A6: Affinity Diagram
LIS 2021: Identifying Information Needs

City of Pittsburgh Data Services Team
Data Governance and Health Status Checks

Group 5: DataTrackers

November 19, 2021

This is my role.

I have a role with data.

I have a role with people.

I am a data manager

H1-01: I am a data manager. If there's a record of it, I work with it.

H1-11: I handle payroll data, personnel data, equipment data, event data, and shared files.

T1-02: I collect and preserve records.

T1-01: I manage inactive records that still have value.

O1-02a: I am responsible for maintaining records. I do not process the requests and activities that create our records.

I am a data user.

O1-04: I am a data user. I run periodic reports.

Z1-02: I am a data user. I do not formulate or generate data.

V1-01: I am a data user; I manage a team of data analysts. We are not data managers.

Z1-04: I am responsible for looking at data and working with staff to analyze it.

I manage people.

M1-01: I manage Technology and Performance, work with the digitization team.

O1-01: I oversee an entire division within my department.

Z1-01: I support field and office teams.

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My department oversees data.

My department creates the data.

My department inputs its own data manually.

- V1-04: Clerks manually enter our data into the system from paper reports.
- O1-12: Cartegraph data is entered manually.
- Z1-13: Datasets are created manually (e.g. 311 calls; management enters data into 3rd party software).
- M1-08: Some data is acquired from manual tests, which is then entered into the database.
- V1-06: Some data is created and collected by technicians that answer the phone and input the data and information.
- Z1-20: Overall our department accurately records work into 3rd party software.

My data is generated automatically.

- M2-07: Most data comes in from electronic measurement devices.

Another entity inputs my data manually.

- V1-03: Some of our data is entered by the county.

My department manages the data.

My department developed a data management process.

- H1-07: I create connected spreadsheets to track rosters and manpower (who is where and overtime), COVID symptoms (temp), etc.
- H1-04: We took a lot of garbage information and changed it so we have good data in and good data out. Every year we get better.
- H1-02: Our records management system handles multiple modules of data and reporting.
- H1-06: We used to have printed documentation and policies in every area but now everything is on SharePoint.
- H1-03: We didn't have much guidance with our data management and standardization practices.
- H1-08: We cannot tell the boss what to do - we recommend/encourage that moving to electronic, with no more stacks of paper, is better, easier.

I use third Party Applications or Software.

- Z1-14: Financial information is recorded into 3rd party software.
- H1-05a: We use a 3rd party system for sharing.
- Z1-18: We use 3rd party software to manage equipment and property.
- Z1-19: We use Microsoft Suite of tools.
- T1-15: We use multiple 3rd party software to manage and make available our data.

We manipulate our data.

- M2-10: said data is not 'massaged' when it comes in - it is massaged for reports and FOIL requests.
- V1-05: Clerks manipulate and standardize the data per outside criteria.

I prioritize records for digitization.

- T1-16: Digitization of analog materials is based on project interest and funds.
- T1-07: I prioritize digitization of records by importance to the City and by number of requests.

My department queries our data.

- M2-19: We could write queries to automatically pull data once a month.
- V1-10: We write code to pull data straight from source.

Customers create data.

My department receives information from phone calls.

- M1-05: Most people call our emergency line to relay resource problems or access issues.

My department receives data from 311.

- M1-06: 311 tickets are transferred to our emergency line.
- O1-11: This department has multiple bureaus. 311 tickets are routed to the appropriate bureau.

We work with other entities for some data management.

Our data is managed by a third-party contractor.

- T1-19: Online material and digital assets are managed by a contractor hired by state.

I work with I&P.

- V1-11b: I&P helps with large datasets.
- V1-11a: We have regular weekly meetings with I&P.

miro

I use data.

I use data for internal purposes.

I use data for staffing decisions.

V1-02b: We use data to determine staffing and for administration.

Z1-07: We use data to project the availability of our workforce to support work.

O1-03b: I use the data to make decisions - understanding staffing levels and making sure people are on the right task.

Z1-12: I use an Access DB to augment HR data with data HR does not have - data relevant to or that may affect union workforce.

I use data for budgets and financial decisions.

O1-03a: I use the data to make decisions - budgetary decisions.

Z1-05: We use data to project finances to produce work.

M1-02: I use data to know how much to bill customers.

I use data for employee performance and payroll.

Z1-06: I use data to evaluate the performance of various employees.

H1-12a: I work with payroll data on a daily basis.

This is my data.

These are my top five datasets.

Z1-03: Top 5 datasets include HR, 311, 3rd party software, Budgets.

I work with HR data.

H1-13: We work with and receive data from departments such as HR where info will come over; personnel management.

H1-14: We are switching records management systems so we can gather some more HR variables in our department.

Z1-11: We do not have any personnel data with PII. Any PII is retained by HR and civil services.

I use data for my work with the public.

I use data for problem solving.

V1-02a: We use data to identify and solve problems.

H1-09: We are data users. We use data to prove what is happening in the field and to justify training and field decisions.

M1-03: We use data to monitor resource quality - alarms go off for resource quality issues.

H1-12b: I work equipment and event data on a daily basis.

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I share data.

I share our data with the public.

My department digitizes records.

T1-05: My department is digitizing old handwritten text records.

T1-04: I digitize my department's paper records and other departments' paper records.

Z1-16: Drawings are hard copy and all digitized - updated and re-scanned as needed and based on importance of record.

T1-06: Digitized records are online and are searchable by key words.

I share data with the public.

V1-08b: Stakeholders include Public, journalists, students, researchers.

T1-20: We promote our information through social media and press releases.

T1-03b: I make text copies available to the public.

