

UNCG





UNCG Data Governance Newsletter- Winter 2024

Winter 2024

UNC Greensboro Enterprise Data Governance

[In This Issue](#)

The UNCG Data Governance Newsletter is issued quarterly. The purpose of our newsletter is to keep our campus up-to-date with the latest happenings and findings in the realm of Data Governance.

Our issues include:

- **Upcoming Events**
- **About Us**
- **What's new in Collibra?**
- **Data Governance Quarterly Story**
- **Team Spotlight**

- **Committees Summaries and Activities**
- **Data Quality**
- **Data Governance Champions Hall of Fame**

Upcoming Events

Data Privacy Day-January 28th. It is an international effort to raise awareness and promote privacy and data protection best practices. It is important to organizations, businesses, and individuals alike. Some individual ways to participate include: taking time to learn about the biggest issues in data privacy, use and manage your privacy settings across websites and apps, change your passwords frequently, and remember your data is valuable!

Catalog and Coffee-February 15 @ 10:00 am - 10:45 am. This is our third session of our series. In these sessions you can see demos of new and useful features and functionality, you can hear use cases about how our data catalog can help you solve problems, and you can ask questions about how you can use, Collibra, our data catalog, to best effect. You'll be able to see our events and add them to your calendar via our [website](#).

UNCG Data Governance Road Tour 2024-Schedule a data catalog demonstration with your department on our tour. Email edgteam@uncg.edu to reserve your spot now!

About Us



The graphic features a background image of a building with a large circular architectural element. In the top left corner is the UNCG Greensboro logo. The title "Enterprise Data Governance" is centered in a large, bold, dark blue font. Below the title are four individual portraits, each with a name and title label underneath.

Enterprise Data Governance

- Alice Fleck**
Enterprise Data Governance Manager
- Jessica Dame**
Reporting Metadata Specialist
- Madison Turner**
Systems Metadata Specialist
- Serhiy Polyakov**
Data Quality Specialist

The Enterprise Data Governance team manages and supports UNCG’s Data Governance committees, data quality efforts, and the Collibra Data Intelligence platform. We provide data asset cataloging, metadata support, and data quality assurance to all areas of campus.

What's New in Collibra?

As a new segment in our newsletter for 2024, we wanted to showcase nuances in Collibra, our data catalog platform. Collibra is the single source for all UNCG data governance and stewardship activities, and where metadata about institutional data assets are defined, cataloged, and governed.

New expanded search relevancy capabilities will help you find the data you need more quickly. This includes improved matching of URLs, matching with CamelCase and with words connected using an underscore, as well as improved ranking of partial matches. For example, searching for *DataAsset* or for *data_asset* will be interpreted as a search for *data OR asset*. Results will return objects containing any of the following phrases: *DataAsset*, *data_asset*, *data asset*, *data_asset_type*, and *data asset type*.

To learn more about our Data Catalog and Collibra visit: [Data Catalog – UNCG Data Governance](#)



Get Certified: Report Certification at UNCG



Report certification plays a crucial role in upholding transparency, reliability, and accountability. At UNCG, report certification is a new process that holds a special place in ensuring the integrity of reports across campus.

In November 2023, the Enterprise Data Governance (EDG) team launched the [Catalog and Report Certification Request](#) form to accommodate requests for cataloging new data assets and certifying reports. The request is accessible to ITS, the Data Reporting Communication Group, Data Stewards, and Data Trustees.

The request form can be used to generate a ticket for the following scenarios:

1. Request to catalog a new report (or data asset).
2. Request to update an existing report (or data asset).
3. Request to catalog AND certify a new report.

4. Request to certify a report that is already cataloged.

While the catalog portion of the ticket refers to cataloging a data asset into the data catalog, report certification refers to the intensive review process that validates information about the report as well as the information presented in the report. A report must be cataloged before it can be certified, but certification can be requested alongside cataloging or later when it is determined certification is needed. A report is considered certified for a term of five years, at which time it will need to be reviewed for recertification.

Report certification has long been a goal at UNCG, and the effort is being led by Institutional Research and Enterprise Data Management (IREDM). Discussion about the report certification process began in the spring of 2023 within the Report Certification Working Group, a sub-group of the Data Reporting Communications Group. The group outlined the criteria and steps for certification, along with definitions for commonly used terms. This information is presented on the EDG website at <https://datagovernance.uncg.edu/report-certification/>.

Report certification at UNCG plays a vital role in maintaining the university's credibility and upholding the trust of its diverse stakeholders. The report certification process not only ensures the accuracy of reports but also contributes to the university's reputation. As UNCG continues to prioritize transparency and accountability, report certification remains a cornerstone in the pursuit of excellence in institutional governance.

