



THE UNIVERSITY
OF QUEENSLAND
AUSTRALIA

CREATE CHANGE

Information Domain Custodian handbook

Data Strategy & Governance - ITS

Handbook content

- Context
- Roles and responsibilities
- Information domains
- What to expect
- About us

Objective

To provide an introduction to data governance at UQ, and an overview of your responsibilities as an Information Leader.

Context



Daily life at UQ is increasingly data-centric

To maximise this potential, we need high-quality and reliable data. This is why we are continuing to invest in our data capabilities, to ensure it can be used to deliver value to the University, whilst upholding the highest ethical and privacy standards.



UQ's data transformation journey

“UQ's information is a **core strategic asset** that can be leveraged to deliver value. As the quantity and value of data grows, IT must continue to **develop a modern and proactive information management capability**.

In the **next three years**, our information management approach must ensure the **quality, reliability and integrity** of UQ's information, so that it can be **appropriately used to gain insights, make decisions and deliver value** for the University.”



Definitions

—see also
def·i·nite·ly /defɪˈniːtli/
being wrong; certainly: I
· *been wrong about Diana.*
“No, definitely not!” —S
(USAGE)
def·i·ni·tion /,defɪˈniʃn/
that says exactly what
definition in a dictionary
with a satisfactory de
nition if something
type have it: A messag
definition, not effecti
thing such as a pic
nition The photog
de·fin·i·tive /diˈfɪ
nitive book, s
ever

Data governance



Data governance is a collection of **practices** and **processes**, which helps to ensure the formal **management of data assets** within an organisation.

Data management



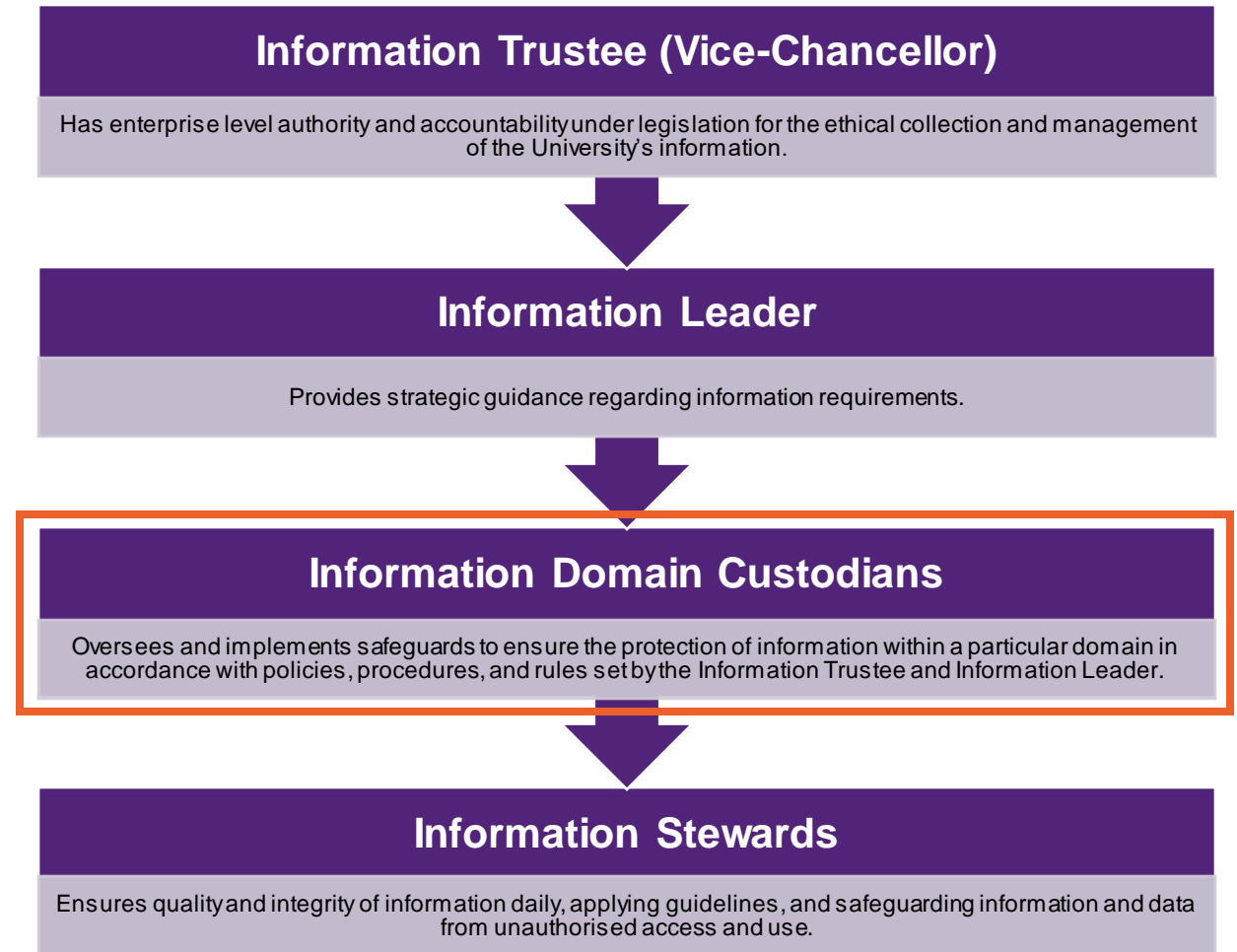
Data management is a **collection of capabilities** delivered through **people, processes and technology** to ensure the **confidentiality, integrity, availability, quality and security** of our information throughout the **Information lifecycle**.

