

Real-World Data Governance

The Data Stewardship Method of Data Governance

Monthly Webinar Series Hosted by DATAVERSITY

Robert S. Seiner – KIK Consulting

September 21, 2023 – 11:00 a.m. PT / 2:00 p.m. ET



The Data Stewardship Method of Data Governance Introduction

Real-World Data Governance – Monthly Webinar Series

October 19, 2023: Build Your Own Data Governance Framework

Third Thursday each Month @ 2pm EST – Register at TDAN.com, KIKconsulting.com, DATAVERSITY.net

Upcoming Events

Data Governance and Information Quality East – Dataversity Conference – Washington, DC – December 4th – 8th

Non-Invasive Data Governance / Non-Invasive Data Governance Strikes Again Books

2014: ISBN 9781935504856 / Technics Publications / Amazon.com

May 2023: ISBN 9781634623599 / Technics Publications / Amazon.com

Non-Invasive Data Governance / Metadata Governance Online Learning Plans

Latest: Business Glossaries, Data Dictionaries and Data Catalogs

DATAVERSITY Training Center – <https://training.dataversity.net>

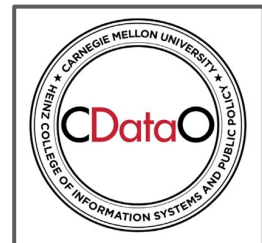
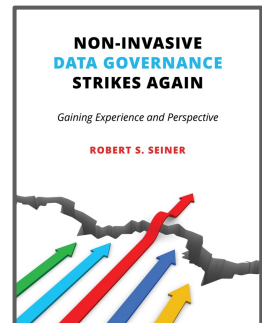
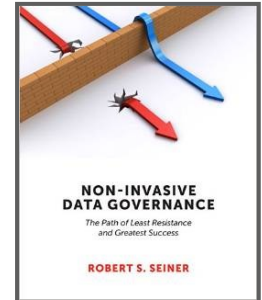
KIK Consulting & Educational Services

KIKConsulting.com (“Knowledge is King”)

The Home of Non-Invasive Data Governance™

Carnegie Mellon University (CMU)

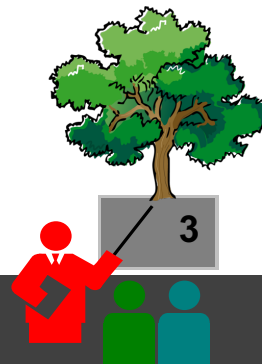
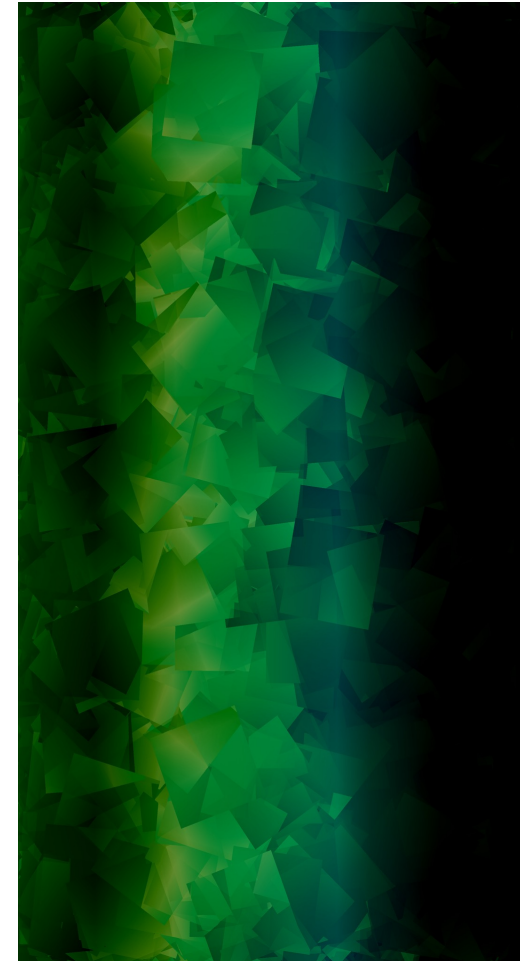
Adjunct Faculty: Heinz College Chief Data Officer (CDataO) – Executive Education



