

Data Governance Program – Update

Department of Innovation and Technology (IT)

'A trusted, innovative technology partner transforming AC Transit.'

Date: May 25, 2022

Agenda

- IT Data Strategy
- Data Gap Analysis Recommendations - 2019
- Data Governance Program Overview
- Accomplishments
- Next Steps and Roadmap

**Enable data-driven decision-making,
utilizing accurate and reliable data
from
an **easy-to-access** enterprise platform.**

Data Gap Analysis Recommendations - 2019

Alignment to Business

Data Sources and Definitions

Data Quality

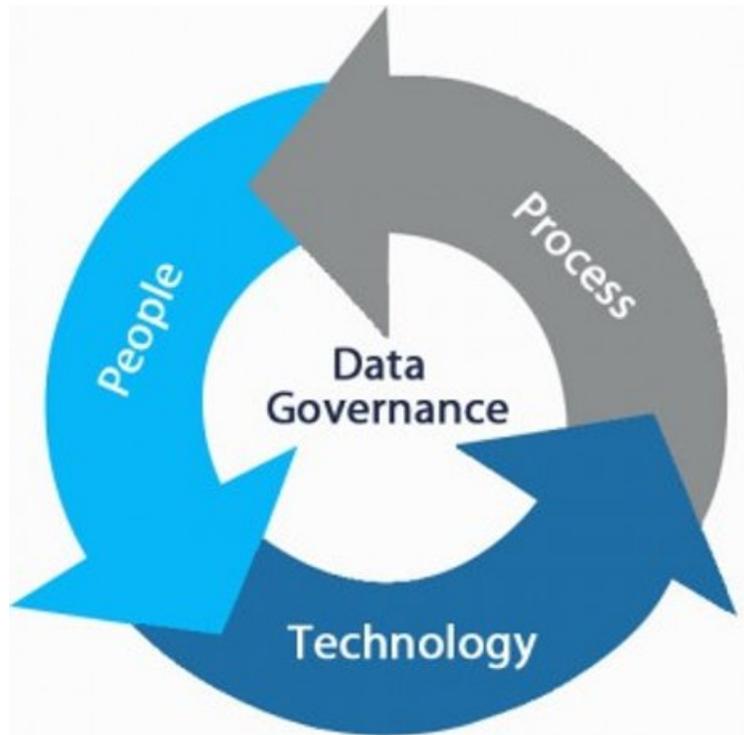
Process

Performance

Visualization

Data Governance Program

Data Governance is the composition of people, processes, and technologies to manage critical Data Assets by using *roles, responsibilities, policies, and procedures* to ensure the data is **accurate, consistent, secure**, and aligns with overall organizational objectives.



Data Governance Goals

Leadership

Quality

Prioritization

Collaboration

Innovation

Training

Data Governance Committee – 33 Members

Chief Information Officer (Chair)

- Computer Operation Administrator
- Director of Systems and Software Development
- Information Technology Manager

Internal Audit Manager

Executive Director of External Affairs, Marketing & Communication

- Director of Marketing and Communications
- Director of Legislative Affairs and Community Relations
- Customer Services Manager
- Marketing Administrator

Chief Finance Officer

- Director of Revenue Management
- Director of Budget
- Director of Procurement and Materials
- Payroll Manager
- Controller

Safety Manager

Executive Director of Human Resources

- Human Resources Manager
- Senior Human Resources Admin

Executive Director of Planning and Engineering

- Director of Capital Projects
- Director of Service Develop and Planning
- Director of Project Control and System Analysis

Chief Operating Officer

- Director of Maintenance
- Director of Transportation
- Training and Education Manager
- Technical Services Manager

Director of Civil Rights & Compliance

General Counsel

- Attorney III
- Assistant General Counsel

Data Governance Plan

- Data Governance plan
 - Provides the organizational **framework** on how Data Governance will be managed throughout the Agency
 - Is created by the District's Data Governance Advisory **Committee**
 - Addresses key data challenges of quality, availability, and security
 - Analyzes goals and objectives
 - Defines **team structures**
 - Details data **policies, standards** and **implementation stages**

