



Data Governance Charter

SEPTEMBER 2022

TABLE OF CONTENTS

<u>Data Governance Program</u>	<u>3</u>
Introduction	<u>3</u>
Purpose	<u>3</u>
Scope	<u>4</u>
<u>SCCOE Data Governance Program Structure</u>	<u>5</u>
<u>Data Governance Program: Key Groups and Roles</u>	<u>5</u>
<u>Executive Committee (EC)</u>	<u>6</u>
Membership	<u>6</u>
Core Group Responsibilities	<u>6</u>
Individual Member Expectations	<u>6</u>
Meetings	<u>7</u>
<u>Data Governance Committee (DGC)</u>	<u>7</u>
Membership	<u>7</u>
Core Group Responsibilities	<u>7</u>
Data Governance Policy Development and Advocacy	<u>7</u>
Data System Management & Data Quality	<u>9</u>
Program Area Leads	<u>9</u>
Individual Member Expectations	<u>9</u>
Meetings	<u>9</u>
<u>Data Stewards</u>	<u>10</u>
Membership	<u>10</u>
Individual Member Expectations	<u>10</u>
Data Governance Policy Implementation and Advocacy	<u>10</u>
Data System Management & Data Quality	<u>11</u>
Documentation	<u>15</u>
Meetings/Trainings	<u>15</u>
<u>Data Consumers</u>	<u>16</u>
Membership	<u>16</u>
Individual Member Expectations	<u>16</u>
Data Governance Policy and Advocacy	<u>16</u>
Meetings/Trainings	<u>16</u>
<u>Data Governance Coordinator</u>	<u>17</u>
Individual Expectations	<u>17</u>

