Data Stewards
Quarterly Meeting

Office of Data Governance
and
Data Governance Support Services & MDM

February 24, 2021
Introduction
AIDA Updates
  • Policy Documentation in Collibra
ODG Project Updates
Collibra DGC Updates
Announcements & Events
Q&A

Adrian
Adrian
Oksana / Tammana / Sara
Chrissy / Tammana
AIDA Updates
## Data Governance Roadmap FY21

Updated 2021-02-08

### AIDA Core
- Career Outcome (Student)
- Events (Student)
- Athletics (Student)
- Housing (Student)
- Building Attributes from SMS
- Link Buildings: SMS & Lenel (Space)
- NYUAD Constituent Contact Mgmt

### AIDA Core Enhancement
- AnalytixDS to Collibra Conversion
- Emma - Phase 2
- Wherescape Conversion

### Client Backlog (Operations)
- Emma - Phase 1
- Interfolio (Faculty)
- Badging (Identity)
- Campus Services (Registry)
- Violet Network (Registry)
- Steward Training
- DQ using DataGaps
- Shop for Data

### External, Funded Project
- Registry Replacement (Identity)

### Key
- AIDA Core
- External, Funded Project
- Client Request Backlog
- Done
- Start To Be Determined

### Note:
Subject to change based on organizational priorities and resources.
● What should I know?
  ○ Collibra vendor-led training was held fall 2020 (two sessions)
  ○ Additional in-house training sessions will be held
  ○ Collibra business glossaries can be referenced across the NYU community

● Why is this important?
  ○ Authoritative, central business terms and definitions are accessible across NYU

● What do I need to do?
  ○ If you are a data trustee, steward, or custodian, ensure your glossary is maintained
  ○ If you are a data consumer, reference Collibra for details on data
  ○ For information or requests, contact data.governance.support@nyu.edu
What should I know?
  ○ Workflow is available to manage business terms and definitions

Why is this important?
  ○ Business glossary updates and approvals can be managed through workflows and roles
    ■ Data Trustees, Data Stewards are critical roles
  ○ Additional workflows will support data access requests and approvals (under development)

What do I need to do?
  ○ For information or requests, contact data.governance.support@nyu.edu
  ○ Onboarding and training announcements will follow
What should I know?
- Collibra has been integrated with more systems and processes
  - Collibra now supports the API Request Form\(^1\)
  - Collibra automatically catalogs the AIDA warehouse

Why is this important?
- The *business glossary* provides definitions to business terms and data elements
- The *data dictionary* describes database tables and fields

What do I need to do?
- Use the available information; access [https://nyu.collibra.com/](https://nyu.collibra.com/)
- For information or requests, contact data.governance.support@nyu.edu
- No action required:
  - Integrations are transparent to clients (e.g., *API Request Form*)

**NOTES:**
1. Support for additional types of requests (e.g., database access) is under development
● What should I know?
  ○ **Student Hub** data includes career outcomes, student life, student housing and athletics
    ■ Additional career and academic data planned for spring 2021
  ○ **Space Hub** data includes space details found in *Space Management System (SMS)*
    ■ Additional space-related data planned through FY21
  ○ **Faculty Hub** data is being developed alongside the *Interfolio Faculty 180* project
    ■ School data is also of interest for development
  ○ **Reference Hub** pilot data links *SMS* with Public Safety data

● Why is this important?
  ○ Data is designed with reusability in mind (e.g., integrations, reporting, etc.)
  ○ AIDA is the source for systems today (e.g., NYU Returns, Emma, reporting use cases)

● What do I need to do?
  ○ For information and requests, contact data.governance.support@nyu.edu
Policy Documentation in Collibra (an Example)
Questions:
1. What data is of interest (e.g., PII)?
2. Where is the data?
3. What’s the risk?
4. What else should I know?
Tag **business terms** as PII--for example--so they can be quickly retrieved.

Business terms describe critical data elements.

With only the click of a mouse, **Collibra** presents us with business term(s) tagged as PII.

References:
● Understand the technical details of university data

Business terms refer to data assets in databases and systems.

