

University of Michigan-Dearborn Data Governance Program Charter

1. Charge

The primary purpose of the Data Governance Program at the University of Michigan-Dearborn (UM-Dearborn) is to ensure successful management and protection of institutional data. In accordance with [UM SPG 601.12](#) (University of Michigan SPG on institutional data resource management), the data governance program at UM-Dearborn will serve to:

- Ensure establishment, maintenance, and delivery of secure, confidential, trustworthy, stable, reliable, and accessible collections of institutional data for shared access by the University community.
- Maximize the value received from the data asset by increasing the understanding and use of the data.
- Provide an integrated view of the functions of the University.
- Improve direct access to data by end-users in accordance with institutional policies and state and federal privacy and security laws and regulations.
- Support the University's strategy to utilize data as an integral part of decision-making, competitive positioning, and delivery of services.

2. Committees

a. Committee: Data Stewards

Senior University leaders who provide policy-level stewardship for a specific data area: [UM-Dearborn - Data Stewardship Structure and Roles - May 2021](#)

i. Purpose and Charge:

Data Stewards are responsible for a specific area of UM-Dearborn institutional data. Data stewards are typically senior-level university officials who are empowered to oversee a specific area of institutional data. Often, but not always, data stewards are also data custodians for some or all of the data in their area. Data stewards may appoint backups and assistants to monitor and maintain their data domain. The data governance coordinator will work with data stewards to keep the list of authorized stewards and assistants current.

ii. Composition:

- Vice Chancellor for Business Affairs

- Vice Chancellor for External Relations
- Vice Chancellor for Institutional Advancement
- Vice Provost - Enrollment Management
- Vice-Provost Research
- Associate Provost for Undergraduate Education and Student Success
- Associate Provost for Graduate Education
- Dean of Students
- Ex-Officio, Chief Information Officer

iii. Duties of Members:

- Maintain knowledge of applicable laws, regulations, UM-Dearborn policies, and best practices relevant to a particular data set to help ensure compliant practices.
- Provide and manage requirements and restrictions for access to institutional data and approve or decline data access requests. Manage data access in a way that is consistent with University roles and responsibilities and the institutional data access philosophy.
- Cooperate with other data stewards and custodians to resolve requests for data sets, or combinations of data sets, that span the areas of multiple data stewards.
- Work with data custodians to establish procedures to ensure completeness, accuracy, and integrity of data, and to resolve any inconsistencies in the data.
- Work with data custodians and Information Assurance to classify the data for sensitivity and criticality, and establish and maintain a data catalog for their area.
- Promote relevant training, education, and awareness. This includes communicating business rules and definitions.
- Coordinate with the [Reporting & Analytics service](#) to monitor the logs for inappropriate sharing or usage of data. Ensure corrective action is taken, including modifying or revoking access rights.

iv. Meetings:

The Data Stewards will meet as needed, when notified by the Data Governance Coordinator. Decisions will be by consensus of the

group. The Chancellor will make a decision if the group fails to arrive at consensus on a particular issue.

v. Reporting:

Minutes will be kept of the Data Stewards Committee's meetings, recommendations, and decisions. Minutes will be kept by the Data Governance Coordinator.

b. Committee: Data Governance Oversight Committee (DGOC)

The DGOC replaces the Data Managers Group. The DGOC will consist of a combination of representatives, including, but not limited to: data custodians and stewards, appropriate campus representatives, staff from Information Technology Services, and the data governance coordinator.

i. Purpose and Charge:

- The DGOC is where constituents bring data integrity issues for discussion and resolution. The DGOC discusses new data sources, data types, data values, and data changes. The DGOC arbitrates disputes and makes recommendations on data integrity issues, data steward membership, data requests, and for upgrades to the data governance program. This group will act as an appeal process for denied requests and as a formal mechanism for keeping the data governance framework up-to-date. The DGOC is responsible for resolving data issues whenever possible, and only escalating to the Data Stewards Committee when absolutely necessary and as a result of inability to reach satisfactory resolution through consensus or vote.

ii. Composition:

Standing members and those who are by invite-only shall be appointed by their respective data stewards. The membership list is to be updated continuously as roles change but should be mostly reflective of what is outlined below. The membership should include only those who have:

- decision making authority for implementing DGOC recommendations within their department
- and/or technological expertise of the data under their department's custodianship and how that data interacts across the institution.

