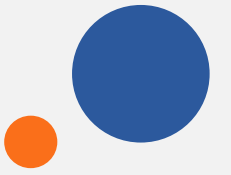


Zoe's Story





Need for Data Governance





DIG or DIE?

Data and Info Governance
or
Data and Info Enablement

Let's dive in!





Data and Information Governance:

The specification of decision rights and an accountability framework to encourage desirable behavior in the valuation, creation, storage, use, archival and deletion of information. [Gartner]

DATA Management is Key!

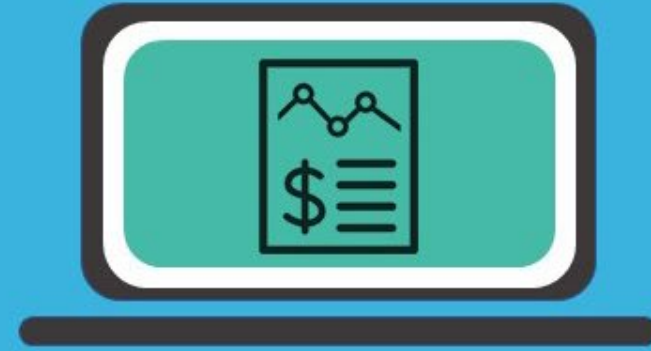
Data and Information



Data

Data can be defined as a representation of facts, concepts, or instructions in a formalized manner which should be suitable for communication, interpretation, or processing by human or electronic machines.

VS



Information

Information is organized or classified data, which has some meaningful values for the receiver. Information is the processed data on which decisions and actions are based.



Data and Information = DIG

INFORMATION GOVERNANCE

Departments

Responsible: All

Manages: Usage and retaining of records.

Components: Records management, data governance, risk management, and more.

Tools: Record mgmt, content inventory, retention and disposal management, and more.

DATA GOVERNANCE

Departments

Responsible: IT/Data/Sec.

Manages: Data storage, transfer and security.

Components: Data architecture, storage, security.

Tools: Data dictionary, metadata repository, data lineage tools, and more.



Scope of Data Governance

- Enterprise data modeling
- Value chain analysis
- Related data architecture

- Specification
- Analysis
- Measurement
- Improvement

- Architecture
- Integration
- Control
- Delivery

- Acquisition & Storage
- Backup & Recovery
- Content Management
- Retrieval
- Retention

- Architecture
- Implementation
- Training & Support
- Monitoring & Tuning



- Analysis
- Data Modeling
- Database Design
- Implementation

- Acquisition
- Recovery
- Tuning
- Retention
- Purging

- Standards
- Classification
- Administration
- Authentication
- Auditing

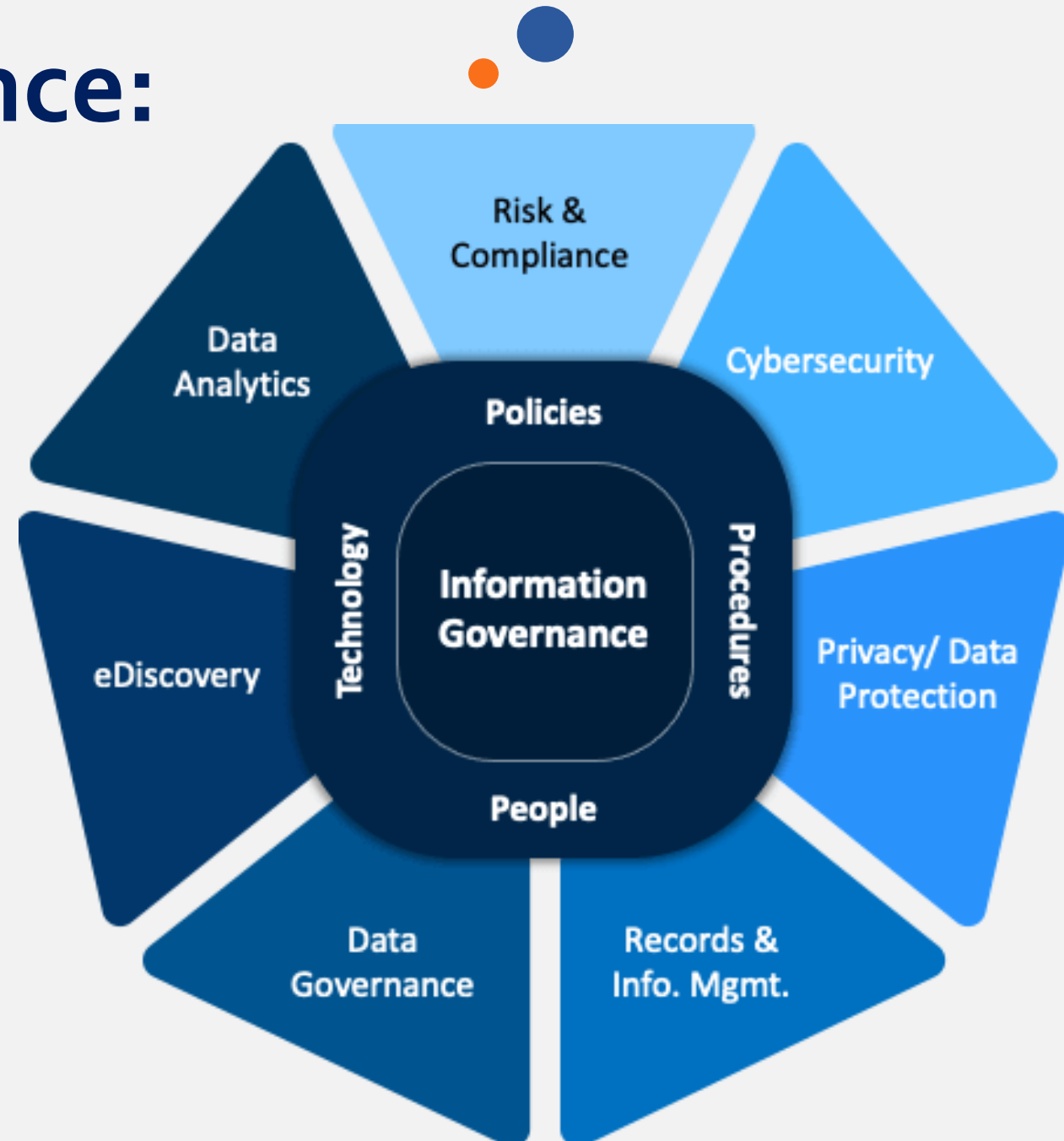
- External Codes
- Internal Codes
- Customer Data
- Product Data
- Dimension Management