An appropriately provisioned Collibra user can easily review these technical details to understand exactly where this data is stored.

Many other attributes can also be available for inspection.

References:
Understand other attributes of university data

Business terms are assigned a specified **Data Risk Classification**.

Since, **business terms** refer to data assets in databases and systems, any data element representing this value is consistently recognized to have this risk classification, no matter the system(s) in which it resides.

References:
Understand the risk classification within the context of policy and usage.

We can understand
- the risk classification,
- related policies, and
- we can find other business terms with the same risk.

References:
ODG Project Updates
1. Admissions Data Governance Model Project
2. Data Governance Business Glossary
3. Reporting Department Crosswalk
4. Census Data Quality - January and Spring 2021
5. Census ETL Process Improvement
6. Data Governance Participants List
7. Data Governance Participants List Ongoing Confirmations and Ad-Hoc Changes
8. Data Governance Participants Onboarding Sessions
9. Collibra Training
10. DSQ Participation Survey
Objective:
• Ensure the values of the Data Governance Model are aligned to the Gartner recommended goals.
• Partner with DGSS to ensure regular improvements in Collibra on topics of Business Glossary, business metadata, and provide support to the Data Governance Participants list.
• Strengthen network across NYU by communicating and support training for roles and responsibilities as needed.

Overview:
• The DG Model for Undergraduate Admission Reporting Project intents to implement a process to ensure that the data that is being sourced from “Common App” is aligned in systems using the data for reporting purposes. The systems in scope are SIS Albert & SLATE.

Progress Updates
• Critical Data Elements were identified for the project and will be added to the Business Glossary with definitions in Collibra
• DataGaps is the tool identified to implement Data Quality Assessment for the project
• Data Steward Collibra Training will be prioritized for the project team and key stakeholders

<table>
<thead>
<tr>
<th>Project Phase Updates</th>
<th>Completed Items</th>
<th>Outstanding Items</th>
</tr>
</thead>
<tbody>
<tr>
<td>Discovery – Completed</td>
<td>• Project Charter and deliverables were signed off by the project team</td>
<td>• Data Quality business rules for data in Phase 1 and Phase 2 of the project is in progress</td>
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<tr>
<td>Design – In Progress</td>
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<tr>
<td>Implementation – Not Started</td>
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<tr>
<td>Post-Implementation – Not Started</td>
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</table>
Phase 1 of the project will be focused on reconciling data between SIS Albert and SLATE.

The inconsistent data between the two sources create errors and confusion in downstream reporting, including the Census for Undergraduate Admissions Reporting.

The Census for Undergraduate Admissions Reporting is an amalgamation of data from both SIS Albert and SLATE. Phase 2 of the project will focus on reconciling the data in Census for Undergraduate Admissions Reporting with upstream source.
Gather an inventory of databases to identify Critical Data Elements for Undergraduate Admission Data Reporting.

Update Business Glossary in Collibra under Admission as a Community.

Upload the technical metadata in Collibra.

Link Business metadata (i.e., business definitions) with technical metadata (i.e., data catalog - (table name, column name)) in Collibra.

Create Data Quality Rules using DataGaps and Tableau for Dashboard.

Ensure roles identified in Collibra for Admission reporting are able to review the data quality rules and populate additional rules as necessary.

Drive data security requirements from existing policies (Administrative Data Management Policy, Data and System Security Measures, Electronic Data and System Risk Classification Policy.) Collaborate with compliance, policies and data security offices.

Gather an inventory of databases to identify Critical Data Elements for Undergraduate Admission Data Reporting.

Update Business Glossary in Collibra under Admission as a Community.

Upload the technical metadata in Collibra.

Link Business metadata (i.e., business definitions) with technical metadata (i.e., data catalog - (table name, column name)) in Collibra.

Create Data Quality Rules using DataGaps and Tableau for Dashboard.

Ensure roles identified in Collibra for Admission reporting are able to review the data quality rules and populate additional rules as necessary.