- Standing Members
 - Director of Institutional Research (Chair/Data Governance Coordinator)
 - IRE - Administrative Coordinator (Secretary)
 - Designee from IRE
 - Registrar and Director of Academic Operations
 - ITS Manager - Applications
 - Designee from ITS Applications Team
 - Designee from CRM team
 - Designee from External Relations (Marketing Cloud/CRM)
 - Enrollment Management Business Process Consultant
 - Enrollment Management Business Process Consultant
 - Enrollment Management Business Process Consultant
 - Executive Director, Enrollment Management Operations & Technology
 - Director of Enrollment Management Strategic Initiatives, Research & Analytics
 - Associate Department Head - Library Technical Systems
 - Director of Financial Aid
 - Student Accounts
 - Executive Director, Graduate Enrollment Management
 - Online Learning
 - Advising
 - Designee from Office of the Provost - Assessment Manager / Curriculum

- Invite only (when needed)
 - Designee from Student Affairs
 - Athletics

- Director of Human Resources
- Designee from the Library
- Ex-Officio from OGC
- Director of Financial Services
- Designee from Institutional Advancement
- Assistant Director, Graduate Studies
- Director of the Office of International Affairs
- Director of Undergraduate Enrollment Management
- Designee from Research Office

iii. Duties of Members:

- Review new data sources, data types, data values, data changes, and data stewards, arbitrate disputes and make non-binding recommendations regarding data requests.
- In cases where the requestor and the data steward cannot come to an agreement, offer new insights and possible solutions to the impasse. The DGOC may recommend specific requests be escalated to the Data Stewards/UM-Dearborn Executive Officers.
- Coordinate data integrity discussions and resolution, when agreed by involved parties.
- Review and advise on which data requests should be communicated to other areas of the university, including the VPIT/CIO, the Chief Information Security Officer, executive officers of the university, specific campus departments, or general outreach and communications.
- Make recommendations for upgrades to the data governance program, ensuring that it evolves with the changing data needs of the university.

iv. Meetings:

The DGOC will meet monthly or as needed to carry out its duties.

Guidelines for these meetings include:

- Meetings will be on the first Tuesday of each month for 90 minutes.
- Meetings and agenda will be communicated by the Secretary at least three business days before the meeting.

- The Secretary will produce minutes and distribute them to the membership.
- If a member cannot attend, they may be replaced with a proxy selected by the absent member.

Guidelines for getting an item on the agenda include:

- Agenda items that require a decision must be entered into the [Data Governance Issues - Project/Workspace in TDX](#) and communicated to the Secretary by email (including the TDX issue ID #) at least one week prior to the meeting.
- Agenda items that are information only are ideally communicated to the Secretary by email at least one week prior to the meeting.

Guidelines for off-cycle / emergency issues include:

- The issue must be entered into the [Data Governance Issues - Project/Workspace in TDX](#) and communicated to the Secretary and Chair by email including:
 - the TDX issue ID #
 - all relevant details to be shared out to the DGOC
 - an explanation as to why this issue requires off-cycle attention

Guidelines for decision making include:

- To allow for adequate discussion and research into an issue, decisions will be made at least one meeting after the meeting in which the issue was brought forth.
- Decisions will be by consensus of the group.
- Though efforts should be made to reach a decision by consensus, if the group fails to reach a consensus, a member of the DGOC can request a vote on the issue.
- Decisions from a vote can be appealed to the Data Stewards Committee.
 - An appeal should be requested formally at a DGOC meeting.
 - Appeals will be routed to the Data Stewards Committee by the Data Governance Coordinator.

v. Reporting:

Minutes will be kept of the Data Governance Oversight Committee's meetings, recommendations, and decisions. Minutes will be kept by the Secretary. Updates to agenda issues in the [Data Governance Issues - Project/Workspace in TDX](#) will be made by the Secretary.