Data + Info Governance: Key Components

DIG Priorities

- People
- Procedures [Processes and Metrics]
- Policies [Roles & Standards]
- Technology [Tools and Metrics]
- Partnerships and Vendors



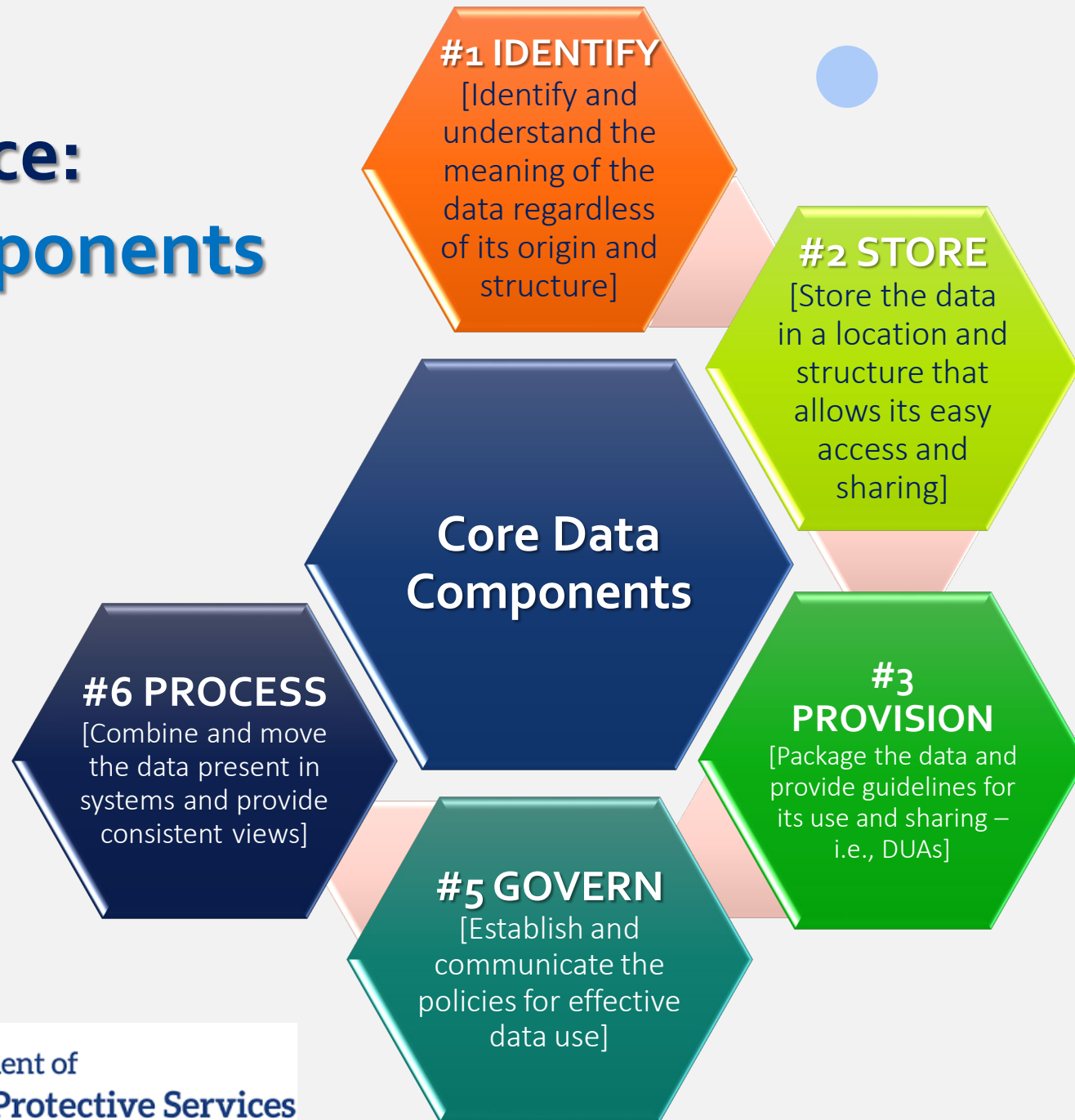
Governance: Data Governance

4 Key components:

- **Discover** (Data Discovery, Process Interactions and Capability assessment)
- **Define** (Data Classification/Reference Data, Business Glossary and Rules, Policies and Procedures)
- **Measure and Monitor** (Key Performance Indicators, Monitoring, Performance, Outcomes, and ROI)
- **Apply** (Business/Operational → IT /Data /Cyber Collaboration, Automated Tools and Processes, and End-to-End Workflows.)



