DATA GOVERNANCE COMMITTEE

10/29/15

DATA LEADS TO…

- Saving time
- Quicker solutions
- Increased trust
- New opportunities
- Smarter decisions

KC is becoming a data driven city

However, challenges remain

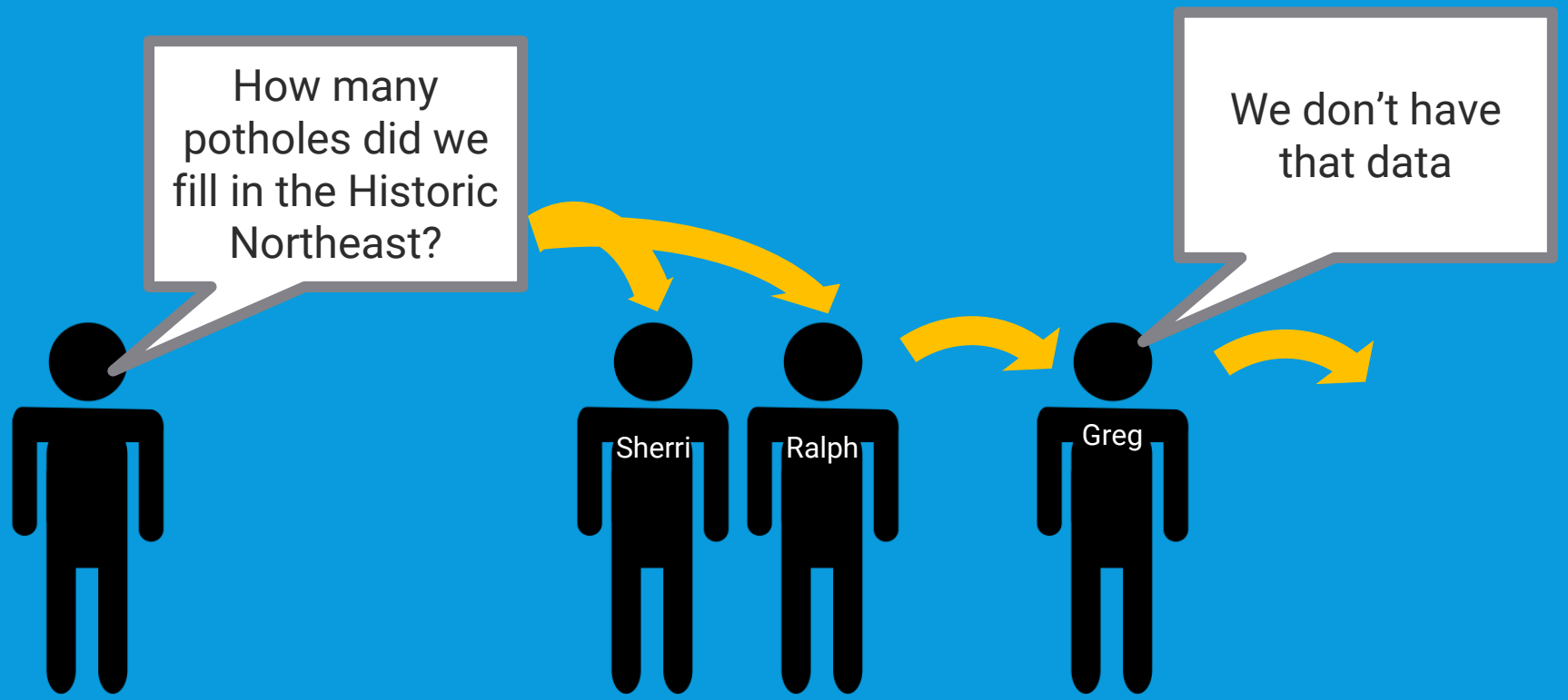
The Data Governance Committee is how we move forward