O1-20: Our data stakeholders are member. of the public, inspectors, surveyors, developers, and engineers.

I handle Freedom of Information requests.

M1-14b: Freedom of information legislation - I have not had requests since I've been here.

O1-19: For right-to-know requests, I pull the info and turn over the material to the lawyer in the law department who sends it out.

T1-17: I am the only one who handles right to know requests.

M1-15: Requests go through the legal department and data analysts pull the data.

O1-18: Right-to-know requests for data includes requests, work orders, historic info from the street file, emails.

I report data to various government agencies.

I report data to the government.

M1-11: We report data to government agencies.

M2-12: A yearly report is sent out and made available concerning resource usage.

Z1-08: We report data to other government agencies.

T1-18: We are obligated to create one state and one federal report. Every 6 months, for projects. Usually just hours worked and progress on deliverables.

V1-07: I report data to government agencies.

I share data with other government agencies or departments.

H1-10: We share data from other bureaus where our work overlaps.

V1-08a: Stakeholders include DOMI, other agencies, and government officials.

V1-09: We share data with other City departments when work overlaps.

M1-04: DOMI uses our data; right of way requests - information for maintenance work and capital project. We also work with GIS online.

T1-03a: I make text copies available to other departments.

I have problems with data.

I struggle with open data.

It would be difficult to create open datasets.

O1-06: My department has no records management plan, no digitization, and no open data policy.

T1-08: Extracting raw data from text for the open data portal would be difficult.

V1-19a: I'm afraid there will be requests sitting on my desk, and I won't have the resources to comply. I'll be responsible for the noncompliance.

V1-19b: I am not a database person or able to create dashboards

I expect to have problems keeping up with data inventories.

M1-17: No one is assigned the responsibility of keeping up with data inventories.

M2-20: The problem with keeping up-to-date OD is that the queries would need to be updated with changes to data/variables.

M2-21: DBA / data analyst makes reports that have to be addressed before something like data inventories can be addressed.

I don't know much or anything about the Open Data Ordinance.

O1-17: I know nothing about ODO nor engagement plans & health status checks.

Z1-27: ODO predates him, does not know much about it, hasn't look at it yet.

V1-17: I don't know much about ODO, but know there's new legislation being proposed.

M2-18: I was not previously aware of the ordinance.

I don't know if or what data we have open.

Z1-26: I don't know what data we currently have open.

I struggle with managing my data.

My department manages data inconsistently.

O1-10: For data storage we use lots of paper and six different digital storage systems including the cloud and shared network drives.

O1-14: All dept/divisions have a different process for the work they do and nothing is documented.

O1-08: My department stores data inconsistently.

O1-13: Work orders are transcribed to Cartegraph but not reconciled across databases.

O1-02b: No one in my department is an expert in records management.

I want better data management practices.

T1-11: I think my department would function better with one overarching system instead of several overlapping systems.

O1-05: My department recognizes the importance of good records management practices.

I struggle with obtaining or using data.

Z1-22: We deal with our GIS information in a limited capacity; real quality and integrity concerns re: geospatial data.

Z1-23: HR data is not given to us in an analytical manner. It takes a lot of work to perform basic analytics.

Z1-25: Projecting availability of workforce is labor intensive.

I want more automation.

Z1-21: Our next step with our 3rd part software is to make it more manageable to enter, clean, and run analytics, and to promote more automation.

Z1-15: Some attempts to automate 311 data.

I work with data on paper.

H1-05b: We use less paper and share more.

O1-07:My department has a lot of paper records.

Z1-24: What we do not do well is process payments in a digital fashion. Most of those processes are handled on paper.

I want and hope to digitize

O1-15: The department has initiatives to digitize records but it was never budgeted and there is no dedicated staff.

O1-16: Hiring two data-related personnel. One of these new employees may work part time on digitization and data management.

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I work with open data.

I am familiar with open data.

I have ideas about what data could be open.

V1-18: We know what additional datasets should be published as open data.

H1-17: Event data is probably the only data we want open.

M2-09: Resource metrics data - does not include critical assets such as their location - so resource metrics could be open.

T1-09: Extracting raw data from text for the open data portal has potential for significant use.

M2-23b: Customer related information is something we could make open.

O1-21: Open data is incredibly important for the management of public resources.

I understand what data should not be open.

Z1-10: 3rd party software and 311 data has PII - addresses - not at risk when on our systems.

V1-13: With right-to-know requests, we don't release identifying characteristics of individuals.

V1-12: Right-to-know requests for data are difficult, because the department is constrained on what we are legally allowed to share.

H1-16: I know the data or variables that should not be open.

T1-14: I have not encountered private data yet; what I have digitized is meant to be open.

I understand what is involved in maintaining open data.

M1-24: I think it is important for City to have a common data classification schema. E.g. This data set is private, this is restricted.

M1-22: The frequency of which open data would be updated depends on the data itself.

M2-23a: Customer related information is something we could do on a regular basis, maybe monthly.

H1-18: For us it would be pretty easy to keep up with data inventories.

H1-19: Keeping up with ODO is part of our agreement with our data solutions provider.

I am familiar with the Open Data Ordinance.

M1-13: I am familiar with project. Didn't know it applied to authorities.

T1-12: I understand ODO is designed to survey various datasets that each department has, and catalog them as public or exempt for disclosure, then publish them on internet.

I have open data.

I have current open datasets.

H1-15: We have some data that is open but it was handled by I&P (last published 2018).

M1-14a: Freedom of information legislation - some data is open on the open data portal.

V1-15: We have current open datasets on WPRDC.

I have current open unstructured data.

T1-10: We have more legislative history online than any other city.

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