The Data Stewardship Method of Data Governance

Abstract

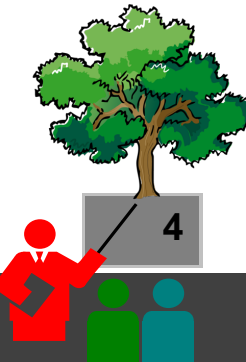
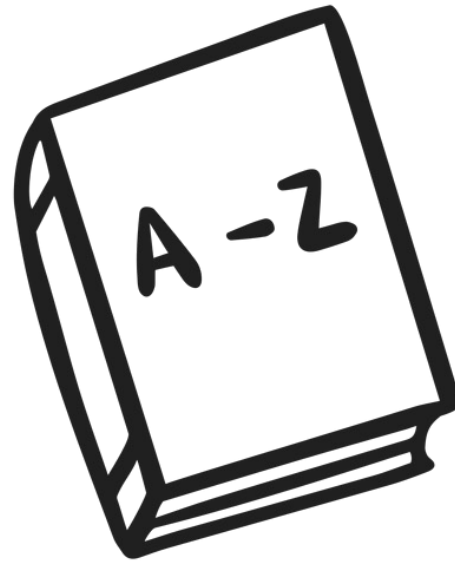
- In this webinar, I will talk about ...
 - Where Data Stewards Fit in a Customized Operating Model
 - Ways to Determine Who Your Data Stewards Are
 - How Data Stewards Interact at all Levels
 - Leveraging Data Stewards to Become Data Literate
 - Engaging Data Stewards to Improve the Status Quo



The Data Stewardship Method of Data Governance

Definitions

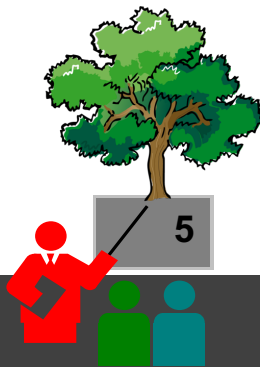
- **Data Governance** – The execution and enforcement of authority over data.
- **Data Stewardship** – Formal accountability for data.
- **Data Steward** – A person held formally accountable for their relationship to the data.



The Data Stewardship Method of Data Governance

Where Data Stewards Fit in a Customized Operating Model

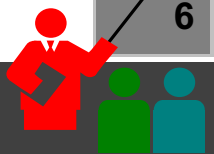
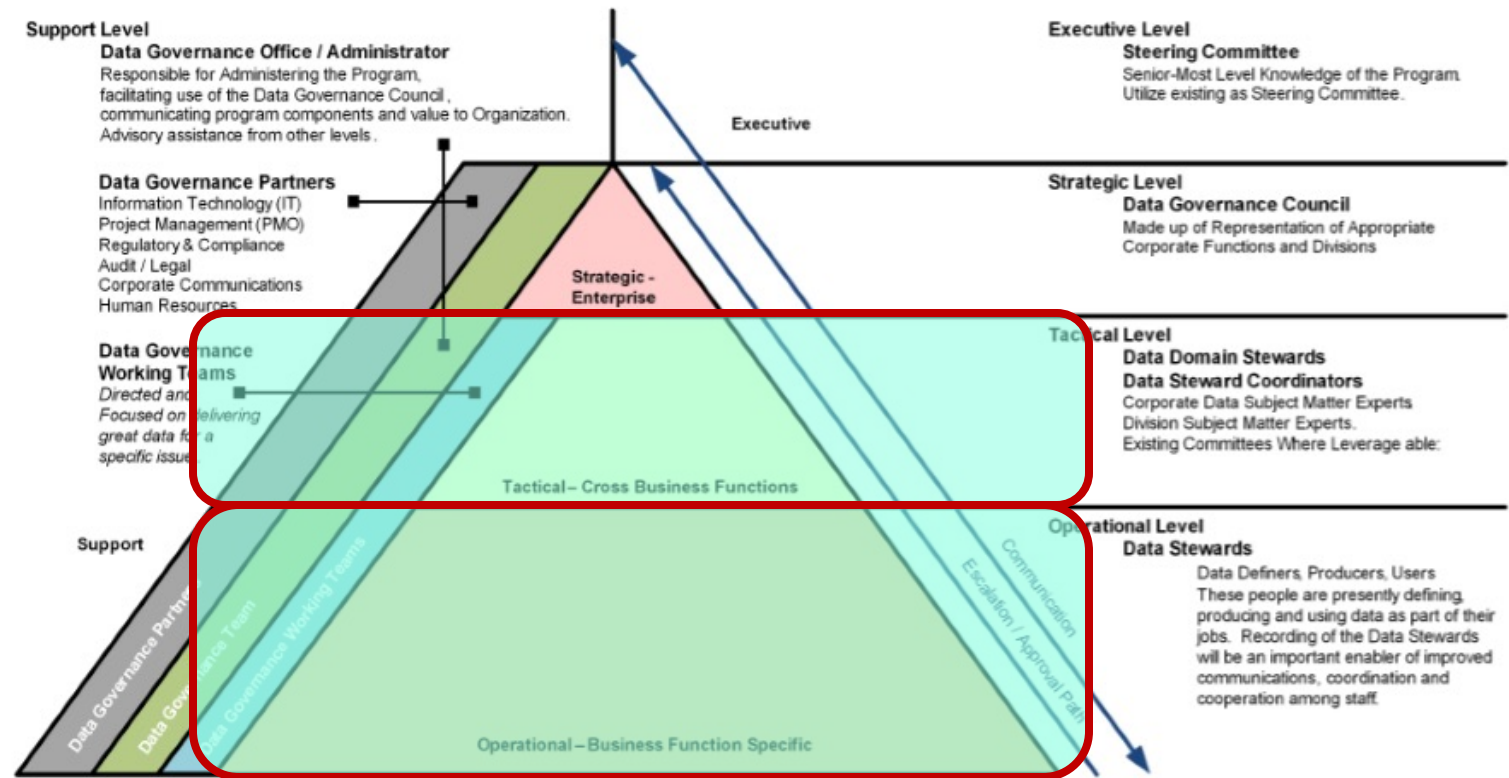
- Operating Model of Roles and Responsibilities
- More Than One Level of Data Steward
- Rules for Becoming a Data Steward
- Everybody is a Data Steward
- Formalized Accountability Versus Assigned Accountability