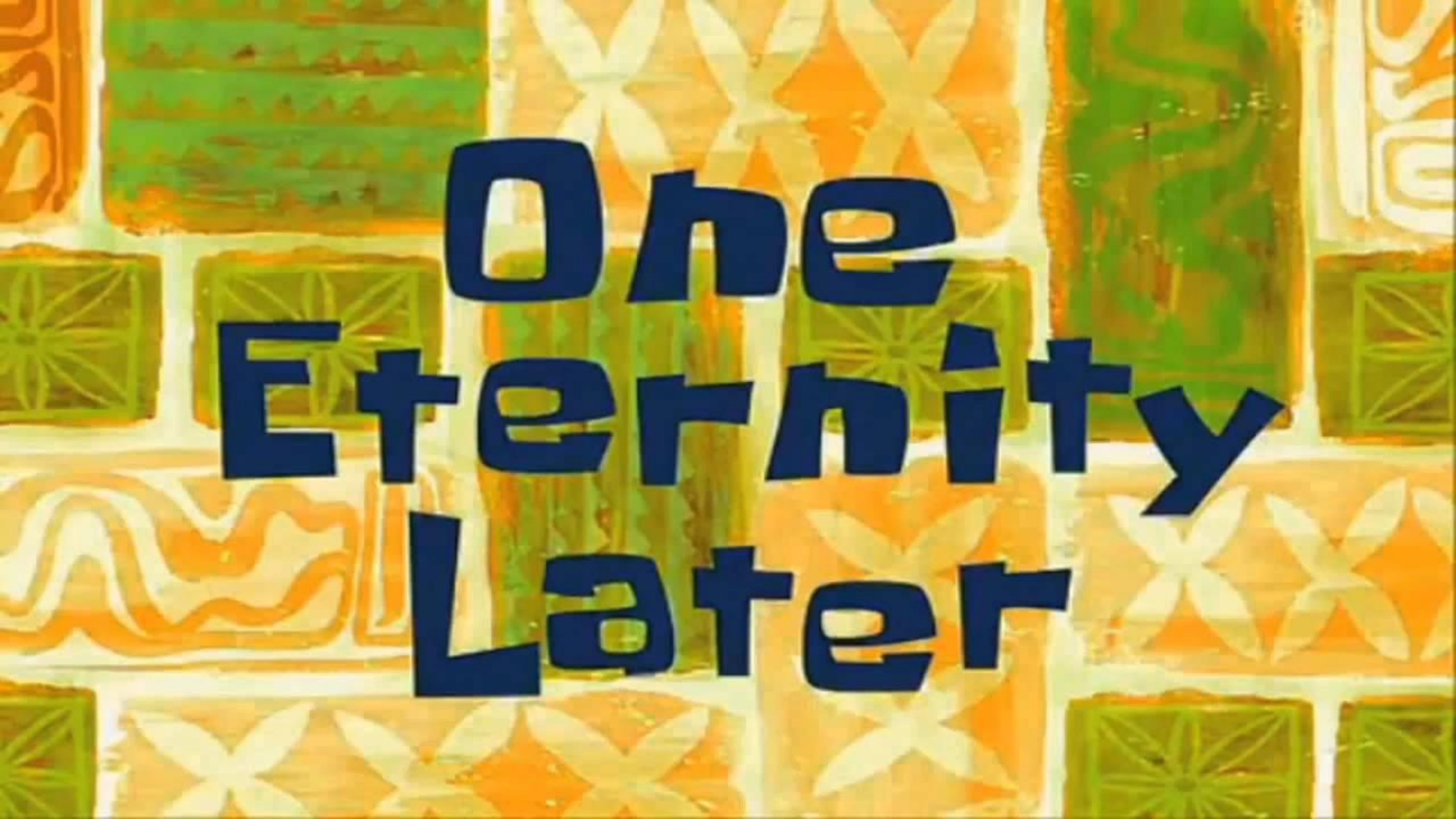
DATA PAIN POINTS

- List out any issues that you have with sharing data
- It’s absolutely OK if you list what someone else has likely written
  - Can figure out the most common issues this way!

- Example:

OUR CURRENT SYSTEM




One
Eternity
Later

OUR CURRENT SYSTEM

DATA PAIN POINTS

- List out any issues that you have with sharing data
- It's *absolutely* okay if you list what someone else has likely written
  - We can see the most common issues this way
- Example: takes too long to get data!

