CHAMPLAIN COLLEGE

LET US DARE

Data Governance Charter

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1   Document Control

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2   Executive Summary

Data governance is the core of effective data management. It is defined as the exercise of authority and control over the management of data assets. Shared decision making is a tenet of effective data governance programs. Data governance is most effective as an ongoing program focused on continuous improvement.

As we become a more data driven institution and work more collaboratively, decisions about how we manage our data impact us individually and as a community with increasing frequency. Champlain College's data governance initiative will improve our ability to do our work, to understand the information that is shared college wide, and to assure the accuracy and quality of information we use to guide decisions.

3   Introduction

The purpose of this document is to outline the overall vision, business goals and objectives associated with Champlain's data governance initiative. This document also defines the organizational structure of the data governance team and the roles and responsibilities of the various team members.

In addition, this document outlines the governance structure for defining data policies and procedures, the mechanism by which issues are managed and communication protocols for all data governance related activity.

4   Vision for Champlain College Data Governance

4.1   Goals

The following business goals have been identified for Champlain's data governance initiative:

1. To maximize the use and value of data and information assets at Champlain.
2. To capture, store, protect and ensure the integrity of Champlain's data assets.
3. To continually improve the quality of data and information, including its accuracy, integrity, integration, relevance and usefulness.
4. To ensure privacy and confidentiality and to prevent unauthorized or inappropriate use of data and information.
5. To control the cost of data and information management.

4.2   Objectives

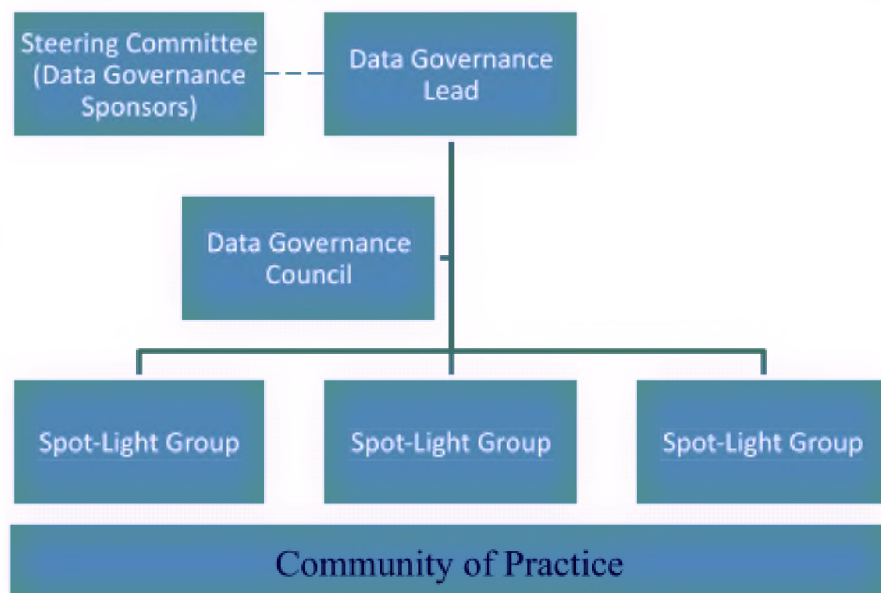The following business objectives have been identified for Champlain's data governance initiative:

1. To manage and utilize information as a strategic asset at Champlain.

2. To implement processes, policies, infrastructure and solutions to govern, protect, maintain and improve the use of information.
3. Through integrated business processes and leading edge IT systems, make relevant and accurate information available to the right people in the right context at the right time with the right quality using the appropriate security.
4. To leverage information in business decisions and processes with an eye to cost containment.
5. To promote a wider and deeper understanding of the value of data assets at Champlain.
6. Wherever possible to maximize our efficiency and effectiveness by adopting standardized data definitions and practices.
7. Provide a consolidated picture of enterprise data to support decision making.

5 Champlain College Data Governance Committee

5.1 Committee Structure

The following is Champlain's overall data governance organizational structure.

5.1.1 Steering Committee/Data Governance Sponsors

Core Objectives	- Members of the Data Governance Committee act as the business owners of the project, sharing the vision for improved and consistent access to college information. - Planning for and ensuring the successful implementation of Data Governance Initiative.

Responsibilities	• Sets priorities and allocates funding. • Create the vision and setting the overall direction of various Data Governance initiatives. • Develop a roadmap/overall direction.
Frequency of Meetings	Meet as needed

Member	Title	Contact Information
Leslie Averill	Chief Operations Officer	averill@champlain.edu

5.1.2 Data Lead

Core Objectives	• Facilitate the creation and implementation of the data governance structure • Assess procedures and processes within each functional area to ensure consistent and reliable data • Audit reports that validate those processes.
Responsibilities	• Exercise decision rights regarding access to specific data points across the institution. • Oversee and convene Data Council • Expose and manage the impact of individual business unit data decisions on other units as well as institutional data • Apply change management best practices to ensure successful implementation and shift in institutional culture. • Identify areas for education and training specific to data governance best practices.