Drive data security requirements from existing policies (Administrative Data Management Policy, Data and System Security Measures, Electronic Data and System Risk Classification Policy.) Collaborate with compliance, policies and data security offices.
Objective: To standardize academic and administrative names & codes across NYU enterprises affecting reports that determine data access and engage with senior leadership.

Project Objective:
Short Term: Restore historical logic to update Reporting Department Crosswalk (RDC) - Complete
Long Term: Fully automate the manual processes of the RDC – On hold

Project Outcomes

- Process is ran biweekly and tracked by ModTrack (Last Update: Feb 6, 2021)
- Streamlined validation process to ensure data accuracy in downstream reports

Next Steps

- Continue to further streamline & clean up the Crosswalk and Hierarchy reports
## Final Spring 2021 Scorecard

### Census Data Quality:

**January and Spring 2021**

### Academic Career Code

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</table>
SNP and Daily tables both sourced from same data

Differences in the ETLs create differences across the databases

Are these differences necessary?
Objective: (1) Identify differences between the census (snp) and daily load ETL processes and determine if they are necessary, and (2) eliminate unnecessary differences such that there is either a single ETL process or two aligned ETL processes, in order to make NYU data more consistent as well as reduce time and effort during census validation processes.

Overview:
- Explore differences in the ETL and resulting values; request buy-in from stakeholders to determine potential effects
- Develop single / aligned ETL process(es)
- Pilot aligned ETL; run old ETL in parallel for reliability testing
- Implement single / aligned ETL for all future terms

Progress Updates
- eliminate CSPROD-snp ETL and copy data from PSDBK into snp instead (ensures consistency)
- pare down number of snp tables, removing ones that are not used
  - Do you use snp tables? Especially if you use uncommon snp tables, let us know!

Next Steps
- Develop new ETL code
- Pilot for Summer 2021 Census
Objective: Explore, identify, and document areas within NYU to be added to the Data Governance Participants List to ensure we appropriately represent and have buy-in and active participation from areas of data around the university.

Overview:
• Assess areas from the current Data Governance Participants List that required more in-depth analysis, as determined in Phase I
• Explore additional central areas within NYU
• Identify and provision Data Trustees and Data Stewards
• Understand role of participants across the Data Governance Participants List, Collibra, and NYU Capability Model

Progress Updates
• Explored organizational structure of central administration to determine gaps
• Beginning to reach out to new areas
• Reviewing preferred structure and tactical responsibilities of Data Governance Participants

Next Steps
• Determine best practice for community structures
• Add and confirm any outstanding business areas
• Share updated Data Governance Participants List and tactical responsibilities once completed
• Data Governance Participants Onboarding
Objective: Ensure Data Governance Participants List continues to appropriately represent and have buy-in and active participation from areas of data around the university.

Overview:
- Capturing proposed changes to names and structures on the Data Governance Participants List
- Developing a procedure and method for capturing this information
- Determining a routine schedule on which the list needs to be reviewed

Progress Updates
- Once per year, everyone needs to review and confirm the structure and names in their areas
- Throughout the year, changes can still be submitted
- Forms: Annual Confirmations and Ad-Hoc Changes

Next Steps
- Annual Confirmation link sent out at start of calendar year and posted to ODG website
- Ad-Hoc Changes link posted to ODG website and is available at all times
**Objective:** Providing foundational and contextual knowledge to new Data Governance Participants on the goals and strategies of the NYU Data Governance Program, as well as inform participants about their roles, responsibilities, and expectations.

**Overview:**
- Develop Data Governance Onboarding curriculum with input and feedback from stakeholders
- Schedule first Data Governance Onboarding session before next DSQ
- Implement ongoing sessions as new participants continue to be added

**Progress Updates**
- Stay Tuned!
Objective: Provide more opportunity for Data Stewards’ participation at DSQ to increase breadth of knowledge and information sharing across Business Areas

Overview:
• Develop procedure and method for Data Stewards to request time at the DSQs
• Post link on Data Governance website and send out with DSQ invitations going forward

Progress Updates
• Form developed: [DSQ Participation Survey](#)
  ○ Can submit a request at any time up to two weeks before DSQ
  ○ Data Governance Team will notify presenters and request slide content to be added

Next Steps
• Post link on Data Governance website - will be available at all times
• Add link to DSQ meeting invitations going forward
• Send out email reminder before next DSQ
Collibra DGC Update
**Objective:** Provide hands-on Collibra training to data stewards in alignment with core responsibilities

**Overview:**
- Several data stewards and their designees attended vendor-provided training earlier this year.
- Based on your valued input, we have decided to roll out a custom, in-house training.