Data Security

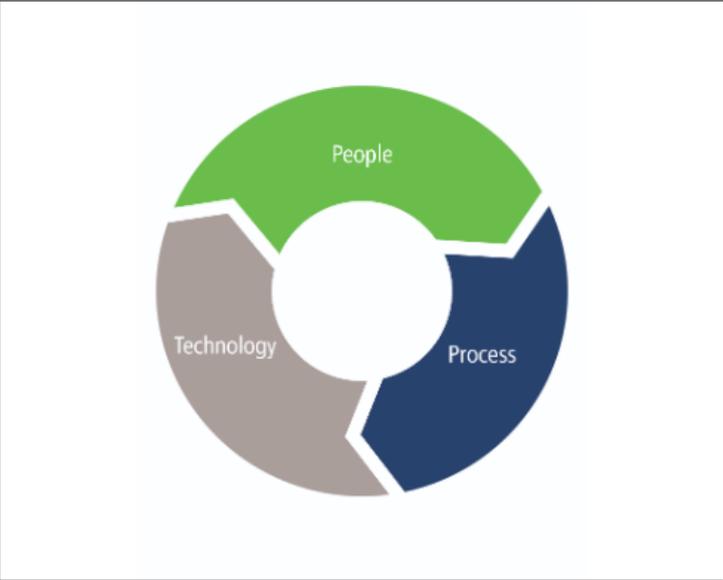
Data
Monitoring

Data
Protection

Data
Availability

Data Governance Portal

Data as a Service

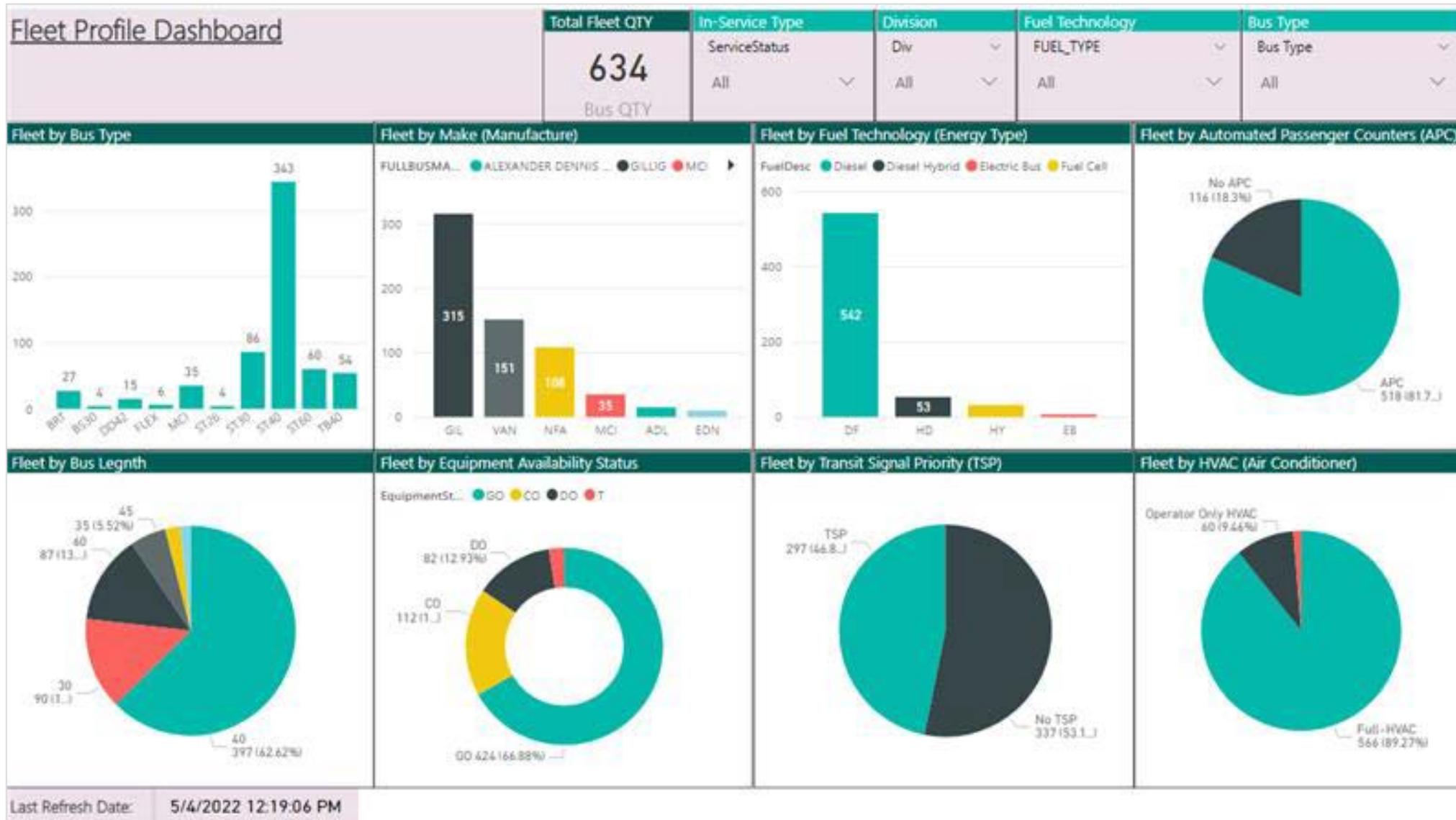


Data Governance is the composition of people, processes, and technologies to manage critical Data Assets by using roles, responsibilities, policies, and procedures to ensure the data is accurate, consistent, secure, and aligns with overall organizational objectives.

Quick Links

 Request for Data	 Request for Publishing Data
 AC Transit Business Datasets	 Data Governance Committee
 Data Governance Plan	 AC BI Reports (Power BI)

Enterprise Business Intelligence (BI)



Working Groups



Business
Intelligence



Data
Quality



Policies

Data Governance Program Trainings

Data
Governance
Program

Data as a
Service Portal

Request for
Data within the
District

Request to
Publish Data

Business
Intelligence tool
and data access

Data Survey Outcome

Strengths

- Core data was good quality. complaints were mainly about access to it.
- Retention policy in progress.
- Role Based Access Control (RBAC)
