

# California State University Channel Islands

## Data Governance Council Operations Manual

### Introduction

The CSU Channel Islands Data Governance Council (DGC) was constituted in March 2016 to address numerous issues surrounding the collection, maintenance and use of institutional data. Membership reflects areas across campus and its goal is to establish procedures and standards and recommend policy that enables more effective data management and analysis.

This manual covers the internal operations and procedures of the DGC and is subject to revision when needed.

### Section One: Meetings

With a focus on productivity and efficiency, DGC meetings shall occur on a regular schedule typically once a month for 1.5 hours. The calendar of meetings is available at <http://www.csuci.edu/irpe/data-governance-council.htm>. The agenda will be prepared by the Executive Sponsor, or a DGC Project Team Lead on their behalf, and shared via the Data Governance website one week prior to the meeting. New agenda items (part 4, below) and project team reports shall also be submitted one week prior to the regular meeting.

Meetings will be conducted according to the following format:

1. *Executive Sponsor Report*
2. *Project Team Reports (and any other invited presenters)*
  - a. *Project Teams accomplishments*
  - b. *Discussion and assignment of next steps*
  - c. *Make decisions or resolve issues coming from Project Teams*
3. *Recommendations for the President and Cabinet*
4. *Old Business*
5. *New Business*
  - a. *Presentation*
  - b. *Discussion*
  - c. *Action*
    - i. *Assign new Project Team*
6. *Other Business*

Members must regularly attend meetings or the needs of the area(s) they represent will not be properly understood.

1. *Attendance rules*
  - a. *Any member who is absent for two or more consecutive meetings shall receive a call from the Executive Sponsor.*
  - b. *Members have been chosen to join the DGC because of their ability to represent the interests of their colleagues and constituents – while sending a delegate is better than nothing at all, sending delegates should be a rare occurrence and the Executive Sponsor should be notified in advance.*
  - c. *Certain individuals will be invited to present to the DGC and their presentations will be scheduled for the early part of the meeting.*

### Section Two: Decisions and Recommendations

The DGC will have multiple projects and tasks going on at any given time, and some of these projects require that actions be taken, decisions made, or recommendations submitted. The protocol for agreeing on and conveying these

recommendations is to seek consensus, but in the event it cannot be achieved, the Executive Sponsor is specifically authorized to break deadlocks. In order to minimize these occurrences, some matters can be brought to a vote:

1. *Acting on recommendations from Project Teams*
  - a. *In general Project Teams have been chosen for their expertise and the DGC would want to defer to their judgement; however, on occasion, recommendations will not be organizationally possible, and the DGC needs to be able to redirect as needed.*
2. *Deciding between multiple options presented by Project Teams*
3. *Endorsing a policy recommendation for the President's Planning and Policy Council*
4. *Resolving escalated issues (from Project Teams, data stewards, other offices on campus, etc.)*

75% of total members is enough to decide on a course of action and move forward.

### Section Three: Working with Project Teams

Project Team Leads will be responsible for filing a report prior to each DGC meeting, as well as making brief presentations at the beginning of each meeting. If the Project Team Lead is unable to attend, they should select someone else from the Project Team to the report. The project representative will answer questions raised by the DGC, and will make the DGC aware of questions or concerns in need of resolution, as well as recommendations for review, discussion, and potential endorsement.

The Project Team report should contain not only a summary of activities but also should highlight areas where the assistance or guidance of the entire DGC is required. These issues will include but not be limited to deciding whether to allocate additional resources, whether to add or change members, and resolving disagreements between areas/members.

1. *Project Team comes to the DGC meetings with one or more recommendations*
  - a. *DGC votes to accept, reject or send back for more work*
  - b. *In the event DGC does not have consensus, revert to method(s) outlined in section 2*
2. *Project Team requests support*
  - a. *Replacement/additional members*
  - b. *Other resources (e.g. training, release from other governance duties to focus on project, etc.)*
  - c. *Cannot decide between multiple acceptable options*
3. *Project Team unable to move forward*
  - a. *Functional disagreements*
  - b. *Project Lead too busy*
  - c. *Scope larger than anticipated*

### Section Four: Resolving Escalated Issues

Periodically a data governance issue will arise, possibly from an office or set of offices on campus, possibly due to changes emanating from the Chancellor's Office, or a new data system coming on-line, etc.

Example: an office on campus wants to create a new address type in Campus Solutions, but the data stewards cannot agree on whether to create it, or how to manage its creation and use, since it could have a cascading effect on numerous reports and some data stewards feel it's duplicative.

In general, the best approach will be to assign a small group of the DGC to investigate and report back with analysis and recommendation by the next meeting (or at some future date if that timespan is too short). Not every DGC member has expertise in every data issue, and the overarching goal of the DGC continues to be to work on campus procedures and to set a strategic direction for data management.

## Section Five: Changing the Charter

The DGC was initiated in spring 2016 based on work performed over the previous fall and winter, and its purpose is to create a cross Divisional group to address all manner of issues relating to data at CI. As the group achieves greater maturity and resolves the problems initially identified, the focus of the DGC is likely to change. Early on, many challenges are of an operating nature; over time, the nature of those challenges is likely to change.

As a result, Council features could also change: the frequency of meeting; the size and composition of members; the organizing structure of a larger central group and smaller project teams that radiate from it; and so on. At least once every two years a small group will be convened to review the DGC purpose and objectives (and this operating manual) and propose changes or updates if required.