The Data Stewardship Method of Data Governance

Where Data Stewards Fit in a Customized Operating Model

- Operating Model of Roles and Responsibilities
 - Executive
 - Strategic
 - Tactical
 - Operational
 - Support



The Data Stewardship Method of Data Governance

Where Data Stewards Fit in a Customized Operating Model

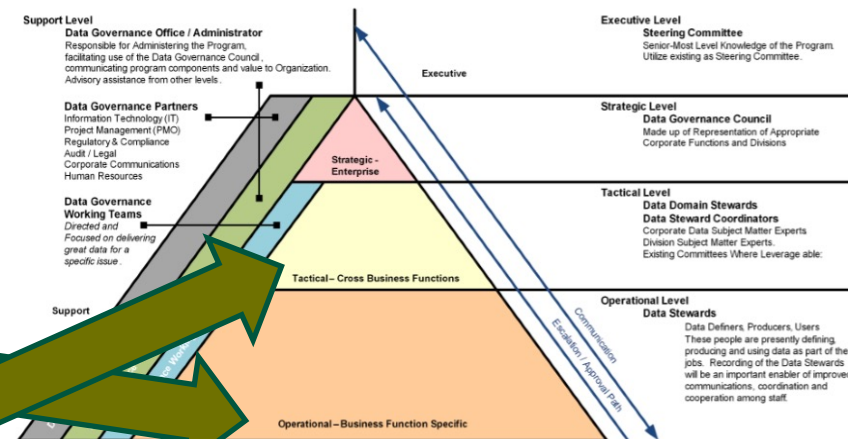
- More Than One Level of Data Steward

- Operational Stewards

- Data Definers
- Data Producers
- Data Users

- Tactical Stewards

- Data Domain Stewards
- Data Subject Matter Experts (DSMEs)
- Business Process Stewards



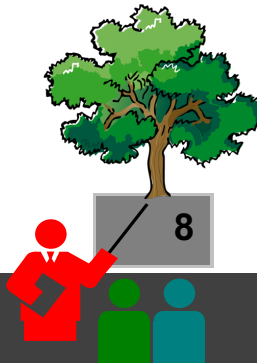
- Business Data Stewards
- Technical Data Stewards
- Business Stewards



The Data Stewardship Method of Data Governance

Where Data Stewards Fit in a Customized Operating Model

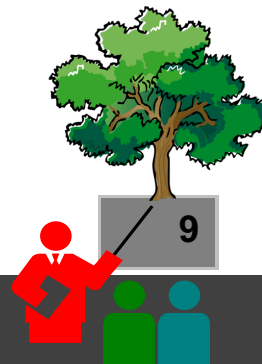
- Rules for Becoming a Data Steward
 - A Data Steward Can Be Anybody
 - Data Stewardship Describes a Relationship to Data and Is Not a Position
 - A Data Steward Is Not Hired – to Be a Data Steward
 - A Data Steward Does Not Need the Title of Data Steward
 - A Data Steward Does Not Have to Be Told How to Do Their Job
 - Public or Industry Data Steward Certification Is a Load of Bunk
 - More Than One Data Steward Exists for Each Data Type
 - Data Steward Training Should Focus on Formalizing Accountability