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**Progress Updates**

- Collibra DGC Training will be prioritized for the DG Model for Undergraduate Admissions Reporting and used as the second pilot run
- Continue to streamline training agenda as needed for data steward roles and approvals
- Current topics for Collibra DGC Training include Business Glossary & Approvals

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<thead>
<tr>
<th>Project Phase Updates</th>
<th>Completed Items</th>
<th>Outstanding Items</th>
</tr>
</thead>
<tbody>
<tr>
<td>Discovery – Completed</td>
<td>• First pilot training completed with selected working group</td>
<td></td>
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<tr>
<td>Design – In Progress</td>
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<tr>
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</table>
Announcements & Events
DSQs scheduled through 2021

- Q2 DSQ: Monday, June 7 at 2 PM
- Q3 DSQ: Monday, August 9 at 3:30 PM
- Q4 DSQ: Monday, November 1 at 3:30 PM
Questions?
Thank you!
Appendix A:
Data Governance Model
# Improve Data Governance Program Capabilities Continuously

<table>
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<tr>
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<tbody>
<tr>
<td>• Assessing data governance maturity level to identify focus areas</td>
<td>• Build robust Data Governance structure at the University level</td>
<td>• Propose the Data Governance projects through Enrollment Management and NYUIT yearly planning process to seek priority decisions and funding support</td>
<td>• Identify, develop, and deliver Key Performance Indicators and Key Risk Indicators for the data governance program</td>
</tr>
<tr>
<td>• Identify gaps to resolve through Data Governance project</td>
<td>• Build practical and repeatable standard processes across different business and functional areas</td>
<td>• Establish data risk control processes and measurements (KPIs, KRIs) based on various compliance and risk management requirements</td>
<td>• Establish ongoing Data Governance processes</td>
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<tr>
<td><em>Outcome: Gartner Document; Data Governance Framework</em></td>
<td>• Establish local Data Governance structure with linkage to the central program - e.g. Abu Dhabi</td>
<td><em>Some subject areas exist for this stage: Identity, Student Life, Public Safety, Census, Data Quality Census Validation, Crosswalk</em></td>
<td><em>Some subject areas exist for this stage: Identity, Student Life, Public Safety, Census, Data Quality Census Validation (KRIs, KPIs), Crosswalk</em></td>
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Progress across work areas is not even. Some work streams are more developed than others.
NYU Data Governance Operating Model

**Policy**
- Policies drive data governance activities

**Coordination**
- Data and business capabilities are aligned
- Roles and Responsibilities for data asset management are clearly defined and adopted

**Data**
- Critical data elements (CDEs) inform priorities and development
  
  *CDEs are driven by the business areas (by Stewards)*

**Metadata**
- Clear business definitions
- Technical and business assets mapped
- Uniform accountability

**Access**
- CDEs are presented and managed within context

**Quality**
- Improve data quality for CDEs using standards, rules and links

**Data Management Risk Control**
- **Goal 1:** Improve data quality to enhance trust in NYU data
- **Goal 2:** Support easy and secure access to University data assets
- **Goal 3:** Reduce risk through regulatory, policy and procedural compliance
- **Goal 4:** Establish a data governance program to improve NYU’s ability to create, preserve, and disseminate knowledge
A Random Trip through Data Governance: Data Governance Model and Relationships