Roles & responsibilities



Decision rights for data at UQ

Data Governance defines the roles and responsibilities, decision rights and controls, and processes used to manage UQ's data and information.



Roles

Everyone has a part to play in UQ's data landscape. Below is a quick overview of some of the key roles.

Information Creators

Information Creators capture or create information (eg. Admissions Officers using SI-Net).

Information Domain Custodian

Information Domain Custodians are responsible for defining and implementing safeguards to ensure the protection of information within their information domain (eg. the Chief Financial Officer is responsible for the Financial domain).

Information Service Providers

Information Service Providers (ISP) provide support to embed and implement governance controls and processes. This group includes the technical teams that provide system support and manage access to information including our information systems such as ITS, UQ library IT, UQ institutes IT, etc.

Information Consumers

Information Consumers use information. They select the best source of information to meet their requirements for use (eg. A Service Desk manager exporting information from their CRM system to report on how quickly service requests are resolved).

Information Leader

Information Leaders provide strategic guidance regarding information requirements within one or more information domains (eg. Deputy Vice Chancellor [Academic] is an Information Leader and is responsible for the information domains related to curriculum and teaching and learning).

Chief Information Officer

The Chief Information Officer (CIO) sets strategic direction of, and manages, IT at UQ.

Information Stewards

Information Stewards are responsible for the quality, integrity and use of information on a day-to-day basis (eg. The Director, Research Ethics is responsible for Human Ethics and Animal Ethics information assets).

Information Trustee

The Information Trustee at UQ is the Vice-Chancellor (VC). The VC has enterprise level authority and accountability under legislation for the collection and management of the University's information.

You can read more about these roles and responsibilities in the Information Governance and Management Framework, available on data.uq.edu.au

Your role as Information Domain Custodian

Oversees a particular information domain(s)



Direction

Provide strategic direction regarding governance and use of data.



Champion

Champion data governance and related initiatives to improve quality and security of data.



Culture change

Promote training, awareness and change in behaviours to improve data.



Enable

Enable a data and digital literate community.