The Data Stewardship Method of Data Governance

Where Data Stewards Fit in a Customized Operating Model

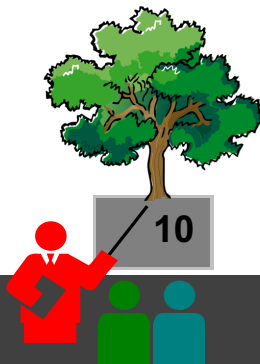
- Everybody is a Data Steward
 - When I Say, “Get Over It!”, Keep in Mind ...
 - The Only Way to Cover the Entire Organization
 - Stewards are People That Define, Produce, and Use Data
 - If They are Held Formally Accountable
 - The **Risk** of Not Holding People Formally Accountable



The Data Stewardship Method of Data Governance

Where Data Stewards Fit in a Customized Operating Model

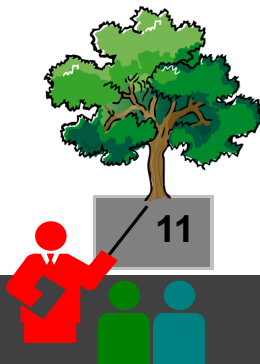
- Formalized Accountability Versus Assigned Accountability
 - Assignment of Anything Feels Over-and-Above
 - Start with Premise That People are Already Accountable
 - Accountability Based on the Actions People Take with Data
 - Stewards are People that are Held Formally Accountable for What They Do With Data
 - Stewards Need to be Directed, Guided, Assisted ... in How They Steward Data



The Data Stewardship Method of Data Governance

Ways to Determine Who Your Data Stewards Are

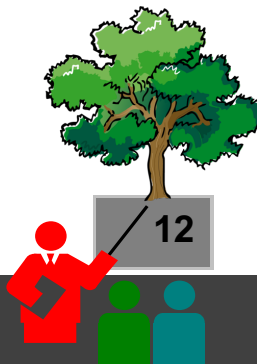
- Three Approaches to Data Governance
- Biggest Impact on Stewardship and Governance Success
- Assigning People to be Data Stewards
- Identifying People as Data Stewards
- Recognizing People as Data Stewards



The Data Stewardship Method of Data Governance

Ways to Determine Who Your Data Stewards Are

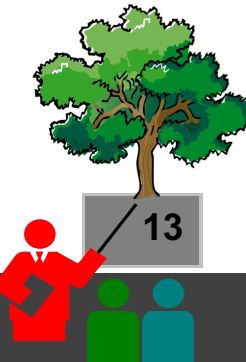
- Three Approaches to Data Governance
 - **Command-and-Control Approach** – Assign People to be Data Stewards
 - **Traditional Approach (“Field of Dreams”) Approach** – Identify People as Data Stewards
 - **Non-Invasive Approach** – Recognize People as Data Stewards
 - **The Outcome Must Be “the Execution and Enforcement of Authority Over Data”**
 - Formalize Accountability for the Definition, Production, and Usage of Data
 - Everybody is a Data Steward. Get Over It!



The Data Stewardship Method of Data Governance

Ways to Determine Who Your Data Stewards Are

- Biggest Impact on Stewardship and Governance Success
 - How People Will Accept Being _____ as Data Stewards
 - How People Will Define the Role of the Data Owner
 - How Stewards Will Represent the Entire Organization
 - How People Will Respond to Being Told “You already do this”
 - How Stewardship is Considered “Over and Above”



The Data Stewardship Method of Data Governance

Ways to Determine Who Your Data Stewards Are

- Assigning People to be Data Stewards
 - People are Being Asked to Do More with Less
 - New Positions Difficult to Create
 - Difficulties Finding People to Fill Positions.
 - People Do Not Want More Work
 - Recipe for Failure