Team Spotlight



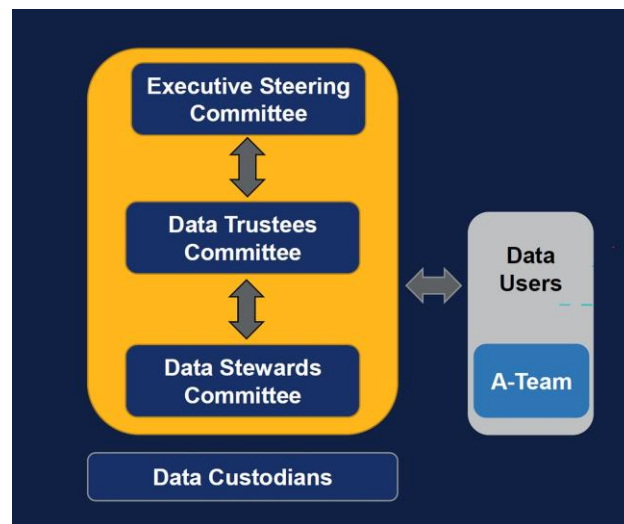
1 - Grand Canyon, December 2023.

Madison Turner is our Systems Metadata Specialist. She works to catalog systems across campus all while creating documentation and educating others about the data governance program. Madison is a Spartan through and through. She completed both her undergraduate and graduate degrees here at UNCG. She also was on the cheerleading team for a brief time.

Madison brings a unique set of skills to the team in that she worked as the solo school librarian (preschool-twelfth grade) where she not only revamped the space to be more inclusive but rebuilt the library catalog and collection through metadata management to better serve the school population. During her time there, she also came into her role as the technology liaison where she worked with the tech team to establish remote and hybrid learning opportunities for students. After her time in the school library, she went on to develop her library skills in the corporate setting as a Data Catalog Curator. This is where she learned the foundations of Data Governance and Collibra and furthered her understanding of metadata management.

When Madison isn't organizing data, she is outside or tinkering/creating. She is always down to travel or try something new but not without extensive research and asking a lot of questions. At the end of the day, her favorite place to be is at home on the farm with her three dogs.

Committees



UNCG has developed a multi-level framework in which major data related roles and responsibilities are organized into several decision-making bodies. The three main bodies of Data Governance here at UNCG are the Executive Steering Committee (ESC), the Data Trustees Committee, and the Data Stewards Committee. To learn more about the ESC, check out [Executive Steering Committee \(uncg.edu\)](https://uncg.edu). These committees are supported by two groups of Data Custodians and interact with the Academic Unit Liaisons sub-committee and campus Data Users.

There's lots of activity to share for the Data Governance committees this quarter. The Data Trustees committee reduced its meeting schedule to once per quarter beginning in July of 2023. But while the full body only meets once every three months, the committee members have been hard at work in sub-committees developing a data strategy for the university. This five-year strategic plan will improve and enhance our data management practices increasing efficiency and effectiveness and ensuring accountability, reliability, and validity of the information we use across campus to make decisions.

The data strategy is divided into six areas of focus: data governance, acquisition, quality, access, literacy, and extraction, reporting, & analytics. The sub-committees in each of these areas have been developing goals and objectives that are achievable over the next five years. The implementation of related initiatives will elevate the overall data maturity and reliability across the institution. We have a great deal of work left to do in developing the plan but should have a completed strategy ready to go by September 2024. At which point we will begin implementing initiatives on a specified timeline. This work is a huge lift, but kudos to the Data Trustees for rising to the challenge to get it started.

The Data Stewards have not been idle. This committee has tackled issues around the implementation of the new legal sex code X (non-binary) in Banner and the documentation of allowable name prefixes to include the prefix of Mx. for non-binary individuals. These two items are on the ITS project list to be implemented in the near future, as they require some substantial discovery to determine all impacted systems. In addition to these two new pieces of data, the Data Stewards have been working to resolve a data quality issue where multiple email addresses are marked as “preferred”. This solution will involve defining the business rules around Banner’s “preferred_email_ind” element and remediation of the root cause of this error. Lastly, they are busy working out the best method for correctly reporting certain educator preparatory programs, to ensure that students who are seeking licensure are correctly identified in reporting processes to the UNC System Office and the NC Department of Public Instruction.

If you have a concern or issue about data that you think the Data Governance committees should weigh in on, please let us know! You can submit a request through 6TECH using the Data Governance Forms located at <https://go.uncg.edu/data-gov-requests>.

Data Quality



We commonly hear the phrases “data governance” and “data quality” used interchangeably. In fact, these are two areas which are closely interrelated in a relationship where each one feeds from the other. Organizations that intend to extract meaningful value from their data assets must be mindful of both and both require ongoing efforts.

In some respects, data quality functions as a component of data governance. After all, it is hard to imagine effective data governance without addressing data quality. The reverse is also true, though. It is difficult to achieve meaningful levels of data quality without an effective governance framework in place. This is especially true at scale. In smaller, more focused scenarios, we can imagine an effort to improve quality in the context of a well-defined domain. Efforts to clean up the CRM database, for example, might be performed in relative isolation. However, in order to really do the job effectively, data governance and data quality must be seen as two sides of the same coin. This is especially true where larger volumes of data and multiple software systems are involved.