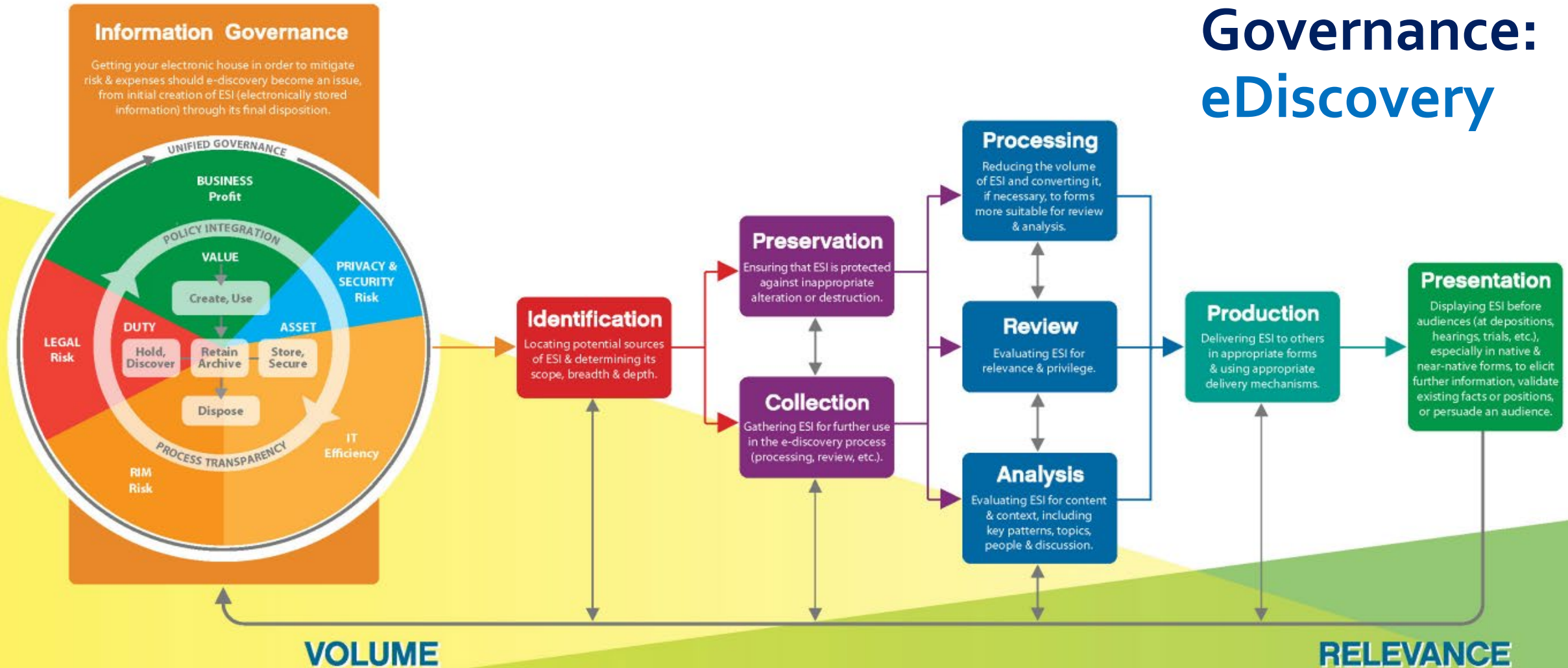
Governance: Data Components



Electronic Discovery Reference Model

Standards, Guidelines and Practical Resources for Legal Professionals and E-Discovery Practitioners

Governance: eDiscovery

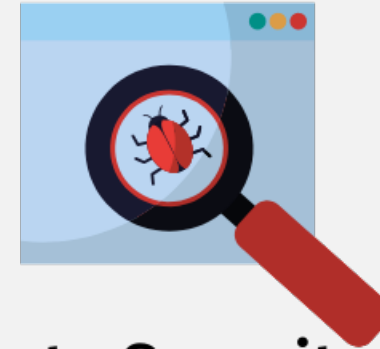
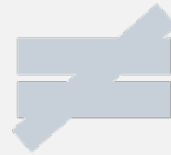


Governance: Privacy and Data Protection



Data Privacy

Compliance with data protection laws and regulations. Focus on how to collect, process, share, archive and delete the data