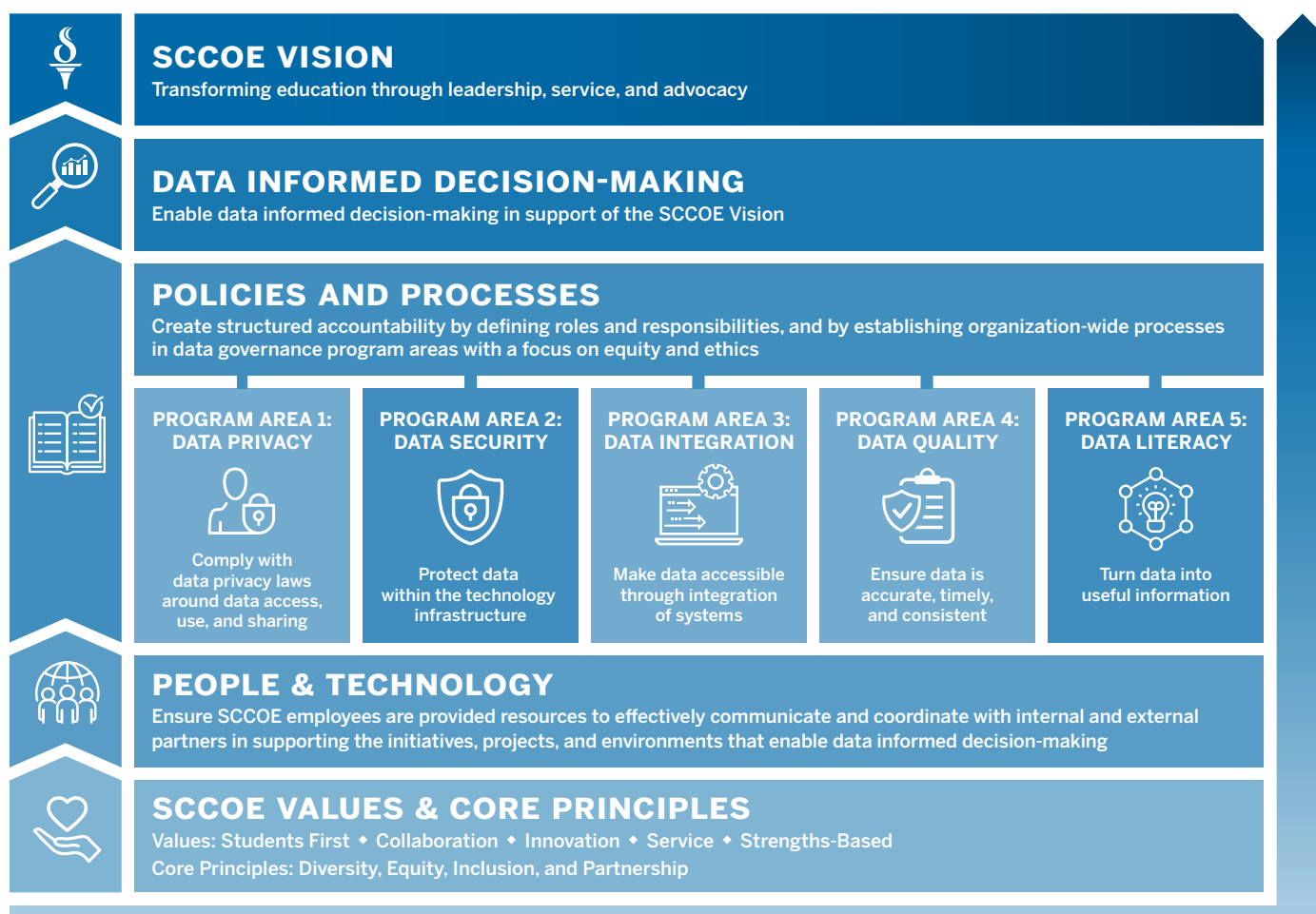
DATA GOVERNANCE PROGRAM

INTRODUCTION

The Santa Clara County Office of Education (SCCOE) believes that the value of data as an institutional resource is increased through its widespread and appropriate use. The SCCOE strives to achieve the overall management of the integrity, availability, and security of data used in the organization through the design and implementation of a data governance program.

Data governance is the SCCOE's formal and comprehensive set of policies and processes designed to ensure the ethical management of data throughout its entire life cycle. Data governance establishes responsibility for data, and enables staff to collaboratively and continuously make legal and ethical decisions about the organization's information assets. Through the systematic creation and enforcement of policies and processes, roles, and responsibilities, data governance encourages robust data privacy, security, and quality.

SCCOE Data Governance Framework



DATA GOVERNANCE PROGRAM

PURPOSE

The purpose of the SCCOE Data Governance Program is to create a system of management and a culture of responsibility that ensures data is collected, used, and shared responsibly, securely, and ethically with internal and external educational partners. The Data Governance Program provides a common vision for data use that is aligned with the goals of the SCCOE with the creation of policies and processes in five program areas:

1. Data privacy and confidentiality – Compliance with relevant federal and state data privacy and confidentiality laws and regulations for data collection, data access, data use, and data sharing agreements.
2. Data security – Protect data within the technology infrastructure and provide guidance for users on using SCCOE applications and tools.
3. Architecture and integration – Standardize the collection, storage, transformation, distribution and use of data to allow for the integration of disparate data systems and data sets to make data accessible to authorized users.
4. Data quality – Follow data management best practices ensuring data is accurate, timely, consistent, and meets the needs of education partners.
5. Data literacy – Enable data consumers to turn data into useful information.

The Data Governance Program will:

1. Support security and compliance with state and federal laws, privacy, security, and record retention/disposition policies. Security and privacy of data are understood, maintained, and enforced.
2. Ensure information quality by supporting data ownership and data management responsibilities of data owners and data managers for ensuring data integrity, data quality, and fitness for use.
3. Support people and technology to ensure that the SCCOE staff and customers are provided resources to support the initiatives, projects, and environments that support data-informed decision-making.

SCOPE

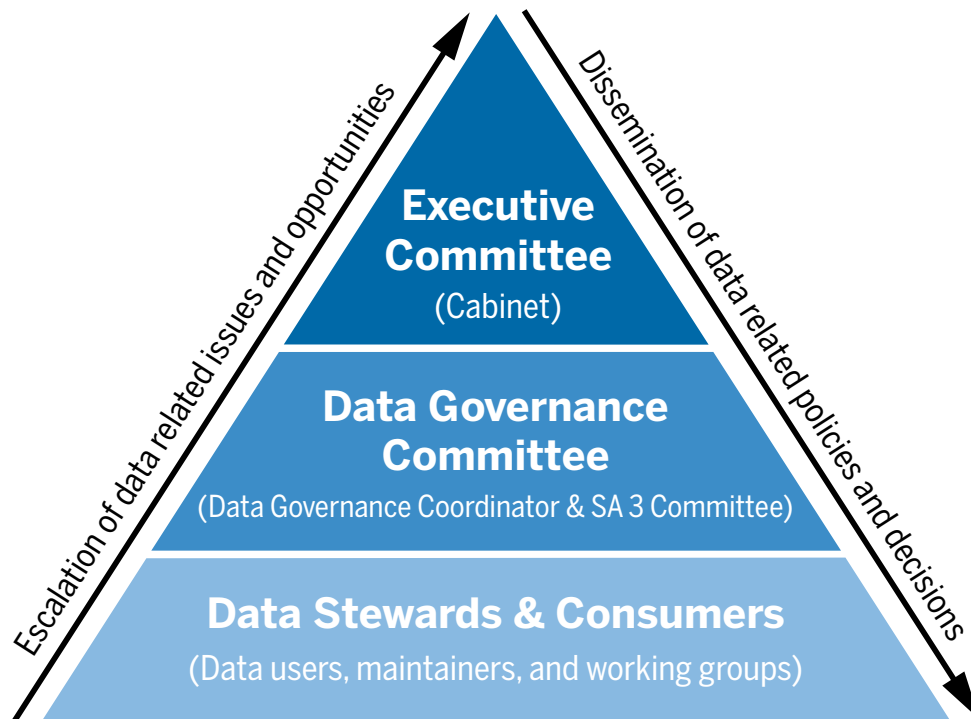
The Data Governance Program covers all institutional data including, but not limited to student data, employee data, and financial data.