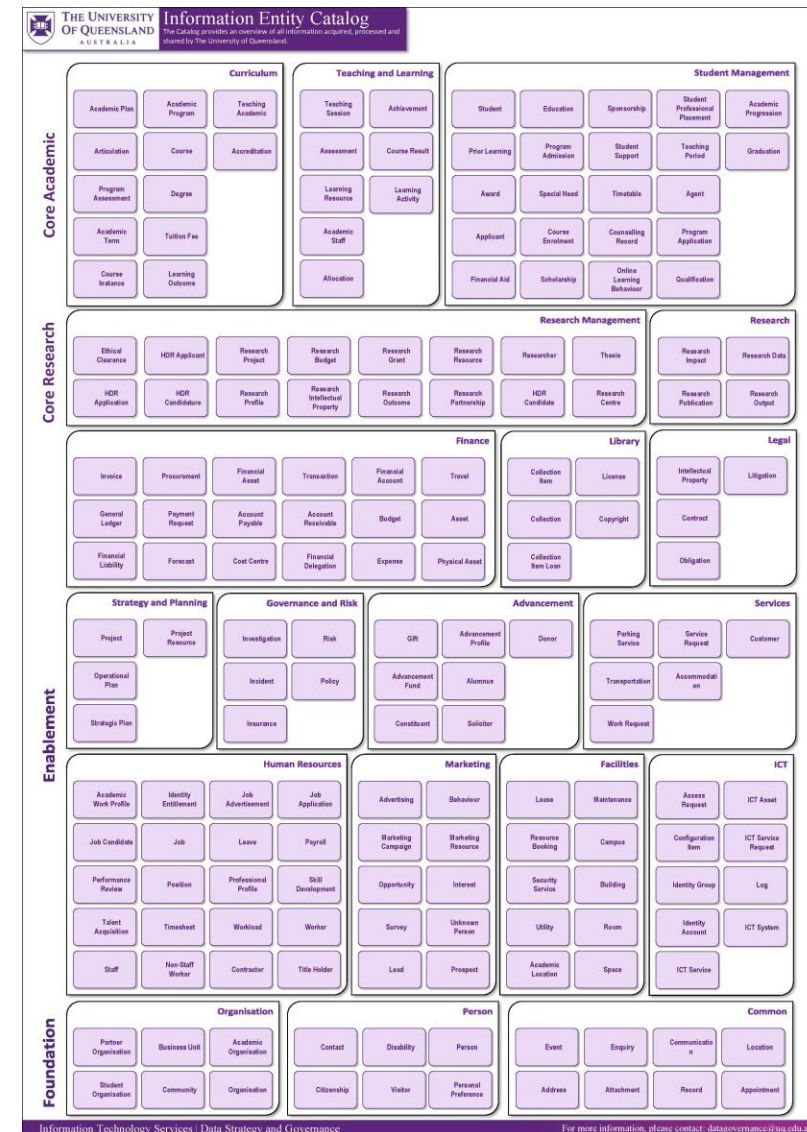
Information Domains



Information Domain

UQ manages a vast amount of data and information. To organise and categorise this better, UQ has broken