Data Management Risk Control

1. Improve data quality to enhance trust in NYU data
   
   *Key Supports*: Coordination; Data; Metadata; Quality

2. Support easy and secure access to University data assets
   
   *Key Supports*: Policy; Coordination; Data; Metadata; Implementation

3. Reduce risk through regulatory, policy and procedural compliance
   
   *Key Supports*: Policy; Coordination; Data; Metadata

4. Establish a data governance program to improve NYU’s ability to create, preserve, and disseminate knowledge
   
   *Key Supports*: Policy; Coordination; Data; Metadata
Detailed Data Governance Operating Model & Relationships

1. Drive from the Policies
   - Compliance: GDPR, HIPAA, etc.
   - Electronic Data and System Risk Classification Policy
   - Data and System Security Policy
   - Administrative Data Management Policy
     - Policy on Compliance with Cybersecurity Requirements of NYU Department of Financial Services

2. Align with Data Governance role (NYU & Sponsors)
   - NYU Capability Model
   - Enhanced Data Quality and Governance Model

3. Critical Data Element (CDE)
   - Drives CDE
     - Business (through Business/User Interface)
     - Technical (through NGQ)[
        - Data Quality (technical metadata)
        - Data Discovery (Collaboration)
        - Access Control/Authorization Process

4. Use Case 1: Databases

5. Use Case 2: Reports

6. Use Case 3: Applications

7. Establish a Data Governance & Risk Management Process
   - Measure & Monitor Data Quality
   - Control Risk and Compliance
   - Implement Policies and Procedures

8. Use Case 4: Business Discovery (Collaboration)
   - Business & operational metadata

9. Access Control/Authorization Process
   - alpha access control (using data catalog)

10. Data Quality (technical metadata)

11. Data Quality Score Card (NHA and RHA indicators)

12. Drive by CDE / adding missing Business Definitions

13. This is suggested as a main area of focus for this initiative (20/21 year)

Numeric references are for reference and do not imply strict sequence.

The boxes 5, 6, and 7 are very dependent and interact in the Data Governance process (the DDS, GICS, and NHA).
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<th>ID</th>
<th>DG Model Description</th>
<th>Data Governance Model’s Value Proposition</th>
<th># RMap</th>
<th>DGSS Services and Processes</th>
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<tbody>
<tr>
<td>1</td>
<td>ID: Drive from Policies</td>
<td>Supplements Business Terms with related Policy alignment details, mandatory training</td>
<td>1.6</td>
<td>Data Privacy and Protection</td>
</tr>
<tr>
<td>2A</td>
<td>ID: NYU Capability Model v18</td>
<td>Maintain consistent alignment between data governance participants and enterprise architecture business functions.</td>
<td>1.1.1</td>
<td>Assign Participants</td>
</tr>
<tr>
<td>2B</td>
<td>ID: Support Collibra Data Operating Model</td>
<td>Facilitate the responsibility and workflows around data assets with consistency and alignment to the University’s capabilities and business functions.</td>
<td>1.1.1</td>
<td>Assign Participants</td>
</tr>
<tr>
<td>2C</td>
<td>ID: Align with Data Governance</td>
<td>Facilitate the responsibility, maintenance, workflows, and accountability over data assets through roles (Trustees &amp; Stewards) specified roles (e.g., Trustees, Stewards, etc.)</td>
<td>1.1.2</td>
<td>Approval Process</td>
</tr>
<tr>
<td>3</td>
<td>ID: Critical Data Element (CDE)</td>
<td>Identify and develop priority data elements.</td>
<td>1.1</td>
<td>Data Governance Workflow Management (What type of data do we have?)</td>
</tr>
<tr>
<td>4A</td>
<td>ID: Use Case 1: Database</td>
<td>Develop the Critical Data Element, Business Glossary, and Data Catalog assets represented through a Database and in support of a particular business function.</td>
<td>1.4 &amp; 1.2.2</td>
<td>Master Data Management &amp; Technical Metadata Management</td>
</tr>
<tr>
<td>4B</td>
<td>ID: Use Case 2: Reports</td>
<td>Develop the Critical Data Element, Business Glossary, and Data Catalog assets represented through a Report and in support of a particular business function.</td>
<td>1.4 &amp; 1.2.2</td>
<td>Master Data Management &amp; Technical Metadata Management</td>
</tr>
<tr>
<td>4C</td>
<td>ID: Use Case 3: Application</td>
<td>Develop the Critical Data Element, Business Glossary, and Data Catalog assets represented through an Application and in support of a particular business function.</td>
<td>1.4 &amp; 1.2.2</td>
<td>Master Data Management &amp; Technical Metadata Management</td>
</tr>
<tr>
<td>5A</td>
<td>ID: Business Glossary</td>
<td>Deliver clear, unambiguous understanding of the meaning of business terminologies, taxonomies, and other hierarchies, and how they differ across Business / Functional areas.</td>
<td>1.2.1</td>
<td>Maintain Business Metadata (Business Glossary)</td>
</tr>
<tr>
<td>5B</td>
<td>ID: Data Catalog</td>
<td>Deliver documented reference material for logical and physical data structures and elements across the IT space; deliver traceability by relating business glossary assets and technology assets.</td>
<td>1.2.2</td>
<td>Maintain Technical Metadata (Map)</td>
</tr>
<tr>
<td>5C</td>
<td>ID: Access Control Certification Process</td>
<td>Assure accountability over entitlements / access to data.</td>
<td>1.6.1</td>
<td>Access Request (Access Control)</td>
</tr>
<tr>
<td>6</td>
<td>ID: Data Quality</td>
<td>Manages improvement of data quality over time for critical data elements using standards, rules, and links to 5A</td>
<td>1.3</td>
<td>Data Quality Management</td>
</tr>
<tr>
<td>7</td>
<td>ID: Data Management Risk Control</td>
<td>Implements data management risk control aligned to 1 and 5</td>
<td>1.6</td>
<td>Data Privacy and Protection</td>
</tr>
</tbody>
</table>