Given the breadth of data, systems, and the diverse partnerships factors involved, the Data Governance Program will be implemented incrementally beginning with the development of policies and processes for student education data and systems for internal SCCOE staff; with a focus on Data Privacy and Data Security. Where appropriate, this guidance will apply to all types of institutional data.

SCCOE DATA GOVERNANCE PROGRAM STRUCTURE

Clearly defining the data governance structure—including roles, responsibilities, and relationships among groups—is important to ensure that data governance members understand their roles within the broader program and that the appropriate representation and decision making authority exist to lead and execute the program.

DATA GOVERNANCE PROGRAM: KEY GROUPS AND ROLES



SCCOE DATA GOVERNANCE PROGRAM STRUCTURE

EXECUTIVE COMMITTEE (EC)

Membership

The involvement and support of executive leadership is essential to ensure that the Data Governance Program is an organizational priority. The EC will be composed of the Superintendent of Schools and members of Cabinet. One member will represent the EC on the Data Governance Committee (DGC)*.

Executive Committee (EC) Members

Title	Division
County Superintendent of Schools	Executive Services
Chief Business Officer	Business, Facilities and Operations
Assistant Superintendent	Educational Services
Assistant Superintendent	Human Resources
Associate Superintendent	Professional Learning & Instructional Support
Chief Technology Officer	Technology & Data Services

Core Group Responsibilities

- Provide high-level project approval
- Prioritization of Data Governance Program implementation
- Approve policies and processes recommended by Data Governance Committee
- Ensure sustainability of the program
- Remove barriers to the implementation and ongoing operations of the program

Individual Member Expectations

- Modeling and advocating data governance principles with internal and external educational partners
- Communicating with the Data Governance Committee members who report to them to prepare for any discussions and decisions
- Including data governance responsibilities in the performance expectations of their staff
- Embedding the data governance principles into the work and systems they oversee
- Holding all their staff responsible for adhering to the data policies and processes established through the Data Governance Program

SCCOE DATA GOVERNANCE PROGRAM STRUCTURE

Meetings

- The Director of Policy Development will coordinate any policy updates and approval meetings where EC is required to review and/or approve data governance office-wide policies and regulations (the Superintendent's Policy, Administrative Regulations)
- The Data Governance Coordinator will schedule any meetings required for any updates, information, or approval of data governance policies and processes (Program specific)
- The Data Governance Coordinator will schedule any meetings, as needed, required to address critical program issues (critical data issues, program needs, program buy-in)
- The Data Governance Coordinator will schedule annual updates from the Data Governance Committee (accomplishments, timelines for work on various program areas, inquiry for EC support)

DATA GOVERNANCE COMMITTEE (DGC)

Membership

Members are selected by the Data Governance Committee and approved by the Executive Committee; some members (based on their positions and involvement in key program areas) will serve as adjunct members and attend meetings only as necessary. All employees designated as a lead for any Data Governance (DG) program area (Data Privacy, Data Security, Data Architecture & Integration, Data Quality, and Data Literacy) will be a member of the DGC. Additionally, other staff not listed may be asked to join ad hoc based on their job responsibilities and/or expertise. The Data Governance Committee will be the same working group established under SCCOE's Strategic Action #3: Sustain the Data Governance initiatives to promote effective and ethical use of education and related data.