this down into 'information domains'.

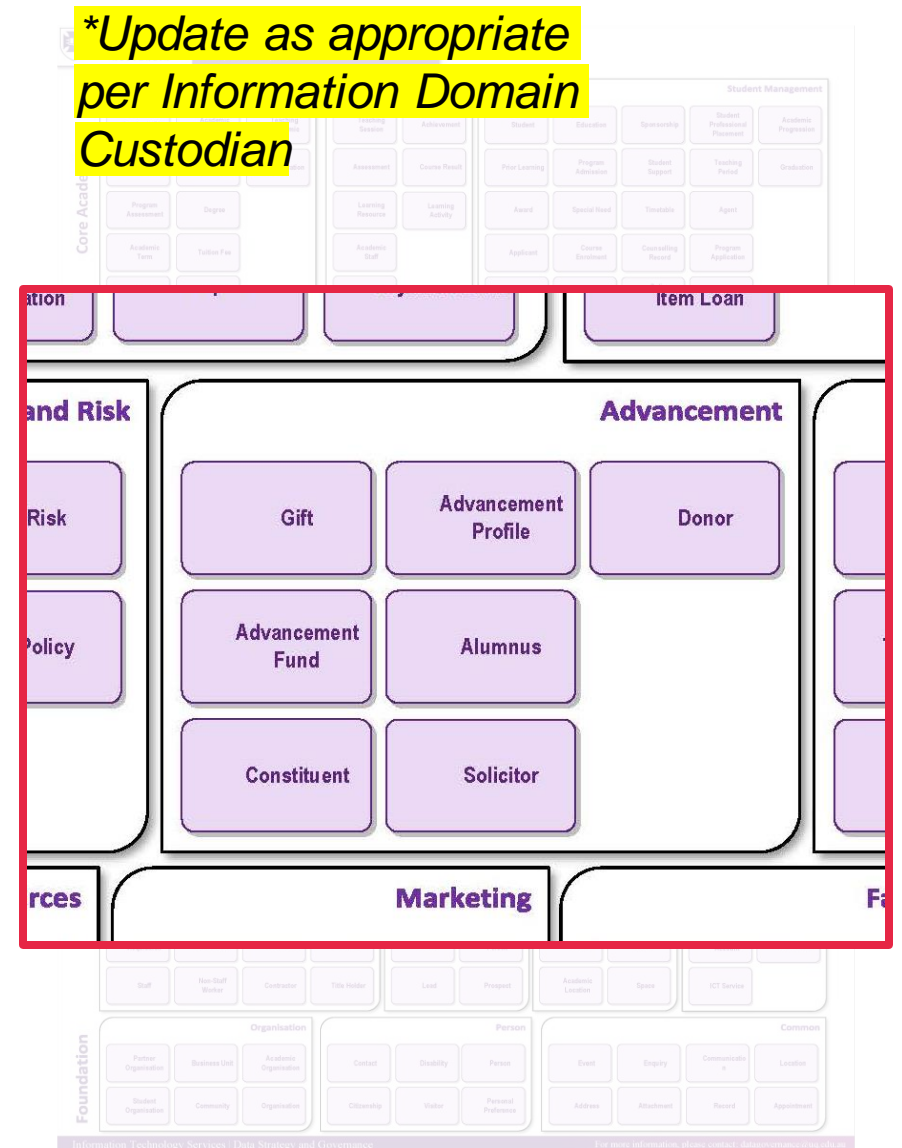
An Information Domain is a broad category or theme under which UQ information can be identified and managed.



