Purpose

Data Governance is the overall management of the confidentiality, availability, and integrity of data including a defined set of procedures and a plan to execute those procedures.

The primary purposes of this policy are:

- To establish the governance structure, including responsibility and authority
- To establish and define City data
- To define and communicate City data architecture
    - Data Standards
    - Data Classifications
    - Data Quality
    - Data Security
    - Data Privacy
- To monitor and enforce compliance with standards
- To define the primary operational roles for execution of data governance, including identification of responsible parties

Scope

The City of Milwaukee is committed to sharing data in a structured format to improve access to information and enhance coordination and efficiency among departments partner organizations and citizens.

This policy establishes a framework for the management of data as an asset across the City and applies to all information resources created and owned by the City and its departments. Elected officials, employees, consultants, and vendors working on behalf of the City of Milwaukee are responsible for adhering to this policy.

Data Governance Roles and Responsibilities

Chief Information Officer

The Chief Information Officer or designee under the guidance of the City Information Management Committee (CIMC) shall ensure the effective implementation of Information Technology Policies, Standards, and Procedures within the City of Milwaukee.

- Manage, protect, and ensure the integrity and usefulness of City data.
- Identify the sensitivity and criticality of the data. Ensure that appropriate processes are in place to keep the data secure, maximize data accuracy, and ensure that responsible staff are trained to maintain data quality.
- Support planning and governance to meet the data needs of the City.
- Work closely with the Department Heads for Computing and Information Services and other members of administration to ensure that the appropriate resources (staff, technical infrastructure, etc.) are dedicated to prioritizing data needs and setting/enforcing policies related to data management and use.
- Implement City policies and ensure compliance with federal laws related to data governance.

- Serve as escalation point for issues related to data governance.
- Work with departments to designate data stewards.

Data Steward

A data steward is a staff member with oversight responsibility for a subset of the City's data. The steward is typically a functional end user within a department who is deemed an expert regarding data managed by that operational area.

Major responsibilities:

- Implement data standards.
- Ensure that staff who maintain data are trained to follow standards.
- Monitor data quality.
- Work with technical and operational staff to create a process for identifying data entry errors and correcting the data to match City standards.
- Report to the CIO any issues that may require larger action on behalf of the City's data governance structure.
- Handle inquiries about data.
- 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.

Data Custodian

A data custodian is a system administrator or other technical professional who is responsible for some aspect of the management and operation of any of the systems that serve as sources of City Data.

Major 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.
- Implement data access policies.
- Grant access privileges to authorized system users, 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.
- Ensure system availability and adequate response time.
- Install, configure, patch, and upgrade hardware and software used for data management, ensuring that system availability and response time are maintained in accordance with City policies and/or service level agreements.
- Participate in setting data governance priorities.
- Provide details on technical, systems, and staffing requirements related to data governance initiatives.

Data Users

A Data User is different from an End User. A Data User is an individual who has been granted access to City data as part of assigned duties or in fulfillment of assigned roles.

Major responsibilities:

- Ensure that data is used only for the approved purposes to avoid the misinterpretation of data.
- Responsible Preventing the disclosure of confidential and or sensitive information such as PII.

Data Governance Committee

This committee meets quarterly to set strategic priorities for data management and provides stewardship of the guiding principles of data governance in their areas. The committee reviews proposed data governance roles across The City of Milwaukee. This group promotes the importance of the principles of data governance in their areas of responsibility, including access, consistency, and security. When needed, the group resolves conflict and confusion around data ownership and accountability.

Data (definition)

"Data means statistical, factual, quantitative, or qualitative information that is maintained or created by or on behalf of a City department. "Data" does not include information provided to a department or division by other governmental entities, nor does it include image files, such as designs, drawings, maps, photos, or scanned copies of original documents. Nothing in this policy shall be deemed to prohibit the voluntary disclosure of information not otherwise defined as "data".

Minimum Metadata Standards

The City of Milwaukee shall create and implement data standards to maximize data quality and facilitate use, access, sharing, and interoperability. Standards make it easier to create, share, and integrate data by making sure that there is a clear understanding of how data is represented and that the data you receive is in an expected format.

The table below summarizes the minimum standards:

Group	Purpose	Fields
Basic Descriptive Information	Provide the core information to describe the dataset, including the source department. Each of these fields help our users discover and distinguish between datasets.	- Dataset title - Description - Category - Department
Detailed Descriptive Information	Support informed use of the data. They allow users to assess the appropriateness of the dataset for their needs (including data coverage, size, and other details), address common questions or misconceptions, and provide a means of conveying additional detail.	- Data dictionary - Tags - Related documents
Publishing Details	Allow users to understand what to expect in terms of how often the data is updated and its	- Last updated - Frequency of data change