DEFINING OPEN DATA

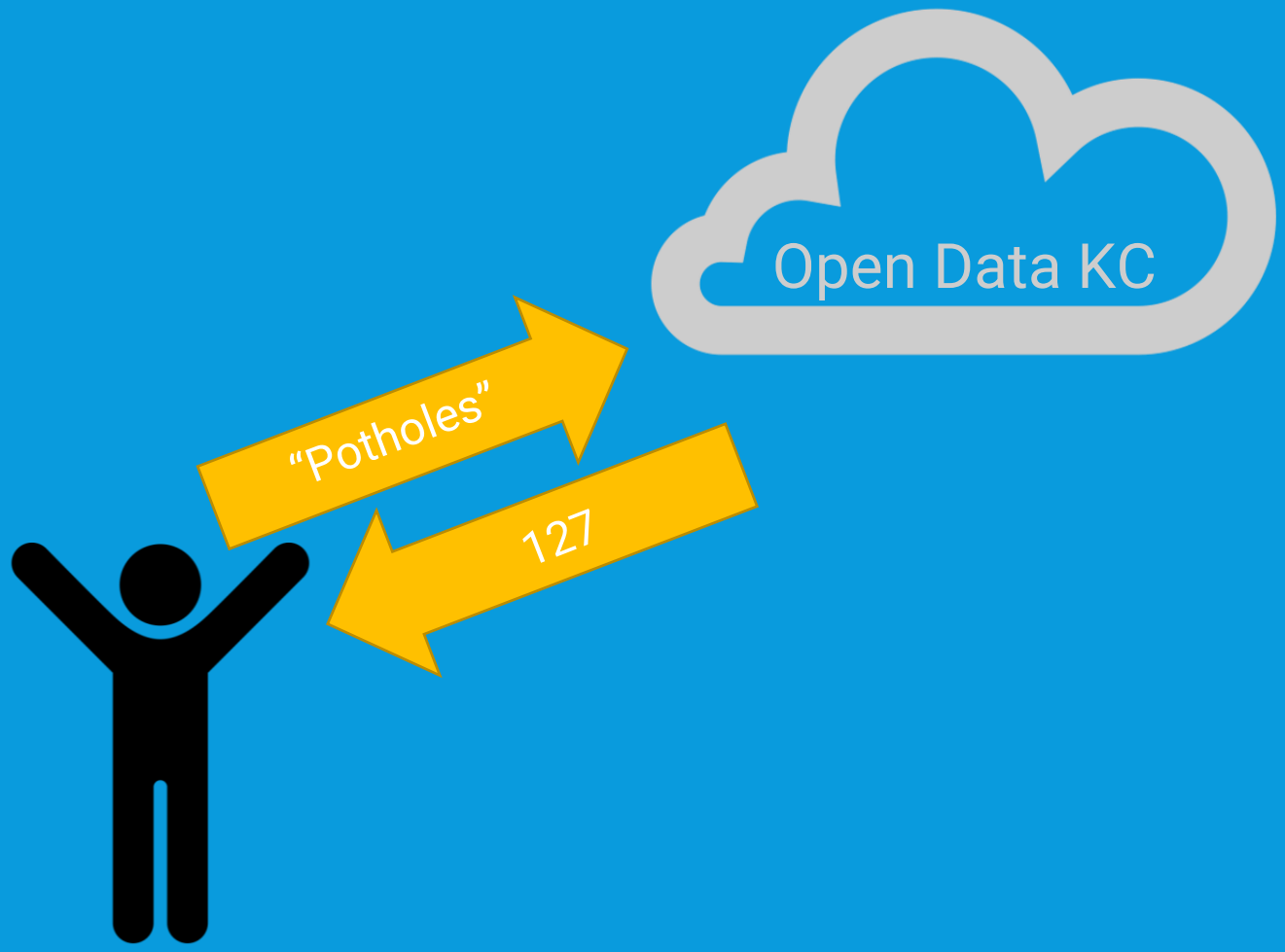
SUNLIGHT FOUNDATION

Open Data =

the right to information online that is legally open without restriction on use or reuse