Report to the Data Stewards Committee on new policies, major issues or activities, and recommendations prior to each meeting of the Data Stewards. Chair will report to the Data Steward Committee.

vi. Mediation process

- Data Governance Oversight Committee (whole group)
- Data Stewards Committee (whole group)
- Chancellor

3. Roles

a. Role: Data Custodians

Data Custodians are individuals that 'create and/or maintain' the data. They may be either managers or support staff from a unit/department that are responsible for entering data into any system. The choice of the word custodian is to reinforce that UM-Dearborn owns the data, rather than a particular department.

i. Responsibilities:

Data stewards and data custodians must work together to ensure all data steward responsibilities, and policies governed by SPGs, are fulfilled for all data sets within the data steward's domain, including data sets not within the direct control of the data steward.

ii. Duties of Data Custodians:

- Work with data stewards to establish procedures to ensure completeness, accuracy, and integrity of data.
- Work with data stewards and Information Assurance to classify the data for sensitivity and criticality, and establish and maintain a data catalog for their area.

- Work with data stewards to establish procedures to ensure completeness, accuracy, and integrity of data, and to resolve any inconsistencies in the data.
- Work with technology providers to ensure accurate, valid, and timely collection of data and appropriate authorization procedures for accessing data.
- Establish and publish requested reports for campus constituents.

b. Role: Data Governance Coordinator

The Director of Institutional Research and Effectiveness

i. Responsibilities:

The Data Governance Coordinator ensures all aspects of the data governance process are working as expected, ensures the various roles are continually educated on their duties and best practices and provides outreach and visibility to the UM-Dearborn community.

ii. Duties:

- Help build and sustain relationships between data stewards, themselves, and with other roles in the data governance framework, in order to help facilitate cross-steward cooperation when needed for data quality or multi-dataset requests.
- Ensure data stewards have appropriate education and awareness to perform their responsibilities.
- Maintain strategic direction and goals for the data governance program.
- Monitor and publish metrics and key performance indicators for the governance program.
- Monitor requests to ensure they are resolved in a timely manner.
- Review logs and ensure any anomalies are resolved with the help of the appropriate data stewards
- Coordinate with related data functional areas to help the entire data ecosystem work together. For example, working with the Business Intelligence area to help with data consistency.
- Coordinate the DGOC meetings and distribute action items to assigned parties.

4. Central Service Support for Data Requests ([Reporting & Analytics service](#))

IRE/ITS will provide a Reporting & Analytics (RA) service, which can provide support and guide all data requests, ensuring simplicity and transparency for users of the data governance process. This group will manage requests for data sharing from the time of the request until its resolution. The RA service eliminates the need for requesters to know which data stewards to contact and what process to follow, ensures requests are properly logged and provides consistent communication and documentation throughout the process.

Responsibilities of the reporting & analytics service include:

- Coordinate with the appropriate data stewards, data custodians, and technology areas to resolve requests to share data.
- Manage the logging process to ensure all requests have an audit trail.
- Work with data stewards to ensure the data catalog is accurate and up-to-date.
- Coordinate with technology owners and data custodians to ensure data retention processes are consistent with legal or University policies.

5. ITS Duties

ITS is responsible for the operation and management of systems and servers which collect, manage, and provide access to institutional data. ITS will support the execution of policies and standards set by the data governance program. ITS Advisors will provide technical expertise and support to their respective groups.

ITS duties include:

- Ensure technical security
- Complete Banner audit requirements
 - End direct connections to production Banner data from departmental systems; ensure business needs are still met by creating or configuring new ways of meeting business needs
 - Create audit reports so that Data Custodians can review for appropriate access
- Refer access requests to appropriate Data Custodian
- Deploy online Access & Compliance training and ensure that users do not gain access to institutional data without completing this training
- Provision access to data.

- Work with technology providers (eg, Ellucian Banner) to ensure appropriate IT security, risk and compliance requirements are implemented and maintained in consultation with Information Assurance.

Appendix / Links associated with this charter:

[UM - SPG 601.12 - Institutional Data Resource Management Policy](#)

[UM - ITS - Safe Computing](#)

[UM - ITS - Sensitive Data Guide to IT Services](#)

[UM-Dearborn Data Governance Oversight Committee Membership List/Composition](#)

[UM-Dearborn - Data Governance Issues - Project/Workspace in TDX](#)

[UM-Dearborn - Data Stewardship Structure and Roles - May 2021](#)

[UM-Dearborn - IRE/ITS Reporting & Analytics service](#)

[UM-Dearborn - University IT Policies & Standards](#)