Core Group Responsibilities

The DGC is led by the Data Governance Coordinator and is composed of directors and managers who are responsible for program areas that require data collection, management, and reporting, as well as managing staff with key data-related responsibilities.

Data Governance Policy Development and Advocacy

- Developing and overseeing the creation and implementation of data governance policies and processes
- Identifying, prioritizing, and supporting the resolution of critical data issues that affect the quality, availability and use of data (e.g., new legislation requiring additional public reporting, replacement of a source system)
- Escalating to the DGC policy recommendations for approval as well as issues that are controversial, highly visible, or are at high risk
- Developing and implementing an organization-wide Data Governance communication plan
- Soliciting input from Data Stewards and Data Consumers on Data Governance policies and processes

SCCOE DATA GOVERNANCE PROGRAM STRUCTURE

2022-23 Data Governance Committee (DGC) Members

Name	Title
Abby Almerido	Coordinator, Workforce Development and Organizational Culture
Suzanne Carrig	Director, Policy & Administrative Programs
Amanda Dickey	Executive Director, Government Relations
Narasimhan Ganesh	Director, Data & Analytics Development
Veronica Garza	Manager, Early Childhood Integrated Data Systems
Dharma Jayabal	Manager, Data Systems
Karen Larson	Director, iSTEAM
Dr. Tracy Rolfig	Coordinator, State & Federal Programs
Irina Shacter	Manager, Data Governance & Strategy
Nabil Shahin	Director, K12 Data Governance
Vince Tran	Manager, Security, Network, Systems
Deann Walsh	Manager, Assessment & Accountability
David Wu	Chief Technology Officer
TBD	TBD (Business, Facilities & Operations)



SCCOE DATA GOVERNANCE PROGRAM STRUCTURE

Data System Management & Data Quality

- Monitoring the progress of Data Stewards' responsibilities in establishing, documenting, and enforcing agency-wide data standards
- Establishing data and reporting standards that support approved data governance policies
- Overseeing the collection, documentation, and management of data specifications and metadata related to the data and information under governance
- Assigning stewards or other staff for resolution of data quality issues
- Reviewing and recommending policies and processes

Program Area Leads

DGC members designated as program area leads will also have these additional responsibilities:

- Convening ad hoc working groups as needed; keeping documentation in the form of meeting minutes
- Leading the completion of deliverables in own program area as defined in the annual work plan developed by the DGC
- Reporting progress of deliverables to the DGC
- Establishing and monitoring progress of measurable goals for own program area
- Identifying tools and resources needed to sustain program area

Individual Member Expectations

- Modeling and advocating data governance principles with internal and external educational partners
- Attending DGC meetings and participating in the decision making processes
- Including data governance responsibilities in the performance expectations of staff
- Holding staff responsible for adhering to the policies and processes established through the Data Governance Program
- Communicating DGC activities and decisions with their divisional colleagues
- Communicating with the DGC any data issues, regulations, plans, and policies from their division/department that could affect other programs or have an impact on technology
- Supporting reporting staff that have been designated as a Data Steward

Meetings

- Attending meetings to assist in the creation and implementation of policies and processes
- Attending other Data Governance meetings as needed

SCCOE DATA GOVERNANCE PROGRAM STRUCTURE

DATA STEWARDS

Membership

SCCOE Data Stewards are employees that are in positions that 1) review data before it is submitted or released for reporting, 2) own a particular data system (e.g., built or maintain it from a technical perspective), and/or 3) have deep knowledge of the data in the system (update frequency, data flows, definitions, and/or business rules).

The data systems housing student data maintained, managed, or frequently accessed by the SCCOE and their respective Data Stewards are listed on page 12. The responsibilities (“Individual Member Expectations”) of each Data Steward may differ depending on the system, the type of data within the system, and other factors. The table includes both a technical Data Steward who oversees the actual systems that allow the system to function (e.g., import, code for the application, server, authentication) and a business Data Steward who oversees the non-technical components of the system (e.g., direction of the system, implementation of the system, collaboration within SCCOE and agencies/others (if applicable), and/or promotion); these two colleagues should determine who is best suited to fulfill the responsibilities outlined below (“Individual Member Expectations”).