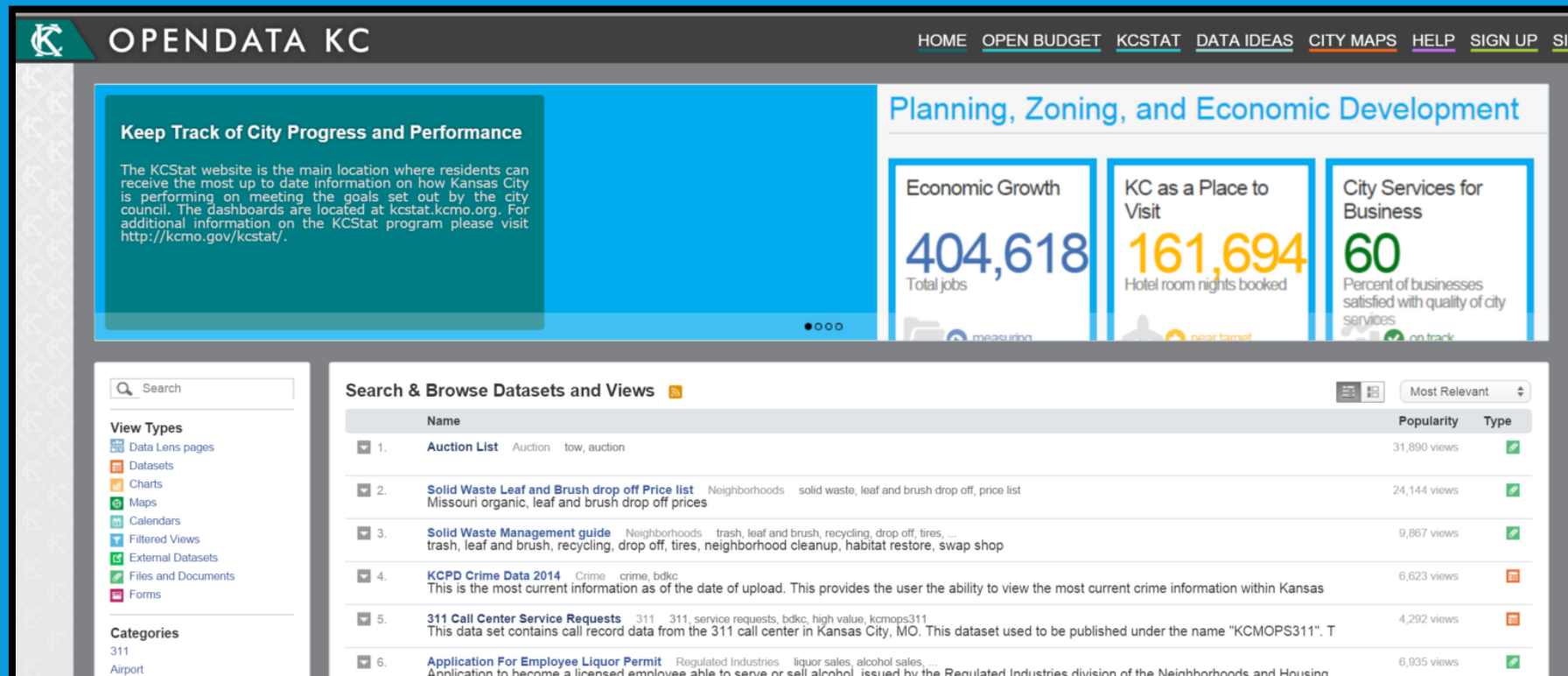
Administratively	Technically
Proactively Online	Open formats
Cost-free	Machine-readable
License-free	Bulk downloads

HOW OPEN DATA HELPS



BENEFITS OF OPEN DATA

- Puts all of our high quality data in one place
- It's one systems
  - No more reports in PeopleSoft, Access, BRASS, etc.
- No permissions
  - no passwords
    - no hassle



OPEN DATA FOR CITIZENS

- Answer their own questions
- Always have the latest information
- Get information in a variety of formats
- Empower neighborhood groups to improve their neighborhoods with a data driven approach
  - Which corner of our neighborhood has the most property violations?
- Enables techies to build apps/services on top of data
  - Rockhurst - Water Main Break Analytics

OPEN DATA FOR BUSINESS

- Allow companies to make better decisions
  - Where should I park my food truck? Which sidewalk has the most pedestrian traffic at 11:30AM?
- Even the playing field for information access
  - Zoning, demographic information, etc.