Data Custodian	Title	Contact Information
Diana Matot	Vice President for Technology & Chief Information Officer	matot@champlain.edu

5.1.3 Data Governance Council

Core Objectives	• Drive and lead the execution of Champlain's data governance projects. • Understand the data needs of the college and the technological constraints of the existing IT infrastructure and applications.

Responsibilities	- Set data quality standards, validation rules and enforcement procedures. - Evaluate the information needs and challenges and determine their priority as they relate to Champlain College's strategies and goals. - Recommend policy regarding data access, data security, and data confidentiality - Participate in implementation and creation of Champlain's data dictionary.
Frequency of Meetings	This is a permanent group that meets regularly--1x month.

Member	Functional Area	Contact Information
Roland Palmer	Institutional Advancement	rpalmer@champlain.edu
Jennifer Nicholls	President's office	jnicholls@champlain.edu
Jimena Huaco	Institutional Research	jhuaco@chamlain.edu
Tara Arneson	Registrar	tarneson@champlain.edu
Ginger Pressey	Enterprise System Manager	gpressey@champlain.edu
Becky Swem	Online Admissions Operations	rswem@champlain.edu
Marnie BLinda Reid	Champlain College Online	lreid@champlain.edu
Alex Beaulieu	Information Systems--Salesforce	abeaulieu@champlain.edu
Cullen Bostock	Information Systems--Informer/Data Hub	cbostock@champlain.edu
Elizabeth McAllister	Human Resources	emcallister@champlain.edu
Sami Kassel	Enrollment	skassel@champlain.edu
Ellen Zeman	Provosts Office	zeman@champlain.edu

5.1.4   Data Stewards

Core Objectives	Represent their functional areas and provide feedback on specific processes or procedures as needed.
Responsibilities	- Influence the quality and processing of the data in their area. - Participate in conversations - Educate and train across functional areas regarding data usage and practices within their functional area. - Participate in the development of Champlain's data dictionary.
Frequency of Meetings	As needed for Spot-Light Initiatives

Data Steward	Title	Department	Contact Information
Marnie Behrendt	Senior Business	Champlain College	mbahrendt@champlain.edu

	Reporting & Budgeting Analyst	Online	
Rick Doran	Sr. Financial Aid Operations Coordinator	Financial Aid Office	rdoran@champlain.edu
Casey Maynes	Director	Student Accounts	cmaynes@champlain.edu
Kelsey O'Connor	Director	Residential Life	koconnor@champlain.edu
Skip Harris	Director	Student Health, Wellness and Counseling	sharris@champlain.edu
April O'Dell	Director	Finance Office	aodell@champlain.edu
Elizabeth Scott	Assistant Director	Advancement Services	scott@champlain.edu
Amanda Chaulk	Director	Marketing	achaulk@champlain.edu
Jessa Karki	Assistant Director, International Education	OIE	jkarki@champlain.edu

5.1.5 Spot-Light Groups

Spot-Light Groups provide subject matter expertise both from a data-provider standpoint (source-systems) but also from a data-consumer standpoint (what kind of analysis / reporting needs to come out of it). They will include people from the user-community, but also from IT.

6 Data Policies & Procedures

Policies seek to manage the creation, acquisition, integrity, security, compliance, and quality of data. The policy owner will be responsible for documenting the policy, communicating the change, and monitoring the outcomes.

Policy	Link
Acceptable Use Policy	https://www.champlain.edu/acceptable-use-policy
Accounts Policy	https://www.champlain.edu/accounts-policy
Data Classification Policy	https://www.champlain.edu/data-classification-policy
Data Security Policy	https://www.champlain.edu/data-security-policy
Employee Departure - Equipment Recovery	https://www.champlain.edu/faculty-and-staff/campus-information/technical-support-fac/information-systems-fac/policies-fac/employee-departure-equipment-recovery-policy
Network Access Policy	https://www.champlain.edu/network-access-policy
Password Policy	https://www.champlain.edu/password-policy
Personally Identifiable Information Policy	https://www.champlain.edu/faculty-and-staff/campus-information/technical-support-fac/information-systems-fac/policies-fac/pii-policy

7   Data Monitoring

There must be continuous monitoring in place to ensure the highest level of data quality.

Data Set	Data Importance	Frequency of Data Change	Frequency of Reports	Reviewing Reports
Student data	High	High	Weekly	Data owner/ data steward
Financial data	High	High	Monthly	Data owner/ data steward
Faculty Data	High	Medium	Monthly	Data owner/ data steward
Facility Data	Low	High	Daily	Data owner/ data steward
Admissions data	High	Low	Semester	Data owner/ data steward
Research data	High	Medium	Monthly	Data owner/ data steward
Library data	Medium	High	Daily	Data owner/ data steward
Academic data	High	High	Weekly	Data owner/ data steward
Marketing data	High	High	Monthly	Data owner/ data steward

8   Communication Protocol

The Data Governance initiative will consist of ongoing information exchange and knowledge sharing. Topics discussed will need to be documented and disseminated to various and many different recipients. The following approaches will be used for the different events that occur.

Event	Email	Meetings	Website
Project status updates	X	X	
Policy changes	X		X
Process changes	X		X
New roles	X		X
Project announcements	X		X
Issues	X		