Note: ID references align to [Model and Relationships](#)
Appendix B:
Data Governance Participants List Ongoing Confirmations and Ad-Hoc Change Request SOP
Scheduled Ongoing Confirmations

A. On a regular schedule, all Business Areas must review and either update or confirm the structures and names within their areas.
   1. Initially, this process will occur annually, at the start of each new calendar year.

B. Procedure
   1. ODG will remind everyone during the first DSQ meeting of the calendar year about the upcoming confirmation
   2. After the DSQ meeting, an email will be sent by ODG with a link to the Confirmation survey
   3. Confirmations will be due within a month of sending email.
      a) At one week from the deadline, any outstanding areas will receive a reminder email from the ODG team
      b) At the deadline, any outstanding areas will receive a reminder email from the OIR Director
      c) One week after the deadline, the issue will be escalated to the EM Division Director

C. DG Participant List Annual Confirmation
   1. https://app.smartsheet.com/b/form/9517b20a44a54adeb7e938dff4599e00
Ad-Hoc Changes and Updates

A. Throughout the year, a webform survey will be open for submissions.

B. When a Business Area or Community has changes they would like to make either in the structure or names of within their area, they can enter their request into the webform.
   1. This form will request key information a
      a) Business Area, Community, Sub-COmmunity
      b) Role being changed
      c) New person in that role
      d) Whether or not the change has been approved, and if so, by who
      e) Supporting documentation
   2. ODG will review these requests as they come in, or at minimum once a month.
      a) ODG will make the requested changes if already approved
      b) ODG will seek approval for the requested changes if needed
      c) ODG will follow up with the Proposer for any clarifications needed
   3. Once changes are approved and completed, the Proposer, Approver, new person, and if applicable, the person previously in the role will all receive an email confirming the change was made.
   4. The new person will then be placed on a list of DG Ptps to be Onboarded (see DG Onboarding Procedure).
      a) We will also go through access control measures to update the data participants listservs, collibra roles, etc.

C. DG Participant Ad-Hoc Change Request
   1. [https://app.smartsheet.com/b/form/ae0fe3bc08a24b36bf4862ce8216c7db](https://app.smartsheet.com/b/form/ae0fe3bc08a24b36bf4862ce8216c7db)