OPEN DATA AT WORK

Public Information Requests

Open data proactively releases data online in accessible formats, reducing the need for public information requests

Chicago reduced information requests by 50%

OPEN DATA AT WORK

Inter-departmental Collaboration

Open data makes it easier for departments to use each other's data

CMO used NHS dangerous buildings map to quantify the impact of a grant request

OPEN DATA AT WORK

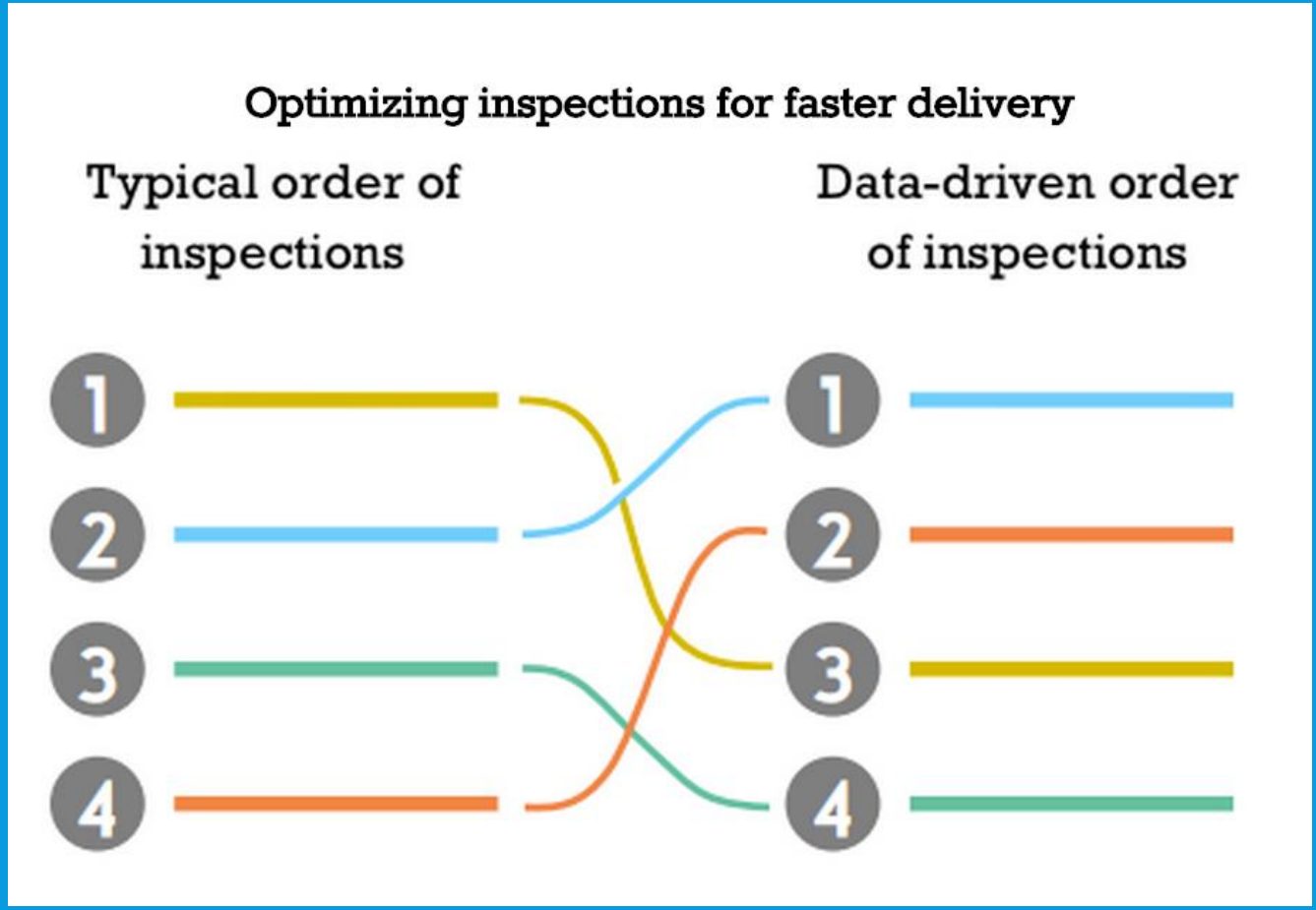
Open data helps employees engage with the public

Philadelphia asked the public for input on dataset release, and received many comments on value and potential use cases