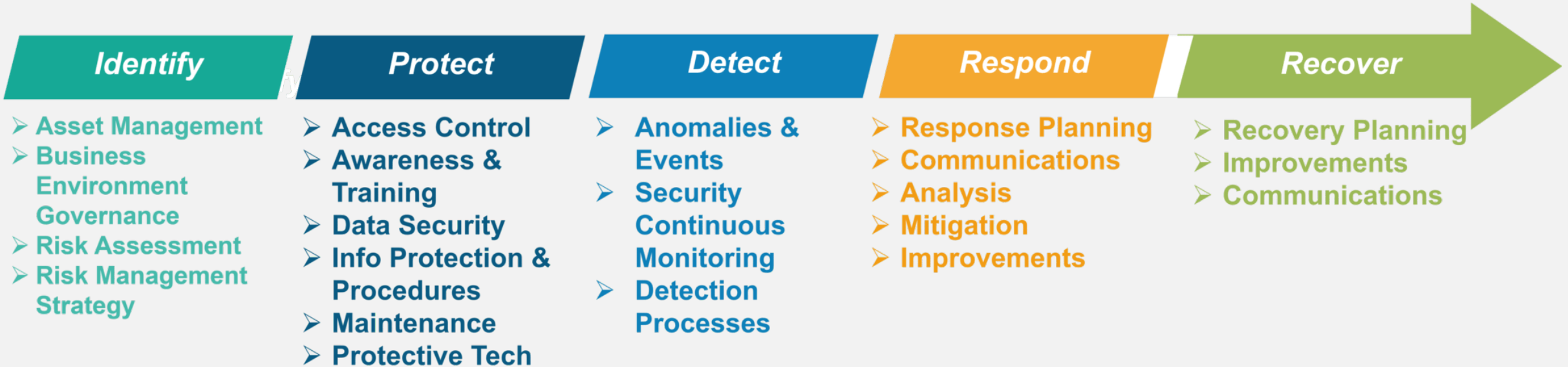


Data Security

Measures that an organization is taking in order to prevent any third party from unauthorized access.



Governance: Cybersecurity



Governance: Risk and Compliance

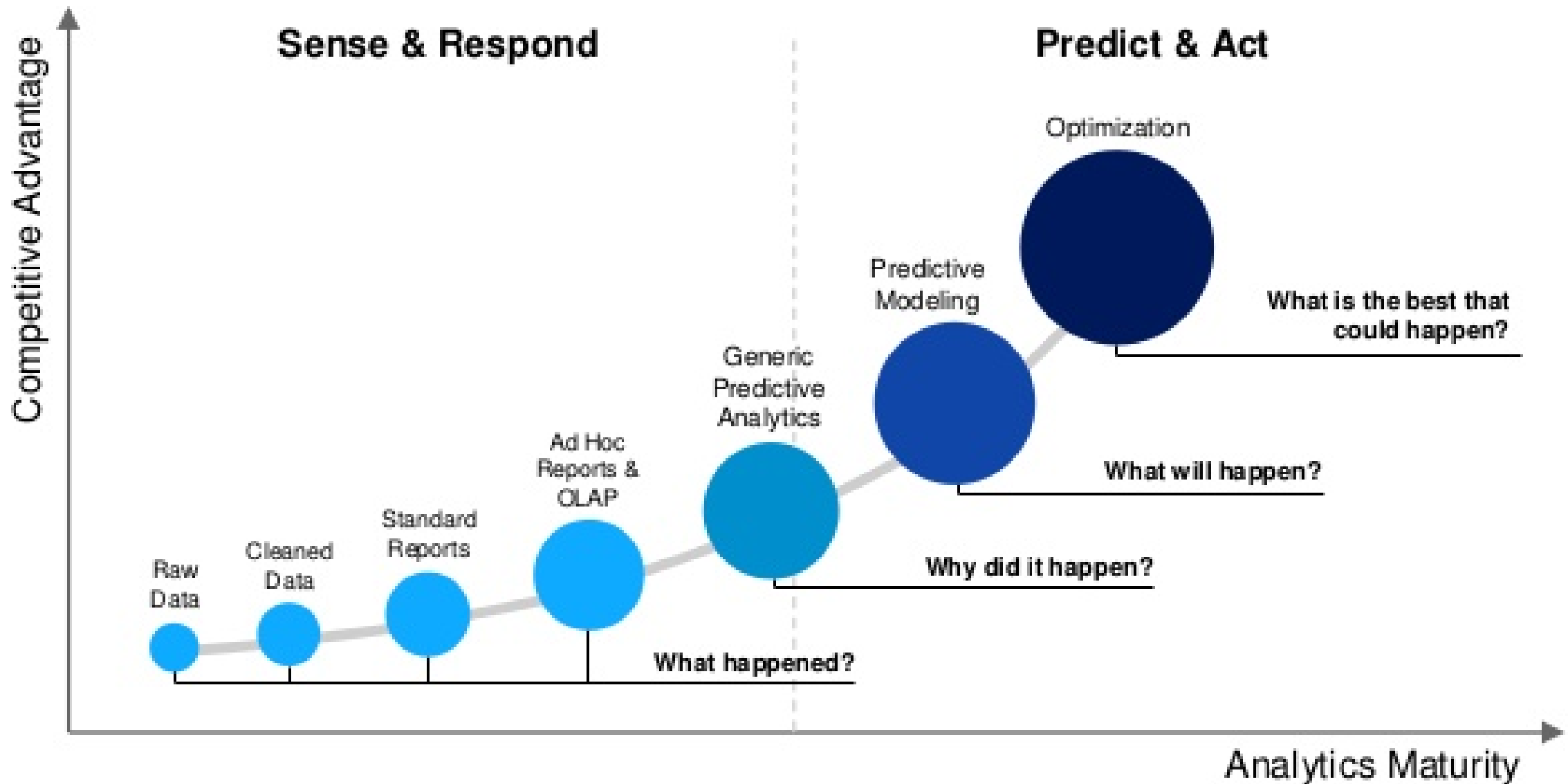


Enterprise risk and compliance

- ✓ Manage risks, controls, and regulatory requirements in business operations
- ✓ Screen third parties and detect anomalies and fraud
- ✓ Provide independent assurance of risk and compliance standards



Governance: Analytics – From Descriptive to Prescriptive



Strategy, Frameworks, Roles and Responsibilities

Building and Doing



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What level is your organization at?