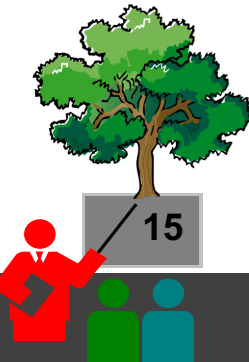
14



The Data Stewardship Method of Data Governance

Ways to Determine Who Your Data Stewards Are

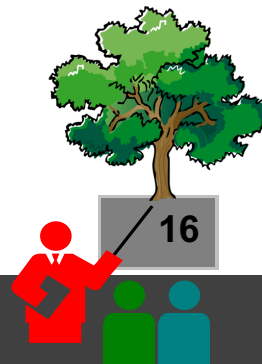
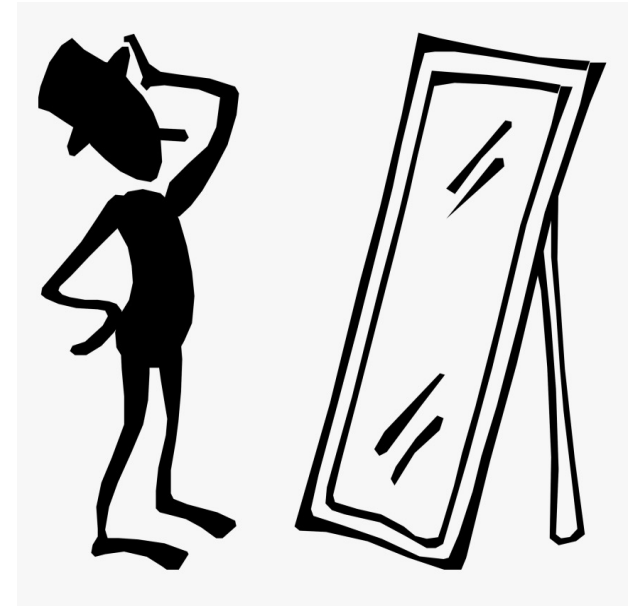
- Identifying People as Data Stewards
 - Field of Dreams Approach
 - Navigate Toward the Role of Steward
 - Not as Invasive as Assigning Stewards
 - Still Over-and-Above
 - As Time Permits ... Not Good Enough?



The Data Stewardship Method of Data Governance

Ways to Determine Who Your Data Stewards Are

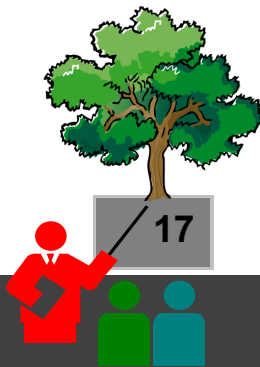
- Recognizing People as Data Stewards
 - Start With the Premise That People Are ...
 - Already Defining Data
 - Already Producing Data
 - Already Using Data
 - Refer to the Rules for Becoming a Data Steward
 - Focus on the Positives Associated With Being Recognized!



The Data Stewardship Method of Data Governance

How Data Stewards Interact at all Levels

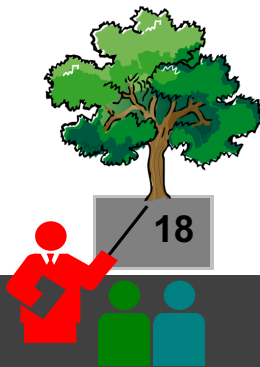
- Operational Interactions
- Tactical Interactions
- Business Interactions
- Technical Interactions
- Interaction Critical to Data Governance Program Success



The Data Stewardship Method of Data Governance

How Data Stewards Interact at all Levels

- Operational Interactions
 - Data Profiling and Monitoring
 - Collaborative Data Documentation
 - Issue Resolution and Escalation
 - Data Quality Improvement Initiatives
 - Data Access and Permissions Management



The Data Stewardship Method of Data Governance

How Data Stewards Interact at all Levels

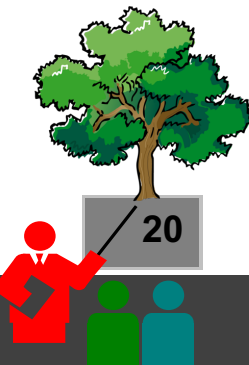
- Tactical Interactions
 - Engage in Education and Awareness
 - Collaborate on Data Definitions and Standards
 - Support Data Quality Initiatives
 - Promote Data Privacy and Security
 - Facilitate Communication and Feedback



