Rancho Santiago Community College District
ADMINISTRATIVE REGULATION
Chapter 3
General Institution

AR 3750.1 Data Governance

Reference(s):

U.S. Department of Education Privacy Technical Assistance Center (PTAC) Data Governance Checklist

Purpose and Scope

The objective of this Administrative Regulation is to identify the minimum standards to govern the appropriate use and management of institutional data and to define roles and responsibilities related to adequate data management.

This Administrative Regulation applies to all faculty, staff and third-party agents of the District as well as any other affiliates who are authorized to access Institutional Data.

Data Governance

Data governance focuses on improving data quality, protecting access to data, establishing business definitions, maintaining metadata and documenting data policies and procedures. The District's institutional information is an asset and must be maintained and protected as such. It is vital to have accurate, trusted data to make sound decisions at all levels of an organization. Data governance helps to provide data transparency and results in confidence among District faculty, staff and management to trust and rely on data for information and decision support.

Governing Institutional Data

The following principles are set forth as minimum standards to govern the appropriate use and management of institutional data:

- Institutional data is the property of the District and shall be managed as a key asset
- Unnecessary duplication of institutional data is discouraged
- Institutional data shall be protected
- Institutional data shall be accessible according to defined needs and roles
- Institutional representatives will be held accountable to their roles and responsibilities
- Necessary maintenance of institutional data shall be defined
- Resolution of issues related to institutional data shall follow consistent processes
- Data stewards are responsible for the subset of data in their charge

Data Governance: Roles and Responsibilities

Several roles and responsibilities govern the management of, access to, and accountability for institutional data. These are defined as follows:

Data Trustee

Data Trustees are senior district or college officials who have oversight responsibility for institutional data that is related to the functions managed, administered or run by the units and personnel who report to them.

Data Trustee responsibilities:

- Assign Data Stewards to be responsible for data management within the Data Trustee's functional area.
- Manage, protect, and ensure the integrity and usefulness of institutional data.
- Identify the sensitivity and criticality of the data. Ensure that appropriate business processes are in place to keep the data secure, maximize data accuracy, and ensure that responsible staff are trained to maintain data quality.
- Ensure compliance with local, state and federal laws related to data governance.
- Support planning and governance to meet the data needs of the community.
- Serve as escalation point for Data Stewards on issues related to data governance.
- Participate, as required, in the response effort to address security incidents that affect the privacy or integrity of data within the Data Trustee's functional area.

Data Steward

Data Stewards are college or district employees with oversight responsibility for a designated subset of institutional data. A Data Steward is a functional end user within an operational area who is deemed an expert regarding data managed by that operational area. A Data Steward is assigned by a Data Trustee.

Data Steward responsibilities:

- Implement data standards.
- Manage data definitions and data elements in their operational area, in conjunction with their colleagues, other data stewards and data trustees.
- Ensure that employees who maintain data are trained to follow standards.
- Monitor data quality and ensure data accuracy.
- Work with technical and operational staff to identify data entry errors and correcting the data to match institutional data standards.
- Report and escalate any issues that may require larger action on behalf of the district's data governance structure to their corresponding Data Trustee.
- Make decisions regarding data access, data classification, data compliance, data definitions and data privacy.
- Receive and respond to any inquiries related to data that originates from the area they oversee; e.g. questions regarding access, standardization, organization, definition and usage, etc.
- Participate, as required, in the response effort to address security incidents that affect the privacy or integrity of data within the Data Steward's functional area.

Data Custodian

Data Custodians are college or district employees who usually have the authority to grant internal access to institutional data, in accordance with the guidance of Data Stewards

and/or Data Trustees. They may be responsible for the management and operation of many of the systems that serve as sources of institutional data and information and may also have data collection and data handling responsibilities. Custodians do not edit data or perform data entry for any operational area, as is the role of a Data Steward.

Data Custodian responsibilities:

- Provide a secure infrastructure in support of the data. This includes, but is not limited to, physical security, backup and recovery processes, and secure transmission of the data.
- Grant access privileges to authorized system users as requested by Data Stewards and/or Data Trustees, documenting those with access and controlling level of access to ensure that individuals have access only to that information for which they have been authorized and that access is removed in a timely fashion when no longer needed.
- Install, configure, patch, and upgrade hardware and software used for data management, ensuring that system availability and response time are maintained in accordance with district policies and/or processes.
- Collect, analyze, organize and present data in support of institutional decision making.
- Collaborate with data quality control processes through data analysis and reporting.
- Collect, organize and submit institutional data reports on time and in accordance with established guidelines as appropriate.
- Work with Data Stewards and Data Trustees to validate and approve the data submitted.
- Participate in setting data governance priorities.

Data User

Data Users are individuals or areas who have access to institutional data as part of assigned duties or in fulfillment of assigned roles or functions within the district or college community.

Data User responsibilities:

- Follow district policies and procedures related to data management and protection.
- Attend training and abide by the data standards established by Data Stewards and/or Data Trustees.
- Report concerns related to data management, weaknesses in data protection, failure to follow data management policies, or specific issues of quality or integrity of institutional data and protection to the appropriate Data Stewards and/or Data Trustees.

Technology Operational Workgroup

This workgroup is comprised of functional data trustees from across all functions and departments of the District.

Technology Operational Workgroup responsibilities

- Oversee the initiatives of the data governance program at a strategic level.
- Identify and prioritize data governance and other functional projects.
- Set goals for future state of data management capabilities.
- Advocate for governance and improved data management.
- Provide resolution of districtwide data issues and anything else which is not resolved at the data stewardship level.
- Serve as a communication vehicle towards the institution and their own functional/operational area.
- Produce and update the District's Data Trustee/Steward/Custodian (TSC) list.
- Review the District's Data TSC list for accuracy on at least an annual basis.
- Create a data centric culture where data is everyone's responsibility.

District's Data Trustee/Steward/Custodian (TSC List)

The District's Data TSC list is a centralized repository that includes the names and titles of all individuals who have been designated as Data Trustees or Data Stewards for the district and its colleges. The Data TSC list also contains details on the specific areas of responsibility for each individual.

For the District's most current Data TSC list, go to:

https://rsccd.edu/employee/uploads/educational-services/its/it-governance/documents/RSCCD%20Data%20Stewards%20and%20Trustees.xlsx

Changes to the District's Data Trustee/Steward/Custodian (TSC) List

District employees shall notify the Information Technology Services (ITS) department of any updates required on the District's Data TSC list. Requests for changes shall be approved in writing by the corresponding Data Trustee for that functional area or by the appropriate administrator if the changes are related to a Data Custodian element in the list. ITS shall document all requests and approvals and update the District's Data TSC list on a regular basis. ITS shall notify the Technology Operational Workgroup of any updates to the District's Data TSC list.

Responsible Manager: Assistance Vice Chancellor, Information Technology Services

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