Individual Member Expectations

Data Governance Advocacy and Implementation

- Implementing the data governance policies, standards, and procedures approved by the DGC
- Designing and implementing standards and procedures as approved by the DGC to ensure conformance with the data governance policies
- Articulation and transparency around educational partners engagement (e.g., soliciting insight and input)
- Recommending new data governance policies, standards, and procedures or modifications to existing data governance policies, standards, and procedures based on new or emerging business practices that impact the data and information under governance
- Reporting to the DGC incidents of non-compliance to approved data governance policies and processes
- Actively promoting and communicating data governance to all SCCOE staff
- Providing necessary data-related training
- Communicating program area needs for data privacy, security, archiving, tools, etc
- Promoting appropriate and secure access to managed information systems and reports

SCCOE DATA GOVERNANCE PROGRAM STRUCTURE

Data System Management & Data Quality

- Reporting to the DGC systematic errors and other data issues, especially data issues defined as critical, related to the data and information under governance
- Making corrections to data or data systems when directed to do so by the DGC
- Identifying root causes of recurring errors and reporting these to the DGC for potential remediation
- Tracking federal, state, and other pending legislation or regulations involving data elements in their domains and communicating the potential effects
- Providing articulation and transparency around technical processes for support, maintenance, and new features
- Performing annual audits – proposing process changes to improve data quality and/or agency efficiency
 - Data elements-ensure that all the elements collected are necessary.
 - Determine if there are missing key data elements that should be collected/added for data use needs (internal and external) or deleted (approval needed from DGC)
 - Ensure that the data used by the system they manage adheres to appropriate data quality
 - System access- delete users that should no longer have access to the system
 - Documentation review (listed below)/edits and submission/access to the DGC



SCCOE DATA GOVERNANCE PROGRAM STRUCTURE

Data Stewards

Data System	Data Steward - Technical	Data Steward - Business
Aeries – SCCOE Student Programs Only	Kevran Day, Database Administrator II	Norma Bayless, Transition Coordinator, Alternative Education; Duong Ton, Student Services Specialist, Special Education
Assessment Application – DataZone	Dharma Jayabal, Manager, Data Systems	Meaghen Spencer, Manager, Data Services
California Educator Reporting System (CERS)	California Department of Education	Dan Mason, Manager, Assessment & Accountability
California Longitudinal Pupil Achievement Data System (CALPADS)	California Department of Education	Kevran Day, Database Administrator II
Canvas	Karen Larson, Director III, iSTEAM	Karen Larson, Director III, iSTEAM
Child Care Portal	Daniel Jin, Data Systems & Communications Specialist	Veronica Garza, Manager, Early Childhood Integrated Data Systems
ChildPlus	Harry Tong, HeadStart Program Analyst; Kevran Day, Database Administrator II	Maria Scallia, Supervisor, Administrative Services
Class Dojo	SCCOE TDSD	James Howarth, Assistant Director, Special Ed; Jennifer Casel, Manager, Special Ed Programs
Clever	Ilona Sparks, Applications System Analyst	N/A
DataZone (DZ)	Dharma Jayabal, Manager, Data Systems	Nabil Shahin, Director III, K12 Data Governance
Desired Results Developmental Profile (DRDP) Online	Harry Tong, HeadStart Program Analyst	Araceli Foncesca, Manager, EL Program Operations

SCCOE DATA GOVERNANCE PROGRAM STRUCTURE

Data Stewards (cont'd)

Data System	Data Steward - Technical	Data Steward - Business
Document Tracking Services (DTS)	Vendor	Laura Aguilar, Sr. Administrative Assistant; Duong Ton, Student Services Specialist
FosterVision (FV)	Eric Sandoval, Web Developer/Programmer, LD	Nabil Shahin, Director III, K12 Data Governance
HandsOn	Eric Sandoval, Web Developer/Programmer, LD	John Gomez, Manager, Program & Quality Assurance
Imagine Learning (formerly Edgenuity)	Ilona Sparks, Applications System Analyst	Eugene Santillian, Principal, Alternative Education; James Howarth, Assistant Director, Special Education
LaserFiche	Jim Carrillo, Director III, Applications, Business & Web Systems	Varies based on project owner
Learning Genie	Harry Tong, HeadStart Program Analyst	Kristen Lee, Manager, ELS/Planning & Support; Araceli Foncesca, Manager, EL Program Operations
Medical Billing Technologies (MBT)	Medi-Cal Billing	Ruby Nevarez, Student Services Specialist
Migrant Student Information Exchange (MSIX)	U.S Department of Education	U.S Department of Education
Migrant Student Information System (MSIN)	Karen Balderas, Enrollment Data Specialist; Israel Rivera Alvarado, Enrollment Data Specialist, LD; Simi Pannu, Supervisor, Migrant Ed ID&R	U.S Department of Education
Naviance	Vendor	Vendor
NoHo	John Gomez, Manager, Program & Quality Assurance	Maria Scallia, Supervisor, Administrative Services
Parentsquare	Vendor	Jennifer Casel, Manager, Special Ed Programs; Duong Ton, Student Services Specialist