The Data Stewardship Method of Data Governance

How Data Stewards Interact at all Levels

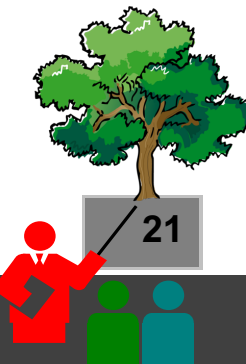
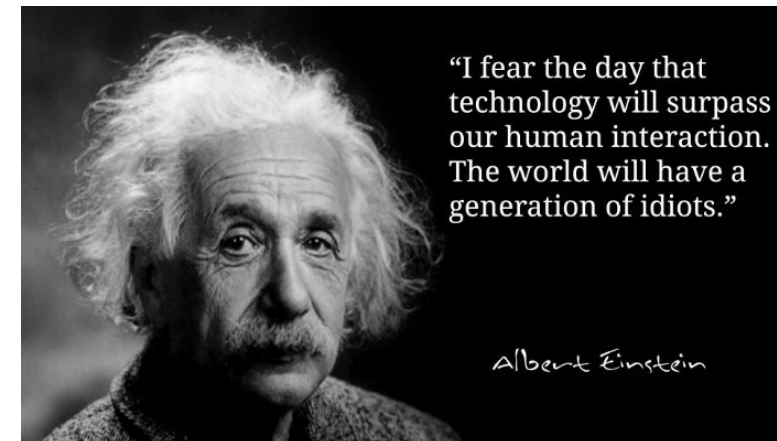
- Business Interactions
 - Understand Business Needs and Objectives
 - Align Data Management with Business Goals
 - Provide Data Insights and Recommendations
 - Facilitate Data Access and Collaboration
 - Educate and Promote Data Responsibility



The Data Stewardship Method of Data Governance

How Data Stewards Interact at all Levels

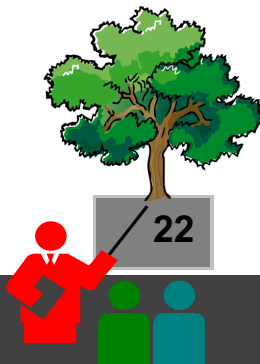
- Technical Interactions
 - Understand Technology Landscape
 - Collaborate on Data Architecture and Design
 - Implement Data Quality Checks and Monitoring
 - Advocate for Data Security and Privacy
 - Promote Data Governance Tools and Practices



The Data Stewardship Method of Data Governance

How Data Stewards Interact at all Levels

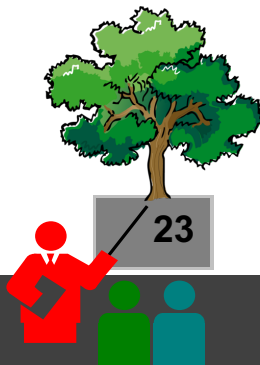
- Interaction Critical to Data Governance Program Success
 - Engage in Cross-Functional Collaboration
 - Act as Advisors and Educators
 - Facilitate Communication and Transparency
 - Promote Data Ownership and Accountability
 - Continuous Improvement and Feedback Loop



The Data Stewardship Method of Data Governance

Leveraging Data Stewards to Become Data Literate

- Data Literacy and Why It Is Important
- Organizational Data Literacy
- Individual Data Literacy
- Data Literacy and Data Stewardship
- Data Literacy and Data Governance



The Data Stewardship Method of Data Governance

Leveraging Data Stewards to Become Data Literate

- Data Literacy and Why It Is Important
 - “The ability to understand, interpret, and communicate about and with data effectively.”
 - About Data – Articulating the effort required to improve data management and governance.
 - With Data – Recognizing the power of using data to make decisions and share results.
 - Data Literacy is Important to Data Stewards Who Are Looking to Improve

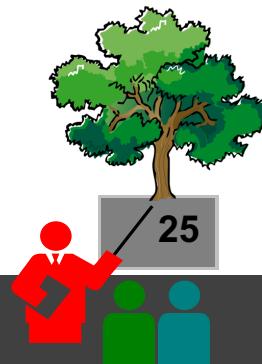
- Informed Decision-Making
- Competitive Advantage
- Efficient Operations
- Innovation
- Customer Understanding
- Risk Mitigation
- Data Governance and Compliance
- Resource Allocation
- Measurement of Success
- Enhanced Communication
- Strategic Planning
- Adaptability



The Data Stewardship Method of Data Governance

Leveraging Data Stewards to Become Data Literate

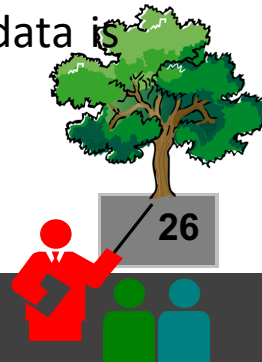
- Individual Data Literacy
 - This pertains to the data literacy skills and knowledge of individual employees within an organization. It focuses on their ability to understand, analyze, and use data for their specific roles and tasks.
 - Focuses on building the data skills of employees to enhance their personal proficiency in handling data for their specific job functions.
 - Impacts individual job performance and productivity. It helps employees make better decisions within their roles.
 - The responsibility for individual data literacy primarily falls on employees themselves, who need to proactively develop their data skills.
 - Individual data literacy skills may vary across employees and departments. It doesn't necessarily ensure that data is used cohesively at the organizational level.