OPEN DATA AT WORK

Chicago used a forecasting model to predict critical violations

Discovered critical violations 7 days earlier than normal using 311 data



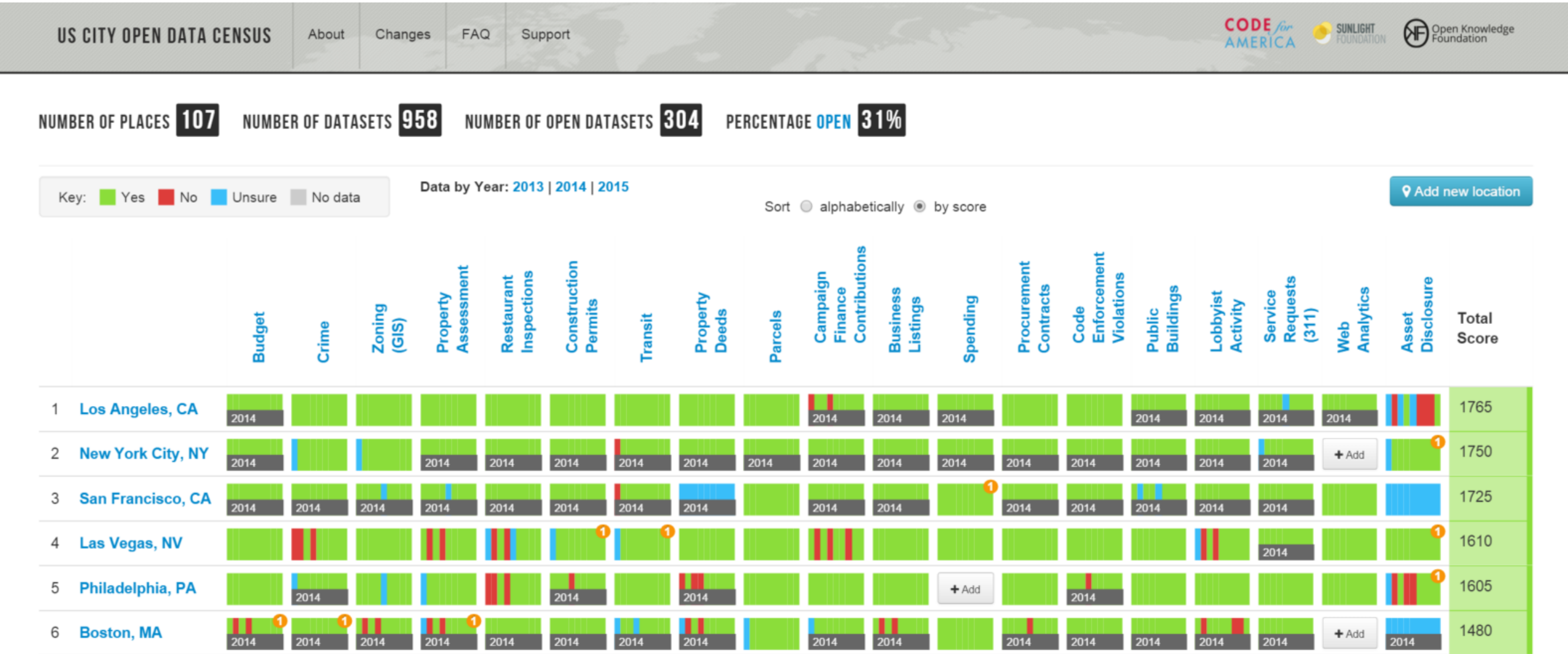
WHERE WE ARE AT

DO WE HAVE BUY IN?