We are getting started on the data quality program which is one of the components of the UNCG data governance. Some of the principles we are planning to follow to achieve success are:

- Start with smaller-scope projects and scale up as we learn from the early efforts.
- Collaborate with various stakeholders, incorporate different perspectives, and improve understanding of the value of data quality and data governance across the UNCG community.
- Measure the results of data quality efforts showing that data quality and data governance produce tangible business value.

Ultimately, data quality and data governance work together to ensure that the information available to stakeholders throughout the organization is trustworthy, secure, and available when it's needed (Precisely, 2021).

References

Precisely. (2021, March 15). *What Role Does Data Quality Play in Data Governance?* Precisely - Better data. Better decisions. <https://www.precisely.com/blog/data-quality/what-role-does-data-quality-play-in-data-governance>

Data Governance Champion: Suzanne Dellinger



Our first Data Governance Champion of 2024 is Suzanne Dellinger, Lead Business Intelligence, Projects, Reporting in IREDM. Suzanne was the first expert the EDG team worked with to catalog IREDM reports and dashboards. Her enthusiasm, knowledge, and feedback were instrumental in the developmental stage of the reporting schema and testing the new cataloging process. We asked Suzanne a few questions about data governance and one of her favorite activities outside of work.

EDG Team: How does Data Governance contribute to your work and the work of your department?

Suzanne Dellinger: Data Governance practices are integral to the work done by my department. As a Business Intelligence analyst, my job is to provide dependable, accurate, and actionable data to my consumers. Strong data governance practices at all levels of the university are critical to my ability to do just that. The work the EDG team is doing to implement a cataloging tool, data dictionary, data lineage, and governance policies along with all the associated materials is important not only to my role at the university but to every university community. Their work will greatly enhance consistency of use and depth of understanding of UNCG's data over the long term.

EDG: What is one Data Governance activity, achievement, or initiative that excites you?

SD: The DG activities I am most excited about are the creation of a universal data dictionary and data lineage documentation. Both are critical to having a robust data environment at the university. A universal data dictionary will give all members of our community (from developers to end-product consumers) confidence in the data itself and in their understanding of the data. A dictionary will create consistency in data usage and a lexicon that will enhance the data experience of the university community.

Data lineage is the roadmap to a deeper and more nuanced understanding of data presented to the university community. Creating a lineage can be a time-consuming process but the benefit to the data consumer is well worth the effort. We all want to know where what we consume comes from whether

that is our food or consumer products. We want to know where our Great-Great-Great-Grandparents came from. That's lineage. Why should data we use to make critical decisions be any different? Data lineage give us as data consumers an understanding of where the data originated, how it has changed or been transformed, and its final destination. It is critical to understanding the accuracy and consistency of the data we are using and providing to our consumers and is an integral part of a robust data quality/ data governance program.

EDG: The EDG team happens to know you enjoy concerts. What has been your favorite concert so far? Who did you see, when and where did you see them, and what made it such a great experience?

SD: It is so hard to pick just one concert of the 25 or so I've been to in the past five years. What started as a sixteenth birthday present for my daughter has morphed into a five-year (and still going strong) mother/daughter shared activity that has taken us to venues across North and South Carolina to see over 50 years of musical history. I'll have to give you three favorites all for different reasons: Queen with Adam Lambert (Charlotte NC) is my favorite for overall experience. It was an amazing display of showmanship, style, and talent. A total immersive rock and roll experience. Sir Paul McCartney (in Winston-Salem, NC) is my favorite concert for overall musical talent. As musicians ourselves, we enjoyed seeing him display his mastery of so many different instruments and styles. The Eagles "Hotel California" tour (Greensboro, NC) is my favorite ensemble special concept concert. Having the band play one album straight through from track one on the "A-side" to the last track on the "B-side" with no breaks was an amazing way to enjoy their music. Who knew that "Seven Bridges Road" would make an excellent blue grass song with Vince Gill on vocals.

Regardless of who was performing (from 70's rock to acapella country) every concert was a wonderful experience because I was able to share it with my daughter.

Wow Suzanne, you truly are a champion! Now we know who to go to, not only for IR related things, but baking and music too! We are all still desperately waiting for the opportunity to try these famous cookies we hear about every year. Thanks so much Suzanne for all your time, effort, and for all your support of the work of data governance.

Do you know someone who is unwavering in their support of and engagement with Data Governance? Send us their name and we'll include them in our Data Governance Champion Hall of Fame! Submit your recommendations using the form found here: <https://datagovernance.uncg.edu/data-governance/newsletters-reports/>

Contact Us

Be on the lookout for our next newsletter, scheduled to be published April 2024! We appreciate your interest and support in our program. Go Spartans!

Email: edgteam@uncg.edu

Visit us on the web at [UNCG Data Governance](#)

Location: McNutt Building, UNCG Campus

Mailing Address: P O Box 27160, Greensboro, NC 27402