Data Governance Maturity Model



Data Governance Strategy



Data Governance Framework

Data Driven Decisions
and Measurable Outcomes

Data governance ensures secure availability of high quality data to enable integrated data-driven decision making with measurable outcomes

Policies,
Guidelines &
Standards



Data
Ownership

Data Quality
Framework



Data
Stewardship

Privacy,
Compliance &
Security



Role Definition &
Accessibility

Information
Architecture &
Integrations



Reliable Flow of
Information

Reporting &
Analytics



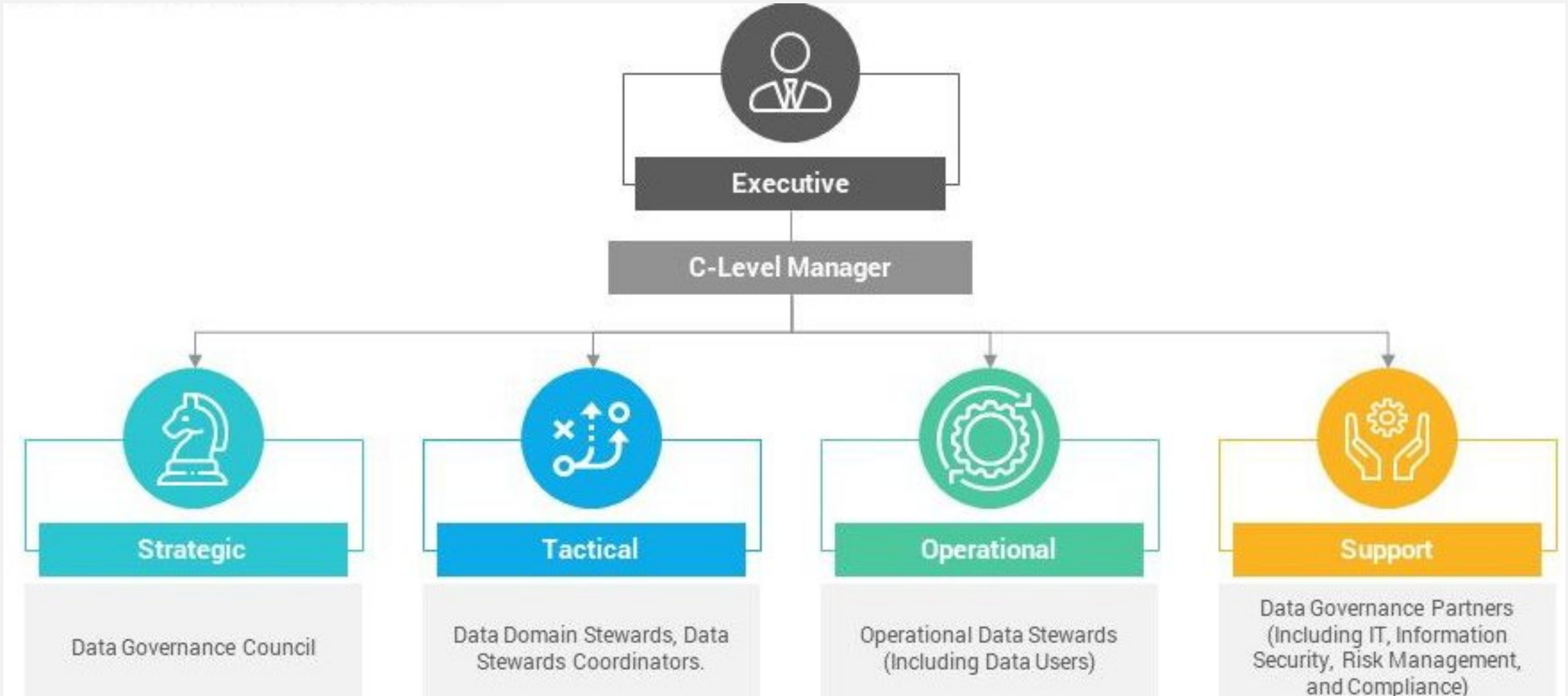
Knowledge From
Information

People, Processes, And Technology

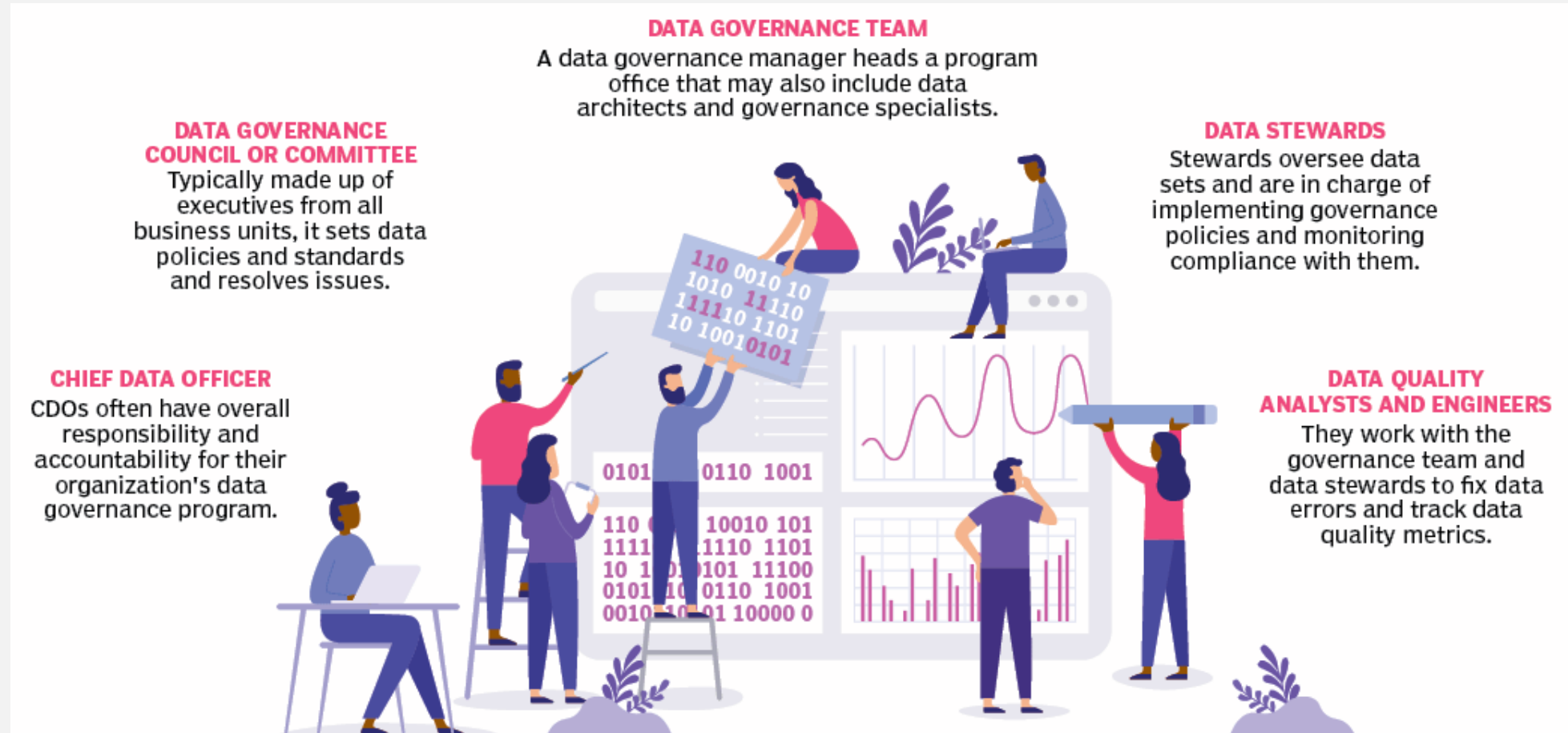


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Data Governance Roles and Responsibilities



Who should be part of your data governance program?



<https://www.techtarget.com/searchdatamanagement/definition/data-governance>



Governance Program

GOVERNANCE IN ACTION



www.ComicStripGenerator.com



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Establishing a Data Governance Program



