

Open Data Literacy: Public Records Requests

Week 2 – Thematic Analysis Project: Consolidating Interviews

Abstract: This document is the consolidation of high-level, thematic analysis from our five interviews this week. We sought to foreground the most important elements that we heard from our interview subjects, and came to the following three categories:

1. A series of justifications for open data programs in general;
2. A series of justifications for an open data alliance;
3. Practical steps that might contribute to either of these initiatives.

Outcomes: Our project is focusing on the justification of #2. We believe it is the case that if the tenets of #1 are not understood or met, an open data alliance will fail, even if the provisions of #3 are followed.

Part of our forthcoming charter will be ensuring that #1 is strongly communicated to people that will participate in the alliance, so that they can each overcome issues related to jargon and refine the points that comprise #2. If participants are willing to transparently and vocally work through some of the points of #3, that can ensure progress on #1&2, and produce lasting support for an Open Data initiative of any kind.

Interview Subjects

- 1 – Brandy
- 2 – David
- 3 – Cindy
- 4 – Evan
- 5 – Terence (and Robin)

51 (m)
OTS

Internal UX

PO
Workflow
in-office
(“head” PO)

B
Low Volume,
High Touch

Small
requests

PO
Good-faith
perspective
(outward)

External UX

Sharing PO
w/ Media

B
Implicit
Partners?

B
Good with
regular, formal
records; bad
at broad
requests

Growing against
the grain (there's
always some weirdy/
Dashed to
overcome...)

PO
No one
will use
OID

B
LACK OF
PUBLIC
LITERACY

Respective
comes
from sharing.

SPD

▫ Already
shares
knowledge
supports
into rehg.

Alliance
of Librarians
- ODA

Dogfood

SPD
Good use
of Datasets
- public

▫ Has historical
data because of
luck/
happernance

▫ Strong
Infrastructure
Knowledge

SPD
Deep
Privacy
focus but
into aggregation

SPD
Privacy
Concerns w/
Publishing

Red team
SPD
Tech use
- cleaning
/ analysis

Foundational Principles

Cindy
Records
Management
- core issue

c OD =
transparency,
not cost
reduction

c Systemic
Infrastructure
not technical

Cindy
Intergovernmental
Bridge

KYC +
Customer
Service =
Smooth
Transactions

Cindy
Consumers
w/o internet
or old

Cindy
Frequent
Flyers
- Good & Bad
liability?

c Right
adversarial
perspective

Efficiency

c DP entities
understand
what they
have

Cindy
Time/cost
of record
fulfillment

c Minimum
Visible
Dependencies

Accountability

Cindy
Sharing
- agreement
necessary

c Limit
Scope =
None
(certainable)

E

Can only share what's available

E

Incentive to withhold

Liability
Non produce

PDO limitations
w/ access & records collections

D when updated is a viable RPK reducer.

Enable
R Managers
& PDOs

E
Generational
Privacy

Institutional
endorsements

- Inaccuracy
- Bad PR

Big
Problems

Top Brass
Interference

Incentive
Structure

E

Intersection
of useful/
interesting

EV
Good use
of Five Ds
for public

EV
Small staff
-large
requests

E
IDEALS
Easy
Lazy
Simplicity

EV
Intergovernmental
- emails
w/ attachments

EV
Roles &
Responsibilities

Curiosity
data analysis
8
becoming
data driven

TR
Some data
public but
not sure how
useful

TR
Start of
trend analysis

PR2 Request
Double
- reasons?

UX tech.
but not
data driven

ODA
- need
convincing

^ Professional
focused,
not
practical

✓ Instructors
data value/
practicality
vary for
allience

TR
Difficulty w/
sensitive info
for proactive
disclosure

TR
Many data
sharing
agreements

Creating
a body of
standards

Contractual
rather
than implied

TR
Burden
to
structure
on citizens

1

Why open?

(Problems, enabling factors, and
interesting justifications for OD)

2

Why ally?

(
" for Alliances)

3

How?

Tips, tricks, process stuff

Implicit Partnerships w/ all stakeholders

2

Good Faith
Fulfillment =

Good inner life +
Good outer life

Barriers

1. Skepticism re: public interest
2. Intraagency Verbiage
2. Top brass interference
1. Oldies/generational privacy issues
2. Institutional embarrassment

Items labeled based on category
Relevance.

Needs

- 3 Understand data
(key for alliance participation)
- 3 Practical focus (not just professional)

1

Efficiency Cindy
Time / cost
of Record
fulfillment

~~Incentive~~
~~Effectiveness~~
for entities...
useful + interesting
means need
access to resource.
update it.

O =
Transparency

Respective
comes
from sharing.

Indirect + SPD
Privacy
Concerns w/
Publishing

2

Good ARMS

Cindy
Data sharing
- agreement
necessary
for accountability

Share
procedures,
trade
outcomes
in CDA.

3

Standards

1. Should customers have to check boxes?
2. Should there be contract type talk?
3. How do we do PII? 4. Privacy

Dog food =
Know what you have
+ Eat it

Enable
R Managers
& PDOs
with tech tools
+ Policies

Be friends
with your
library
Data Privacy Partnership
Address consumer
w/o internet



Curiosity
data analysis

Braving
the
Storm

Foundational Principles

- Ridge - Transverse

Ally
produces

四

QODDAR

enriched
Help
selected
understanding
others
have

Big Problems

Cinco
de Mayo

三

Re man care

2

600
Dg
a
m