- Turn around data requests very quickly.
- Data Governance Plan
- **Data is a key part of the overall business strategy.**

Weaknesses

- Users' access to data was difficult.
- Users didn't know who is the data owner.
- Lack of clear authoritative policy about appropriate use and handling of data.
- Users want more training and communications.

Data Governance Program: Accomplishments



Committee



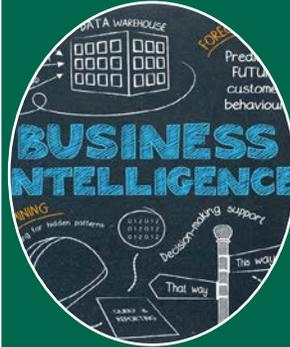
Plan



Data as a Service Portal



Data Security



Enterprise Business Intelligence



Working Groups



Trainings



Data Quality & Culture Survey 2022

Enable data-driven decision-making, utilizing accurate and reliable data from an easy-to-access enterprise platform

Next Steps and Roadmap

1Q22

2Q22

3Q22

4Q22

1Q23

2Q23

3Q23

4Q23

Refresh Data Governance Plan

Promote Data Culture and Awareness

Update Data Governance Policies

Data Migration to Cloud Infrastructure

Update Data Catalog

Open Data Portal for Transparency

Enable Artificial Intelligence and Machine Learning

Enterprise Data Warehouse (ML/AI)

Thank you

Q & A