Assign

1

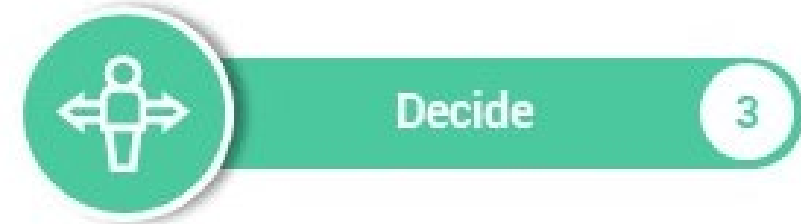
Determine who will develop, implement, & manage the data governance program
Roles, responsibilities & scope of authority



Plan

2

- Identify requirements based on regulatory & legal mandates
- Establish business best practices, & organizational policies



Decide

3

- Establish rules to help meet those requirements



Implement

4

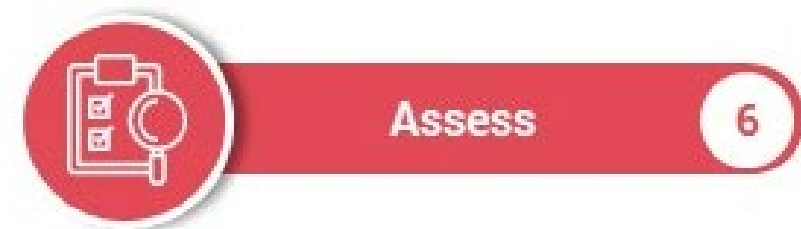
Put in place policies, procedures, & processes



Monitor

5

- Track status of rule enforcement on an ongoing basis



Assess

6

- Evaluate the success of your data governance
- Make changes when necessary to increase its effectiveness



Data Governance Program Components

Discover
Capture the current state of an organization's data lifecycle, dependent business processes, and supporting organizational and technical capabilities.



Define
Document data definition and business context associated with business terminology, and relationships, as well as the policies, rules, standards and processes.