SCCOE DATA GOVERNANCE PROGRAM STRUCTURE

Data Stewards (cont'd)

Data System	Data Steward - Technical	Data Steward - Business
ReadyRosie	Harry Tong, HeadStart Program Analyst	Kristen Lee, Manager, ELS/ Planning & Support
Renaissance Star (RenStar)	Tracy Rhofling, Coordinator, State & Federal Programs Alternative Education; Phil Morales, Director/ Principal, OYA; Katherine Everett, Assistant Principal, OYA	Charlotte Biggerstaff, Student Assessment Technician, Alternative Education; Phil Morales, Director/Principal, OYA; Katherine Everett, Assistant Principal, OYA
RIM	Donna Xia, Web Developer/ Programmer, SR	Ruby Nevarez, Student Services Specialist
Schoology	Vendor	Vendor
Special Education Information System (SEIS)	N/A	Kimberly Dang, SELPA Data & Program Administrative Support Specialist (South East SELPA)
ServiceLink (SLS)	Eric Sandoval, Web Developer/ Programmer, LD	Meaghen Spencer, Manager, Data Services
SIRAS	Diana Franco, Education Program Analyst, Special Education; Catherine Mendoza, Program Specialist, OYA	Catherine Mendoza, Program Specialist, OYA
Test Operations Management System (TOMS)	California Department of Education	Dan Mason, Manager, Assessment & Accountability
Ultracamp	Tad Nakamura, Environmental Ed Program LD; Ron Lauder, Environmental Ed Program LD; Moriah Wright, Health Technician, Environmental Ed	Marie Bacher, Director II, Environmental Ed
ContinuumCloud (formerly Welligent)	Narasimhan Ganesh, Director III, Data & Analytics Development	Chaunise Powell, Executive Director, Youth Health & Wellness

SCCOE DATA GOVERNANCE PROGRAM STRUCTURE

Documentation

Data Stewards are charged with collecting, organizing, and documenting the following for their data system; as applicable. If a work plan for this documentation does not exist, then plans shall be developed and reviewed on an annual basis.

- Business glossary
- Data inventory
- Data dictionaries
- Data quality rules
- Business rules including regulatory compliance
- Master data management
- Reference data management
- Establish a data usage request process
- Issue tracking
- Metric definitions and calculations
- Role based access – ensure users have access only to data they are authorized to access based on their roles

Meetings/Trainings

- Participating in Data Stewardship training as needed
- Providing trainings to data consumers as needed
- Meeting with other Data Stewards to ensure that the data meet all agency data use needs and share best practices lead by Data Governance
- Participating in biennial reporting (meetings and document submission) to the DGC or the Data Governance Coordinator on successes, issues/problems, areas for growth, and needs for tools/technology, guidance, etc.
- Attending other Data Governance meetings as needed

SCCOE DATA GOVERNANCE PROGRAM STRUCTURE

DATA CONSUMERS

Membership

Data Consumers are SCCOE employees who collect/input, use, and/or access student data, and/or support SCCOE data systems that hold student data.

Individual Member Expectations

Data Governance Policy and Advocacy

- Adhering to all Data Governance policies and processes
- Advocating for Data governance best practices with external educational partners
- Reporting any data quality issues to the appropriate Data Steward
- Recommending new data governance policies and processes or modifications to existing data governance policies and processes based on new or emerging business practices that impact the data and information under governance, new/changing needs, or insight/knowledge

Meetings/Trainings

- Participating in training as needed
- Attending other Data Governance meetings as needed



SCCOE DATA GOVERNANCE PROGRAM STRUCTURE

DATA GOVERNANCE COORDINATOR

The Data Governance Coordinator role will be filled by the Manager, Data Governance & Strategy or other personnel as assigned by the County Superintendent of Schools.

Individual Expectations

- Leading the strategic oversight, communication, coordination, and implementation of the Data Governance Program
- Ensuring the communication and collaboration across top management, Data Governance working groups, data stewards, and data consumers in achieving programmatic goals
- Leading the DGC
- Leading the creation, updates, and dissemination of Data Governance documentation
- Leading the annual review of the Data Governance Program
 - Existing policies and processes and updating as needed
 - Developing a yearly work plan for the Data Governance Program
 - Assisting Data Stewards in the creation of documentation
 - Identifying additional training needs





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