Advancement Information Domain

Each domain consists of 'Information Entities' that should be governed.

An easy way to govern these information entities, is through data modelling.



**Update as appropriate per Information Domain Custodian*

Endorsing Information Stewards

Although information governance roles should be chosen independently of UQ's organisational structure, the recommendations for Information Stewards of information entities outlined here, will reflect a natural fit to our organisational leadership structure.

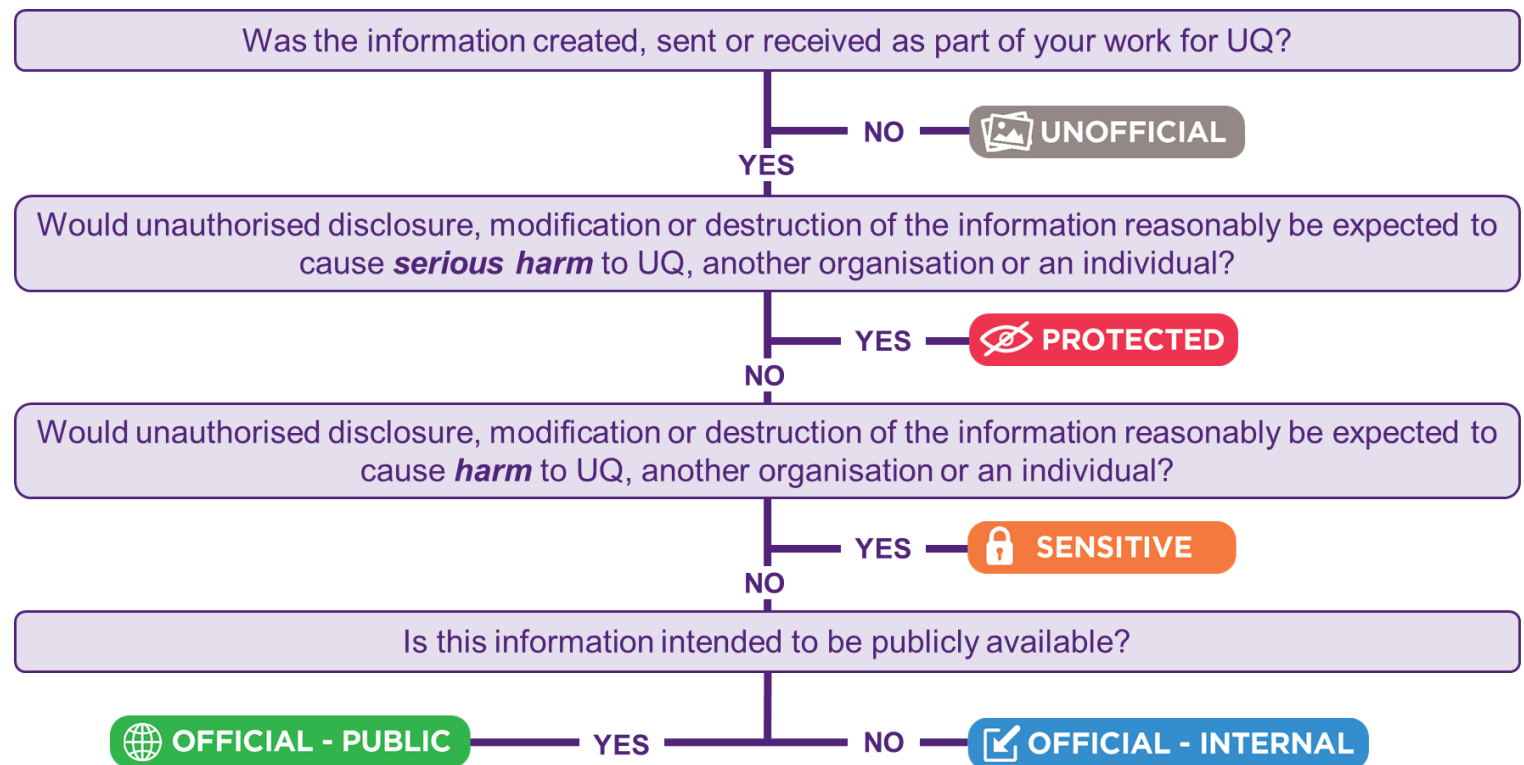
Information Domain	Information Domain Custodian
Facilities	Director, Property and Facilities
Finance	Chief Financial Officer
Governance and Risk	Director, Governance and Risk
Human Resources	Chief Human Resources Officer
ICT	Chief Information Officer
Legal	General Counsel
Marketing	Chief Marketing and Communications Officer
Services	Chief Information Officer
Common	Chief Information Officer
Organisation	Chief Information Officer
Person	Chief Information Officer

What to expect



Information security classifications

Information security classifications are designed to categorise UQ's information assets (physical or digital) based on its confidentiality, availability and integrity needs. A holistic, risk-based approach will consider the impact a compromise to the information asset might have on the University's broader profile.



Data ethics

Data ethics is concerned with the moral standards applied, and assessments made when working with data.