The Data Stewardship Method of Data Governance

Leveraging Data Stewards to Become Data Literate

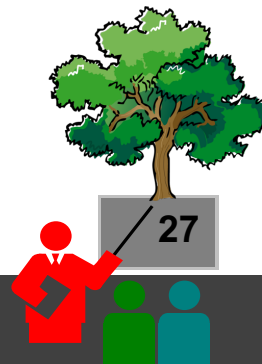
- Organizational Data Literacy
 - This extends beyond individual skills and encompasses the organization's collective capacity to manage, use, and leverage data effectively. It involves data governance, data culture, and the integration of data literacy into the organization's processes and decision-making.
 - Concentrates on creating a data-driven culture, implementing data governance policies, and ensuring that data is used strategically across departments for achieving broader organizational goals.
 - Has a broader impact on the entire organization. It affects overall competitiveness, innovation, risk management, and the ability to achieve strategic objectives.
 - It is a collective responsibility that involves senior leadership, data stewards, IT departments, and other relevant stakeholders. The organization must establish a data strategy and provide the necessary resources and training to foster data literacy throughout the company.
 - Focuses on integrating data literacy into the organization's culture and processes, ensuring that data is consistently and strategically used across all functions.



The Data Stewardship Method of Data Governance

Leveraging Data Stewards to Become Data Literate

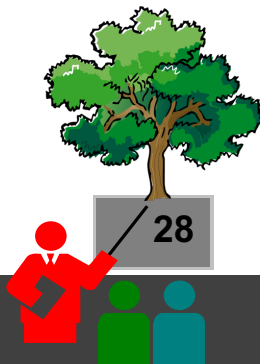
- Data Literacy and Data Stewardship
 - Invest in data literacy training and education programs for data stewards, ensuring they possess the necessary skills and knowledge to promote data literacy throughout the organization.
 - Task data stewards with establishing and maintaining clear data governance policies and comprehensive data documentation.
 - Data stewards can play a pivotal role in maintaining data quality by monitoring, identifying, and rectifying data issues.
 - Encourage data stewards to actively engage with other teams and departments to facilitate data communication and collaboration.
 - Data stewards can promote a data-driven culture by advocating for the value of data and fostering a mindset of curiosity and inquiry.



The Data Stewardship Method of Data Governance

Leveraging Data Stewards to Become Data Literate

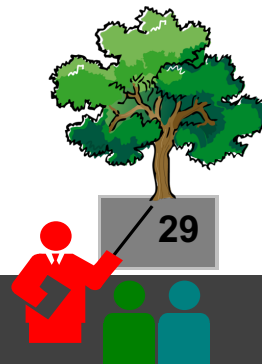
- Data Literacy and Data Governance
 - Establish and maintain clear and consistent data definitions within the data governance program.
 - Create and maintain comprehensive data documentation, including metadata and data dictionaries, as part of the data governance framework.
 - Incorporate data literacy training and awareness programs into the data governance program.
 - Make data quality a central component of data governance.
 - Establish clear communication channels within the data governance program to disseminate data-related information and best practices.



The Data Stewardship Method of Data Governance

Engaging Data Stewards to Improve the Status Quo

- Data Definition Stewards
- Data Production Stewards
- Data Usage Stewards
- Data Stewards Role in Escalation
- Data Stewardship Method of Data Governance