Measure & Monitor
Capture and measure the effectiveness and value generated from data governance and stewardship efforts, track compliance with and exceptions to defined and rules, and ensure that data assets and their lifecycle are transparent and auditable.

Apply
Aim to operationalize and ensure compliance with all the data governance policies, business rules, stewardship processes, workflows and cross-functional roles and responsibilities.

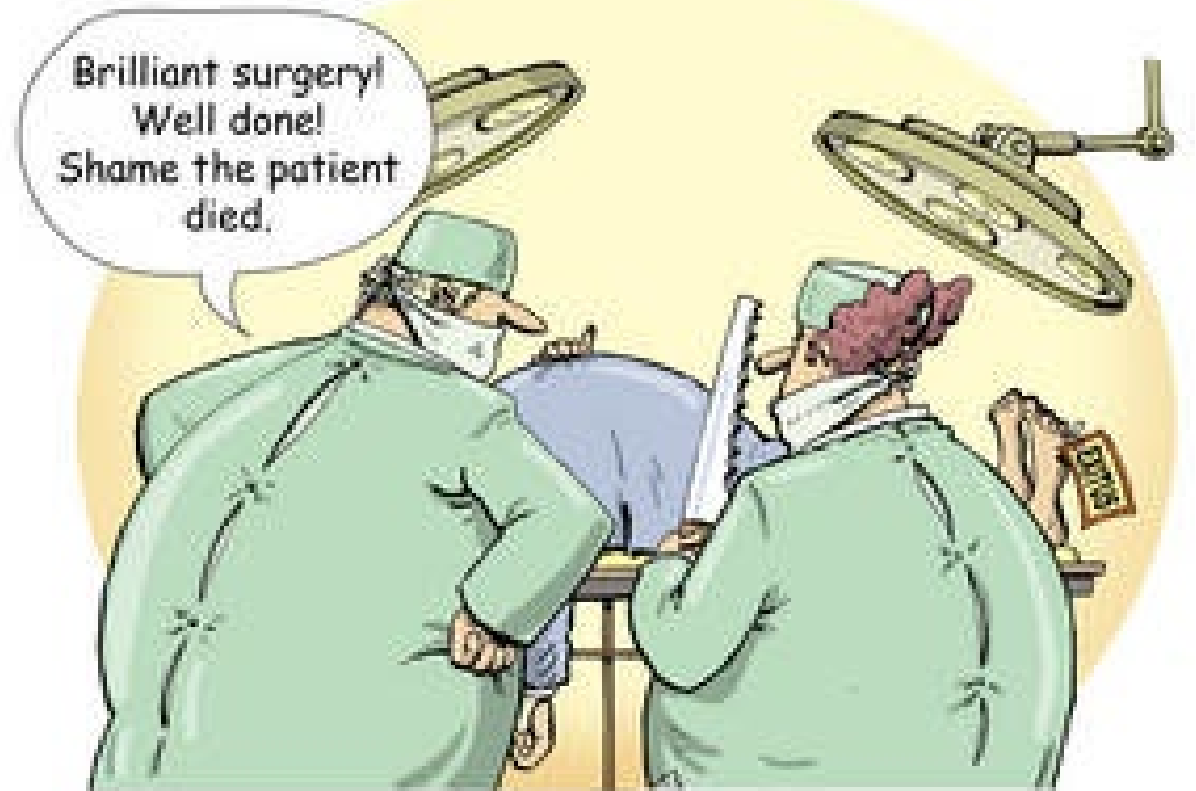


Managing with DATA

Outcome-Based Data Enablement/Management (OBDEM)

- Outcome Based Delivery
 - What's in it for me?
 - RACI → Responsible/Accountable/Consulted and Informed
- Outcome Based Accountability
 - Embedding governance and quality activities as part of the way of doing projects

Do outcomes matter?



Why Companies Suffer With Data Governance



Organizational Issues

Different group within an organization are unable to effectively communicate and coordinate with one another.



Data Quality & Data Migration Integration

Applications and data are unable to communicate to one another, and this must be addressed up front and planned for in any integration initiative.



Accountability & Ownership of Data

Most firms find it difficult to assign data ownership as defined by their data governance operating model.



Cost

Inability to handle the data leads to huge costs to the firm.