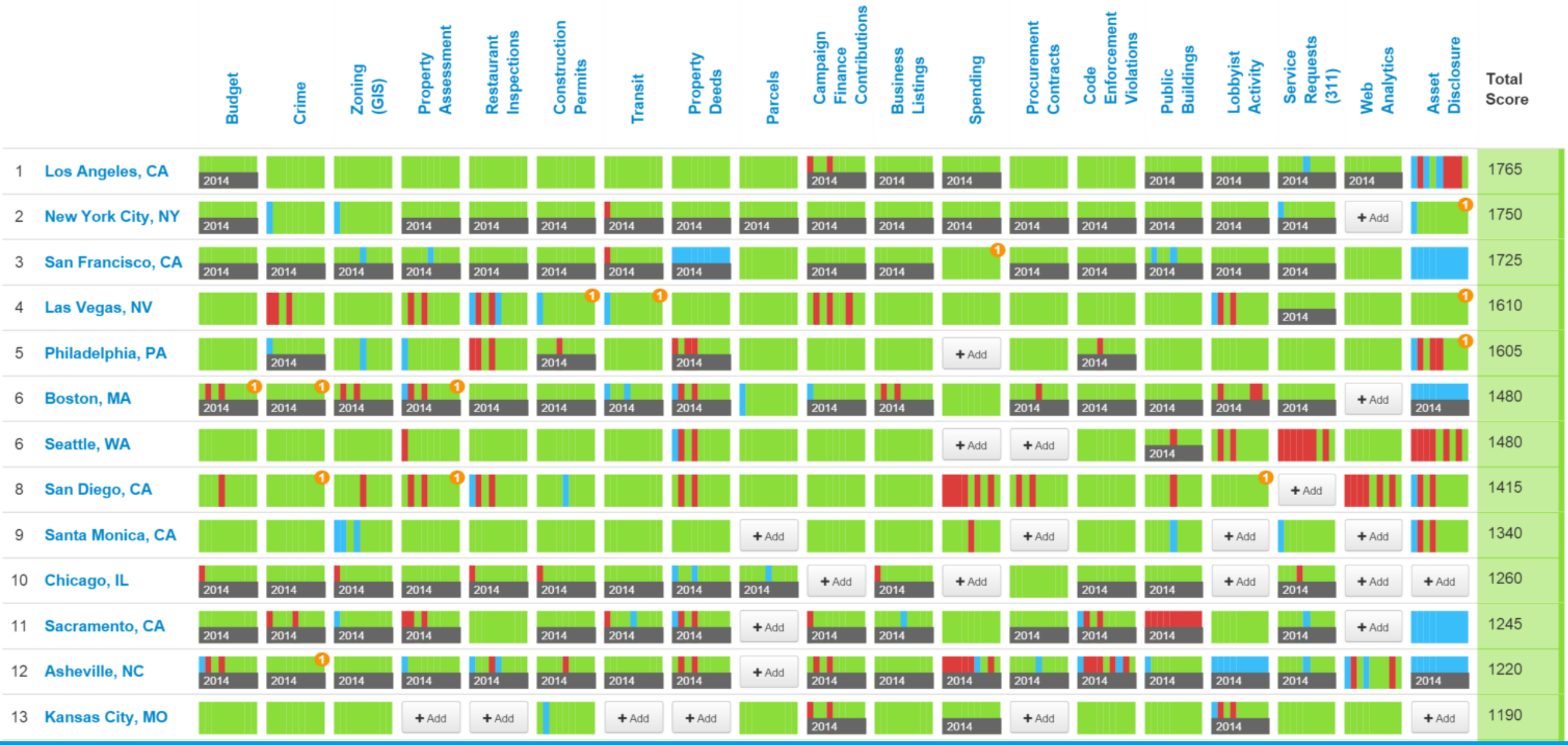
WHO IS ONBOARD?

- Mayor & City Council
  - Who doesn't love transparency and being a data driven organization?
- City Manager
  - Actually uses the data portal – a lot!
- Department Directors
  - Are use to being asked for data – want a better way to share information

OPEN DATA CITY CENSUS



KC is currently #13



THE NEW ORDINANCE

- Authorized the creation of this group
- Sets framework for significant Open Data expansion
  - Data Governance Members in every department
  - Data Inventory
  - Establishing timelines

EXPANSION PLANS

- Worked with Sunlight Foundation, GovEx, John Hopkins, and Bloomberg Philanthropies to learn how the best cities are expanding open data
- Our departments are *really* complex. So we decided to form this group as a way to develop data people in each department.
  - Supported by a core team of IT, Law, and CMO

DATA GOVERNANCE COMMITTEE

THE COMMITTEE

Department	Representative/Liaison/Data Wrangler
City Manager's Office	Eric Roche
City Planning and Development	Steve Lebofsky & Brian Jackson
General Services	Kim Mesa
KCFD	James Garrett
Law	Joseph Guarino
Neighborhoods and Housing Services	David Reynolds
Parks and Recreation	Terrence Williams
Public Works	Petrina Parker
Water Services	Sean Hennessy & Grace Hanne

IT'S AWESOME IF YOU AREN'T A DATA GEEK LIKE ERIC

- Don't panic!
  - We all have varying degrees of data skills
  - We have access to good training material
  - Kim, Joe, and I are here to support you at all times
- We need people with diverse skillsets if we are going to succeed!
- Everything we are going to do can be broken down into small, workable problems.