The Data Stewardship Method of Data Governance

Engaging Data Stewards to Improve the Status Quo

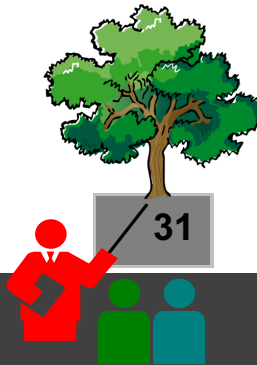
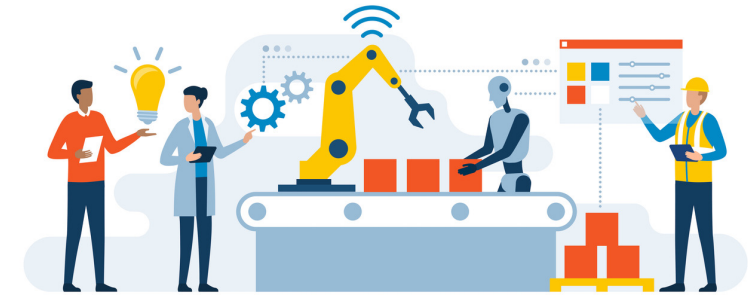
- Data Definition Stewards
 - Clarity and Consistency
 - Data Quality Assurance
 - Data Integration and Interoperability
 - Compliance and Data Governance
 - Data Documentation and Cataloging



The Data Stewardship Method of Data Governance

Engaging Data Stewards to Improve the Status Quo

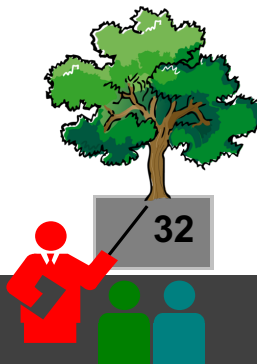
- Data Production Stewards
 - Quality Control
 - Timeliness
 - Standardization
 - Data Auditing
 - Documentation



The Data Stewardship Method of Data Governance

Engaging Data Stewards to Improve the Status Quo

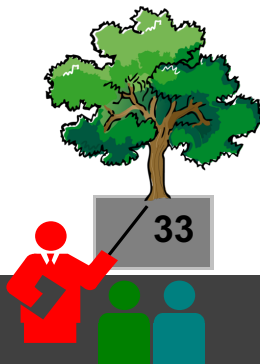
- Data Usage Stewards
 - Ensuring adherence to data governance policies and best practices.
 - Protecting sensitive data and ensuring compliance with regulations.
 - Identifying and rectifying data quality issues during usage.
 - Helping users interpret and communicate data insights.
 - Fostering collaboration among teams to leverage data for decision-making and innovation.



The Data Stewardship Method of Data Governance

Engaging Data Stewards to Improve the Status Quo

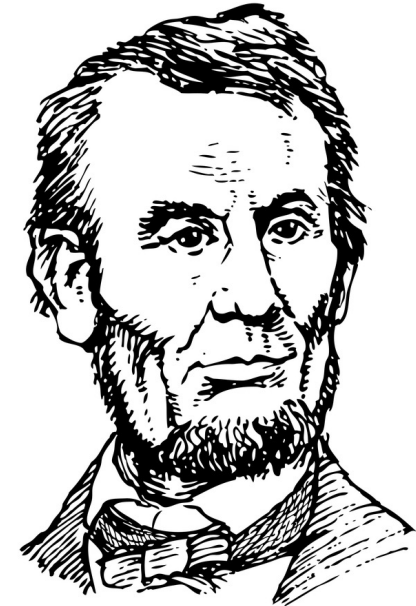
- Data Stewards Role in Escalation
 - Ensure that data problems are addressed promptly, minimizing the impact on operations.
 - Escalate issues that lead to identifying & rectifying root causes, enhancing overall data quality.
 - Assess & mitigate risks associated w/data issues, reducing potential for data-related problems.
 - Ensure that data issues are escalated in accordance with regulatory requirements and data governance standards.
 - Demonstrate that effective issue escalation demonstrates commitment to data quality and reliability, enhancing stakeholder trust.



The Data Stewardship Method of Data Governance

Engaging Data Stewards to Improve the Status Quo

- Data Stewardship Method of Data Governance
 - Data Will Not Govern Itself
 - Metadata Will Not Govern Itself
 - Your Data Governance Program Will Not Run Itself
 - Everybody is a Data Steward
 - New Quote: “Data Governance By the People, For the People”



The Data Stewardship Method of Data Governance

Summary

- In the webinar, I shared ...
 - Where Data Stewards Fit in a Customized Operating Model
 - Ways to Determine Who Your Data Stewards Are
 - How Data Stewards Interact at all Levels
 - Leveraging Data Stewards to Become Data Literate
 - Engaging Data Stewards to Improve the Status Quo



The Data Stewardship Method of Data Governance

Q & A - Contact Information

- Robert S. Seiner

KIK Consulting & Educational Services – KIKconsulting.com

The Data Administration Newsletter – TDAN.com

rseiner@tdan.com @RSeiner