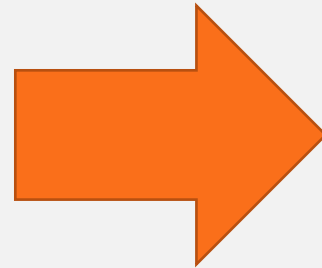
RE-Branding Data Governance

The First Rule of Data
Governance is:
Don't Talk About Data
Governance

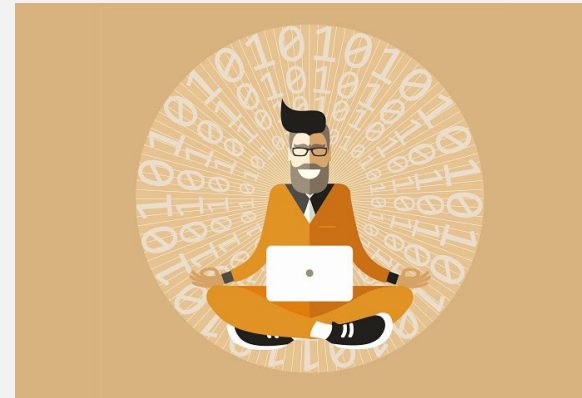


RE-Branding Data Governance

Data Owner



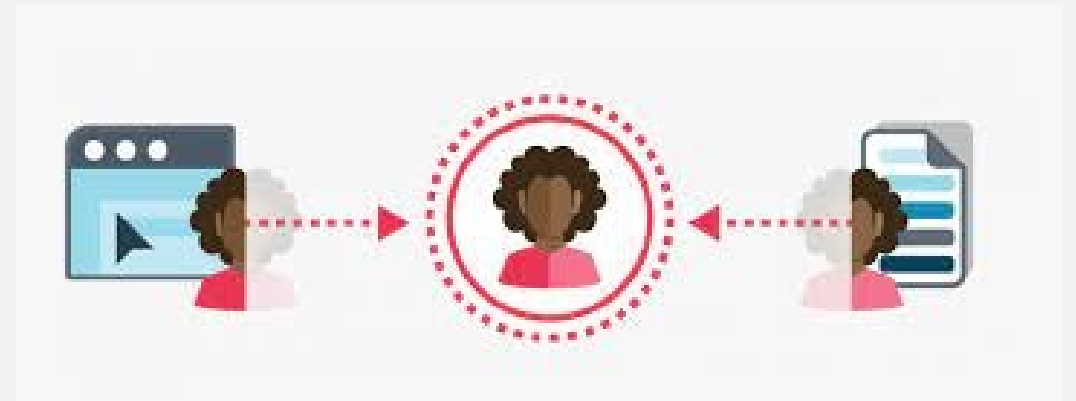
Data Steward



Data Manager



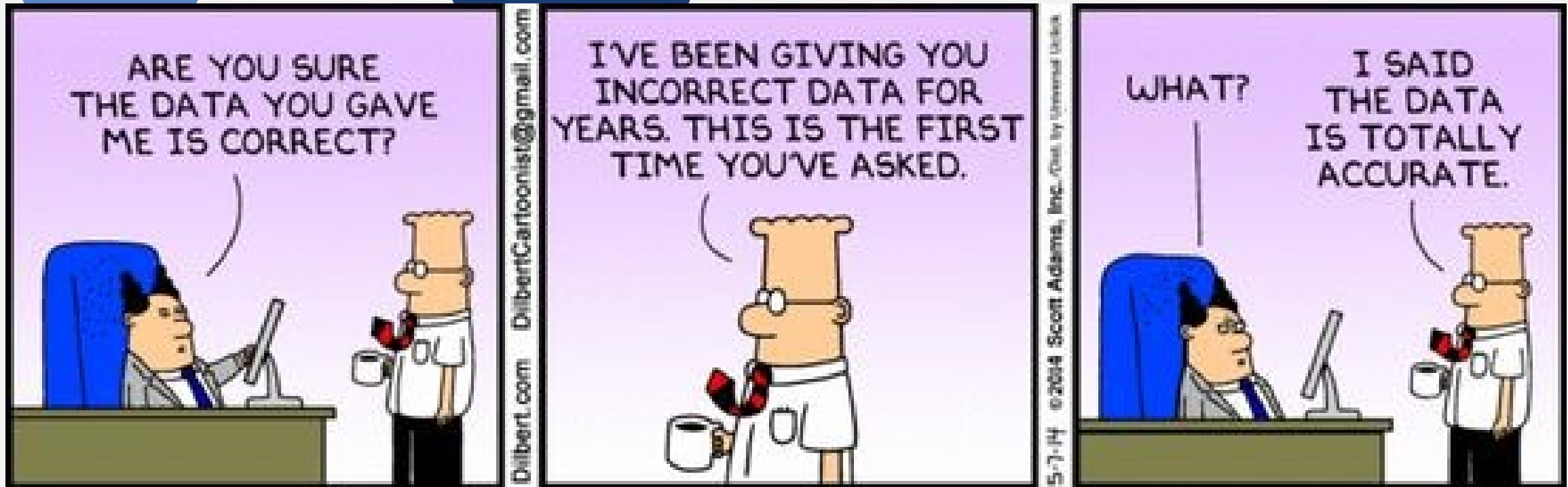
Data Enabler



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Govern, Unlock, and Enable your DATA



Summary and Key Takeaways



Stakeholder Buy-In

Data and Information Governance is a team activity. Better alignment = Better Results



Team Roles and Responsibilities

Outline key roles and associated tasks.



Scope, Strategy, and Framework

Outline project scope and objectives. Select appropriate governance framework to guide activities. Enterprise Data Management approach; People/Process/Technology.



Identify, Map, and Secure your Data

eDiscovery, Data Mapping (ID Core Data Components), Master Data Management/MDM, Data Security and Privacy.



Managing with Data

Optimization, Outcomes, Enhanced Decision-Making, Advanced Analytics, Mitigating Risk, and Enhancing Compliance.



Data Governance is Data Enablement

Leveraging data for organizational objectives. Ensuring both Data Quality and Integrity to enable organizational outcomes.



Conclusion

DIG for Data!

- Map, Catalogue, Organize, Transform data to achieve organizational objectives.
- Data and Information represents clients and business processes.
- Key Questions to Remember.
- Always remember that each data element is part of a larger story and for DFPS represents a child in care.



Questions?