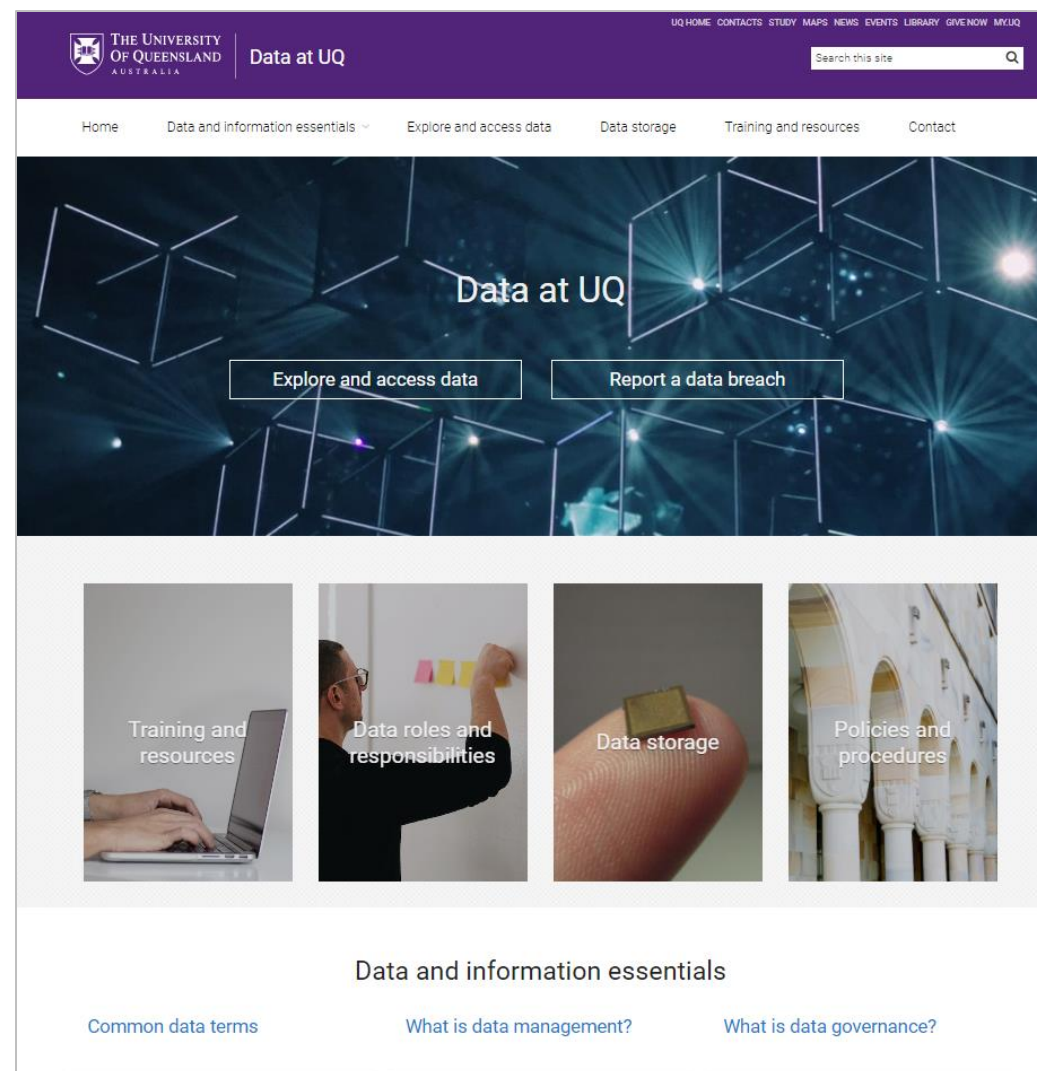
Good data ethics facilitates privacy, transparency, fairness, and that those using the data are following all applicable regulations, and helps the UQ community to feel their data is safe.

The collage features several key documents:


- Discussion Paper on Enterprise Data Ethics** (1 December 2020): A document discussing the ethical implications of data use in an enterprise context.
- Data Ethics Risks** (15 February 2021): A document detailing various risks such as Reputation, Governance, Legal & Compliance, UQ Values, Health & Safety, Financial Stability, and Critical Operations.
- Enterprise Data Ethics Framework** (15 February 2021): A comprehensive framework for managing data ethics, including a Change Management Plan.
- Data Ethics Use Case: COVID-19 Contact Tracing**: A document providing an overview, proposal for data use, and approval process for a specific use case.
- About the Data Ethics Risk Assessment Tool**: A document explaining how to use the tool for ethical decision-making.

Data website

A central location for the UQ community to find information on data and related resources, consequently increasing availability of information, and supporting data literacy in the wider UQ community.




Training



Some definitions


Data	Raw data is a term used to describe data in its most basic digital format. Data is raw, individual facts that need to be processed. When data is processed, combined with other data, <u>organised</u> , structured or presented <u>in a given</u> context, it is referred to as information.
Information	Information meeting minimum applications
Knowledge	Knowledge in judgements to eat our lunch
Records	Records are of legal obligation collections of activity. As it in the past, present and future

Enterprise Data Governance




Course content

- Definitions
- Foundations of data governance
- Key elements of data governance
- Data management
- Key takeaways
- Resources



Course objective


To provide the UQ community a high quality, accessible and relevant course



CREATE CHANGE AUSTRALIA

Data Governance and Management Essentials

Introduction to data governance and management at UQ

Presenter today: 

About us



Data Strategy & Governance Who are we?

Assisting daily operations in UQ's data landscape.

Our goals:

- Responding to regulatory requirements,
- Increasing the discovery, findability, and controlled sharing of data,
- Enable improved management of the increasing volume and variety of data,
- Enhancing information security.





Please reach out for further assistance



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data.uq.edu.au