GOALS

1. Give as many people access to user-friendly data as possible

2. Establish crosscutting data conversation

ROADMAP

1) Data Census

2) Data Prioritization

3) Develop a Release Schedule

4) Begin Sharing new data on Open Data

THE FIRST STEP: DATA CENSUS

- Need to inventory the data that we have within each department
  - We know where our streets, parks, & water pipes are
    - Data is valuable, we should treat it the same way
  - Need the list to be as complete before we can prioritize

WHAT TO ASK YOUR DATA STEWARDS

- Do you provide information for reports on federal, state, or nonprofit grants?
- Do you manage a database?
- Do you compile reports for a legislative body (city council or cabinet meeting)?
- Does your department supply data to KCStat or <Department>Stat?
- Is your organization under any oversight from state or federal agencies, external auditors, or investigators? Is there a corrective action plan? (ADA Curb Ramps)
- What data is often requested by the public through Sunshine requests, 311 or some other method? (traffic count requests via 311)

Who do you get your data from?

Where do you get your data from?

EXAMPLE: BIZCARE CLIENT VOLUME

- Eric: “John, do you have any reports on how many people have come through BizCare?”
  - John: “Yes”
- Eric: “Can I see it?”
  - John: “Yes”
- Eric: Where did these numbers come from?
  - John: “We track them in BizTrakker.”
- Eric: What’s BizTrakker?”
  - John: “It’s our Customer Resource Management System (CRM)”
- Eric: “Who on your staff knows the most about this system?”
  - John: “Sherri”

WHAT TO RECORD

Title	Contact Name & Email Address	Contents	Data Source	Contains Sensitive Data	Sensitive Data Comments
Human-readable name of the asset. Should be in plain English and include sufficient detail to facilitate search and discovery. Avoid acronyms.	Data Steward's email address. Who manages the data and is responsible for granting permission to access the data? Who understands what the dataset includes and can answer questions about it?	What the dataset describes. Provide a longer description of the data that can be readily understood by non-technical users.	What is the original system/application/file that houses it? Please provide additional comments as necessary.	Does the dataset contain sensitive data, such as personal phone numbers, Social Security Numbers, etc.?	What could be done to make the data shareable?

EXAMPLE

Title	Contact Name & Email Address	Contents	Data Source	Contains Sensitive Data	Sensitive Data Comments
Citizen Satisfaction Data	Kate Bender Kate.Bender@kcmo.org	citizen survey results from 2003-present. A quarterly citizen satisfactions survey is sent to citizens and the results are recorded here. Contains all citizen responses.	Stored on an Office of Performance Management shared drive as an Excel file	Contains individuals addresses and demographic information (age, sex, income, etc).	Recommend that respondent addresses not be released.

ALSO RECORD

- Department (CMO)
- Division (that stewards data) (OPM)
- How frequently it’s updated (quarterly)
- We aren’t evaluating quality at this point in time – that comes later!

TIMELINE

ROADMAP

1) Data Census

2) Data Prioritization

3) Develop a Schedule

4) Begin Sharing new data on Open Data

90 DAY SPRINT

- Within 30 days
  - Have a complete data census for your department
- Within 60 days
  - Evaluate the quality of each dataset (we have a framework!) in your department
- Within 70 days
  - Complete the prioritization exercises (fun, easy, hopefully online)
- Within 90 days
  - Place one new dataset onto OpenData KC. (not as hard as you think, I promise!)

DATA CENSUS – THOUGHTS?

- How can Kim, Joe, and I help you?
  - Only ever a call, email, skype, tweet, slack, carrier pidgeon away
- Questions
- Are we missing anything?

FOR OUR NEXT MEETING

- Lessons learned during the data census
- Next meeting we will discuss how to evaluate the quality of our data